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.
“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;
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
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;
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.
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;
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
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 is, for 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.

Rev. 2/15/12
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.

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.
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, 15th 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.hcidc.hawaii.dov
Website: 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. 0. Box 3378
Honolulu, HI 96801-3378
Phone: 808.832.3100
Neighbor Islands Toll Free 1.800.753.6879

AdultMental 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

Maui Community Mental Health Center 808.984.2150

Lanai Clinic 808.565.6189

Molokai Clinic 808.533.3691
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  8081885.1220
- 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) 729B Kakoi Street
- Public Works Division (PW) *1151 Punchbowl St., Rm.-426
Honolulu, HI 96819
Phone: 808.831.6730
Honolulu, HI 96813
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) .235 S. Beretania St.-#1004
- Labor Relations Office (LR) .235 S. Beretania St., 14th Floor
Honolulu, HI 96813
Phone: 808.587.1050
Honolulu, HI 96813
Phone: ‘808.587.0911
Website: http://hawaii.dov/hrd/main/EEBenefits/

- Safety Office (SO) 235 S. Beretania St., #1303
Honolulu, HI 96813
Phone: 808.587.1060
Website: 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

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: 808274.3059
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 @ goodenow.com
Website: 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

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
EMA, Inc.
1600 Kapiolani Blvd., Ste. 214
Honolulu, HI 96814
Phone: 808.946.9578
FAX: 808.946.3578
Email: 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
Website: www.transcendrm.com

HR Pacific, Inc.
3343 Pahoa Ave
Honolulu, HI 96816
Phone: 808.732-6783
Email: berniceshrn@yahoo.com

Rob B. Welch, PhD., CSAC
615 Piikoi Street, Ste. 1603
Honolulu, HI 96814
Phone: 808.596.8778
Email: DrWelch@aol.com

Human Resource Solutions
Six Waterfront Plaza, 3rd Floor
500 Ala Moana Blvd
Honolulu, HI 96813
Phone: 808.544.3961
Email: hrs@hrhawaii.com
Website: www.hrhawaii.com

Inkinen & Associates
1003 Bishop St., Ste. 477
Honolulu, HI 96813
Attn: Ann Katekaru
Phone: 808.521.2331
Email: akatekaru@inkinen.com
Website: 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
Website: www.mediatehawaii.org

Pacific Threat Management
1000 Bishop Street, Ste. 608
Honolulu, HI 96813
Phone: 808.526.2006
Email: PTM@Safequard-hi.com

Laulima Hawaii
P.O. Box 29039
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
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

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

West Hawaii Mediation Center
P.O. Box 7020
Kamuela, HI 96743
Telephone: 808.885.5525
Fax: 808.887.0525
Website: 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

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
Website: www.eapacific.com

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

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

Rev. 2/15/12
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 Awaena Street
Aiea, HI 96701
Phone: 808.485.8747
FAX: 808.485.8742
Email: sonnvdesecurityresources.com

SimplexGrinnell
99-1379 Koaha Place
Aiea, HI 96701
Phone: 808.486.6678
FAX: 808.488.9618
Email: bkeanevesimplexdrinnell.com
Website: 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

Stalking Resource Center at the National Center for Victims of Crime

Rape Abuse and Incest National Network (RAINN) Hotline 1.800.656.4673 Internet

Resources

AFSCME Preventing Workplace Violence:

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 (NOSH)  
http://www.cdc.gov/niosh/topics/violence/

Stalking Resource Center at the National Center for Victims of Crime  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  

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: ___________________________ 13. Approximate time: ___________________________

L a.m.  E 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: ___________________________

HRD Form 416 Rev. 2/15/12
Investigator’s Summary Record

Allegation and date occurred:

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.).

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

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 to 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: