



Administrative Order

TITLE: Workplace Violence

NUMBER: AO-03
CANCELS: 10/2/08
APPROVED: April 10, 2015
ORIGINATOR: Human Resources
REVIEW: April 10, 2018

I. PURPOSE AND SCOPE

To implement Board Policy BCC-05, Zero Tolerance of Workplace Violence, and provide guidelines to employees for handling different types of workplace violence involving individuals. Managers and supervisors will take every reasonable action to prevent any form of personal harm from occurring to Board employees, customers, suppliers, or other visitors on Board premises.

II. DEFINITIONS AND REFERENCES

- A. Policy BCC-05, Zero Tolerance of Workplace Violence
- B. Emergency Index with Bomb Threat Checklist
- C. Threat Incident Report Form (BCC # 09)
- D. Examples of Violence: Include, but, are not limited to, the following circumstances that may negatively impact Brevard County's ability to conduct business:
 - Physical, verbal or electronic threats, either direct or subtle
 - Physical, verbal or electronic harassment, either direct or subtle
 - Physical or psychological intimidation
 - Belligerent or aggressive behavior
 - Bullying
 - Bringing a weapon to the workplace, brandishing a weapon in the workplace, making inappropriate references to weapons.
 - Displaying an intense or obsessive romantic interest that exceeds the normal bounds of interpersonal interest
 - Behaviors indicating that an individual is significantly out of touch with reality and may pose a danger either to themselves or others
 - Assault or physical abuse

- Vandalism or Sabotage
- Arson and/or Robbery
- Other disruptive behavior

- E. Bomb Threat Procedures (can be found in Facilities Management's Procedures)
- F. Suspicious Letter or Parcel Procedures (can be found in Facilities Management's Procedures)
- G. Building Evacuation Procedures (can be in Facilities Management's Procedures)

III. IDENTIFICATION OF EMPLOYEES

In an effort to identify a Brevard County employee who belongs on County property from someone who does not, all Brevard County and Charter Office employees must wear either a Brevard County badge or a Brevard County uniform while on County property, or working at County-related settings or County-sponsored events. It is imperative that all working employees be visually identified at all times. (A Brevard County uniform may consist of a County-provided shirt with Brevard County clearly identified.)

IV. INCIDENT REPORTING AND RESPONSE PROCEDURES

- A. An EMERGENCY INDEX shall be posted at all Brevard County phones stations.
- B. INCIDENT REPORTING PROCEDURES

1. Each employee is responsible for reporting to management if he/she is being subjected to threats or acts of violence or is witnessing threats or acts of violence, using the Brevard County Threat Incident Report (BCC # 09). It is imperative that all employees understand the importance of reporting any type of violent behavior as quickly as possible.
2. There may situations where relationships between employees result in strong negative feelings by the individuals involved. Any person involved in situations where they fear that physical retaliation may take place, or where someone has made verbal threats of physical violence, should immediately report it to their next level of supervision, who will fill out the Threat Incident Report (BCC # 09) if not already done so.
3. Employees may also contact the Employee Relations Manager/EEO Officer, Personnel Manager or Human Resources Director to report their concerns of violence in the workplace.
4. Employees are encouraged to report to their managers/supervisors situations that occur outside of the workplace that may affect workplace safety. An employee may be involved in a personal non-criminal dispute with family members or neighbors. If

the situation escalates, individuals sometimes secure an “Order of Protection”, or “Injunction Against Harassment”, or similar orders from the court. If an employee requests a court order, he/she should include their work location as well as place of residence in the order. The employee should inform the supervisor of the issuance of such an order and provide a description of the individual cited in the order.

5. In the case where an employee has not secured a court order but fears for his/her safety, the employee should notify law enforcement and inform his/her supervisor immediately.
6. Violent situations can occur in employee contacts with the public. While Brevard County has a strong commitment to customer service, Brevard County does not intend for employees to be subjected to continuous verbal abuse or threats by customers or vendors. A supervisor should be requested to intervene when a customer or vendor is abusive. If there is a concern over the possibility of physical violence, the employee should immediately alert management.

C. RESPONSE PROCEDURES

1. All reports of incidents will be taken seriously and will be dealt with appropriately.
2. When threats or acts of violence are brought to the attention of management, a Threat Incident Report (BCC # 09) shall be filled out and the appointing authority shall be contacted so an evaluation of the severity of the situation can be made immediately. If it is concluded that there is a probability that violence could result, management shall do the following:
 - a. Discuss the situation with employees who are likely to come in contact with the subject. Provide them with a description of the subject and instructions on actions to be taken if the subject comes to the work site.
 - b. Notify local law enforcement authorities of any dangerous situations that pose an immediate threat to the life or property of another. In all cases, if there is an immediate need for law enforcement intervention, call **9-9-1-1** from a County phone.
 - c. Pursue any legal remedy available to eliminate violence-related conduct in the workplace. This includes obtaining restraining orders, initiating civil litigation, etc., to end the prohibited conduct.
 - d. Inform the Human Resources Director of the steps being taken to prevent violence from occurring.

If a threat incident occurs and the employee, co-worker or supervisor believes it to be valid and imminent, notify a supervisor and dial 9-9-1-1 immediately if using a County phone line. Report as many details as possible so the appropriate emergency

response units can be dispatched. As soon as possible, contact the respective Department/Office Director and the Office of Human Resources.

3. Ensure the physical safety of employees and others remaining in the area as soon as possible. Management will determine if evacuation procedures are to be initiated. All employees need to move from the immediate area to a safe place at any threat of *imminent* violence. Secure work areas where disturbances have occurred. Do not disturb a crime scene.
4. Brevard County reserves the right to request a competent medical and/or psychological evaluation for any employee who displays behavioral traits, or who engages in conversational topics which, in the judgment of management, suggest impending harm to self or others. Such employee shall be placed on administrative leave with pay, pending management review of written medical and/or psychological findings, as prepared by a physician/therapist, or psychologist of the County's selection. The Brevard County Health and Wellness Officer will review the medical and/or psychological evaluation, and recommend an employment continuation option as appropriate to specific circumstances.
5. Risk Management and Department/Office Management will evaluate each incident in which an employee has incurred physical or psychological injury to determine appropriate action.
6. Where Brevard County is obligated to provide service, and does not have control of the individual, other responses may be required. Management may give employees permission not to enter into or continue with service in the face of violence or threatened violence in conformity with this Administrative Order.

V. RESPONSIBILITIES

A. The Office of Human Resources is responsible for:

1. Establishing a workplace violence policy, and communicating the policy and administrative procedures to employees, managers and supervisors.
2. Provide training for employees in communication skills, conflict resolution, workplace violence prevention, and/or aggression management.
3. Establish avenues of resolution and support for employees who experience or encounter violence in their personal or work lives.
4. Ensuring all threats and acts of violence are reported and investigated thoroughly by law enforcement agencies having jurisdiction. All trends are to be monitored and corrective actions instituted.

5. Increasing employee awareness of Brevard County's Employee Assistance Program (EAP) and encouraging the use of this service when appropriate.

B. Managers and Supervisors are responsible for:

1. Maintaining a safe work environment.
2. Maintaining open, two-way communication between employees and management, and encouraging employees to report physical and/or verbal threats and incidents.
3. Make a good faith effort to diffuse violent or potentially violent situations as quickly as possible in order to prevent their escalation and creating a threat to others.
4. Taking action against threats or acts of violence by Brevard County personnel or others (customers, outside vendors, family members or others), regardless of the manner in which Brevard County becomes aware of the conduct.
5. Communicating the workplace violence policy to all employees and ensuring its compliance.
6. Identifying actual and potential violent and/or threatening behavior and arranging for an investigation into such matters.
7. Comply with training requirements pertaining to workplace violence.
8. Reporting promptly and accurately all violent incidents whether or not physical injury has occurred.
9. Assuring Brevard County badges and/or uniforms (including County provided shirts with Brevard County clearly identified) are worn at all times by Brevard County employees on County property, or while working at County-related settings or County-sponsored events.

C. Employees are responsible for:

1. Maintaining a safe work environment.
2. Refraining from acts of violence and for seeking assistance to resolve personal issues that may lead to acts of violence in the workplace.
3. Reporting to managers and supervisors any threats, perceived problems, observed incidents or threatening situations that occur in the workplace.
4. Wearing Brevard County badges and/or uniforms at all times when on County property, or while working at County-related settings or County-sponsored events.

VI. DISCIPLINE

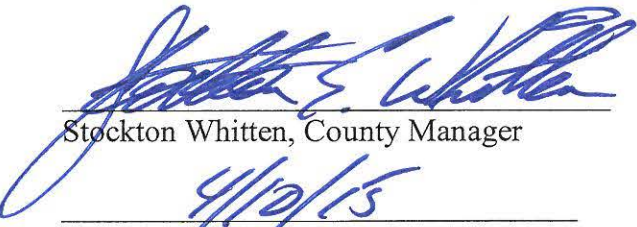
- A. Employees who commit acts of violence, including fighting or making threats, may be removed from the premises and may be subject to disciplinary action (up to and including immediate termination), criminal penalties, or both.
- B. If the situation is serious enough that possible termination may be involved and/or the continued presence of an employee at the work site would not be appropriate given the circumstances, an employee may be immediately suspended with pay and ordered not to return to work until further advised.

VII. REPORT/COMPLAINT FORM

- A. A Threat Incident Report Form (BCC # 09) has been developed to assist in the collection of critical information regarding any workplace violence incident encountered. This form is intended only as a tool, to help in collecting and disseminating information quickly and completely to the appropriate offices, not as a replacement for immediately informing your supervisor. This form is to be used for threat incidents that have occurred or are imminent, and also for reporting situations that are not currently imminent, but could lead to a potentially violent situation.
- B. The Threat Incident Report Form (BCC # 09) is not intended to replace other accident, injury, or property damage/loss forms required by Risk Management, but rather to supplement such situations where violence has occurred.

VIII. RESERVATION OF AUTHORITY

The authority to issue and/or revise this Administrative Order is reserved to the County Manager.



Stockton Whitten, County Manager
4/10/15

Date