

STOCKTON POLICE DEPARTMENT

GENERAL ORDER

WORKPLACE VIOLENCE
SUBJECT

DATE: March 1, 2005

NO: I-3

FRON: CHIEF ERIC JONES

TO: ALL PERSONNEL

INDEX: **Workplace Violence**
Violence in the Workplace

I. POLICY

- A. The Stockton Police Department condemns workplace violence in any form, and is committed to providing workplaces and facilities free from violence.

In order to provide a work environment free from the fear of violence, aggression, intimidation and/or harassment, we will respond to all threats and support all possible methods of prevention.

II. DEFINITIONS

- A. Cal/OSHA defines workplace violence as acts which take place on the employer's premises and at other locations where employees are engaged in work-related activities or are present as a condition of employment.

Violence includes physical violence and/or threats of physical violence that would lead a reasonable person to fear for his/her safety. Violence may be described as "verbal" or "physical."

1. Verbal violence "is displayed by verbal abuse or harassment involving unwanted acts or language that threatens harm to someone."
2. Physical violence "is unwelcome contact between two parties. This also includes sexual assaults and property damage."

The State further defines violence into three general types:

TYPE	DESCRIPTION	EXAMPLE
I	Employee and stranger	A taxi driver beaten and robbed, a cashier killed during a robbery, an employee assaulted on the way to the parking lot.
II	Client-related	A social worker stabbed by a disturbed client, a police officer assaulted during a traffic stop**, a teacher beaten by a student.
III	Coworker, or former employee, or someone who has/had some relationship with an employee.	A former employee who returns to threaten the supervisor, an ex-spouse who ignores a restraining order and assaults the other party at work.

** Normally, when a police officer is the victim of an on-duty assault by a citizen, it is addressed through the criminal justice system of prosecution.

III. EEOC ISSUES

- A. Harassment of a nature other than that related to threats or acts of physical violence, such as harassment, discrimination, etc. is covered by General Order I-2.

IV. DEPARTMENT RESPONSIBILITY

A. Stockton Police Department:

1. Prohibits the possession by any employee of any firearm, explosive, or dangerous instrument not needed or authorized in the normal course of duties.
2. Will establish and maintain a specialized Crisis Management Team at the department level to respond to specific incidents.
3. Will provide training that addresses prevention/security, intervention/conflict resolution, and emergency response to crisis situations.
4. Supports counseling services through the City of Stockton EAP (Employee Assistance Program) or other Departmental/City-approved services for employees involved in violent situations.
5. Will enforce this policy and take appropriate corrective action against any person who engages in any acts in violation of this policy or other Stockton Police Department policy.

- B. The Department will establish a "Department Crisis Management Team" and/or person to investigate all incidents involving acts of violence, or behavior that is perceived as leading to aggressive or violent behavior.

The Department Crisis Management Team should minimally consist of the following Departmental personnel:

1. Administrative Services Assistant Chief and/or Personnel & Training Lieutenant
2. Deputy City Attorney
3. Vice Unit Sergeant, if applicable
4. Investigations/Persons Lieutenant, if applicable
5. Division Commander (or Division Commander's designated manager/supervisor) of the involved employee

- C. The Administrative Services Division representative has the responsibility to facilitate the team. Administrative Services will coordinate assistance from the City Personnel Department, Deputy Director/Employee Relations Officer or Supervising Personnel Analyst, and mental health professionals, when necessary.

1. The Deputy City Attorney assigned to advise the Stockton Police Department will be contacted to provide legal assistance.
2. If a threat assessment is deemed necessary by the Crisis Management Team or respective Bureau Deputy Chief, the Vice Unit Sergeant will be responsible for coordinating the threat assessment investigation. In the absence of the Vice Unit Sergeant, the Special Investigations Section Lieutenant or Investigations Persons Section Lieutenant will designate a threat assessment investigation coordinator.
3. If a crime has occurred, the Investigations/Persons Lieutenant will coordinate the criminal investigation process.
4. To insure appropriate supervisory authority and communication, the Division Commander (or designee) of the involved employee will be a team member.

V. EMPLOYEE RESPONSIBILITY

- A. Employees are responsible to assist in maintaining a workplace free from violence.
1. Employees shall immediately report all suspected incidents of workplace violence to their immediate supervisor or Division Commander. The Division Commander (or designee) will then contact the Administrative Services Division Assistant Chief or Personnel & Training Lieutenant.
 - a. If notification was to the Personnel & Training Lieutenant, he/she will review the situation with the Administrative Services Division Assistant Chief, and, if determined necessary, a Department "Crisis Management Team" will be convened at that time. The Assistant Chief will insure the Chief of Police is notified, as necessary.
- B. In the event a Stockton Police Department employee has obtained a valid restraining order prohibiting an individual from entering and/or being within a specified distance of the employee's workplace (a common example would be a restraining order issued in a domestic violence situation), that employee has the responsibility to:
1. Immediately notify their Division Commander of the existence of such order.
 2. Insure a certified copy of the order is on file with headquarters, per standard Stockton Police Department policy.

As a means of reference, listed below are some of the more common situations facing employees, supervisors, and the department Crisis Management Team.

SITUATION	IF . . .	THEN . . .
1	An employee recognizes danger.	The employee immediately reports situation to their immediate supervisor, who reviews situation with Admin. Services Div. or "Departmental Crisis Management Team", as necessary.
2	The Departmental team receives a referral.	The team investigates all allegations. May consult with professionals in law, health and human services, or human resources. Each investigation must be documented as to the findings and the resolution of the allegation.
3	An employee reporting an incident expresses fear for safety and/or retaliation.	The supervisor contacts the respective Division Commander and reassures employee that appropriate action will be taken. Information will be reported to Administrative Services Assistant Chief/ Personnel & Training Lieutenant.
4	The Departmental team receives several referrals.	The team reviews each referral and makes decisions based on a priority or emergency basis, as appropriate, and makes recommendations to the Chief of Police.
5	A department has several different locations, offices/facilities.	All facilities will coordinate their investigations through the central departmental Crisis Management Team.
6	The departmental team needs guidance from professionals in law, mental health, or personnel.	The team contacts resources within the City; see "resources" in this policy.
7	The departmental team has met and documented the situation.	The team sends a report to the Chief of Police.

VI. RESOURCES

- A. The following resources are available to provide professional guidance to the departmental team.

1. Police Department
 - a. The Department will be active in all phases of prevention and emergency response.
 - b. Prevention will include employee awareness and crisis intervention training, as well as worksite security inspections.
 - c. Immediate or emergency response by on-duty personnel to bring stability to the situation will be initiated. Follow-up action would be coordinated with the effected Division and assisted by other Department personnel, as necessary.
 - d. If deemed appropriate, an Informational Bulletin, containing identifying information and/or photograph, may be issued. Example: An outside individual has a restraining order issued against them which prohibits entry to the Police Department due to threats of violence against employees.
2. City Attorney
 - a. The City Attorney's Office will be requested to answer legal questions, obtain temporary restraining orders as appropriate, and provide guidance and legal advice on proposed actions or litigations.
3. Mental Health
 - a. San Joaquin County Mental Health Division is available to provide clinical consultation and crisis intervention services.
 - b. Urgent consultations and referrals are available 24 hours a day. The Department Crisis Management Team may obtain immediate consultation or referral by contacting the San Joaquin County Mental Health Treatment Facility or other established mental health professional contacts.
4. District Attorney
 - a. The District Attorney's Office will receive cases referred from law enforcement agencies and review them for prosecution. Sensitive cases may be handled by the Investigations Section, Domestic Violence Unit, or Special Investigations Section, as appropriate.
 - b. The Victim/Witness Program may help individuals obtain restraining orders. They also provide numerous other services to victims of violent crimes.
5. Human Resources
 - a. Programs are available about early recognition and prevention of conditions or psychiatric disorders that may lead to job-related violence, such as alcohol and substance abuse, depression, mania, etc.
 - b. Information about these programs is available through City Personnel/ Employee Benefits or through Options Employee Assistance Program.
 - c. City Personnel/Employee Benefits will provide policy direction and guidance on Employee Assistance programs, proposed personnel actions, and staff support to the "Crisis Management Team."

VII. TRAINING

- A. The Department shall provide training for first-line supervisors and employees who interact with the general public, as well as all persons designated as members of any Crisis Management Team. The training components will address both proactive and reactive intervention, and shall be:
 1. Coordinated through the Department Training Officer.

2. Tailored to the needs of the specific groups identified by the Department.
3. Coordinated with professionals and specialists in law enforcement, mental health, and other community resources, as required.