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## Workplace Violence, Threats and Security

### 406.1 PURPOSE AND SCOPE

To implement a County-wide Zero Tolerance Standard with regard to threats and violent behavior in the workplace. This policy applies to all employees.

### 406.2 AUTHORITY AND REFERENCES

- County of Riverside Standards;
- Safety Operations Manual #2010.

### 406.3 POLICY

In addition to the Injury/Illness Prevention Program, which defines measures necessary to protect the health and safety of County employees, it is the policy of Riverside County to implement a Zero Tolerance Standard. This includes threats and violent behavior, direct, indirect, implied, or actual, from any person, and directed toward any person, occurring at any County facility or in connection with the conduct of County business without regard to location.

### 406.4 OBJECTIVE

- (a) To assure that all workplace threats and violent behavior are addressed promptly.
- (b) To assure the level of physical/facility security in Riverside County work places is sufficient to protect the health and safety of County employees.
- (c) To ensure that the County of Riverside is in complete conformance with all Title 8, California Code of Regulations, General Industry Safety Orders, mandates relative to violence in the workplace.
- (d) To ensure that all disciplinary action taken for behavior prohibited under this policy is reviewed, evaluated, and administered consistently and equitably throughout the County.

### 406.5 GENERAL OVERVIEW

Circumstances associated with workplace violence events can be divided into three major types, Type I, II and III. It is important to keep in mind that a particular occupation or workplace may be subject to more than one type. One type is no more important than another.

- (a) Type 1 workplace violence involves a violent act by an assailant that has no legitimate relationship to the workplace and usually enters the workplace to commit a robbery or other criminal act.
- (b) The perpetrator of Type II incidents is either the recipient or the object of a service provided by the affected workplace or the victim, e.g., the assailant is a former client, patient, customer, passenger, criminal suspect, or prisoner.

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- (c) Type III incidents of workplace violence predominately consist of assaults by an individual who has some present or prior employment-related involvement with a specific workplace. A Type III incident typically involves a threat or physical action against an employee, supervisor, management, current or former spouse, or an unrequited romantic interest.
- (d) The perpetrators of Type III incidents are customarily found to be current or former employees; a current or former spouse or lover; spurned suitor; relative or friend; or some other person who holds a real or imaginary grievance against an employee of that workplace.

### **406.6 ZERO TOLERANCE STANDARD**

Zero Tolerance with regard to threats and/or violent behavior shall include, but not be limited to, the following proactive measures and/or prohibited behavior:

- (a) No person shall engage, or be allowed to engage, in violent conduct or make threats of violence, implied, actual, direct, or indirect, at a County workplace or in connection with the conduct of County business.
- (b) All threatening comments or behavior, direct or actual, are to be taken seriously, and are never to be dismissed. Indirect and implied comments are to be reported to the immediate supervisor and may require further monitoring.
- (c) Threatening comments, action or violent behavior at any County location or at any location where County business is being conducted are to be reported immediately to a supervisor. Supervisors shall take necessary steps to assure the incident is immediately reported to the Department Head.
- (d) The supervisor to whom an incident is reported shall immediately provide security for the threatened individual, co-workers, and the public at the work site by:
  - 1. Immediately placing an employee alleged to have made threats or engaged in violent behavior on paid leave pending the outcome of an investigation;
  - 2. Ensuring that any threatening or violent person, employee or member of the public leaves the work site;
  - 3. Immediately contacting an appropriate law enforcement agency if necessary to ensure removal of the offender from the scene; and
  - 4. Ensuring that an employee who has been the victim of a job related threat or violence occurring away from County work site(s) does not revisit the scene until an investigation has been completed.
- (e) All threats and violent behavior, implied, actual, direct, or indirect, are to be documented and investigated. Such documentation shall include a narrative of the incident including names and other appropriate identification of the parties involved, verbal comments made or description of the violent behavior, witness names, and witness statements.
- (f) County employees who engage in threats or violence, direct, indirect, implied, or actual, against co-workers or any other person in connection with County business, are

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to be subject to legal action by law enforcement authorities and disciplinary actions, up to and including termination of employment.

- (g) Managers and supervisors who fail to carry out their responsibilities in accordance with this policy and procedure will be subject to disciplinary action up to and including termination.
- (h) Unless specifically required or authorized in the course of employment, Riverside County employees are prohibited from possessing offensive or defensive weapons (firearms, knives, clubs, mace, pepper spray, tear gas, etc.) at any County facility or in connection with the conduct of County business without regard to location.

#### **406.7 RESPONSIBILITIES**

- (a) County Safety Office will:
  - 1. Direct and Plan an effective Injury/Illness Prevention Program for Workplace Violence for the County on an Agency/Department-wide basis.
  - 2. Coordinate Workplace Violence Program needs with Agencies/Departments by providing appropriate professional and technical resources.
  - 3. Recommend Engineering and Administrative controls as needed.
  - 4. Ensure quality and timeliness of training programs.
  - 5. Ensure that appropriate reporting requirements have been met, i.e. (Federal and State).
- (b) Sheriff's Department will:
  - 1. Coordinate and assist in the Direction and Planning of an effective Injury/Illness Prevention Program for Workplace Violence for the County on an Agency/Department-wide basis.
  - 2. Coordinate Workplace Violence Program needs with Agencies/Departments by providing appropriate professional and technical resources, and investigate assistance when necessary.
  - 3. Recommend Engineering and Administrative controls as needed.
  - 4. Coordinate and ensure quality and timeliness of training programs.
- (c) County Employee Relations will:
  - 1. Provide assistance and guidance to Department managers and supervisors in the investigation of the incident.
  - 2. Provide advice and direction as to immediate action to be taken with the employee alleged to have made a threat.
  - 3. Undertake assessment and evaluation of incident in consultation with Department Head for determination of disciplinary action.
  - 4. Consider and evaluate recommendation by Department Head.
  - 5. Approve final disciplinary action.

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(d) Agency/District/Department Heads must:

1. Ensure this policy is fully implemented in all work locations within their area of responsibility.
2. Ensure that managers and supervisors are fully informed of Zero Tolerance.
3. Assure that incident documentation is completed accurately and in a timely manner.
4. Ensure that appropriate managers and supervisors attend all training with regard to Workplace Violence.
5. Ensure that all threats and violent behavior, direct, indirect, actual or implied, are reported to appropriate law enforcement agencies, County Personnel Employee Relations and County Safety. (Refer to General Overview section of this Document.)
6. Ensure investigation materials and disciplinary letters are sent to County Employee Relations for review and approval in a prompt and timely manner.
7. Ensure that all County work sites and work practices within the Agency/District/Department areas of responsibility are reviewed for the purpose of providing employee security and protection from the potential of reasonably foreseeable violent action.
8. Undertake appropriate discipline in accordance with County Guidelines with approval from County Employee Relations.

(e) Manager/Supervisor must:

1. Report all incidents of actual violence, persons with weapons and other cases when deemed necessary to local law enforcement agency.
2. Take steps immediately available to provide safety to the victim and other person(s).
3. Report all incidents immediately to management, County Personnel Employee Relations and County Safety. (Refer to General Overview section of this document.)
4. Be knowledgeable of the Zero Tolerance Standard.
5. Ensure that their employees receive training with regard to Workplace Violence.
6. Attend prescribed training.
7. Use resources and programs available within the County and the County Safety Office to address Workplace Violence concerns.
8. Investigate, review and verify all reported threats and violent behavior.
9. Ensure that all reports of threats and violent behavior, direct, indirect, actual or implied, are fully and formally investigated with the assistance and involvement of County Safety and County Employee Relations staff.

(f) Employees must:

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1. Not perpetrate threats, either real or those which may be perceived as real, or violent behavior in connection with or during the course of Riverside County employment.
2. Immediately report all incidents of threats or violent behavior to supervisor.
3. Immediately disengage and contact supervisor upon any instance of overt violence or threatening behavior.

#### **406.8 SECURITY HAZARD ASSESSMENT AND IDENTIFICATION**

- (a) Work site analysis should use a systematic method to identify those areas requiring an assessment of security hazards. This analysis should accomplish the following:
  1. Identify those work positions in which employees are at risk of assaultive behavior;
  2. Identifying high risk factors that include elements such as physical risk factors of the buildings, isolated locations, job assignment locations, high risk activities and situations, inadequate lighting and areas of previous security difficulty;
  3. Determine if risk factors have been reduced or eliminated to the extent feasible;
  4. Analyze all newly-modified or planned facilities to ensure that hazards are reduced or eliminated; and
  5. Conduct periodic surveys whenever there are changes in operational functions to identify new or previously detected risks in security applications or practices. Surveys must be conducted annually.
- (b) Analysis of this information should be incorporated into a plan of correction for current and continuous hazard prevention and control.
- (c) Hazard assessments for workplace security will be performed in the form of periodic inspections. These inspections will consist of identification and evaluation of workplace security hazards and changes in employee work practices. Inspections to identify and evaluate workplace security hazards should be performed by the employee designated to perform inspections as outlined in the Department's Injury/ Illness Prevention Program.
- (d) Additional items to consider when assessing workplace security hazards include, but are not limited to the following:
  1. Access to, and freedom of movement within the workplace by non-employees, including recently discharged employees or persons with whom an employee is having a dispute.
  2. Adequacy of workplace security systems, such as door locks, security windows, physical barriers, and restraint systems.
  3. Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of the department.
  4. Effectiveness of systems to warn others of a security danger or to summon assistance (e.g. alarms or panic buttons).

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5. The use of work practices such as "buddy" systems for specified emergency events.

#### **406.9 GUIDELINES FOR IMMEDIATE RESPONSE**

- (a) Any response to an incident involving an assault which as resulted in injury or death should be limited in scope. The individual on scene who observes the incident should limit their activities to the following:
  1. Dial 911. If using an inter-County phone system, Dial 9-911.
  2. Render comfort and minor first aid to any injured victims.
  3. Immediately notify the following:
    - (a) Your Department Safety Representative, Frances Kroh, 955-2924;
    - (b) County Personnel Employee Relations - 955-1932;
    - (c) County Safety Officer, 955-3520 (no answer, call hotline);
    - (d) County Safety Hotline, 955-5868 (message phone).
- (b) The first management personnel responding to the incident must immediately ensure that the above actions have been initiated.

#### **406.10 INCIDENT INVESTIGATIONS**

- (a) Procedures for investigating incidents of workplace violence, including threats and physical injury, include the following:
  1. Arriving at the scene of an incident as soon as possible;
  2. Immediately place employee allegedly making threat on administrative leave;
  3. Interviewing threatened or injured employees and witnesses;
  4. Examining the workplace for security risk factors associated with the incident, after release of the scene by law enforcement personnel in the event that the incident involves injuries or death;
  5. Determining the cause of the incident;
  6. Reviewing all such previous incidents;
  7. Taking corrective action to prevent the incident from recurring;
  8. Contact County Safety and Personnel Employee Relations immediately upon knowledge of threats; and
  9. Complete and forward Workplace Threat Incident and Threat Assessment forms to Risk Management/Safety Office. Department will retain canary copy for files.

#### **406.11 TRAINING**

- (a) All employees, including managers and supervisors, shall have training and instruction on general and job-specific workplace security practices. Training and instruction

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shall be provided when the Illness/Injury Prevention Program for Workplace Security is first established and periodically thereafter. Training shall also be provided to all new employees, other employees that have not previously been trained, and to all employees given new job assignment for which specific workplace security training for that job assignment has not previously been provided. Additional training and instruction must be provided to all personnel whenever new or previously unrecognized security hazards are identified. General workplace security training and instruction includes, but is not limited to, the following:

1. Explanation of the Illness/Injury Prevention Program for Workplace Security including measures for reporting any violent acts or threats of violence;
2. Recognition of workplace security hazards including the risk factors associated with the Type II and Type III of workplace violence;
3. Measures to prevent workplace violence, including procedures for reporting workplace security hazards or threats to managers and supervisors;
4. Measures to summon others for assistance;
5. Employee routes of escape;
6. Notification of law enforcement authorities when a criminal act may have occurred;
7. Emergency medical care provided in the event of any violent act upon an employee; and
8. Post-event trauma counseling for those employees desiring such assistance.

#### **406.12 RECORD KEEPING**

- (a) Records should be maintained for the following:
  1. Assaults resulting in any injury must be reported to the County Safety Office within 8 hours or sooner (effective 9/1/96);
  2. Doctors reports of injuries should be sent to Risk Management Workers' Compensation Office;
  3. Department Investigation Reports must be completed and sent to the Safety Office within twenty-four (24) hours after initial incident;
  4. Training records will be maintained for a period of three (3) years.

#### **406.13 HAZARD REDUCTION AND CONTROL**

- (a) In order to reduce, eliminate, and control hazards, engineering, administrative, and work controls for all job assignments and facility locations must be implemented.
  1. Engineering Controls for Facilities
    - (a) Bright and effective lighting systems must be provided for all indoor building areas as well as grounds and parking areas.

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- (b) Curved mirrors should be installed at intersections of halls or in areas where an individual may conceal their presence or activity.
  - (c) No employee should be permitted to work alone in an isolated unit or facility located in a high crime area.
  - (d) Fixed and mobile alarm system trigger devices, to be used in facilities which are prone to robberies or when a customer's abusive behavior is escalating or threatening with or without a weapon.
2. Administrative Controls: A sound overall program to deter and control violence includes administrative controls that reduce hazards from insufficient security measures. While not all inclusive, the following suggested guidelines are basic to this process:
- (a) A plan to deal effectively with a customer/client who behaves in an aggressive manner, which includes a gradual progression of measures for employees to deter aggressive behavior from escalating to assaults.
  - (b) Any uniformed security personnel should be trained in the principles of human behavior and methods of dealing with threats, verbal abuse, or violent aggression.
  - (c) Employees must understand and be encouraged to report all threatening, aggressive, or assaultive incidents. All such incidents must be recorded and appropriate action taken.

Revised: 04/29/1997

Date: 01/10/1990

Attachments:

- 1. [Acknowledge Receipt of Violence in Workplace Policy.pdf](#)
- 2. [Workplace Threat Incident Report.pdf](#)
- 3. [Workplace Violence Training Documentation.pdf](#)



## Attachments

## **Acknowledge Receipt of Violence in Workplace Policy.pdf**

**ACKNOWLEDGE OF RECEIPT OF  
VIOLENCE IN THE WORKPLACE POLICY**

My signature acknowledges receipt of this document of the Violence in the Workplace Policy. I understand compliance with this policy is mandatory and violation of this policy may result in discipline up to and including termination.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Employee Name (PRINT)

## **Workplace Threat Incident Report.pdf**

**WORKPLACE THREAT INCIDENT REPORT  
AGAINST COUNTY OF RIVERSIDE EMPLOYEE**

1. Name of individual threatening County employee: \_\_\_\_\_
2. Relationship to County: \_\_\_\_\_
3. Physical description: Hair \_\_\_\_\_ Eyes \_\_\_\_\_ Height \_\_\_\_\_  
Weight \_\_\_\_\_ Ethnicity \_\_\_\_\_  
Distinguishing characteristics \_\_\_\_\_  
\_\_\_\_\_  
(Attach picture if possible)
4. Circumstances of Threat: \_\_\_\_\_  
\_\_\_\_\_
5. Location of Threat: \_\_\_\_\_
6. Date: \_\_\_\_\_ Time: \_\_\_\_\_
7. Exact Words of Threat: \_\_\_\_\_  
\_\_\_\_\_
8. Threatened County Employee: \_\_\_\_\_
9. Department: \_\_\_\_\_
10. Supervisor: \_\_\_\_\_
11. Work Address: \_\_\_\_\_
12. Work Telephone: \_\_\_\_\_ Home Telephone: \_\_\_\_\_
13. Additional Comments: \_\_\_\_\_  
\_\_\_\_\_

I certify under penalty of perjury the above information is true and correct to the best of my knowledge.

**Threatened County Employee Signature      Date**

**Supervisor=s Signature                                      Date**

## **Workplace Violence Training Documentation.pdf**

**WORKPLACE VIOLENCE, THREATS, AND SECURITY  
DOCUMENT NUMBER :2010**

**INDIVIDUAL EMPLOYEE TRAINING DOCUMENTATION**

NAME OF TRAINER/INSTRUCTOR \_\_\_\_\_

TRAINING SUBJECT: Workplace Violence

TRAINING MATERIALS USED: \_\_\_\_\_

NAME OF EMPLOYEE: \_\_\_\_\_

DATE OF HIRE/ASSIGNMENT: \_\_\_\_\_

I, \_\_\_\_\_, hereby certify that I received training as described in the following areas:

- ( ) Explanation of the Illness/Injury Prevention Program for workplace security including measures for reporting any violent acts or threats of violence.
- ( ) Recognition of workplace security hazards including the risk factors associated with the Type II and Type III of workplace violence.
- ( ) Measures to prevent workplace violence, including procedures for reporting workplace security hazards or threats to managers and supervisors.
- ( ) Measures to summon others for assistance.
- ( ) Employee routes of escape.
- ( ) Notification of law enforcement authorities when a criminal act may have occurred.
- ( ) Post-event trauma counseling for those employees desiring such assistance.

I fully understand this training, agree to comply with the instructions received, and with the Workplace Violence Policy.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Trainer/Instructor Signature

\_\_\_\_\_  
Date