

COUNTY OF LOS ANGELES
PROBATION DEPARTMENT
DIRECTIVE

No.: 1297
Issued: 7/06/12
Post until: 8/06/12

SUBJECT: WORKPLACE VIOLENCE/THREAT MANAGEMENT

This Directive establishes the Department policy and procedures associated with the County of Los Angeles' Zero Tolerance Policy towards workplace acts of violence or threats in any form.

PERFORMANCE EXPECTATIONS

All Probation Department employees must adhere to applicable County and Department policies associated with Safe Practices and Rules for Your Safety that include, but are not limited to:

- County of Los Angeles (COLA) Employee Handbook Performance Expectations
- COLA Department of Human Resources (DHR) Policies, Procedures and Guidelines (PP&G) #620-Workplace Violence/Threat Management
- Probation Department Policy Manual (PDPM) Section 600-Employee Conduct
- PDPM Section 2200-Health, Safety & Security
- Probation Department Directive #964-Referrals to Internal Affairs

This Directive is separated into six (6) major sections and includes attachments as outlined below:

- Section A - Definitions and Explanation of Terms
- Section B – Employee Responsibilities
- Section C – Managers/Supervisors Responsibilities
- Section D – Bureau Chief and/or Designee Responsibilities
- Section E – Risk Management Responsibilities
- Section F – Professional Standards Division Responsibilities

SECTION – A: DEFINITIONS AND EXPLANATION OF TERMS

This section has been included to assist employees in their understanding and application of important terms used in this Directive. Key terms used in this Directive are defined as follows:

Security Incident: The Los Angeles County Office of Security Management (OSM) defines a security incident as follows:

- An incident placing a person or property at risk that requires action by law enforcement authorities or security at a County facility, whether they were summoned or not; or
- An incident placing a person at risk involving an on-duty (including lunch periods) County employee while on County property or during the performance of their official duties. This classification includes parking facilities, or while walking to or from an off-site parking facility to start or end a workday; or

- An incident of a suspicious or unusual nature on County property that places people or property at risk; or
- An incident that occurred during non-business hours that impacts or affects the County workplace.

SECTION – B: EMPLOYEE RESPONSIBILITIES

Employees must understand their responsibility to report acts of violence, threats and suspicious activity to their supervisors as referenced in the COLA DHR PP&G #620-Workplace Violence/Threat Management (See Attachment-A).

SECTION – C: MANAGERS/SUPERVISORS RESPONSIBILITIES

Supervisors and managers must ensure that employees understand their responsibility to report acts of violence, threats and suspicious activity to their supervisors as referenced in the COLA DHR PP&G #620-Workplace Violence/Threat Management (See Attachment-A).

A threat or act of workplace violence constitutes a security incident and must be reported by the involved person, supervisors or managers to the OSM telephonically at 213-893-2069 and must be followed by the completion and submission of the Office of Security Management Security Incident Report (OSM-SIR) by the end of the business day following the incident to the following locations:

- **Los Angeles County Office of Security Management**
785 Kenneth Hahn Hall of Administration
500 W. Temple St.
Los Angeles, CA 90012
Or Via Fax: (213) 613-0848
Or Via E-mail Attachment to "osm@ceo.lacounty.gov"
- **Probation Department-Risk Management/Civil Litigation**
4549 Telegraph Rd.
Commerce, CA 90022
Or Via Fax 323-526-4008
Or Via MS-Outlook E-mail Attachment to "Risk Management"
- **Involved Bureau Chief requesting that a Directive #964 Investigation be conducted**
Via MS-Outlook E-mail Attachment to "Bureau Chief"

A blank copy of the OSM SIR is available online via the OSM website located at the following link:

<http://ceo.lacounty.gov/osm/pdf/SIR.pdf>

Supervisors and managers must ensure that a Safety Plan is established associated with each submission of an OSM SIR as reflected on the bottom of the OSM SIR. Other actions that may be taken in addition to those listed on the OSM SIR include, but are not limited to:

- Offer the services of the Los Angeles County District Attorney's Victim-Witness Assistance Program by providing their toll-free number of 1-800-380-3811.
 - May also provide a copy of the Crime Victims Know Your Rights Brochure.
- Offer the services of the Los Angeles County Domestic Violence Hotline (if applicable) by providing their toll-free number of 1-800-978-3600.
- Contact Employee Assistance Program (EAP) to schedule an on-site training (depending on the extent of the issue) such as:
 - Coping with Crisis
 - Dealing with Difficult People
 - Stress Management
 - Effective Communication Techniques

SECTION – D: BUREAU CHIEF AND/OR DESIGNEE RESPONSIBILITIES

The involved Bureau Chief and/or his or her designee are responsible for the following:

- Determining the entity most appropriate to investigate the case based on Directive #964-Referrals to Internal Affairs.
 - If it is determined that the bureau will conduct the investigation it will be appropriately assigned for such within the bureau.
 - If it is determined that Internal Affairs should conduct the investigation, the bureau chief will make a referral for such investigation.
- Determine whether the matter should be referred to the Office of the County Counsel for review.
 - If so, send an e-mail request for review via MS-Outlook E-mail to Probation Risk Management.

SECTION – E: RISK MANAGEMENT RESPONSIBILITIES

The Probation Department Risk Management operation is responsible for the following:

- Maintaining a log of the event after receipt of a copy of the OSM SIR from the operation.
- Receive request from the Bureau Chief and/or Designee for Office of the County Counsel review.
 - Submit an e-mail request for review to the Office of the County Counsel with supporting documentation within 2 business days of receipt of request.
 - Follow-up with the Office of the County Counsel within 5-10 business days of the submission to secure the status of review.
- Follow-up with OSM within 10-20 business days of the incident to secure the status of the OSM assessment recommendation and/or disposition of the submitted OSM SIR.
 - If the perpetrator of the threat or incident is an employee, upon receipt of disposition information from the OSM, Risk Management must copy the

log and send a general letter and/or e-mail of explanation of the disposition to the involved bureau chief. Notification may consist of, but is not limited to:

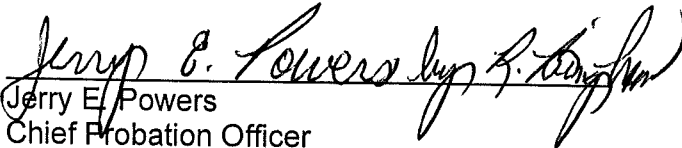
- The OSM has determined that no further action is required by their operation.
- The OSM has determined that it will not further assess or investigate the matter. However, OSM has recommended that the Department Professional Standards Division Internal Affairs conduct an internal administrative investigation.
 - A copy of this notification must include a carbon copy (cc) to Professional Standards Division.
- Follow-up with Bureau and/or Internal Affairs within 10-20 business days of the incident to secure the status of the investigation.
 - If the perpetrator of the threat or incident is an employee, upon receipt of disposition information from the Bureau and/or Internal Affairs, Risk Management must copy the log.
- If the perpetrator of the threat or incident is not an employee document the log with the OSM and Bureau and/or Internal Affairs' disposition status.

SECTION – F: PROFESSIONAL STANDARDS DIVISION RESPONSIBILITIES

Professional Standards Division Internal Affairs will initiate their investigation process upon receipt of a carbon copy (cc) of the following notification from Risk Management:

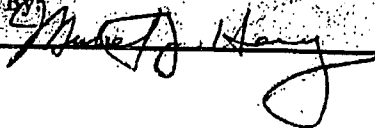
- Notification that the OSM has determined that it will not further investigate the matter. However, OSM has recommended that Professional Standards Division Internal Affairs conduct an internal administrative investigation.

Questions or concerns related to this Directive may be addressed by contacting the Risk Management Office at (562) 940-2670.


Jerry E. Powers
Chief Probation Officer



**County of Los Angeles
Department of Human Resources
POLICIES, GUIDELINES, AND PROCEDURES**

Subject: WORKPLACE VIOLENCE/THREAT MANAGEMENT	Policy Number: 620	Page(s): 5
	Effective Date: February 24, 2006	
	Approved By: 	

POLICY

ZERO TOLERANCE POLICY - The policy of the County of Los Angeles is that it will tolerate no workplace acts of violence or threats in any form.

- Any reported threat will initiate necessary security measures and a departmental investigation. Any violation of this policy must be reported to the Office of Security Management (OSM) at (213) 893-2069 and/or sent via FAX to (213) 613-0848. OSM shall make timely notification of the incident and circumstances to the Chief Administrative Officer.

GUIDELINES

The Office of Security Management was created by the Board of Supervisors as the central security management authority for all County facilities and the employees who work in those facilities. It is staffed by sworn Sheriff's Department personnel assigned to the Chief Administrative Office. The Office of Security Management has direct responsibility for the County's Threat Management Program. OSM will provide consultation to, and if requested, meet with County departments regarding acts of violence, threats or other security incidents. OSM will assist the department/victim in obtaining a police response and/or report. OSM will not assume responsibility for the investigation of an incident when another police agency has jurisdiction unless that police agency is unable to or unwilling to pursue a reasonable course of action.

Every employee is entitled to a safe and healthful work environment. This premise, grounded in the authority of the Federal Occupational Safety and Health Act and the California Labor Code, underlies the commitment of the County of Los Angeles to do everything that is reasonably necessary to protect the life, safety and health of its employees. In keeping with this commitment, the County prohibits any workplace violence, threats, intimidation or harassment against or by any of its employees.

Provisions of the policies, procedures, and resources described herein are to serve the County's managers, supervisors and employees in meeting their responsibility to

maintain workplace safety and security. Consequences of violating these provisions may include any or all of the following:

- Arrest and prosecution for violation of pertinent laws. (Threats of harm are illegal. See Appendix I in Resource Guide for relevant Penal Code sections)
- Removal of the threatening individual from the premises pending investigation
- Departmental discipline up to and including discharge

PROCEDURES

Safety of personnel should be foremost in determining the initial response to an act of violence or threat. Each threat, alleged threat, or act of violence must be assessed and managed according to the particular circumstances presented. Based on the clarity, severity, and imminence of the threat or act of violence, the situation may warrant the immediate summoning of emergency resources, or may allow sufficient time to investigate the facts of the incident to determine the most appropriate course of action.

Immediate Danger or Imminent Threat of Violence

Any employee who is a witness or victim to an act of violence or an imminent threat in the workplace, or who is advised of an imminent threat directed at or expressed by other personnel and believed by the victim or witness to constitute an immediate danger requiring an emergency response, shall take the following actions:

- Immediately notify on-site security personnel
- Obtain emergency assistance from local law enforcement by calling 911
- Warn potential victim(s)
- Seek personal safety
- Post event, the victim or supervisor/manager shall contact OSM within 24 hours

Non-Imminent Threats

If a non-imminent threat is directed at someone within a County facility by an identifiable party currently or not currently at that facility, the following timely notifications shall be made by the reporting employee, supervisor, and/or manager:

- On-site facility security personnel
- Local law enforcement agency
- A Department Supervisor or Manager

- The Office of Security Management
- The potential victim(s)

Department Head

Department Heads shall ensure by written documentation that their employees are aware of the contents of this policy and schedule OSM approved workplace violence training for management and supervisors. In addition, Department Heads shall hold managers and supervisors accountable for their roles in reporting threats or acts of violence and fulfilling the responsibilities described in this policy.

Department Managers/Supervisors

Supervisors and managers shall ensure that employees understand their responsibility to report acts of violence, threats and suspicious activity to their supervisor, regardless of the relationship between the individual who initiated the threat or threatening behavior and the person(s) who was threatened. Supervisors must act immediately upon all employee reports of threats or acts of violence. Managers, supervisors and employees must take all reasonable steps to ensure the workplace is free from violent incidents.

- Managers/supervisors shall take necessary measures to ensure employees and other appropriate personnel are aware of the threat and the identity of the threatening party, including picture ID if available, and are advised of proper security measures, including prioritized notification procedures if the identified party appears at the facility.
- Facility management shall make timely notification to the heads of departments represented at the facility.
- Management shall notify appropriate personnel at any other facilities when persons at those facilities are considered to be at risk.
- In addition to telephonic notification to the Office of Security Management, departmental management shall ensure that a Security Incident Report is completed and faxed to OSM. At the final disposition of the Department's administrative action, a copy of the event log and a synopsis of the action taken shall be faxed to OSM.
- Managers and supervisors shall formulate a Security Plan for the affected employee and facility, while also making Employee Assistance Program (EAP) information available. Staff at EAP may be reached at (213) 738-4200. These actions shall be documented by the facility manager in the department log.

Security Incident Report

A threat or act of workplace violence constitutes a security incident. The incident shall be reported to OSM via telephonic notification and by completing and delivering the Security Incident Report (S.I.R.) to OSM, 500 W. Temple Street, Room 754, Los Angeles, California 90012 or by sending the S.I.R. via FAX to (213) 613-0848 (See Resource Guide for sample reporting form). The S.I.R. shall be sent or delivered no later than the end of the business day following the threat or incident. It is the responsibility of the department head, manager, or supervisor informed of the incident to deliver or send the completed and approved S.I.R. The report shall be completed by the person reporting or involved in the incident, any supervisor, manager, or the building manager of the affected department. Inquiries regarding this S.I.R. requirement may be directed to OSM.

For reporting purposes, a Security Incident is defined as meeting any of the following criteria:

- An incident placing a person or property at risk that requires action by local law enforcement authorities or security guards at a County facility, whether they were summoned or not.
- An incident placing a person at risk involving an on-duty (including lunch periods) County employee while on County property. This includes parking facilities, or while walking to or from an off-site parking facility to start or end a workday.
- An incident of a suspicious or unusual nature on County property that places people or property at risk.

Developing and Maintaining a Log

- A log of events, notifications and contacts shall be initiated and maintained by the facility manager or other designated person whenever an incident occurs that causes the provisions of this policy to be implemented.
- If the perpetrator of the threat or incident is an employee, upon disposition of the incident, the log and a letter of explanation of the disposition shall be maintained by the senior manager at the affected facility for a period of at least three years if the employee is not terminated, or a period of at least two years if the employee is terminated.
- Copies of disciplinary letters pursuant to the disposition of the incident shall be placed in the employee's personnel folder. Medical or other information prohibited from inclusion in the personnel folder, which may have been gathered in the course of the investigation and disposition, shall be excluded from the folder and maintained in accordance with County policy on Employment Files.

Subject: THREAT MANAGEMENT

Policy Number: 620

Training

OSM is the lead department responsible for County training and instruction regarding the Workplace Violence/Threat Management Policy and shall conduct or approve all training, materials or instructors prior to implementation.

Cooperation with Law Enforcement Personnel

Law enforcement personnel may be required to enter County facilities to conduct official business, such as serving Court orders on County employees or investigating a crime that involves an employee. Law enforcement agencies shall be given access to employees while they are at work.

Any questions regarding this policy should be directed to the Office of Security Management at (213) 893-2069. The staff of the Office of Security Management is available to consult with departments regarding this and related security policies. Additional guidance and assistance can be located in the Resource Guide.

AUTHORITY

Refer to Resource Guide, Appendix 1
Federal Occupational Safety and Health Act, Title 29, Chapter 15
California Labor Code

DATE ISSUED/REVIEW DATE

Original Issue Date:
April 15, 1999

Review Date:
February 24, 2011



COUNTY OF LOS ANGELES — CHIEF EXECUTIVE OFFICE
OFFICE OF SECURITY MANAGEMENT

SECURITY INCIDENT REPORT

INCIDENT CODE:

-Sel-

(Refer to Code Sheet)

INSTRUCTIONS: A report shall be completed by the person reporting or involved in the incident or their manager (or designee). The completed report shall be delivered to the **Office of Security Management, 500 West Temple Street, Room #785, Los Angeles, California 90012**, or sent electronically to **osm@ceo.lacounty.gov** (e-mail) or (213) 613-0848 (fax) no later than the end of the business day following the incident.

Refer to accompanying *Incident Code Reference Sheet* for determining proper incident code. Use a separate form(s) to report multiple, individual incidents. Call the Office of Security Management at (213) 974-7926 or visit our website at ceo.lacounty.gov/osm for additional information.

A SECURITY INCIDENT IS DEFINED AS:

- An incident placing a person or property at risk that requires action by law enforcement authorities or security personnel at a County facility whether they were summoned or not; or
- An incident placing a person at risk involving an on-duty County employee while on County property or during the performance of their official duties. This classification includes while walking to or from an off-site parking facility at the start or end of the workday; or
- An incident of a suspicious or unusual nature on County property that places people or property at risk; or
- An incident that occurred during non-business hours that impacts or affects the County workplace.

DATE OCCURRED: ____ / ____ / ____ TIME OCCURRED: ____ DATE SIR COMPLETED: ____ / ____ / ____

COUNTY DEPARTMENT REPORTING INCIDENT: **- Select -**

ADDRESS OF FACILITY: _____

ADDRESS OF INCIDENT: (if different) _____

SUMMARY OF INCIDENT: (Briefly describe the incident)

☐ Continued on separate sheet

☐ Law enforcement agency responded

☐ A complaint/criminal report was taken by law enforcement

Agency Name: _____

Report Number: _____

☐ The VICTIM is a County employee

☐ The SUSPECT is a County employee

☐ There was a PHYSICAL ACT of violence

☐ There was a verbal/written THREAT of violence

SAFETY PLAN: The actions below should be considered when dealing with an act of violence or threat if necessary. (Check all that apply)

☐ 1) On site security notified

☐ 2) Parties involved were separated

☐ 3) Offer/obtain medical treatment for affected employee

☐ 4) Offer security escort to their vehicle/modify parking assignment

☐ 5) Offer employee reassignment/alternate workplace

☐ 6) Offer County Employee Assistance Program (EAP) services

☐ 7) Law enforcement Patrol Check requested for employee(s) workplace/residence

☐ 8) Obtain and attach copies of written witness affidavits/statements

☐ 9) Emergency Protection Order obtained from law enforcement

☐ 10) Consult with the Office of Security Management (OSM)

☐ 11) Request assistance in obtaining Restraining Order from the Office of County Counsel at (213) 974-8394

☐ 12) Initiate an Incident Event Log (per DHR 620) to be maintained by: _____

☐ Other action(s) taken: _____

REPORTED BY: _____ TELEPHONE: _____ EMAIL: _____

MANAGER: _____ TELEPHONE: _____ EMAIL: _____

Office of Security Management • 500 West Temple Street, Room 785, Los Angeles, California 90012 • osm@ceo.lacounty.gov • (213) 974-7926

(Revised 2012/01/01)



CODE REFERENCE SHEET FOR SECURITY INCIDENT REPORTS

DO NOT SUBMIT THIS FORM WITH YOUR REPORT

A. BURGLARY: Entering a closed building or locked vehicle with the intent to commit a theft. (459 PC)

1. Burglary of County owned or leased property
2. Burglary of private property

B. ROBBERY: The taking of property by force or fear (211 PC)

1. Robbery of a County facility or employee in the performance of their duties
2. Robbery of a person, including employee, not performing their duties

C. ARSON: The intentional setting fire to any object (451 PC)

1. Arson of County owned or leased property
2. Arson of private property

D. SEXUAL ASSAULT: A term which covers a range of crimes, including rape; non-consensual sex (261 PC)

1. Rape of a County employee
2. Rape of someone other than a County employee
3. Other sex-related incident

E. ASSAULT: The physical battering of another person (242 & 245 PC)

1. Assault with a weapon
2. Assault without a weapon requiring medical attention
3. Assault with only minor or no injuries and no weapon used

F. THEFT: The unlawful taking, keeping, or using of another's property without permission (including vehicles)

1. Theft of County owned or leased property
2. Theft of private property

G. DISTURBANCE: The disruption of routine business

1. Disturbance of a County facility or employee while performing their duties
2. Disturbance created by a County employee, relation, or domestic partner
3. Disturbance not involving County employee(s).
4. Inappropriate communication

H. THREAT: Expressed or implied threat of violence or harm

1. Bomb threat
2. Suicide threat
3. Threat on a County owned or leased facility or event (not "Bomb Threat")
4. Physical, verbal, or written threat to a County employee.

I. VANDALISM: Intentional damage to property (excluding "Arson").

1. Vandalism to County owned or leased property
2. Vandalism to private property

J. SUSPICIOUS ACTIVITY: Unusual behavior/activity

1. Suspicious activity by a County employee
2. Suspicious activity by a non-County employee
3. Suspicious package

K. ILLNESS OR INJURY: Not resulting from criminal activity (see "Assault").

1. Rescue responded
2. First Aid administered, no rescue responded
3. Person(s) refused treatment

L. CONTRABAND: Confiscation of illicit items

1. Weapon (i.e., gun, knife, club, etc.)
2. Narcotics (including non-prescription drugs)
3. Other types of contraband (specify)

M. MISCELLANEOUS: Non-criminal activities

1. Power or equipment failure
2. Lost County identification card
3. Lost badge (metal, shield-type only; not an ID card)
4. Lost County property
5. Alarm activation or response, no crime occurred (Fire, Burglary, Panic...)

N. TRAFFIC ACCIDENTS: Non-criminal accidents

1. Involving County owned or leased vehicle(s)
2. Involving private vehicle(s)

O. OTHER: Acts/activities not covered in any of the previous classifications

1. Other activity (explain in detail)