

APPROVED



## VIOLENCE IN THE WORKPLACE

### I. GENERAL

FNSB is dedicated to providing a safe work environment for its employees. In order to achieve this goal, it is our policy to provide a workplace free from violence and violent acts.

### II. PURPOSE

To strive for as safe of a workplace as possible that is free of threats and/or acts of violence and to respond in an appropriate and timely manner to a known or perceived threat or threatening situation.

### III. RESPONSIBILITY

- A. Department directors shall ensure that their department staff follows the procedure set forth in this policy.
- B. This policy applies to all employees of the Fairbanks North Star Borough (FNSB).
- C. Human Resources shall maintain this policy.

### IV. POLICY

- A. FNSB has adopted a “zero tolerance” for workplace violence (see definition).
- B. Employees violating this policy will be subject to disciplinary action up to and including termination of their employment.
- C. All employees are encouraged to be alert to the possibility of violence on the part of other employees, former employees, family members, friends, customers and/or the general public.
- D. Employees who act in good faith by reporting workplace violence will not be retaliated against or subjected to harassment. Employees making malicious or bad faith complaints will be subject to disciplinary action.
- E. Any report of violence will be handled in a confidential manner, with information released only on a need-to-know basis, or as required by law.
- F. Any instance of workplace violence must be reported, written up, preserved in a Critical Incident File and discussed with the appropriate individual(s).

## V. PROCEDURE

### A. Detecting Potential Violent Behavior

Identification and awareness of the different levels or stages of violence can be used to prevent inappropriate behavior from escalating into life-threatening actions. For illustrative purposes, following are examples of significant behavior changes with increasing severity, leading to violence:

#### Stage I- Early Potential for Violence

- Dehumanizing other people i.e. name-calling, insults or other verbal abuse, or harassment;
- Challenging authority; insubordination;
- Regularly being argumentative and thereby alienating customers or co-workers.

#### Stage II – Escalated Potential for Violence

- Ignoring company policies and procedures;
- Stealing;
- Making threats of violence;
- Blaming others for problems.

#### Stage III – Potential for Violence is Realized

- Displaying or brandishing a gun, knife, grenade, or other weapon;
- Punching, kicking, slapping or other aggressive physical conduct;
- Committing assault, arson, or threatening suicide.

### B. Process for Reporting Incidents of Violence

1. Employees must report incidents of violence to their immediate supervisor, or if deemed appropriate, contact the police.
  - a. In all cases, the report should be made as soon as possible after the incident.
  - b. In emergency situations, the reporting employee should first call 911 and/or building security (if available). The employee should then report the incident to his/her immediate supervisor.
  - c. In non-emergency situations, workplace violence should be reported first to an immediate supervisor. If the immediate supervisor is the instigator of the workplace violence, the incident should be reported to the next level supervisor or the Human Resources (HR) Director.

- d. In situations where a person witnesses an instance of workplace violence and does not know how to contact the supervisor of those involved in the incident, the HR Director should be contacted.
  - e. Supervisors responding to allegations of workplace violence shall report all such allegations and their resolution to the Human Resources Department. Human Resources shall conduct a post-incident review, file a Critical Incident Report, and, where appropriate, make recommendations for preventing or responding to future incidents.
2. Nothing in this policy alters any other reporting obligation established by other FNSB policies or in other state, federal or other applicable law.

C. Contact Information

1. In all situations, if violence appears to be imminent, employees should take the precautions necessary to assure their own safety and the safety of others.

The following are the critical telephone numbers which may be needed to carry out the procedures outlined in this section:

<b>Emergency Services - Police, Fire, Rescue</b>	d. 911
<b>Alaska State Troopers</b>	e. 451-5100
<b>Fairbanks Police Department</b>	f. 459-6500
<b>North Pole Police Department</b>	g. 488-6902
<b>Human Resources Department</b>	h. 459-1202

2. The Borough shall distribute internally, or post on the Borough intranet site for internal use, information including description and pictures (if available) of violent individuals, who according to law enforcement or court order pose a direct threat to employees. HR, Emergency Operations and Legal shall review and authorize prior to distributing and/or posting such information.

VI. SUPPLEMENTAL INFORMATION

A. References –

- 1. FNSB Firearms in the Workplace Policy
- 2. FNSB Discipline Policy
- 3. FNSB Building Evacuation Policy

B. Definitions –

1. Intimidation – Includes, but is not limited to actions intended to frighten, coerce or induce duress.
2. Threat – The expression of intent to cause physical or mental harm. 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 imminent.
3. Violence - Includes physically harming another, shouting, shoving, pushing, harassment, intimidation, coercion, brandishing weapons, and threats or talk of violence.

To assist in defining, the following acts constitute violence:

- a. Hitting or shoving an individual.
  - b. Threatening to harm an individual or their family, friends, associates or their property.
  - c. The intentional destruction or threat of destruction of property owned, operated or controlled by FNSB or its employees.
  - d. Making a harassing or threatening telephone call, sending a harassing or threatening letter or other harassing or threatening forms of communication.
  - e. Intimidation.
  - f. Harassing surveillance/stalking.
- C. Zero Tolerance – Violations by employees or members of the public will not be tolerated and will result in disciplinary sanctions and/or appropriate legal action.

D. Attachments – None.

E. Revision History

Supersedes Policy No.    Effective Dates