



**STATE OF HAWAII  
DEPARTMENT OF HUMAN RESOURCES  
DEVELOPMENT  
POLICIES AND PROCEDURES**

POLICY NO.  
800,002  
ECD/Safety

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TITLE:

**WORKPLACE VIOLENCE PROGRAM**

APPROVED:

Barbra A Krieg, Interim Director

**I. POLICY**

All State departments shall continually assess their workplaces for the potential for workplace violence and other workplace hazards, develop policies and programs to mitigate or eliminate hazards and acts of workplace violence, including harassment, intimidation, threats of violence, and other disruptive behaviors that are consistent with exposures in their respective departments. All reports of disruptive behavior shall be taken seriously and dealt with appropriately.

**II. RATIONALE**

Experienced and trained employees are one of the State's most valued resources. Their commitment to serving the people of Hawaii effectively and efficiently must be supported by the State's commitment to provide workplaces that are free from hazard, harassment, intimidation, threats of violence, and other disruptive behaviors.

**III. DEFINITIONS**

"Disruptive behaviors" means behavior that interrupts or impedes the progress, movement, or procedures of an employee.

"Domestic violence" means the use of abusive or violent behavior, including threats and intimidation between people who have an ongoing or prior personal relationship.

"Intimidation" means engaging in actions that include, but is not limited to, stalking or behavior that is intended to frighten, coerce, or induce duress.

"Physical attack" means unwanted or hostile physical contact such as hitting, fighting, pushing, shoving, or throwing objects.

"Property damage" means damage to property, including property owned by the State, employees, visitors, or vendors.

"Threat" means an expression, verbal or non-verbal, of an intention to inflict physical or mental harm or injury. An expression constitutes a threat without regard to whether the party communicating the threat has the present ability to carry it out and without regard to whether the expression is contingent, conditional, or expected in the future.

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"Workplace violence" means, but is not limited to, intimidation, threats, physical attack, domestic violence or property damages, acts of violence committed by State employees, clients, customers, relatives, acquaintances, or acts of violence committed by strangers against State employees in the workplace.

"Zero tolerance" means the State will not condone inappropriate behavior as identified above and will investigate all reports of workplace violence and take appropriate disciplinary measures up to and including discharge, based upon its investigative findings and the severity of the offense.

### **IV. SCOPE**

This policy and procedure applies to all State government workplaces under the executive branch, excluding the University of Hawaii and the department of education who shall provide their own policy and program oversight.

### **V. RESPONSIBILITIES**

#### **A. DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT ("HRD")**

HRD shall provide oversight assistance to departments in the development and implementation of the Workplace Violence Program  
HRD shall:

1. Provide departments with technical and consultative services by assisting departments in the development of internal workplace violence prevention and management programs so they are equipped to carry out the intent of their policies;
2. Develop and implement a workplace violence awareness training program that includes recognition of conditions and behaviors that may lead to or increase the risk of violence and the means and methods to reduce such risks to employees during working hours;
3. Develop and implement the workplace violence training program for supervisors and managers on identifying disruptive behaviors, investigation of workplace violence complaints, employer negligence situations, and the consequences of inaction;

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4. Collect and analyze incident information to track trends in workplace violence;
5. Consult with departments whenever their training programs identify potential workplace problems; and
6. Consult and provide services and expertise, as needed, including labor relations, workers' compensation, safety, suitability, post-event counseling, and other relevant areas.

### B. DEPARTMENT HEADS

Each department head shall create and maintain a workplace that is designed to prevent and manage workplace violence which shall include the development of a comprehensive workplace violence prevention and management program. (See Attachment A for an overview of potential program components.) Each workplace prevention and management program shall, at a minimum, include:

Identifying and assessing potential internal and external workplace violence risk potential;

2. Developing a policy statement establishing that workplace violence is prohibited;
3. Reviewing departmental histories of disruptive behaviors and address workplace violence risk potentials;
4. Designating a department coordinator to be responsible for the overall implementation of a workplace violence prevention and management plan;
5. Establishing a crisis or workplace violence management team (see Attachment B) or an approach that identifies and mobilizes appropriate resources, as needed;
6. Developing and implementing a written workplace violence prevention and management plan to include:
  - a. A process for disseminating the department's workplace violence policy to new and existing employees;

A procedure for employees and supervisors to report violations of the department's workplace violence policy

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(see optional Employee's Report of Workplace Violence, HRD Form 416);

- c. A procedure for investigating a report of a violation of the department's policy, including a description of department preparedness and precautionary measure to be taken in responding to acts of threats of violence (see optional Investigator's Summary Record, HRD Form 417);
  - d. A procedure for providing instructions to all employees regarding proper response to acts or threats of violence;
  - e. A procedure for reporting, collecting, and maintaining information regarding incidents of workplace violence; and
  - f. A procedure for facilitating critical incident stress debriefing for employees who have been affected by an event related to trauma and victimization.
7. Providing training for supervisors and managers so they in turn foster safe and healthy work environments by learning to:
- a. Recognize signs and symptoms of potential workplace violence;
  - b. Prevent and manage workplace violence by utilizing all management and employee resources (see Attachment C) including that of the departments of health, accounting and general services, human resources development and the attorney general, as needed;
  - c. Report all incidents and potential workplace violence situations to a supervisor and the departmental personnel officer;
  - d. Communicate the reporting procedure to subordinate employees;
  - e. Identify employees who are afflicted or traumatized by workplace violence and provide counseling and other employee assistance programs (see Attachment C) to assist employees to return to normalcy to the extent possible;

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- f. Provide consequences to perpetrators of workplace violence;
- g. Release jurisdiction of perpetrators to the criminal justice system, where appropriate; and
- h. Understand the potential legal consequences for inaction or inappropriate action to incidents of workplace violence.

### C. EMPLOYEES

- 1. All employees shall be required to attend a workplace violence training program that includes the recognition of conditions and behaviors that may lead to or increase the risk of violence and the means and methods to prevent or reduce the risk of workplace violence to employees and supervisors;
- 2. All employees are encouraged to be alert to the possibility of violence on the part of co-workers, former employees, customers, and strangers;
- 3. Employees shall report acts of threats of violence to their supervisor, manager, or the personnel office; and
- 4. All reports of violence shall be handled in a confidential manner, with information released on a need-to-know basis.

### "VI. GENERAL PROVISIONS

- A. Each employee shall be provided a copy of the department's workplace violence policy.
- B. The following actions are prohibited:
  - 1. Engaging in workplace [violence.as](#) described herein;
  - 2. Using, possessing, or threatening to use an unauthorized weapon during a time covered by this policy; and
  - 3. Misusing authority that is vested to any employee of the State in such a way that violates this policy.
- C. A violation of this policy is unacceptable and may be grounds for disciplinary action, up to and including discharge.

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- D. When a threat is received and management determines that a potential for violence exists, management may require an employee to undergo an assessment to determine the risk of danger of the employee to him/herself or other employees.
- E. Retaliation against any employee who, in good faith, reports a violation of this policy shall be prohibited. Every reasonable effort shall be made to protect the safety and anonymity of any who comes forth with concerns about a threat or act of violence.
- F. Where appropriate, departments shall refer employees who commit acts of violence to civil authorities,

### VII. PROCEDURES

- A. Departments that are exposed to or potentially exposed to workplace violence shall develop and implement a workplace violence program that includes elements which are consistent with the exposure and with HIOSH safety and health standards.
- B. Workplaces which may have a higher potential for workplace violence are those whose functions include:
  - 1. Transacting programs that handle cash and/or possess other liquid assets;
  - 2. Approving or disapproving certifications, licenses, permits, etc.;
  - 3. Approving or **denying** human services warrants, coupons, outreach services, etc.;
  - 4. Denying or deciding not to provide services that a customer may perceive as a right; and
  - 5. Imposing discipline, termination, or disapproving actions that an employee may perceive as a right or benefit.

Or whose offices include instances of:

- B. Inappropriate exercise of police powers;
- 7. Weapons in the workplace;
- 8. High grievance, attrition, aggression, sick, or injury rates;

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- 9. Staff who have continuing disruptive domestic conflict that spill over into the workplace; and
  - 10. Staff with unresolved interpersonal conflicts and relationships.
- C. Departments shall assess the risk potential of a workplace violence act that occurs in the department, division, or worksite.
  - D. If a potential for workplace violence exists, the department shall develop a workplace violence program that is consistent with addressing the type of exposures, the kinds of conditions existing in the workplace, and HIOSH safety and health standards.

**VIII. AUTHORITIES AND REFERENCES**

A. AUTHORITIES

Chapter 396, Hawaii Revised Statutes, *Occupational Health and Safety*

B. REFERENCES

*Workplace Violence: Prevention, Intervention, and Recovery*, State of Hawaii, Department of the Attorney General, October 2001

**IX. ATTACHMENTS**

- Attachment A: Workplace Violence Mitigation and Prevention
  - Attachment B: Workplace Violence•Management/Crisis Management Team
  - Attachment C: References and Assistance — State, County, and Low or No-Cost Assistance
- Employee's Report of Workplace Violence, HRD Form 416
- Investigator's Summary Record, HRD Form 417

ATTACHMENT A  
Policy No. 800.002

Workplace Violence Mitigation .and Prevention

Historical evidence has shown that Workplace Violence occurs in almost any work setting. Experience has shown that the frequency and severity of workplace violence incidents can be minimized by the actions of management to reduce the risk potential. In developing workplace violence mitigating and prevention strategies, an organization must address the employment, domestic, and facility sources of potential workplace violence scenarios. The following addresses these potential sources separately.

EMPLOYMENT:

Employment strategies-should address all phases of employment, including the pre-employment process, employment, and termination of an employee.

- A. The pre-employment process islor the most part, to identify applicants most qualified for a position. Inherent in the process is to identify those that do not meet the requirements of the position. The pre-employment process should include the following:
  1. Review-employment history for gaps in employment. Reasons for gaps in employment include:
    - a. Suspensions and terminations or non-qualified status, such as, license revocation for truck drivers, doctors, lawyers, real estate agents, etc. (Verify with issuing agency, obtain current traffic abstract, etc.)
    - b. "Self employment" can .be used to disguise undesirable gaps in employment history. However, as the nation's economy worsened, many employees were laid off. These conditions are understandable but must be questioned more closely to ascertain the veracity of such statements.
    - c. The individual was detained in prison or otherwise not available for employment.
  2. Reference check of past employers is very important. Verify names of previous supervisors and how the supervisors can be contacted. Federal .DOT rules require applicants for Commercial License Driver positions to provide a 10 year work history on applications

and a statement from the previous employer on drug and alcohol testing history.

3. Radical changes in employment history can denote exclusion from a particular field of employment because of a personal or legal mandate. (For example, a pedophile is mandated disassociation from any work with youngsters.)
4. Criminal history checks are required in most positions. Applicants with a history of violence/aggressive behavior convictions should be restricted from certain types of employment, i.e. Lautenberg amendment to the Federal Gun Control Law.
5. Negative controlled substance test results are required as part of the qualification process for some positions.

**B.** Mitigating and prevention activities include the assessment of workplace for workplace' violence risk and the implementation of a Workplace Violence Program based on that assessment. The program should include:

1. The department's statement of intolerance to acts of workplace violence.
2. 'Promotion of the program and information on how employees can report incidences or acts of workplace violence.
3. Investigation of all reports of workplace violence immediately.
4. Requirement that employees attend an approved workplace violence training program.. (HRD/Safety provides periodic supervisor and employee workplace violence programs. These programs were developed in collaboration with the HGEA and UPW.)
5. Ensure that supervisors and managers understand their investigation and reporting responsibilities.
6. Promote awareness of employee assistance programs.
7. Ensure that sanctions are implemented for infractions of the policy including sanctions to supervisors who fail or refuse to report acts and incidences of workplace violence.

**C.** Termination is often a traumatic act for all involved, irrespective of the reason for termination. In a situation of scarce jobs, limited job mobility,

and a close community, termination or the belief of impending termination can be devastating to an employee. Progressively, after termination, an employee may realize loss of financial independence, socialization, personal and family safety, and security. Therefore, retribution may not be immediate, and may fester for months, and even years. The situation becomes more problematic as relationships disintegrate. Many workplace violence behaviors are due to the abrupt or callous way the employee was terminated. Suggestions to minimize such behavior include:

1. Follow bargaining unit contract provisions for included bargaining unit employees; policies and procedures, rules, or statutes for non-bargaining unit employees. This includes following any and all requirements for progressive discipline before termination.
2. Let the police and legal system handle the retribution and consequences of criminal activity by an employee.
3. Where appropriate and available, provide a short term counseling program as part of the termination process.
4. Information on employee termination should be kept strictly confidential and such information shall only be shared on a need to know basis.
5. All terminations should be coordinated with the personnel and other offices that interact with the employee so that all state property (keys, equipment, tools) is returned to the state and access to computers, offices, etc. are voided.
6. Once informed of termination, avoid permitting employee to stay on premises. This may require a delivery method for personal effects and pay check - mail, bank, security office, or pick up at a location the department selects.
7. Inform the employee that when terminated, entry into the facility is prohibited (where possible have employee sign a statement to that effect).
8. Whenever possible, conduct the termination in the later part of the week (last work day of the week) and at or near the end of a workday. Have security personnel reasonably close during the interview and to escort terminated employee out of the facility. This serves to minimize intrusion of work activity, maintain confidentiality, and provide the terminated employee the week end to cool off.

## DOMESTIC VIOLENCE

The workplace is the most identifiable place to locate an individual who is avoiding contact with another person. In cases where an individual intentionally moves from his/her customary place of residence to avoid unwanted phone calls or contact with a person, the perpetrator's choice is usually to seek the individual at work. Please refer to Policy & Procedure 501.006 ("Victims Protections") for a summary of mitigating measures.

## FACILITY SOURCES (TARGETS OF OPPORTUNITY)

Targets of opportunity for workplace violence are largely determined by the function and type of operations of the organization. Historically, organizations that exchange money for goods or services such as banks, stores, art museums, and anyone, or anywhere, that displays a wad of money are more susceptible to violence.

Organizations that have the ability (power) to grant or deny perceived objects of value are at greater risk for workplace violence than those that do not. These organizations typically are those that provide licenses, permits, food stamps, income maintenance, workers' compensation disability compensation, highly desired tickets (sports, theater, concerts, etc.), and the like. The target of aggressive behavior can include organizational assets away from the traditional workplaces like the department's vehicles, property and even to employees on the road or official trips (personal effects, money, car, etc.).

Organizations with 24 hour operations with dark parking lots, locations in economically deprived neighborhoods, or small number of employees in a shift change, are more subject to workplace violence. Mitigating and prevention strategies for these conditions include increasing security and changes to workplace layout and design. In some instances, operational procedures can reduce the risk of exposure. Mitigating and prevention activities include:

1. Conduct risk assessments to determine the level of potential violence.
2. Review electronic security opportunities vs. security personnel.
3. Review workplace barrier designs to limit exposure risks.
4. Installation of alarm or help systems (color code and benign statements).
5. Reposition manager to area of confrontation.

6. Rotate personnel in public contact position.
7. Workplace design with personnel facing area of potential conflict.
8. Schedule large money transfers in irregular patterns.
9. Unmarked vehicles.

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## Workplace Violence Management/Crisis Management Team

Workplace violence includes a wide range of incidents and situations that can occur. Disruptive behavior can include a number of different behaviors that can be repulsive to an individual. At the extreme end of the workplace violence spectrum, facilities could be destroyed which may include homicides. Therefore, management's response often depends on the offending behavior, results of the behavior, duration of offending behavior, and resources/expertise available for closure. The Workplace Violence Management/Crisis Management Team is valuable to the department in the following areas:

- A. Conducting workplace violence risk assessments of the department's worksites and developing mitigation and prevention strategies.
- B. Serving as the central point for coordinating response activities immediately, during, and after a crisis situation (from threat assessment, investigation, defuse, recovery, and follow-on prevention actions).
- C. Providing necessary resources to the department head or manager who is or becomes responsible for actions surrounding an incident.

.Each department must be prepared to manage all disruptive behavior incidents, up to and including homicides and hostage situations. A small workplace violence management team of selected department-employees can serve as the core workplace violence team, and may include (for example) the Deputy Director, Personnel Officer, labor relations specialist, safety officer, and employee assistance representative. The core team may be supplemented by the Division and Branch Chief of the impacted unit. If a situation becomes protracted, intense, or caustic, internal and external expertise can be added to the team. As conditions become more protracted, the Department Head should become the most visible representative of the department.

State resources that can supplement a department workplace violence team include legal or investigative representatives from the Office of the Attorney General and selected specialists from the Department of Human Resources Development. Also, selected specialists from the Department of Accounting and General Services Public Works Division, the Department of Public Services Law Enforcement Division, and a media specialist from the Governor's Office may be added to the team, as appropriate.

*The county police force is trained and equipped to address hostage, terrorist, and bomb threats. The police also have immediate access to military units. Where*

*immediate attention is required, the county police should be called in immediately via 911.*

The department's workplace violence team can also take a proactive approach by visiting work sites, receiving suggestions, and hearing complaints. The team should also establish operational and reporting procedures to guide their activities.

#### THE DECISION TREE

The assembly and formulation of the department's Workplace Violence Team is dependent upon the skills of the department to resolve instances of workplace violence, efficiently and effectively, and the nature and scope of violence involved. The department must plan as to when and where the appropriate assistance is needed.

The following is a position list of potential team members.

- A. Manager (of worksite where the incident report was generated)
- B. Division Chief (of worksite where the incident report was generated)
- C. Department Personnel Officer
- D. Department Director
- E. Deputy Attorney General
- F. Administrative Services Officer
- G. Security/law enforcement
- H. DAGS Facility Manager (state owned facility; if not property manager)
- I. Governor's Media Representative.

As additional assistance is requested, departments may be relinquishing control over the situation to a higher authority like the county police and any interference can lead to disastrous results. Do not interfere with police operations except as requested by the authorities.



ATTACHMENT C

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**References and Assistance**

**Governor's Office- Media / Communications** — As appropriate, provide status of on-going workplace violence conditions or workplace violence crisis situations.

Director of Communications  
Office of the Governor  
Capitol  
Phone: 808.586.0034

**Attorney General** - Provides legal counsel on personnel actions and issues and department policy review. The department may also be able to provide criminal history background data of applicants.

Employment Law Division  
235 S Beretania Street, 15<sup>th</sup> Floor  
Honolulu, HI 96813  
Phone: 808.587.2900

Hawaii Criminal Justice Data Center  
465 South King Street, Room '102  
Honolulu, HI 96813  
Phone: 808:587.3100  
Email: [hcidc@hawaii.dov](mailto:hcidc@hawaii.dov)  
Website: [www.hawaiimoviag/hcidc](http://www.hawaiimoviag/hcidc)

**Health—ACCESS** is a 24 hour crisis hotline service, and other facilities provide counseling and crisis intervention services. Hazard Evaluation and Emergency Response Office (HEER) provides response to releases or threats of releases of hazardous substances and pollutants.

Access (DOH-Adult Mental Health Div)  
P. O. Box 3378  
Honolulu, HI 96801-3378  
Phone: 808.832.3100  
Neighbor Islands 'Toll Free 1.800.753.6879

Adult Mental Health Division  
Administrator  
1250 Punchbowl Street #256  
Honolulu, HI 96813  
Phone: 808.586.4788

Oahu

Central Oahu Community Mental Health (MH) Ctr	808.453.1051
Diamond Head Community MH Center	808.733.9260
Kalihi-Palama Community MH Center	808.832:5800
Windward Community MH 'Center	808.233.3775

Kauai Community Mental Health Center	808.274.3190
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Maui Community Mental Health Center	808.984.2150
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Lanai Clinic	808.565.6189
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Molokai Clinic	808.533.3691..
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Hawaii (Big Island)

East Hawaii Community MH Center	808.933.0409
Hilo Clinic	808.974.4300
Honokaa Clinic	808.775.8835
Puna Clinic	808.965.2240
Waimea Clinic	808.1885.1220
Kau Clinic	808.929.7331

**Hazard Evaluation and Emergency Response (HEER)**

919 Ala Moana Blvd. #206  
Honolulu, HI 96814  
Phone: 808.586.4249 (M-F/bus. Hrs.) or 247.2191 (24 hr.)

**Accounting & General Services**— Central Services Division (CSD) performs damage assessments, repair, maintenance, and clean up services. Public Works (PW) maintains blueprints on all DAGS owned facilities (DOT, UH, HHA, DOE excluded).

Central Services Division (CSD)	Public Works Division (PW)
729B Kakoi Street	*1151 Punchbowl St., Rm.-426
Honolulu, HI 96819	Honolulu, HI 96813
Phone: 808.831.6730	Phone: 808.586.0526

**Public Safety Department-** (Civic Center Area Only)

Deputy Sheriff's Office  
Security Dispatch  
Phone: 808.586.1352 or 586.1353

**'Human Resources 'Development**— The Employee Assistance Office facilitates, when available, the funding for counseling services provided in the REACH program. The Safety Office provides workplace violence assessment and training, and the Labor Relations Office advises departments on labor relations issues and bargaining contract interpretations.

Employee Assistance Office (EAO)	Labor Relations Office (LR)
.235 S. Beretania St. -#1004	.235 S. Beretania St., 14 <sup>th</sup> Floor
Honolulu, HI 96813	Honolulu, HI 96813
Phone: 808.587.1050	Phone: 808.587.0911
Website: <a href="http://hawaii.dov/hrd/main/EEBenefits/">http://hawaii.dov/hrd/main/EEBenefits/</a>	

Safety Office (SO)  
235 S. Beretania St., #1303  
Honolulu, HI 96813  
Phone: 808.587.1060  
Website: [www.hawaii.gov/hrd/main/ecd](http://www.hawaii.gov/hrd/main/ecd)

**Labor & Industrial Relations** - The Hawaii Occupational Safety and Health Division (HIOSH) provides hazard assessment and responds to employee safety complaints. The Workforce Development Division (WDD) provides employment and training services for job seekers and employers.

Hawaii Occupational Safety and Health (HIOSH) Division  
Department of Labor and Industrial Relations  
830 Punchbowl Street, Room 423  
Honolulu, HI 96813  
Phone: 808.586.9100 for information - answering machine  
808.586.9092 complaints by employees  
Website: [www.hawaii.00vilaborthiosh](http://www.hawaii.00vilaborthiosh)

Workforce Development Division (WDD)  
830 Punchbowl Street, Room 112  
Honolulu, HI 96813

	Honolulu Office - Phone:	808.586.8703	Fax: 808.586.8724
Kaneohe Office	Phone:	808.233.3700	Fax: 808.233.3709
Kapolei Office-	Phone:	808.692.7630	Fax: 808.692.7643
Waipahu Office -	Phone:	808.675.0010	Fax: 808.675.0011
Kauai Office	Phone:	808.274.3056	Fax: 808.274.3059
Maui Office	Phone:	808.984.2091	Fax: 808.984.2090
Kaunakakai Office	Phone:	808.553.1755	Fax: 808.553.1754
Hawaii Office	Phone:	808.981.2860	Fax: 808.981.2880
Kona Office	Phone:	808.327.4770	Fax: 808.327.4774

## County and Low or No Cost Assistance

(The information provided in this section is for the convenience of the reader only. This information is distributed without representation, guarantee, or warranty as to its reliability, as addresses, phone numbers and organizations change.)

**Police/Law Enforcement** For EMERGENCIES, call 911 (all islands).

Honolulu Police Department  
Community Affairs Division  
801 South Beretania Street  
Honolulu, HI 96813  
Phone: 808.529.3100

Hawaii County Police Department  
349 Kapiolani Street  
Hilo, HI 96720  
Phone: 808.961.2264

Maui County Police Department  
Internal Affairs  
55 Mahalani Street  
Wailuku, HI 96793  
Phone: 808.244.6325

Kauai County Police Department  
3990 Kaana Street #200  
Lihue, HI 96766  
Phone: 808.241.1711

## Community Resources

These resources are from the Workplace Violence— Prevention, Intervention, and Recovery manual developed and coordinated by the Department of the Attorney General, and by no means suggests an endorsement.

**Background Checks** - Assessment of applicant background histories (professional/vocational, licensing, criminal, traffic).

Goodenow Associates, Inc.  
810 Richards Street, #340  
Honolulu, HI 96813  
Phone: 808.526.2002  
Email: [Info@cioodenow.com](mailto:Info@cioodenow.com)  
Website: [www.goodenow.com](http://www.goodenow.com)

**Crisis Management Planning and Training Assistance** A listing of resources that can assist to formulate a Crisis Management and Workplace Violence Assessment Team. Agencies may also provide crisis and/or workplace violence training.

American Executive Security  
500 Ala Moana Blvd, #400  
Honolulu, HI 96820  
Attn: Randall Mack  
Phone: 808.523.0931  
FAX: 808.488.7151  
Email: [rmack1@prodiqv.net](mailto:rmack1@prodiqv.net)

Workplace Solutions, Inc  
567 South King Street, Ste. 178  
Honolulu, HI 96813  
Phone: 808.545.5632 or  
800.361.2200 (neighbor islands)  
Email: [workplacesolutionsa@hawaii.mcom](mailto:workplacesolutionsa@hawaii.mcom)

EMA, Inc.  
1600 Kapiolani Blvd., Ste. 214  
Honolulu, HI 96814  
Phone: 808.946.9578  
FAX: 808.946.3578  
Email: [info@ema-inc.com](mailto:info@ema-inc.com)

Transcend, Inc.  
743-H Waiakamilo Rd.  
Honolulu, HI 96817  
Attn: Jeff Owens  
Phone: 808.674.8601 or 722.5311  
Email: [info@transcendrm.com](mailto:info@transcendrm.com)  
Website: [www.transcendrm.com](http://www.transcendrm.com)

HR Pacific, Inc.  
3343 Pahoia Ave  
Honolulu, HI 96816  
Phone: 808.732-6783  
Email: [berniceshrrn@yahoo.com](mailto:berniceshrrn@yahoo.com)

Rob B. Welch, PhD., CSAC  
615 Piikoi Street, Ste. 1603  
Honolulu, HI 96814  
Phone: 808.596.8778  
Email: [DrWelcheaoi.com](mailto:DrWelcheaoi.com)

Human Resource Solutions  
Six Waterfront Plaza, 3<sup>rd</sup> Floor  
500 Ala Moana Blvd  
Honolulu, HI 96813  
Phone: 808.544.3961  
Email: [hrs@hrhawaii.com](mailto:hrs@hrhawaii.com)  
Website: [www.hrhawaii.com](http://www.hrhawaii.com)

Inkinen & Associates  
1003 Bishop St., Ste. 477  
Honolulu, HI 96813  
Attn: Ann Katekaru  
Phone: 808.521.2331  
Email: [akatekaru@inkinen.com](mailto:akatekaru@inkinen.com)  
Website: [www.inkinen.com](http://www.inkinen.com)

The Mediation Center of the Pacific  
245 North Kukui Street, #206  
Honolulu, HI 96817  
Phone: 808.521.6767  
Email: [mcp@mediatehawaii.org](mailto:mcp@mediatehawaii.org)  
Website: [www.mediatehawaii.org](http://www.mediatehawaii.org)

Pacific Threat Management  
1000 Bishop Street, Ste. 608  
Honolulu, HI 96813  
Phone: 808.526.2006  
Email: [PTMSafeguard-hi.com](mailto:PTMSafeguard-hi.com)

Laulima Hawaii  
P. O..Box29039  
Honolulu, HI 96820  
Phone: 808.842.4940

## Mediation Resources

### Consultation

Judiciary  
The Center for Alternative Dispute Resolution (ADR)  
•17 South King Street, #207  
Honolulu, HI 96813  
Phone: 808.539.4237  
Email: [CADRe.courts.state.hi.us](mailto:CADRe.courts.state.hi.us)  
Fax: 808.539.4416

## Mediation Services for Fee

Oahu — Mediation Center of the Pacific  
245 Kukui Street, #206  
Honolulu, HI 96817  
Telephone: 808.521.6767  
Fax: 538.1454  
Website: [www.mediatehawaii.org](http://www.mediatehawaii.org)

Hawaii — Ku'ikahi Mediation Center  
101 Aupuni Street, #1014B2  
Hilo, HI 96720  
Telephone: 808.935.7844  
Fax: 808.961.9727  
Website: [www.kuikahi-mediation.org](http://www.kuikahi-mediation.org)

West Hawaii Mediation Center  
P.O. Box 7020  
Kamuela, HI 96743  
Telephone: 808.885.5525  
Fax: 808.887.0525  
Website: [www.whmediationcenter.org](http://www.whmediationcenter.org)

Maui — Mediation Services of Maui  
95 Mahalani Street, #25  
Wailuku, HI 96793  
Telephone: 808.244.5744  
Fax: 808.249.0905  
Website: [www.mauimediation.org](http://www.mauimediation.org)

Kauai — Kauai Economic Opportunity  
Inc. Mediation Program  
2804 Wehe Road  
Lihue, HI 96766  
Telephone: 808.245-4077  
Fax: 808.245.7476

'Post-Event Recovery Programs — Primarily designed to reduce stress factors after a crisis situation and returning the individual(s) and workplace to normalcy to the extent possible.

Employee Assistance Program  
of the Pacific  
1221 Kapiolani Blvd, #730  
Honolulu, 96814  
Phone: 808.531.3271  
Neighbor Islands Toll Free: 1.877-597-8222  
Email: [info@eapacific.com](mailto:info@eapacific.com)  
Website: [www.eapacific.com](http://www.eapacific.com)

Workplace Solutions, Inc.  
567 South King Street, Ste. 178  
Honolulu, HI 96813  
Phone: 808.545.5632 or 800.361.2200 (neighbor islands)  
Email: [workplacesolutions.hawaii.rr.com](mailto:workplacesolutions.hawaii.rr.com)

Quality of Life, Inc.  
P. O. Box 61741  
Honolulu, HI 96839-1741  
Phone: 808.566.8600 or  
808.739.9549

**Security Equipment**— Assist in the design of workplace security with security hardware and software including surveillance cameras, alert systems, access control, etc.

Security Resources  
99-1191 A iwaena Street  
Aiea, HI 96701  
Phone: 808.485.8747  
FAX: 808.485.8742  
Email: [sonnvdesecurityresources.com](mailto:sonnvdesecurityresources.com)

SimplexGrinnell  
99-1379 Koaha Place  
Aiea, HI 96701  
Phone: 808.486.6678  
FAX: 808.488.9618  
Email: [bkeanevesimplexdrinnell.com](mailto:bkeanevesimplexdrinnell.com)  
Website: [www.simplexdrinnell.com](http://www.simplexdrinnell.com)

### Hotlines:

#### "Domestic Violence:

East Hawaii	808.959.8864
West Hawaii	808.322.7233
Kauai	808.245.6362
Lanai (M-F 8-5)	808.565.6700
Lanai (may call collect)	808.579.9581
Maui	808.579.9581
Molokai	808.567.6888
Oahu	808.841.0822.
Kailua	808.528.0606
Kaneohe	808.526.2200.

Temporary Restraining Order (Family Court)	808.538.5959 •
(District Court)	808.538.5151

U.S. Attorney's Office	808.541.2850
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Stalking Resource Center at the National Center for Victims of Crime	202.467.8700
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Rape Abuse and Incest National Network (RAINN) Hotline 1.800.656.4673 Internet

### Resources

AFSCME Preventing Workplace Violence:

<http://www.afscme.org/news/publications/workplace-health-and-safetv>

Infosyssec-The Security Portal for Information System Security Professionals Corporate Security and Workplace Safety

• <http://www.infosyssec.net/infosyssec/security/corpsafel.htm>

MINCAVA Minnesota Center Against Violence and Abuse Electronic Clearinghouse Workplace Violence: Weblinks, articles, fact sheets, and other informative resources.

<http://www.mincava.umn.edu/workviol.asp>

National Institute for Occupational Safety and Health (NIOSH)  
<http://www.cdc.gov/niosh/topics/violence/>

Stalking Resource Center at the National Center for Victims of Crime [www.ncvc.org](http://www.ncvc.org)

U.S. Dept of Agriculture Handbook on Workplace Violence Prevention and Response  
<http://www.dm.usda.gov/workviolence.htm>

U.S. Department of Labor Occupational Safety and Health Administration (OSHA)  
<http://www.osha.gov/> or  
<http://www.osha.gov/SLTC/workplaceviolence/index.html>

U.S. Office of Personnel Management Dealing with Workplace Violence: A Guide for Agency Planners  
[http://www.opm.gov/employment\\_and\\_benefits/worklife/officialdocuments/handbooksguides/WorkplaceViolence/index.asp](http://www.opm.gov/employment_and_benefits/worklife/officialdocuments/handbooksguides/WorkplaceViolence/index.asp)  
[http://www.opm.gov/employment\\_and\\_benefits/worklife/officialdocuments/handbooksguides/WorkplaceViolence/index.asp](http://www.opm.gov/employment_and_benefits/worklife/officialdocuments/handbooksguides/WorkplaceViolence/index.asp)

## Employee's Report of Workplace Violence

Objective: To record instance(s) of observed or experienced violent or disruptive behavior in the workplace with the intent of management or personnel office intervention to mitigate or eliminate such activity.

1. Describe the undesired behavior or activity (specific language, gesture, physical contact or conduct):

2.

Date of incident:

3. Approximate time:

a.m.

p.m.

4. Location address:

5. Facility/building:

6. Exact place of incident (hallway, locker room, break area, room no., parking lot, etc.):

7. Describe perpetrator:

10. Stranger

Customer

Employee

ET

Supervisor

Family member

Other  (please describe)

9. Victim or intended victim(s):

10. Witness (Names and Phone no.):

11. Injury (location, type, degree):

12. Property damage (items damaged):

13. Assistance requested: Police

Division Chief

Personnel Office

Other  (please describe)

Note: There shall be no retaliation or discrimination against an employee who submits this report, calls for appropriate assistance, complains of an incident, or who is called upon as a witness.

Prepared by: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Submitted by: \_\_\_\_\_

Date: \_\_\_\_\_

## Investigator's Summary Record

Allegation and date occurred:

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Summation of Investigator's interview with parties involved.

Witness 1:

Witness 2:

Witness 3:

Victim 1:

Victim 2:

Perpetrator:

Investigator's Name (Print): \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Initial assessment of unacceptable behavior: Identify victim(s), perpetrator(s), instigator(s), group vs. individual activity:

Explain extenuating circumstances that impede quick resolution of the condition, situation, or problem (relationships, outside influences, management style, etc.).

Identify perpetrator behavior(s)	Check all that apply.	
<input type="checkbox"/> Disruptive	<input type="checkbox"/> Threat verbal	<input type="checkbox"/> Suicidal threats
<input type="checkbox"/> Shows belligerence	<input type="checkbox"/> Threat non-verbal	<input type="checkbox"/> Physical fight
<input type="checkbox"/> instigates malicious gossip/rumors	<input type="checkbox"/> Sends unwanted communications	<input type="checkbox"/> Assaults workers, customers or supervisors
<input type="checkbox"/> Argues frequently	<input type="checkbox"/> Stalking	<input type="checkbox"/> Criminal act(s)
<input type="checkbox"/> Verbally abuses	<input type="checkbox"/> Vandalizes property	<input type="checkbox"/> Displays weapons
<input type="checkbox"/> Throws, kicks, punches walls	<input type="checkbox"/> Intentionally wastes property/merchandise	<input type="checkbox"/> Disobeys departmental policies
<input type="checkbox"/> Hostage Other, specify:	<input type="checkbox"/> Harassment	<input type="checkbox"/> Destruction of property
<input type="checkbox"/>		
<input type="checkbox"/>		

Pertinent questions that should be clarified in the interviews include (on separate sheet):

1. Did the incident involve a weapon (what type, owner, intended use, etc.)?
2. Did the incident result in any lost work time and/or a workers' compensation claim?
3. Was the violence or threat directed at a specific individual?
4. Did the victim or anyone have prior knowledge of, or warning of, a potential incident?
5. Was the perpetrator involved in any previous incidence of violence?
6. Has this type of or similar incident happened before?
7. If yes, what preventive actions were implemented previously, and why did it not prevent a repeat?
8. Should the incident be reported to the police?
9. What preventive actions will be implemented to minimize reoccurrence? - •

Other points of interest:

Collaboration in the resolution of the report or complaint was accomplished with (organization, individual, date, synopsis; e.g., UPW and DPO/LR Tom Jones, 10-10-2003).

Disposition of incident (check all that apply, provide synopsis and name of individual):

- No action taken
- Verbal warning; date:
- Written warning; date:
- Suspension; number of days:
- Termination; date:
- Criminal indictment; charges:
- Corrective Action describe:
  
- Other; describe:

Remarks (training program, such as Anger Management, Team Building, Workplace Violence, etc. and who attended— perpetrator only, selected employees, or all, etc.):

Recommendations and reoccurrence prevention actions:

investigation conducted by:

Phone No.:

Position title:

.Date:

Office:

Dept./Agency: