



<b>SUBJECT:</b> THREAT MANAGEMENT "ZERO TOLERANCE" POLICY	<b>PAGE</b> 1
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<b>POLICY No.:</b> 746	<b>EFFECTIVE DATE:</b> 09/30/09
<b>APPROVED BY:</b> <i>Jma Man Ekeldey MD</i>	<b>SUPERSEDES:</b> DHS Policy No. 792

**PURPOSE:** To prevent threats/acts of violence by employees and clients at the workplace, and to ensure that all employees of the Department of Public Health (DPH) comply with the Department's Threat Management "Zero Tolerance" reporting requirements.

**POLICY:** All employees, including contract workers, students, agency personnel, volunteers, (whether they are permanent, temporary, part-time, or other), are entitled to a safe and healthy work environment. DPH prohibits any workplace threats, intimidation or harassment by any of its employees (as defined in this paragraph).

Threats, threatening behavior, acts of violence against employees, patients, visitors or other individuals by anyone on County property or anywhere an employee is engaged in County-related business, are prohibited. Examples of such behavior include but are not limited to:

- Verbal and/or written threats, including bomb threats, to a County facility or toward any employee and/or members of that person's family;
- Psychological violence such as bullying, verbal and/or written threats against any property of the persons listed above;
- Items left in an employee's work area or personal property that are meant to threaten or intimidate that person;
- Off-duty harassment of employees, such as phone calls, stalking, or any other behavior that could reasonably be construed as threatening or intimidating and that could affect workplace safety;
- Physical actions against another employee that could cause harm;
- Carrying a weapon on County property or while engaged in County business, as defined below.

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Weapons

Employees shall not carry a prohibited weapon of any kind while in the course and scope of performing their job, whether or not they are personally licensed to carry a concealed weapon. Employees are prohibited from carrying a prohibited weapon anywhere on County property or at any County-sponsored function.

Prohibited weapons include any form of weapon or explosive restricted under local, state or federal regulation. This includes all firearms, illegal knives or other weapons prohibited by law.

Violations of this policy may result in any or all of the following:

- Arrest and prosecution for violations of pertinent laws
- Immediate removal of the threatening individual from the premises pending investigation
- Disciplinary action up to and including discharge from County employment.

Temporary Restraining Orders and Injunctions against Workplace Violence

Grounds for obtaining an injunction are based upon the definition of a credible threat of violence defined by the State of California as "a knowing and willful statement or course of conduct that would place a reasonable person in fear for his or her safety, or the safety of his or her immediate family, and that serves no legitimate purpose."

Requests for a court order to restrain actual or threatened workplace violence must first be reviewed and approved by the Department Head or designated representatives before referral to County Counsel.

Safety Concerns

Although only a minority of distressed or troubled employees pose a significant risk of becoming violent, workplace apprehension and concern about such employees is common. When no threat is expressed but a troubled employee arouses safety concerns, managers are encouraged to offer the confidential and free services of the Chief Executive Office, Employee Assistance Program (EAP) at (213) 738-4200. EAP referrals may be made to employees who show signs of disturbance or distress. Early identification and referral of such employees can avert the development of more serious problems.

Reporting Responsibilities

Any employee who witnesses any threatening or violent behavior, is a victim of, or has been told that another person has witnessed or was a victim of any threatening or violent behavior, is responsible for immediately reporting the incident to his/her supervisor or manager. Supervisors and managers shall document and maintain a log

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of all incidents related to an expressed or implied threat involving an employee in the workplace, and will take appropriate action to ensure the safety of the threatened employee. Supervisors and managers shall ensure a Security Incident Report (SIR) (Attachment I) is completed by the person reporting or involved in the incident, Safety Police, facility security, or building manager and submitted to the Office of Security Management, Chief Executive Office by the end of the business day following the incident. A copy of the SIR should also be forwarded to the DPH Human Resources Employee Relations/Performance Management Unit.

In the case of home healthcare workers (such as Home Nursing Attendants or other in-home personal healthcare workers) any incident of violence must also be reported to the State of California Department of Industrial Relations, Division of Labor Statistics and Research – Illness and Injury Unit, at (415) 703-4780.

**GUIDELINES:**

The Director, DPH Human Resources shall establish procedures to ensure that employees are aware of this policy. Such procedures shall include, but are not limited to, the following:

1. Review of this policy with each incoming employee and documented in the personnel file.
2. Review of this policy by supervisor/manager and the employee at the time of the annual Performance Evaluation, in accordance with Performance Evaluation Policy.
3. Written notice provided to volunteers, contractors, and other non-compensated workers.

**AUTHORITY:** Department of Human Resources Policy No. 620  
State of California Labor Code Section 6332  
State of California Code of Civil Procedure Section 527.8

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**COUNTY OF LOS ANGELES \* DEPARTMENT OF PUBLIC HEALTH  
HUMAN RESOURCES**

I acknowledge receipt of the Department of Public Health "Threat Management "Zero Tolerance" Policy regarding workplace violence.

My signature further acknowledges my understanding of my responsibilities under the Policy. I understand that my failure to adhere to this Policy may be grounds for disciplinary action up to and including discharge from County employment.

EMPLOYEE NAME: \_\_\_\_\_

EMPLOYEE NO: \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_