

WORKPLACE VIOLENCE POLICY

SERVICENET
129 KING STREET
NORTHAMPTON, MA 01060

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EFFECTIVE DATE FEB. 13, 2015

PURPOSE	To define workplace violence and to show the steps for reporting it.
POLICY	<p>ServiceNet prohibits violent acts or threats and is committed to preventing and rapidly containing workplace violence. The Agency does not tolerate behavior that:</p> <ul style="list-style-type: none">• Is violent;• Threatens violence;• Harasses or intimidates others;• Interferes with an individual's legal rights of movement or expression; or,• Disrupts the workplace and the agency's ability to provide service to the public. <p>Violent or threatening behavior can include physical acts; oral or written statements; harassing email messages; harassing telephone calls, gestures, and expressions; or behaviors such as stalking.</p> <p>Violence in the workplace includes relationship violence that intrudes into the workplace, endangering a person in the relationship or others in the workplace. Relationship violence is physically, sexually, and/or psychologically abusive behavior that a household member or dating partner uses to establish and maintain control over another person.</p> <p>Individuals who engage in violent behavior may be removed from the premises, and may be subject to dismissal or other disciplinary action, arrest, and/or criminal prosecution.</p> <p>This policy applies to all Agency work locations, including offices, group homes, work sites, vehicles, and field locations including any community activity performed during work hours.</p>
TRAINING REQUIREMENTS	Agency staff must be trained in violence prevention and response using the EOHHS training as the minimum standard.

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REPORTING REQUIREMENTS

Reporting Urgent Threats

An urgent threat is actual or imminent violent behavior, such as a verbal altercation that appears to be escalating.

- **Step 1:** Call 911 (*If necessary to prevent imminent injury.*)
- **Step 2:** *Immediately* report the situation to your workmates and supervisor.
- **Step 3:** All seek safety or shelter in place.
- **Step 4:** The supervisor alerts the Operations Director and Vice President.
- **Step 5:** File appropriate division and/or agency incident report.

Reporting Emerging or Potential Threats

An emerging or potential threat is one where you believe a situation has the potential for becoming violent over time because it exhibits one or more of the violence warning signs.

- **Step 1:** Report the situation to your supervisor.
- **Step 2:** Alert staff and take measures to assure safety and security.
- **Step 3:** File the appropriate division and/or agency incident report.

Potential threats include situations where an employee feels threatened by anyone—a client, family members, stalkers, etc.

- **Step 1:** Alert your supervisor. Keep information that the employee has shared confidential, except for the reporting requirements above.
- **Step 2:** The supervisor should encourage the individual to seek additional assistance from public safety or judicial officials to ensure safety. Refer the employee to Human Resources for EAP referral. Give the employee a private place to make the phone call if necessary.

Orders for Victim Protection

Orders for Victim Protection include the following types of court orders: Protection Order, No Contact Order, Restraining Order, or Anti-Harassment Order. If you have obtained an Order for Victim Protection that includes Agency location(s):

- **Step 1:** Immediately provide a copy of the order to the local police department. Call the non-emergency dispatch number and arrange to speak to a police officer in person to discuss the specific details of the order.
- **Step 2:** The agency recommends alerting your supervisor and HR of the Order for Victim Protection.

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ADMINISTRATION	<p>The Health and Safety Committee will review violence data, ensure that training occurs, and make recommendations for improvement.</p> <p>Each site must assess violence risk and propose prevention strategies and safety plans. Each site must develop a violence response procedure, train staff, and drill periodically.</p>
APPROVED BY	 Susan L. Stubbs President and CEO February 13, 2015
REVISION HISTORY	Approved February 13, 2015

See also **Active Threat Quick Guide**.