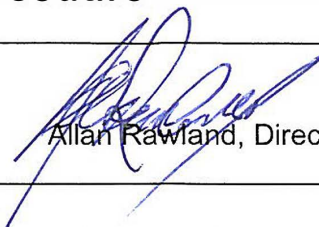


**County of San Bernardino
Department of Behavioral Health**

Threats and Assault on DBH Staff Procedure

Effective 06/17/10
Approved 06/17/10


Allan Rawland, Director

Purpose To provide staff with a protocol to follow when threats and assault on DBH staff occur.

Immediate Incident Response Staff will take immediate action when emergent threat or assault situations occur, as follows:

Step	Action
1	The staff member involved or nearby staff members will assess the situation and immediately contact or arrange to have local law enforcement contacted as appropriate.
2	The staff member involved or nearby staff members will apply Non-Violent Crisis Intervention techniques or Acute Crisis Intervention procedures as trained and as appropriate.
3	The staff member involved or a nearby staff member will immediately provide protection to everyone in the immediate vicinity of the incident as directed in the Assaultive Behavior Plan Policy .
4	The staff member involved or nearby staff members will notify the immediate Supervisor.
5	The Supervisor will immediately ensure: a. Law enforcement has been contacted as appropriate b. Appropriate Assaultive Behavior Plan and Intervention procedures and techniques are being applied c. Appropriate security measures have been taken to protect the staff victim(s), including a request for additional security guard response through the Facilities and Project Management Unit d. Management has been contacted, or to arrange for management to be contacted e. The emergent aspect of the crisis is resolved

Immediate Post-Incident Response The Supervisor and/or a member of management will oversee the following steps to immediately assess the threats or acts of assault needed to maintain the zero tolerance standard and to determine if further action is needed.

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Threats and Assault on DBH Staff Procedure, Continued

**Immediate
Post-Incident
Response**
(continued)

Step	Action
1	Arrange for victim employees obviously severely injured to be transported by ambulance as appropriate.
2	Arrange for a DBH M.D., if available, to immediately assess victim(s) when injuries appear to be minor.
3	Arrange for a designated employee to transport victim(s) with minor injuries, as determined by the DBH M.D., in an authorized County vehicle to the ARMC Employee Wellness Center for further medical care and evaluation as specified in the Occupational Injury or Illness Reporting Procedure .
4	Arrange for an authorized staff member to conduct a professional evaluation to determine if a 5150 referral needs to be made and to obtain further information about the incident and the client or employee to report to and/or in conjunction with law enforcement as appropriate.
5	Arrange for the provider performing the professional evaluation to warn intended DBH staff victim(s) and all other potential victim(s) as required in the Tarasoff Procedure .
6	Arrange for the threatened employee to complete the Workplace Threat Incident Against County of San Bernardino Employee form.
7	Arrange for local law enforcement to take a report, if not already contacted, to create a case file for the County Office of Safety and Security as needed.
8	Arrange for a DBH licensed mental health professional to promptly provide post-incident debriefings and counseling services to employees who have been affected by the incident.
9	Use the County's Employee Health and Productivity (EHaP) division of the Human Resource Department as a resource to ensure the victim employee(s) receives continuing appropriate services and assistance.

**Post-Incident
Reporting
Requirements**

All threats will be taken seriously and immediately reported as indicated in the following table:

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Threats and Assault on DBH Staff Procedure, Continued

Post-Incident
Reporting
Requirements
(continued)

Step	Action
1	<p>The Supervisor will:</p> <ul style="list-style-type: none"> • Forward the Workplace Threat Incident report through assigned management to the Director's Office • Fax a copy of the report to: <ul style="list-style-type: none"> ○ The County Office of Safety and Security (909) 387-0617 ○ The Department of Risk Management (909) 386-8677
2	<p>The Supervisor and/or the threatened employee will report in writing and maintain a record of any violence committed by a client against a DBH employee providing behavioral health services in client homes or home settings in accordance with statute requirements and the Special Incident Reporting Procedure-Client Related.</p>
3	<p>The Office of Compliance, upon receipt of an Unusual Occurrence/Incident Report indicating an act of violence was committed by a client during a home visit as described in number 3 above, shall send the written report to:</p> <p style="text-align: center;">Department of Industrial Relations Division of Labor Statistics and Research 455 Golden Gate Avenue, 9th Floor San Francisco, CA 94102</p> <p>Note: To maintain confidentiality, the names of the employee and the client shall <u>not</u> be mentioned in the report.</p>
4	<p>Supervisors of every staff victim of a threat or physical assault resulting in psychological or physical injury requiring treatment are to:</p> <ul style="list-style-type: none"> • Complete the Employer section of the Employee's Claim for Workers Compensation Benefits • Provide the form to the staff victim • Follow the procedures to report an injury as specified in the Occupational Injury or Illness Reporting Procedure <p>Note: Questions regarding when the Employee's Claim for Workers Compensation Benefits form should be issued may be directed to DBH Payroll. Injuries must be reported within twenty-four (24) hours and deaths reported within eight (8) hours of the incident for CalOSHA purposes.</p>
5	<p>Notify the applicable Program Manager if terminating client services is considered warranted.</p>

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Threats and Assault on DBH Staff Procedure, Continued

Post-Incident Reporting Requirements
(continued)

Step	Action
6	Management will ensure: <ul style="list-style-type: none"> • Client and employee evaluations are completed as appropriate • Client service termination decisions are made appropriately • Incident documentation is accurately completed • The incident is immediately reported to the Disaster/Safety Coordinator, applicable Deputy Director and Director's Office
7	The Director's Office designee will review all reports and ensure the DBH Human Resources Officer, Risk Management and the Sheriff's Office of County Safety and Security have been notified when applicable.

Incident Follow-Through and Investigation

All instances of threats and assault on DBH employees will be resolved as follows:

Step	Action
1	The HRO will: <ul style="list-style-type: none"> • Investigate workplace incidents • Prepare documentation as appropriate • Provide consultation to Managers and Supervisors in preparation of personnel action as appropriate
2	The Supervisor will ensure the incident is fully and formally investigated and solutions reported, employing the Root Cause Analysis Policy when appropriate.
3	Management will: <ul style="list-style-type: none"> • Ensure a Threat Mitigation report from the County Office of Safety and Security is received and reviewed, as appropriate • The incident has been investigated and a report issued
4	The Director's Office designee will: <ul style="list-style-type: none"> • Review Threat Mitigation reports • Review investigation reports • Seek legal consultation from County Counsel regarding workplace violence and threats as needed
5	Executive Management will: <ul style="list-style-type: none"> • Determine, if additional staff training, additional facility security, or policy/procedure revision are needed • Ensure consultation is sought from the County Office of Safety and Security as appropriate, particularly with regard to anticipating, identifying, evaluating and minimizing workplace violence

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Threats and Assault on DBH Staff Procedure, Continued

References

Occupational Safety and Health Act of 1970
Occupational Safety and Health Administration, 2004, *Guidelines for Preventing Workplace Violence for Health Care & Social Services Workers*.
California Hospital Association, 2009, *Consent Manual: A Reference for Consent and Related Health Care Law*. Sacramento, California: California Hospital Association.
California Labor Code, Section 6332
County of San Bernardino, Risk Management Safety Section, 2003, *Workplace Violence Supervisor Training Guide*. County of San Bernardino.

Related Policy or Procedure

County of San Bernardino Policy No. 13-07: [Violence and Threats in the Workplace - Zero Tolerance](#)
DBH Standard Practice Manual CLP0819: [Tarasoff Policy](#)
DBH Standard Practice Manual CLP0819-1: [Tarasoff Procedure](#)
DBH Standard Practice Manual COM0939: [Root Cause Analysis Policy](#)
DBH Standard Practice Manual SFT7009: [Assaultive Behavior Plan Policy](#)
DBH Standard Practice Manual SFT7010: [Possession of a Weapon Policy](#)
DBH Standard Practice Manual SFT7010-1: [Possession of a Weapon Procedure](#)
DBH Standard Practice Manual SFT7015: [Threats and Assault on DBH Staff Policy](#)
DBH Standard Practice Manual SFT7016: [Special Incident Reporting Procedure-Client Related](#)
DBH Standard Practice Manual SFT7020: [Occupational Injury or Illness Reporting Procedure](#)
