



INDIANA  
**WORKFORCE**  
DEVELOPMENT  
AND ITS **WorkOne** CENTERS

**TO:** Indiana's Workforce Investment System

**FROM:** Teresa L. Voors *TV*  
Commissioner, Indiana Department of Workforce Development

**THROUGH:** Dustin Stohler, General Counsel, Indiana Department of Workforce Development *IDS*  
*DV* Greg Vollmer, Deputy Commissioner, Field Operations, Indiana Department of Workforce Development

**DATE:** December 1, 2009

**SUBJECT:** DWD Policy 2009-06  
Guidance for Workforce Investment System Staff in Responding to  
Customer Incidents and the Procedures for Incident Reporting

**Purpose**

The Indiana Department of Workforce Development (DWD) is committed to maintaining an environment that is free from violence against Workforce Investment System staff and property at WorkOne Centers, WorkOne Express sites and DWD offices throughout Indiana. This policy details customer conduct considered not permissible at WorkOne Centers, WorkOne Express sites and DWD offices, as well as possible actions if such conduct occurs.

**Rescissions**

DWD Policy 2007-36, Workplace Safety and Weapons Policy, issued April 21, 2008  
DWD Policy 2005-12, Policy for Intermittent Security Services, issued January 20, 2006

**Contents**

It is impossible to predict every type of workplace violence incident that may occur. Effective handling of these situations requires Workforce Investment System staff to use good judgment and common sense in every situation.

Due to the nature of federal and state statutorily-created benefits and services the Department provides to the public, it is not prudent to restrict customer access to its physical facilities, except in situations that challenge safety, well-being, or security at WorkOne Centers, WorkOne Express sites and DWD offices. In these situations, Workforce Investment System staff should contact law enforcement immediately for assistance. The law enforcement official may immediately remove the threatening individual from the premises or prohibit a customer's future access to the WorkOne Center, WorkOne Express site or DWD office. Examples of situations that challenge safety, well-being, or security may include but are not limited to:

Mitchell E. Daniels, Jr., *Governor*  
Teresa L. Voors, *Commissioner*

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An Economic Development Partner

- Carrying or displaying an unauthorized weapon;
- Written or verbal threat to harm or in any way endanger the safety of an individual;
- Physical contact such as hitting, pushing, shoving, sexual harassment or inappropriate touching whether physical or implied;
- Obscene, profane, or abusive language which interrupts the ability to conduct business; or threatening gestures or remarks;
- Throwing objects in a manner reasonably perceived to be threatening;
- Inappropriate bodily exposure;
- Theft or attempted theft of WorkOne or DWD property;
- Written, verbal or perceived threat to destroy property;
- Possession or use of alcohol or illegal drugs;
- Suspected intoxication or actions that indicate impairment;
- Entry into an unauthorized area;
- Stalking (repeated unwanted attention or contact by participants or customers).

### ***Definition of a Weapon***

A weapon is any instrument capable of producing bodily harm at a time and place that manifests intent to harm or intimidate another person or that warrants alarm for the safety of another person. Law enforcement officers or security officers on official business may possess a firearm in WorkOne Centers, WorkOne Express sites and DWD offices.

***The following are suggested responses for Workforce Investment System staff to use if confronted with a situation that challenges safety, well-being or security such as an immediate threat, telephone threat, telephone threat via voice mail, written threat or non-violent incident.***

### ***Immediate Threats***

If a Workforce Investment System employee encounters an immediate threat such as a person with a gun, knife or other weapon:

- Stay calm. Do not argue with or attempt to physically restrain an individual because this may further incite the individual's anger.
- Be courteous and patient, but maintain your distance from the individual.
- Try to remember a description of the individual such as gender, race, approximate age, height and weight, hair color and style, tattoos or piercings, type of clothing, etc.
- Signal a co-worker or supervisor that you need help and have the co-worker or supervisor call the police.
- Do not call for help yourself if the individual is directly confronting you.
- Follow the instructions given by police when they arrive.

### ***Telephone Threats***

If a Workforce Investment System employee receives a telephone call from an individual who makes a verbal threat to harm any employee or damage WorkOne or DWD property:

- Listen carefully and write down the date and time of the call as well as everything the individual says.
- Describe any background noise you may have heard such as airplane sounds, machinery, voices, crying, traffic noise, etc.
- Notify a supervisor immediately.
- The supervisor will decide if it is appropriate to contact police.
- Follow the instructions given by police when they arrive.

### ***Telephone Threats via Voice Mail***

If a Workforce Investment System employee receives a voice mail message from an individual who makes a verbal threat to harm any employee or damage WorkOne or DWD property:

- Listen carefully to the voice mail message and write down the date and time of the call as well as everything the individual says.
- Describe any background noise you may have heard such as airplane sounds, machinery, voices, crying, traffic noise, etc.
- Notify a supervisor immediately.
- The supervisor will decide if it is appropriate to contact police.
- Do not erase the telephone message until it is reviewed by police.
- Follow the instructions given by police when they arrive.

### ***Written Threats***

If a Workforce Investment System employee receives a written document such as a letter, postcard or email from an individual who makes a threat to harm any employee or damage WorkOne or DWD property:

- Notify a supervisor.
- The supervisor should contact police if specific information is provided: name of person making the threat, when and how the threat will be carried out, names of specific staff against whom the threat is made.
- Do not allow anyone to handle the document; protect the document by placing it and the envelope it came in into a file folder or larger envelope and turn it over to police when they arrive.

### ***Non-violent Incidents***

If a Workforce Investment System employee is confronted by an individual who is swearing or yelling but does not make a threat to harm any employee or damage WorkOne or DWD property:

- Stay calm, listen attentively and try to maintain eye contact.
- Attempt to de-escalate the situation by being courteous and patient, and express a willingness to calmly discuss the matter with the individual.
- Alert a supervisor and ask for assistance in trying to calm the individual down and assist the individual.
- If the individual does not calm down and is disrupting business, the supervisor should determine whether or not to contact police.
- Follow the instructions given by police when they arrive.

### **Incident Reporting Procedures**

Once the incident is brought to a closure and as soon as possible thereafter, a Workforce Investment System supervisor must ensure that a DWD Incident Report is completed. Incident forms and instructions are located on the department's website at <http://www.in.gov/dwd/2429.htm>. All Workforce Investment System employees involved in the incident should be consulted and any information they provide should be included in the report. The report must be detailed and include all information relevant to the incident.

### **Destruction of WorkOne or DWD Office Property**

DWD may take civil action against an individual who willfully and maliciously damages or destroys property that exceeds an estimated value of \$500. A DWD Incident Report must be submitted and a Workforce Investment System supervisor should contact the DWD Legal Section immediately.

### **Security Services for WorkOne Centers and WorkOne Express Sites**

Each WorkOne Center and WorkOne Express site will determine the necessity of security services including whether or not armed security is appropriate. Security services will be reimbursed by DWD until June 30, 2010. At that time, if security is still required at the WorkOne Center or WorkOne Express site, it must be negotiated and included in the Integrated Services Contract. If there are additional questions, contact DWD Procurement Manager Barb Taylor at (317) 232-7471 or email her at [bataylor@dwd.in.gov](mailto:bataylor@dwd.in.gov).

### ***Obtaining Quotes for Security Services***

- \* Each WorkOne office must obtain three quotes in regards to a security contract. The requirements in the quote must be specific, such as whether armed or unarmed security will be utilized, off-duty police officers, uniformed guard or plain-clothes guard, etc.
- \* Write a recommendation for award.
- \* Fax or email these quotes and recommendation to Barb Taylor, DWD Procurement Manager.
- \* If three quotes cannot be obtained, contact Barb Taylor.

### ***Costs for Security Services***

- \*Costs must be reasonable and conservative.
- \*DWD will review all three quotes and approve a single contract.
- \*The contract must be between the WorkOne office (Regional Operator) and the contractor.
- \* WorkOne offices (Regional Operator) must make payments directly to the contractor.

### ***Reimbursement for Security Contract***

- \*DWD will reimburse 100% of approved costs.
- \*Unapproved costs will not be reimbursed.
- \*Invoices for reimbursement must be sent to Barb Taylor, DWD Procurement Manager.
- \*Reimbursement is for costs incurred from 12/15/08 to 6/30/2010.
- \*Requests must be submitted by 7/31/2010 to be reimbursed by DWD.

### **Review Date**

June 30, 2010

### **Ownership**

Field Operations  
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### **General Counsel**

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### **Effective Date**

Immediately

### **Action**

All Workforce Investment System staff at Indiana's WorkOne Centers, WorkOne Express sites and DWD offices shall follow the guidance and procedures explained in this policy.