

**CITY of OAKLAND
ADMINISTRATIVE INSTRUCTION**



Subject:	Managing Violence in the Workplace	Number:	544
Reference:	Nothing	Effective Date:	June 1, 1995
Supersedes:	AI 544, dated March 15, 1995	Responsible Department:	Office of the City Manager

I. Policy

The City of Oakland is committed to providing a safe workplace free from acts and/or threats of violence. Violence and/or threats of violence in the workplace are unacceptable. All reasonable attempts should be made to avoid and deter violent behavior among City employees and to protect City employees from acts and/or threats of violence from other City employees or the public. Departments are to establish specific guidelines and procedures to protect employees from acts or threats of violence.

Acts of violence or threats of violence by City employees will result in disciplinary action, up to and including termination. Employees should report any person (e.g., employee, vendor or visitor) who threatens, attempts to, or commits an act of violence against them or a co-worker following the procedures set forth in this document. Reports are to be made to the employee's supervisor or department manager. The manager or supervisor should report the incident and identify the individual(s) involved to the Threat Assessment Team as soon as possible. Any acts or imminent threats of violence should be reported to the Oakland Police Department through the 911 operator for their response to potential criminal conduct. The City reserves the right to request an evaluation of employees by a mental health professional to determine fitness for duty.

II. Purpose

The purpose of this policy is to set guidelines and procedures for preventing and responding to situations in the workplace that may pose a threat of violence to City employees. A Threat Assessment Team has been established to support departments and supervisors by helping them respond appropriately to incidents of violence when they occur.

III. Definitions

<u>Term</u>	<u>Definition</u>
Off-the-Job Incidents	Violent incidents or threats that occur away from the workplace or during non-work hours.
On-the-Job Incidents	Violent incidents or threats that occur on the job, whether before, during or after work hours.
Public	Any non City employee(s) (vendor, citizen, contractor, merchant etc.).
Threat	An expression of intention to hurt, punish, intimidate etc. Threats of violence include threats against people or property.
Threat Assessment Team	A team of designated City employees from the City departments of Personnel Resource Management and Retirement and Risk Administration have been assigned the responsibility to evaluate individual incidents and assist departments to develop a plan of action and follow-up and to manage the incident when it occurs. (The City Attorney's Office and Police Department will provide advice and expertise to support the assessment process.)
Violence	Intentional physical force used so as to cause injury or mental or emotional harm.
Weapon	Gun, knife or other instrument designed or used to inflict bodily harm or destroy property.

IV. Guidelines and Procedures

Guidelines for Code of Conduct:

Any employee who threatens, attempts to or commits a violent act against another City employee on City time or City property will be subject to disciplinary action up to and including termination.

Any member of the public who threatens, attempts to or commits a violent act against a City employee (paid or unpaid) or City property will be reported to the Oakland Police Department for appropriate action.

Procedures for Reporting Incidents of Violence:

Employees should report any person (e.g., employee, vendor or visitor) who threatens, attempts to or commits an act of violence against them or a co-worker. Reports are to be made to the employee's supervisor or department manager. The manager or supervisor should report the incident and identify the individual(s) involved to the Threat Assessment Team as soon as possible. In addition, any committed act of violence should be reported to the Oakland Police Department through the 911 operator for their response to potential criminal conduct and to file a police report.

Employees should immediately report any unauthorized person suspected of, or known to be, carrying, transferring or selling a weapon on City property. This report is to be made to the immediate supervisor, department manager and/or a member of the Threat Assessment Team.

Upon receiving a report from the department, the Threat Assessment Team will immediately evaluate the report and assist the supervisor or department manager with the investigation of the incident, determine the appropriate course of action and follow up to ensure that appropriate action has been taken.

Following the incident, the department will provide the Threat Assessment Team with a written report of actions taken in response to a threat or violent act for inclusion in the Threat Assessment Team case file. The report is to be filed within 10 working days of the incident.

To assure timely response to departmental reports, Threat Assessment Team members will be available by pager during regular working hours.

To contact the Threat Assessment Team, call the Threat Assessment Team pager number, 382-2820, and using a touch-tone phone, enter your telephone number followed by a # sign. A Threat Assessment Team member will return your call immediately.

V. Organizational Responsibilities**Employee Responsibility:**

All employees are expected to refrain from acts or threats of violence. Employees are required to report threats or incidents of violence to their supervisor or other appropriate management representative. All employees are expected to follow departmental guidelines for implementing this policy. If the department fails to respond, the employee may contact the Threat Assessment Team directly.

Departmental Responsibility:

The supervisor and the department manager are required to take all threats or acts of violence seriously and to assess the immediacy of the threat. If the threat presents an immediate danger, the department shall take reasonable actions to safeguard employees, call 911 for immediate support and notify the Threat Assessment Team. If the threat does not pose an immediate danger, the supervisor should consult the department manager and the Threat Assessment Team to determine the appropriate course of action.

Every department is responsible for communicating this policy and ensuring that violence or threats are not tolerated in the workplace. The Department Director is required to communicate the "Managing Violence in the Workplace" policy to all employees.


Each department in the City shall have a written plan in place to respond to violent situations based on the general guidelines stated in this policy. These plans are to be in place by September 30, 1995.

Threat Assessment Team Responsibility:

The Threat Assessment Team is responsible for providing advice and support when departments are addressing potential threats of violent behavior. The Threat Assessment Team is responsible for supporting departments in evaluating, responding to and managing individual threats or actual acts of violence. The Threat Assessment Team is responsible for providing training on violence in the workplace and providing assistance to departments in developing a plan for each department.

In the event of a verbal or physical threat, the Threat Assessment Team assesses the severity of the incident, and in conjunction with the department manager/supervisor, plans a course of action based on workplace violence criteria. The Threat Assessment Team Coordinator may recommend to a department that an employee be referred for a fitness-for-duty evaluation. The Threat Assessment Team Coordinator will monitor return-to-work and follow-up with the employee and provide support and consultation to victim(s) and to the organization when an incident has occurred. The Threat Assessment Team Coordinator may recommend a variety of disposition options to respond to threatening or violent situation(s).

For more information about this policy, departments or employees should contact the Threat Assessment Team Coordinator at 238-3921.


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City Manager