



**COUNTY OF SAN BERNARDINO
POLICY MANUAL**

No. 13-07

ISSUE 1

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By

EFFECTIVE 3/21/95

SUBJECT

VIOLENCE AND THREATS IN THE
WORKPLACE - ZERO TOLERANCE

APPROVED

MARSHA TUROCI

CHAIRMAN, BOARD OF SUPERVISORS

POLICY STATEMENT

In addition to the Illness/Injury Prevention Program, which defines measures necessary to protect the health and safety of County employees, it is the policy of San Bernardino County to implement a Zero Tolerance Standard with regard to threats and violent behavior in the work place. This includes threats and violent behavior, direct, indirect, implied, or actual, from any person, and directed toward any person, occurring at any County facility or in connection with the conduct of county business without regard to location.

POLICY OBJECTIVE

1. To assure that all workplace threats and violent behavior are addressed promptly.
2. To assure the level of physical/facility security in San Bernardino County work places is sufficient to protect the health and safety of County employees.
3. To ensure that the County of San Bernardino is in complete conformance with all Title 8, California Code of Regulations, General Industry Safety Orders, mandates relative to violence in the workplace.

POLICY AMPLIFICATION

Zero Tolerance with regard to threats and/or violent behavior shall include, but not be limited to, the following proactive measures and/or prohibited behavior:

1. No person shall engage, or be allowed to engage, in violent conduct or make threats of violence, implied, actual, direct or indirect, at a county work place or in connection with the conduct of County business.
2. All threatening comments or behavior, direct, indirect, implied or actual, are to be taken seriously, and are never to be dismissed as "harmless" or "just blowing off steam".
3. Threatening comments, action, or violent behavior at any County location or at any location where County business is being conducted are to be reported immediately to Department supervision. Supervisors shall take necessary steps to assure the incident is immediately reported to an appropriate Department Head.
4. The supervisor to whom an incident is reported shall immediately provide security for the threatened individual, co-workers and the public at the work site by:
 - a. Immediately placing an employee alleged to have made threats or engaged in violent behavior on paid leave pending the outcome of an investigation;

- b. Ensuring that any threatening or violent person, employee or member of the public, leaves the work site.
 - c. Immediately contacting an appropriate Law Enforcement Agency if necessary to ensure removal of the offender from the scene.
 - d. Ensuring that an employee who has been the victim of job related threats or violence away from County work sites does not revisit the scene until authorities have dealt with the matter.
5. All threats and violent behavior, implied, actual, direct or indirect, are to be documented and investigated by the Department's Personnel Officer. Such documentation shall include a narrative of the incident including names and other appropriate identification of the parties involved, verbal comments made or description of the violent behavior, witness names and witness statements.
6. County employees who engage in threats or violence, direct, indirect, implied or actual, against co-workers or any other person in connection with County business, are to be subject to legal action by law enforcement authorities and disciplinary action, up to and including termination of employment.
7. Except as specifically permitted, San Bernardino County employees are prohibited from possessing or using defensive weapons during the course of County employment.
8. Non-job related offensive weapons of any type (firearms, knives, clubs, etc.) are forbidden either on County property or being possessed during the course of County employment.

RESPONSIBILITY

1. **ASSISTANT ADMINISTRATIVE OFFICERS, ELECTED OFFICIALS AND DIRECTORS OF BOARD-GOVERNED SPECIAL DISTRICTS**
- a. Exercise responsibility and authority for implementation of procedures to assure the Health and Safety of County employees as defined in Policy #09-07, dated July 11, 1991, San Bernardino County Illness/Injury Prevention Program.
 - b. Implement this Violence and threats in the Workplace - Zero Tolerance policy forthwith.
2. **DEPARTMENT MANAGERS**
- a. Ensure this policy is fully implemented in all work locations within their area of responsibility.
 - b. Ensure that mid-level managers and supervisors are fully informed of Zero Tolerance and that all action defined under Policy Amplification is followed.
 - c. Assure that incident documentation is completed accurately and in a timely manner.

- d. Ensure that Appointing Authority, organization supporting Personnel Officer/Assistant Personnel Officer, Risk Management Division/Safety Section, as well as other appropriate sources of consultation, are promptly notified of threats and violent behavior.
- e. Ensure that appropriate managers and supervisors attend all training with regard to Work Place Violence presented by Human Resources/Risk Management Division/Safety Section.
- f. Ensure that all threats and violent behavior, direct, indirect, actual or implied, are reported to appropriate law enforcement agencies, if appropriate based upon discussion with the Department Personnel Officer and Risk Management.
- g. Ensure that all County work sites and work practices under individual areas of responsibility are reviewed for the purpose of providing employee security and protection from the potential of reasonably foreseeable violent action.
- h. Assure that all reports of threats and violent behavior, direct, indirect, actual or implied, are fully and formally investigated by the Department's Personnel Officer, with the assistance and involvement of appropriate supporting and/or consultive staff.

3. SUPERVISION

- a. Report all incidents immediately to management.
- b. Ensure safety of victim.
- c. Provide appropriate levels of training to employees as required by San Bernardino County Illness/Injury Prevention Program.
- d. Attend prescribed training.

4. RISK MANAGEMENT DIVISION

- a. Prepare guidelines and programs in conformance with all Title 8, California Code of Regulations, mandates.
- b. Prepare and present manager/supervisor training.
- c. Maintain records of incidents.
- d. Provide consultation with regard to workplace threats and violence as well as workplace physical/facility security.