INDIANA
WORKFORCE
DEVELOPMENT
AND ITS **WorkOne** CENTERS

TO: Indiana's Workforce Investment System

FROM: Ron Miller, Chief Ethics and Compliance Officer and Acting General Counsel
Greg Vollmer, Deputy Commissioner, Field Operations
Indiana Department of Workforce Development

DATE: October 27, 2010

SUBJECT: DWD Policy 2010-05
Guidance for Workforce Investment System Staff in Responding to Customer and Employee Incidents and the Procedures for Incident Reporting

Purpose
The Indiana Department of Workforce Development (DWD) has zero tolerance for any act or threat of physical violence, harassment, intimidation, or other threatening, disruptive behavior in the workplace. This policy details customer and employee conduct considered not permissible at WorkOne Centers, WorkOne Express sites and DWD offices, as well as possible actions if such conduct occurs.

Rescission
DWD Policy 2009-06, Guidance for Workforce Investment System Staff in Responding to Customer Incidents and the Procedures for Incident Reporting, issued December 1, 2009

Contents
DWD recognizes that the nature of its services may expose employees to situations that could put them at risk; however, **at no time are employees expected to put their personal safety in jeopardy.**

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. It is vitally important to identify any threatening or disruptive actions early and deal with them right away.

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:

- 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 (i.e. shaking fist at others) or remarks;
- Throwing, kicking or pounding on 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 means any loaded or unloaded firearm, destructive device, taser, electronic stun weapon or stun gun, equipment, knives, chemical substance, biological disease, virus, organism, or any other material that in the manner used, could ordinarily be used, or its intended use, is readily 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 who have been properly trained in the use of the weapon, use the weapon in accordance with that training, and while lawfully engaged in the execution of official duties may possess a weapon in WorkOne Centers, WorkOne Express sites and DWD offices.

Since it is impossible to know with any certainty whether a threat is going to be carried out, all threats should be treated in a serious manner. The following are suggested responses for Workforce Investment System staff to use if confronted with a situation that challenges the safety, well-being or security of an individual. Examples of such a situation include an immediate threat of violence, a verbal threat, a written threat, other non-violent incident placing the staff member or a member of the public in fear of harm, or a suicide threat.

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

- Stay calm and non-confrontational. Do not argue with, touch or attempt to physically restrain an individual because this may further incite the individual's anger.

- Move and speak slowly, quietly and confidently.

- Be courteous, listen attentively and encourage the individual to talk.

- Do not attempt to bargain with the individual.

- Try to arrange yourself so that you have an avenue of exit from the immediate area. Try to maintain three (3) to six (6) feet between you and 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 on site security personnel for assistance. If on site security is not available, 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.
- As soon as safely possible, remove yourself and other individuals to a safe environment.
- Follow the instructions given by police when they arrive.

Verbal Threats
If a Workforce Investment System employee receives a telephone call, voice mail message, or is confronted by an individual who makes a verbal threat to harm any person 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.
- If the call was left on voicemail, 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, facsimile or e-mail from an individual who makes a threat to harm any person 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, name of specific person against whom the threat is made.
- Do not allow anyone to handle the document; protect the document and/or envelope 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 receives a telephone call from or is confronted by an individual who is using offensive, profane or vulgar language or yelling, but does not make a verbal threat to harm any person or damage WorkOne or DWD property:

- Stay calm and do not take it personally.
- Listen attentively. Do not interrupt. Do not argue with the individual.
- Attempt to de-escalate the situation by being courteous, empathetic and patient, and express a willingness to calmly discuss the matter with the individual. Try to affect a solution to the individual's problem and/or concern at that time.
- Speak slowly, softly and clearly. If the individual is yelling, gradually bring your voice down to a soft volume level.
- If the interaction is in person, 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 ask for assistance from contracted security staff or determine whether or not to contact police if security is not immediately available.
- Follow the instructions given by police when they arrive.
- If the interaction is on the telephone and the individual does not calm down, inform the individual that if the abusive or profane language continues you are required to terminate the call and report it to your supervisor. Provide a second warning, and if not heeded, then terminate the phone call.
- Immediately inform a supervisor of the terminated phone call.
- If there is any threat of harm to a person or damage to WorkOne or DWD property during these interactions, refer to the Verbal Threats section of this policy.

Suicide Threats
If a Workforce Investment System employee receives a telephone call from or is confronted by an individual who is threatening to commit suicide:

- If in the employee's judgment, there exists an imminent danger situation that the individual may attempt suicide, call 911. Make certain to provide the 911 operator with the address of the individual's current location and all other information about the situation that you may possess.
- If in the employee's judgment there is not an imminent danger that the individual may attempt suicide and the individual is on the telephone, call and transfer the individual to a suicide prevention phone number provided/posted at your work location. If interacting with the individual in person, locate a more private area with a telephone in the work location. Call a suicide prevention phone number and hand the telephone to the individual.
- Inform a supervisor.

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. Human Resources must also be notified of any incidents involving DWD employees.

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, WorkOne Express Sites and DWD Offices

All requests and/or questions regarding security for a work location should be addressed to DWD Procurement Manager Barb Taylor at (317) 232-7471 or email at BATaylor@dwd.IN.gov.

Review Date
November 1, 2012

Ownership
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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.