



STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
P.O. BOX 119, HONOLULU, HAWAII 96810-0119

July 17, 2012

TO: Heads of Divisions, District Offices, Staff Offices and Attached Agencies

FROM: Dean H. Seki, Comptroller 

SUBJECT: DAGS Workplace Violence Action Plan 2012

Enclosed is the DAGS's Workplace Violence Action Plan, revised July 16, 2012. Please ensure that the revised plan is circulated among all employees and posted on each official bulletin board. The Personnel Office will provide new employees with a copy of the Action Plan. This Action Plan supersedes the DAGS's Workplace Violence Action Plan, dated September 19, 2005.

The DAGS is committed to partnering with its employees to encourage and maintain a safe work environment. All Division Heads, District Engineers, Staff Officers and Heads of Attached Agencies are responsible for ensuring that employees under their supervision are familiar with the terms of this Workplace Violence Action Plan, including the consequences of violating this plan.

The Workplace Violence Action Plan references the statewide policy, Workplace Violence Program, DHRD Policy No. 800.002, revised effective 2/15/12. The policy is available at the Department of Human Resources Development website:

<http://hawaii.gov/hrd/information/HRDInfoCentral/PnPcentral/PnPHealthSafety/800002WrkplcViolnceProg/>

If you or your staff have any questions concerning the Workplace Violence Action Plan, please call Ms. Lois Sasaki of the Personnel Office at 586-0347.

Enclosure

**DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
WORKPLACE VIOLENCE ACTION PLAN 2012**

I. POLICY

The Department of Accounting and General Services (DAGS) is committed to partnering with its employees to encourage and maintain a safe work environment. DAGS shall continually assess our workplace hazards, develop policies and programs to mitigate or eliminate hazards and acts of workplace violence. Toward this end, all reports of incidents involving acts or displays of violence, threats of violence, intimidation, damage to property, and other disruptive behavior will be taken seriously and dealt with appropriately.

II. RATIONALE

State employees are a valued resource. Each employee is entitled to be treated with courtesy and respect at all times. DAGS supports the State's commitment to provide workplaces that are free from hazard, harassment, intimidation, threats of violence, and other disruptive behaviors.

III. DEFINITIONS

"Disruptive behavior" means behavior that interrupts or impedes the progress, movement, or duties or responsibilities 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, State employees, customers, clientele, 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" (WPV) means, but is not limited to, intimidation, threats, physical attacks, domestic violence, or property damage, 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 plan applies to all personnel at DAGS. It applies to any act or conduct that causes physical harm or property damage, or that makes an employee feel scared, frightened, threatened, worried, or unsafe about his or her physical safety, including incidents involving co-workers, clients, customers, or other outside individuals who represent potential threats in the work environment.

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, worker' compensation, safety, suitability, post-event counseling, and other relevant areas.

A. Department of Accounting and General Services

1. Comptroller

- a. The Comptroller shall:

- i. Ensure compliance with the statewide policy, Workplace Violence Program, DHRD Policy No. 800.002, rev. 2/15/12; and this Workplace Violence Action Plan, rev. July 2012; and
 - ii. Support a safe work environment by encouraging all employees and outside individuals to practice courtesy, respect, and kindness at all-times.

- b. The Comptroller may establish departmental procedures or guidelines to supplement the statewide policy.

2. Departmental Personnel Office

The Departmental Personnel Office (DPO) shall:

- a. Advise management, supervisors, and others as appropriate, in matters relating to workplace violence;
 - b. Identify, coordinate, and/or provide appropriate training for supervisors and employees on various aspects of workplace violence;
 - c. Ensure all new employees receive the statewide policy, Workplace Violence Program, HRD Policy No. 800.002, rev. 2/15/12; and this Workplace Violence Action Plan, rev. July 2012;
 - d. Coordinate Resource for Employee Assistance and Counseling Help (REACH) and other support systems for employees, as appropriate;
 - e. Support a safe work environment by encouraging all employees and outside individuals to practice courtesy, respect, and kindness at all times;

- f. Review the Employee's Report of Workplace Violence form (Attachment - HRD Form 416, rev. 2/15/12), Department Workplace Violence Fact Finding Worksheet (Attachment-D-2), Investigator's Summary Record form (Attachment HRD Form 417, rev. 2/15/12), and implement appropriate corrective actions as warranted.

3. Workplace Violence Team

DAGS WPV Team shall:

- a. Be prepared to manage all disruptive behavior;
- b. Meet when a potential incident or incident occurs;
- c. Consist of a Manager (where the incident report was generated), Division Chief, (of worksite where the incident report was generated), Departmental Personnel Officer, and the Comptroller. Other appropriate assistance may be needed from the Deputy Attorney General, Business Management Officer, Security/law enforcement, DAGS Facility Manager, and/or Governor's Media Representative.

4. Administrators, Managers, and Supervisors

All Administrators, Managers, and Supervisors shall:

- a. Ensure that all employees under their chain of command are aware of and familiar with the terms of this Workplace Violence Action Plan, rev. July 2012, including the consequences of violating such plan;
- b. Ensure that all reports of workplace violence be treated in a confidential manner and that information is shared only on a need-to-know basis;
- c. Identify and initiate efforts to timely rectify working and/or other conditions that may contribute to a violent incident;
- d. As soon as practicable, report all incidents to appropriate department or office head of potentially violent employees, clients, or customers, including all confrontational incidents, domestic violence reports, and those incidents with clients and employees who require the support of colleagues or law enforcement officials to maintain situational control;
- e. Call for help/assistance as appropriate; and

- f. Support and encourage a safe work environment by getting to know employees and practicing courtesy, respect, and kindness at all times.

1. Employees

Employees shall:

- a. 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;
- b. Refrain from engaging in verbal threats or physical actions which create a security hazard to other State employees, clients, customers, visitors or vendors in the workplace;
- c. Be encouraged to be alert to the possibility of violence on the part of co-workers, former employees, customers, and strangers;
- d. Report to the immediate supervisor any acts of potentially violent behavior displayed by co-workers, clients, customers, or other individuals;
- e. Inform his/her immediate supervisor of any domestic violence incidents, threats, restraining orders, or any violations to restraining orders as may impact the workplace;
- f. Immediately call 911 when any threat or act of violence is observed or received; and
- g. Support and encourage a safe work environment by practicing courtesy, respect, and kindness at all times.

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 the HRD P&P 800.002, rev. 2/15/12, WPV Program 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 an employee who, in good faith, reports a violation of the HRD P&P 800.002, rev. 2/15/12, WPV Program 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. EVENT PROCEDURES

A. Guidelines for Use of Protocol Options

The following protocol options shall be used as a guideline only. Because each situation will be different, administrators, managers, supervisors, and employees shall not be prevented from using their own good judgment and discretion when responding.

The protocol options listed below in part B below are also contained in the Workplace Violence Action Plan Protocol Desk Reference (Attachment A) which may be reproduced and used as a reference.

- B. Protocol Options for Administrators, Managers, Supervisors and Employees
1. Protocol No. 1
 - a. Examples of Protocol No. 1 Behaviors
 - Use of weapons, including items that may be used as weapons)
 - Threats of bodily harm

- Hostage situations
- Physical and sexual assaults
- Bomb threats
- .Temporary restraining order (TRO) violations
- Property damage
- Suicide
- Stalking

a. Action Steps for Protocol 1 Situations

- (1) Call 911 immediately.
- (1a) If bomb threat, follow department bomb threat procedures.
- (2) Call sheriff at 586-1352, if applicable.
- (3) Secure the office entrances and exits, as appropriate, until police, internal departmental security, or sheriff arrives.
- (4) Call for medical assistance, if needed.
- (5) Notify your DPO at 586-0369.
- (6) Follow instructions provided by law enforcement.
- (7) Remain available to provide witness statements.
- (8) Manager to conduct investigation, in a reasonable and timely manner, if appropriate.¹

2. Protocol No. 2

a. Examples of Protocol No. 2 Behaviors

- Threatening Messages
 - E-mail
 - U.S. Mail
 - Phone Calls
 - Fax

b. Action Steps for Protocol 2 Situations

- (1) Call 911 to report threats.

¹ In consultation with DPO, consider "Leave with Pay Pending Investigation", if appropriate,

- (2) Call sheriff at 586-1352, if applicable.
- (3) Secure the office entrances and exits; as appropriate, until police, internal departmental security, or sheriff arrives.
- (4) Notify your DPO at 586-0369.
- (5) Immediately isolate the e-mail, mail, or fax.
- (6) Immediately document content of phone call.
- (7) Follow instructions provided by law enforcement.
- (8) Remain available to provide witness statements.
- (9) Manager to conduct investigation in a reasonable and timely manner, if appropriate.²

3a. Protocol No. 3A

a. Examples of Protocol 3A Behaviors

- Abusive or vulgar language
- Yelling
- Displays of anger

b. Action Steps for Protocol 3A Situations

- (1) Diffuse anger (See Attachments B & C).
- (2) Remove and isolate the employee to a private area (supervised by 2 or more persons).
- (3) If necessary, call for assistance (911 or sheriff at 586-1352, as applicable).
- (4) Notify your DPO at 586-0369 of circumstances.
- (5) Manager to conduct investigation in a reasonable and timely manner.³
- (6) Manager to develop action plan in consultation with DPO.
- (7) Manager to implement action plan.

² In consultation with DPO, consider "Leave with Pay Pending Investigation", if appropriate.

³ In consultation with DPO, consider "Leave with Pay Pending Investigation" or "Department Directed Leave", if appropriate.

3b. Protocol No. 3B

a. Examples of Protocol 3B Behaviors

- Intimidation
- Repeated behavior that causes distress in a reasonable person

b. Action Steps for 3B Situations

- (1) Notify your DPO at 586-0369 of circumstances.
- (2) Manager to conduct investigation in a reasonable and timely manner.⁴
- (3) Manager to develop action plan in consultation with DPO.
- (4) Manager to implement action plan.

3c. Protocol 3C

a. Examples of Protocol 3C Behaviors

- Indicators of harmful behaviors to self or others

b. Action Steps for Protocol 3C Situations

- (1) Remove the employee to a private room to calm and reassure him/her, providing continuous observation.
- (2) Notify your DPO at 586-0369 of circumstances.
- (3) Contact employee's emergency contact.
- (4) Contact employee's health care provider, if known, to seek assistance.
- (5) Call ACCESS (DOG-Adult Mental Health Division) is a 24 hour crisis hotline service:
 - 832-3100 (Oahu)
 - 1-800-573-6879 (Neighbor Islands)
- (6) Develop plan of action in consultation with DPO.⁵

⁴ In consultation with DPO, consider "Leave with Pay Pending Investigation" or "Department Directed Leave", if appropriate

⁵ Consider "Department Directed Leave", if appropriate.

VIII. POST EVENT PROCEDURES

A. Debriefing

The division, staff office, attached agency administrator, and/or supervisor shall:

1. Review and verify the Employee's Report of Workplace Violence form (Attachment — HRD Form 416, rev. 2/15/12) and work with employees involved in event to ensure documentation is correct, proper and timely;
2. Conduct investigation of incident. using Department Workplace Violence Fact Finding Worksheet (Attachment D-2) as a guide and with assistance from the departmental personnel office;
3. Analyze facts, events, evidence, etc., and determine if working and/or other conditions contributed to the event and what procedures can be implemented to prevent future occurrences;
4. Complete investigator's Summary Record form (Attachment — HRD Form .417, rev. 2/15/12). The objective of an investigation is to obtain facts from what was brought forth for review. Ideally, investigations are initiated for the purpose of minimizing the potential for the same or a similar situation occurring due to corrective and preventive inactions. Adverse action should not be contemplated until the investigation is completed, causal factors conclusive, and due process procedures observed throughout the investigation, as appropriate. The use of physical force upon another should not be tolerated in the workplace.
5. Determine the need and arrange for post-trauma counseling when appropriate; and
6. Collaborate with the departmental personnel office to determine if, after an investigation, whether disciplinary action is appropriate.

IX. AUTHORITIES AND REFERENCES

A. Authorities

Chapter 396, Hawaii Revised Statutes, Occupational Health and Safety

B. References

Workplace Violence Program, HRD Policy No. 800.002, rev. 2/15/12
Workplace Violence: Prevention, Intervention, and Recovery
(Manual), State of Hawaii, Department of Attorney General, October
2001

X. ATTACHMENTS

Attachment A:	Protocol Desk Reference
Attachment B:	Techniques for Handling Difficult Behavior
Attachment C:	Coping with Threats and Violence
HRD Form 416:	Employee's Report of Workplace Violence form
Attachment D-2:	Department Workplace Violence Fact Finding
HRD Form 417:	Worksheet Investigator's Summary Record form
References and Assistance Listings	

**DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
WORKPLACE VIOLENCE ACTION PLAN PROTOCOL DESK REFERENCE**

PROTOCOL NO. 1	
<ul style="list-style-type: none"> • Weapons (including items that may be used as weapons) • Threats of Bodily Harm • Hostage Situations • Physical and Sexual Assaults 	<ul style="list-style-type: none"> • Bomb Threats • TRO Violations • Property Damage • Suicide • Stalking
<ol style="list-style-type: none"> 1. Call 911 immediately 1a. If bomb threat, follow department bomb threat procedures. 2. Call sheriff at 586-1352, if applicable. 3. Secure the office entrances and exits, as appropriate, until police, internal security, or sheriff arrives. 4. Call for medical assistance, if needed. 5. Notify your DPO at 586-0369. 6. Follow instructions provided by law enforcement. 7. Remain available to provide witness statements. 8. Manager to conduct investigation in a reasonable and timely manner, if appropriate.⁶ 	

PROTOCOL NO. 2	
<ul style="list-style-type: none"> • Threatening Messages <ul style="list-style-type: none"> • E-mail • U.S. Mail • Phone Calls • Fax 	
<ol style="list-style-type: none"> (1) Call 911 to report threats. (2) Call sheriff at 586-1352, if applicable. (3) Secure the office entrances and exits, as appropriate, until police, internal security, or sheriff arrives. (4) Notify your DPO at 586-0369. (5) Immediately isolate the e-mail, mail, or fax. (6) Immediately document content of phone call. (7) Follow instructions provided by law enforcement. (8) Remain available to provide witness statements. (9) Manager to conduct investigation in a reasonable and timely manner, if appropriate.⁷ 	

⁶ In consultation with DPO, consider "Leave with Pay Pending Investigation", if appropriate.

⁷ In consultation with DPO, consider "Leave with Pay Pending Investigation", if appropriate.

PROTOCOL NO. 3A	
<ul style="list-style-type: none"> • Abusive or Vulgar Language • Yelling • Displays of Anger 	
<ol style="list-style-type: none"> 1. Diffuse anger. <u>See</u> Techniques for Handling Difficult Behavior and Coping with Threats & Violence (below) 2. Remove and isolate the employee to a private area (supervised by 2 or more persons). 3. If necessary, call for assistance (911 or sheriff at 586-1352), as applicable. 	<ol style="list-style-type: none"> 4. Notify your DPO at 586-0369 of circumstances. 5. Manager to conduct investigation in a reasonable and timely manner.⁸ 6. Manager to develop action plan in consultation with DPO 7. Manager to implement action plan.

PROTOCOL NO. 3B	
<ul style="list-style-type: none"> • Intimidation • Repeated Behavior That Causes Distress in a Reasonable Person 	
<ol style="list-style-type: none"> 1. Notify your DPO at 586-0369 of circumstances. 2. Manager to conduct investigation⁹ 3. Manager to develop action plan in consultation with DPO 4. Manager to implement action plan. 	

PROTOCOL NO. 3C	
<ul style="list-style-type: none"> • Indicators of harmful behaviors to self/others 	
<ol style="list-style-type: none"> 1. Remove the employee to a private room to calm and reassure him/her, providing continuous observation. 2. Notify your DPO at 586-0369 of circumstances. 3. Contact employee's emergency contact. 4. Contact employee's health care provider, if known, to seek assistance. 	<ol style="list-style-type: none"> 5. If employee's emergency contact or health care provider <u>cannot be</u> contacted, call DOH ACCESS Line for assistance: <ul style="list-style-type: none"> ➤ 832-3100 (Oahu) ➤ 1-800-573-6879 (Neighbor Islands) 6. Develop plan of action in consultation with DPO¹⁰

⁸ In consultation with DPO, consider "Leave with Pay Pending Investigation" or "Department Directed Leave", if appropriate.

⁹ In consultation with DPO, consider "Leave with Pay Pending Investigation" or "Department Directed Leave", if appropriate.

¹⁰ Consider "Department Directed Leave", if appropriate.

Techniques for Handling Difficult Behavior

1. Be aware of the individual's and your own nonverbal cues (avoid negative nonverbal signals, lack of sensitivity, empathy).
2. Recognize and deal with your own feelings. Focus on not being defensive in your communication.
3. If you have to confront the individual, decide to do so with care and respect.
4. Use active listening techniques. Do not reply to abusive or destructive statements: Reply only to constructive statements. (This is effective for those who use obscene language and are defensive.)
5. Keep focus from shifting away from problems. Be assertive by repeating key ideas. (This is effective for those who are vague, talkative, mentally ill, or visibly restless.)
6. Recognize and acknowledge individual's feelings and allow time to vent emotions.
7. Refrain from arguing, giving advice, or expressing personal feelings.
8. Avoid manipulation. Explain consequences of behavior honestly and directly.
9. Explain and clearly define the role of agency and your own role. (The perpetrator's concern and reaction may be due to confusion.)
10. Take responsibility for your own behavior— apologize when appropriate.
11. Show respect by leaving responsibility for change up to perpetrator.
12. If behavior continues to be unyielding or dangerous, leave the site of confrontation immediately and seek additional assistance from co-worker or the supervisor by using predetermined code words.

Coping with Threats and Violence

For someone angry or hostile:

- Stay calm. Listen attentively.
- Maintain eye contact.
- Be courteous. Be patient.
- Keep the situation in your control.

For someone shouting, swearing, or threatening:

- Signal co-worker or supervisor that you need help. (Use prearranged code word.)
- Do not make any calls yourself.
- If necessary, call for assistance (911 or sheriff at 586-1352)

For someone threatening you with a gun, knife or other weapon:

- Stay calm. Quietly signal for help. (Use prearranged code words.)
- Maintain eye contact.
- Stall for time.
- Keep talking – but follow instructions from the person who has the weapon.
- Don't risk harm to yourself or others.
- Never try to grab a weapon.
- Don't try to be a hero.
- Watch for a safe chance to escape.

TECHNIQUES FOR HANDLING DIFFICULT BEHAVIOR

1. Be aware of the individual's and your own nonverbal cues (avoid negative nonverbal signals, lack of sensitivity, empathy).
2. Recognize and deal with your own feelings. Focus on not being defensive in your communication.
3. If you have to confront the individual, decide -to do so with care and respect.
4. Use active listening techniques. Do not reply to abusive or destructive statements. Reply only to constructive statements. (This is effective for those who use obscene language and are defensive.)
5. Keep focus from shifting away from problems. Be assertive by repeating key ideas. (This is effective for those who are vague, talkative, mentally ill, or visibly restless.)
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COPING WITH THREATS AND VIOLENCE

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- Signal co-worker or supervisor that you need help. (Use prearranged code word.)
- Do not make any calls yourself.
- If necessary, call for assistance (911 or sheriff at 586-1352), as applicable.

For someone threatening you with a gun, knife or other weapon:

- Stay calm. Quietly signal for help. (Use prearranged code words.)
- Maintain eye contact. Stall for time.
- Keep talking — but follow instructions from the person who has the weapon.
- Don't risk harm to yourself or others.
- Never try to grab a weapon.
- Watch for a safe chance to escape.
- Don't try to be a hero.
- Watch for a safe chance to escape.

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:	
4. Location address:	5. Facility/building:	
6. Exact place of incident (hallway, locker room, break area, room no., parking lot, etc.):		
7. Describe perpetrator:		
8. <input type="checkbox"/> Stranger <input type="checkbox"/> Customer <input type="checkbox"/> Employee <input type="checkbox"/> Supervisor <input type="checkbox"/> Family member <input type="checkbox"/> 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: <input type="checkbox"/> Police <input type="checkbox"/> Division <input type="checkbox"/> Chief Personnel <input type="checkbox"/> Office <input type="checkbox"/> 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:

Instructions to Complete Department Workplace Violence Fact Finding Worksheet

WHO COMPLETES THE DEPARTMENT WORKPLACE VIOLENCE FACT FINDING WORKSHEET?

The worksheet is usually completed by the supervisor of the unit where the alleged workplace violence behavior was reported. The purpose of fact finding is to obtain preliminary data for further action.

While the Employee's Report of Workplace Violence form is usually the report of facts witnessed by an employee, fact finding is primarily gathering data from the employee as well as other witnesses within the work unit. The fact finding may also include witnesses outside of the work unit.

1. SPECIFIC BEHAVIOR EXHIBITED

Describe with specificity. For example: "Threw a paperback instruction manual across the room at John Doe" or "Repeatedly hit the employee with a baseball bat" or "Shouted expletives and threw a pen at Roe."

2. NAME OF PERSON(S) AND FUNCTION OF PERSON

Identify the person(s) and his/her relationship -to staff, For example: "John Doe—customer" or "John Roe—client" or "Jane Q, Public—agitator/demonstrator" or "Jane Doe—co-worker."

3. DATE, TIME, LOCATION - Self explanatory**4. LIST VICTIM(S) OR OTHER(S)**

Identify all individuals who were the target of the alleged perpetrator's actions.

5. LIST WEAPONS, TOOLS, ETC. WHICH WERE USED IN 'THE INCIDENT

Describe the weapon/tool used, e.g., knife, letter opener, baseball bat, pencil. Note: Leave weapon in place for investigator's review, take pictures, or bag/isolate weapon, if possible (without compromising blood, finger print evidence, etc.).

6. NAME OF WITNESS AND PHONE NUMBER

Identify and obtain name(s) and phone number(s) only— do not interrogate.

7. PERSONS INJURED.- Self explanatory**8. STATEMENT**

State only what you saw and heard in the incident. Do not include what others may have heard or seen.

9. WHY DID THE INCIDENT OCCUR?

If possible, identify potential explanations for the alleged perpetrator's behavior, including precipitating events such as divorce, debt, management style, or court outcome. For example: "Client felt she was denied perceived benefits/rights."

10. WHAT HAPPENED?

Identify individuals, offensive/abusive/ belittling comments, statements, gestures, etc.

11. CHECK APPROPRIATE BLOCK OR DESCRIBE IN "OTHER"**12. NAME OF OTHER INDIVIDUAL(S)**

Identify the instigator, bully, front man, denied client, etc.

13. NAME OF PERSONS AND ORGANIZATIONS

Identify-the attorneys, investigators, unions, -mediators, etc.

14. RECOMMENDATIONS

Based on the facts presented, recommend potential (and alternate) outcome of the incident to minimize reoccurrences.

15. SIGN AND SUBMIT

Department Workplace Violence Fact Finding Worksheet

Department: _____ Division: _____

Work unit: _____ Island: _____ Date: _____

1. Describe behavior or activity of the offender:
2. Name of person(s) exhibiting, verbalizing, demonstrating, or otherwise conveying the behaviors or activities.

3. Date _____ and time _____ of behavior. If recurring, list past dates and times where the behavior or activity was exhibited:

Date	Time	Location/Address
__/__/__	_____am/pm	_____
__/__/__	_____am/pm	_____
__/__/__	_____am/pm	_____

4. List employee(s) that were subject to or the target of the behavior or activity:

5. If a weapon, tool, or items used in the incident, describe the items (type, kind, size, etc.)

- 6 Names of individuals present (witness) when the incident occurred:

Name	Address/Organization	Phone
_____	_____	_____
_____	_____	_____
_____	_____	_____

10.

Persons Injured: Name	Organization/Name of Employer	Type of Injury	Body Part
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

8. State in your own words what happened in the order it occurred, what you saw, and what you heard from those involved in the incident: (Attach additional pages as needed)

9. Why/how did the incident occur?

7. Who started or initiated the behavior or activity?

8. Check the behavior(s) that best describes the situation:

- Race/ethnicity slurs
- Sexual inferences
- Fingering
- Harassing
- Disruptive Customer
- Touching
- Stalking
- Bullying
- Assaults
- Threats w/wo weapons
- Domestic threats
- Other (Describe): _____

12. Name of other individuals (including non-employees), who were (may have been) involved or in some way contributed to the behavior:

13. Name of persons and organizations used to assist in resolving the behavior or activity:

14. Recommendation(s):

Submitted by: Name: _____; to whom: _____
Signature: _____; Date: _____

Division Chief review: _____ Date: _____

Comments/Action by Division Chief:

Forward to Department Personnel Officer: _____ Date: _____

Workplace violence Classification Category (circle): ONE TWO THREE

Action by DPO:

Resources used by the DPO to assist in the resolution of the behavior or activity:

Investigator's Summary Record

Allegation and date occurred:

Summation of Investigator's interview with parties involved.

Witness 1:

Witness 2:

Witness 3:

Victim 1:

Victim2:

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 | <input type="checkbox"/> Harassment | <input type="checkbox"/> Destruction of property |
| <input type="checkbox"/> Other, specify: | | |

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:

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: hcjdc@hcjdc.hawaii.gov
Website: www.hawaii.gov/ag/hcjdc

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

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	808.885.1220
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 (PVV) maintains blueprints on all DAGS owned facilities (DOT, UH, HHA, DOE excluded).

Central Services Division (CSD)
729B Kakoi Street
Honolulu, HI 96819
Phone: 808.831.6730

Public Works Division (PW)
1151 Punchbowl St., Rm.426
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 566.1353

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
Honolulu, HI 96813
Phone: 808.587.1050

Website: <http://hawaii.gov/hrd/main/EEBenefits/>

Labor Relations Office (LR)
235 S. Beretania St., 14th Floor
Honolulu, HI 96813
Phone: 808.587.0911

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

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.dov/labor/hiosh

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@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@prodigy.net

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

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 Pahoia Ave
Honolulu, HI 96816
Phone: 808.732-6783
Email: berniceshrm@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: akatekaruainkinen.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@SafeGuard-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)
417 South King Street, #207
Honolulu, HI 96813
Phone: 808.539.4237
Email: CADR@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

Maui — Mediation Services of Maui
95 Mahalani Street, #25
Wailuku, HI 96793
Telephone: 808.244.5744
Fax: 808.249.0905
Website: www.mauimediation.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.oro

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

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

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.com

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: sonnyd@securitvresources.com

SimplexGrinnell
99-1379 Koaha Place
Aiea, HI 96701
Phone: 808.486.6678
FAX: 808.488.9618
Email: bkeanev@simplexdrinnell.com
Website: www.simplexarinnell.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	202:467.8700
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/corpsafethm>

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

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