

	DEPARTMENT OF CORRECTIONS AND REHABILITATION DEPARTMENT ADMINISTRATION POLICY AND PROCEDURES	EFFECTIVE DATE: January 01, 2024	POLICY NO.: ADM.08.10
		SUPERSEDES (Policy No. & Date): ADM.08.10 of October 23, 2001	
	SUBJECT: WORKPLACE NON-VIOLENCE		Page 1 of 10

1.0 PURPOSE

To set forth guidelines concerning the Workplace Violence Program within the Department of Corrections and Rehabilitation (DCR).

2.0 SCOPE

The policy applies to all employees of the Department.

3.0 REFERENCES, DEFINITIONS & FORMS

.1 References

- a. Workplace Violence Program, Department of Human Resources (DHRD) Policy No. 800.002, effective 12-18-2003.
- b. Workplace Violence: Prevention, Intervention, and Recovery, Hawaii Workplace Violence Working Group Committee, October 2001.

.2 Definitions

- a. **Disruptive Behavior:** Behavior that interrupts or impedes the progress movement, or duties or responsibilities of an employee.
- b. **Intimidation:** Engaging in actions that include, but it not limited to, stalking or behavior that is intended to frighten, coerce, or induce stress.
- c. **Physical Attack:** Unwanted or hostile physical contact such as hitting, fighting, pushing, shoving, or throwing objects.
- d. **Property Damage:** Damage to property, including property owned by the State, State employees, customers, clientele, visitors, or other outside individuals.
- e. **Retaliation:** Any adverse actions that would dissuade a reasonable person from making or supporting a complaint of workplace violence.
- f. **Threat:** An expression, verbal or non-verbal, of an intention to inflict physical or mental harm or injury. An expression constitutes a threat without regard to whether the party communicating the threat has the

NOT CONFIDENTIAL

DCR P & P M	SUBJECT: WORKPLACE NON-VIOLENCE	POLICY NO.: ADM.08.10
		EFFECTIVE DATE: January 01, 2024
		Page 2 of 10

present ability to carry it out and without regard to whether the expression is contingent, conditional, or expected in the future.

- g. Workplace Violence: Means, but is not limited to, intimidation, threats, physical attacks, or property damage, acts of violence committed at the workplace by or against State employees, clients, customers, relatives, acquaintances, or other outside individuals.

4.0 POLICY

The Department is committed to partnering with its employees to encourage and maintain a safe work environment. Pursuant to DHRD Policy No. 800.002, any disruptive behavior, intimidation, any behavior that threatens another’s physical safety or mental well-being, or conduct that causes physical harm or property damage, including incidents involving co-workers, clients, customers, or other outside individuals who represent potential threats in the work environment is prohibited in the workplace. Toward this end, all reports of incidents involving acts or displays of violence, threats of violence, intimidation, damage to property, and other disruptive behavior will be taken seriously and dealt with appropriately. There shall be no retaliation or discrimination against an employee who submits a report, calls for appropriate assistance, complains of an incident, or is called upon as a witness.

A violation of this policy may result in disciplinary action, up to and including discharge from State service, in accordance with applicable State laws, rules, policies, and collective bargaining agreements.

5.0 PROCEDURES

.1 Responsibilities

a. DHRD

Department of Human Resources Development shall:

1. Conduct periodic workplace violence training programs for supervisors, managers, and employees on how to identify disruptive behaviors, how to investigate complaints, and the potential consequences of failing to address workplace violence complaints;
2. Maintain and provide to the departments a current listing of references and resources available in the community as provided at:

NOT CONFIDENTIAL

DCR P & P M	SUBJECT: WORKPLACE NON-VIOLENCE	POLICY NO.: ADM.08.10
		EFFECTIVE DATE: January 01, 2024
		Page 3 of 10

<http://dhrd.hawaii.gov/state-employees/workers-comp-safety/safety-office/>. See Workplace Violence menu;

3. Collect and analyze the data provided on the *Annual Workplace Violence Report* and provide a summary to the departments;
4. Advise departments if a trend emerges which requires immediate attention; and
5. Provide consultative services to departments on an as-needed basis.

b. Department

The Department Head shall:

1. Ensure compliance with the statewide policy, Workplace Violence Program, DHRD Policy No. 800.002, and this Workplace Violence Action Plan; and
2. Support a safe work environment by encouraging all employees and outside individuals to practice courtesy, respect, and kindness at all times.

c. Department Human Resources Office

The Departmental Human Resources Office (DHRO) shall:

1. Advise management, supervisors, and others as appropriate, in matters relating to workplace violence;
2. Identify, coordinate, and/or provide appropriate training for supervisors and employees on various aspects of workplace violence;
3. Ensure all new employees receive the statewide policy, *Workplace Violence Program*, HRD Policy No. 800.002 and this *Workplace Violence Action Plan*;
4. Coordinate Resources for Employee Assistance and Counseling Help (REACH) and other support systems for employees, as appropriate;

NOT CONFIDENTIAL

DCR P & P M	SUBJECT: WORKPLACE NON-VIOLENCE	POLICY NO.: ADM.08.10
		EFFECTIVE DATE: January 01, 2024
		Page 4 of 10

5. Support a safe work environment by encouraging all employees and outside individuals to practice courtesy, respect, and kindness at all times;
 6. Review the *Employee's Report of Workplace Violence (Attachment D-1)* and the *Department Workplace Violence Fact Finding Worksheet (Attachment D-2)* and implement appropriate corrective actions as warranted; and
 7. Prepare the Annual Workplace Violence Report (**Attachment F**).
- d. Administrators, Managers, and Supervisors

All Administrators, managers, and supervisors shall:

1. Ensure that all employees under their chain of command are aware of and familiar with the terms of this *Workplace Violence Action Plan*, including the consequences of violating such plan;
2. Ensure that all reports of workplace violence be treated in a confidential manner and that information is shared only on a need-to-know basis;
3. Identify and initiate efforts to timely rectify working and/or other conditions that may contribute to conduct that would be considered workplace violence under this Policy;
4. As soon as practicable, report all incidents to the appropriate department or office head of potentially violent employees, clients, or customers, including all confrontational incidents, domestic violence reports, and those incidents with clients and employees who require the support of colleagues or law enforcement officials to maintain situational control;
5. Conduct investigations of reported workplace violence in a reasonable and timely manner, if appropriate;
6. Call for help/assistance as appropriate; and
7. Support and encourage a safe work environment by getting to know employees and practicing courtesy, respect, and kindness at all times.

NOT CONFIDENTIAL

DCR P & P M	SUBJECT: WORKPLACE NON-VIOLENCE	POLICY NO.: ADM.08.10
		EFFECTIVE DATE: January 01, 2024
		Page 5 of 10

e. Employees

Each employee shall:

1. Attend a workplace violence training program;
2. Comply with workplace practices designed to make the workplace more secure;
3. Refrain from engaging in conduct that causes physical harm or property damage, any disruptive behavior, intimidation, or any behavior that frightens or threatens an employee's physical safety or mental well-being;
4. Report to the immediate supervisor any conduct that would be considered workplace violence under this Policy. If the immediate supervisor is the alleged violator of this Policy, utilize the chain of command to report the incident(s);
5. Inform his/her immediate supervisor of any domestic violence incidents, threats, restraining orders, or any violations to restraining orders, as they may impact the workplace. If the immediate supervisor is directly involved in the domestic violence incident(s), utilize the chain of command to report the incident(s);
6. Immediately call 911 when any threat or act of violence is observed or reported; and
7. Support and encourage a safe work environment by practicing courtesy, respect, and kindness at all times.

.2 Guidelines for Use of Protocol Options

The following protocol options shall be used as a guideline only. Because each situation will be different, administrators, managers, supervisors, and employees shall not be prevented from using their own good judgment and discretion when responding to workplace violence incidents.

The protocol options listed below in part B, are also contained in the *Workplace Violence Action Plan Protocol Desk Reference (Attachment A)* which may be reproduced and used as a reference.

NOT CONFIDENTIAL

DCR P & P M	SUBJECT: WORKPLACE NON-VIOLENCE	POLICY NO.: ADM.08.10
		EFFECTIVE DATE: January 01, 2024
		Page 6 of 10

.3 Protocol Options for Administrators, Managers, Supervisors, and Employees

a. Protocol No. 1

1. Examples of Protocol No. 1 Behaviors

- Use of weapons, including items that may be used as weapons.
- Threats of bodily harm
- Hostage situations
- Physical and sexual assaults
- Bomb threats
- Temporary Restraining Order (TRO) violations
- Property damage
- Suicide
- Stalking

2. Action Steps for Protocol 1 Situations

- a) Call 911 immediately.
 - i) If bomb threat, follow departmental bomb threat procedures.
- b) Call DCR Director at (808) 587-1350, Deputy Director for Corrections at (808) 587-1340, or Deputy Director for Administration at (808) 587-1251, or Deputy Director for Programs and Rehabilitation at (808) 587-2648.
- c) Secure the officer entrances and exits, as appropriate, until police, internal department security, or sheriffs arrive.
- d) Call for medical assistance, if needed.
- e) Notify your DHRO at (808) 587-1221
- f) Follow instructions provided by law enforcement.
- g) Remain available to provide witness statements.
- h) The manager to conduct and conclude an investigation in a reasonable and timely manner, if appropriate.

NOT CONFIDENTIAL

DCR P & P M	SUBJECT: WORKPLACE NON-VIOLENCE	POLICY NO.: ADM.08.10
		EFFECTIVE DATE: January 01, 2024
		Page 7 of 10

b. Protocol No. 2

1. Examples of Protocol No. 2 Behaviors

a) Threatening Messages

- E-mail
- U.S. Mail
- Phone Calls
- Fax
- Text or Social Media

2. Action Steps for Protocol 2 Situations

- a) Call 911 to report threats
- b) Call DCR Director at (808)587-1350, Deputy Director for Corrections at (808) 587-1340 or Deputy Director for Administration at (808) 587-1251, or Deputy Director for Programs and Rehabilitation at (808) 587-2648.
- c) Secure the office entrances and exits, as appropriate, until police, internal departmental security, or sheriffs arrive.
- d) Notify your DHRO at (808) 587-1221.
- e) Immediately isolate the e-mail, mail or fax.
- f) Immediately document content of phone call.
- g) Follow instructions provided by law enforcement.
- h) Remain available to provide witness statements.
- i) Manager to conduct and conclude the investigation in a reasonable and timely manner, if appropriate.

c. Protocol No. 3A

1. Examples of Protocol 3A Behaviors

NOT CONFIDENTIAL

DCR P & P M	SUBJECT: WORKPLACE NON-VIOLENCE	POLICY NO.: ADM.08.10
		EFFECTIVE DATE: January 01, 2024
		Page 8 of 10

- Abusive or vulgar language
- Yelling
- Displays of anger, such as kicking or pounding on office furniture
- Threatening or humiliating behavior
- Verbal abuse
- Name Calling

2. Action Steps for Protocol 3A Situations

- a) Diffuse anger (See **Attachments B & C**)
- b) Remove and isolate the employee to a private area (supervised by 2 or more persons).
- c) If necessary, call for assistance (911).
- d) Notify your DHRO at (808) 587-1221 of the circumstances.
- e) The manager to conduct and conclude an investigation in a reasonable and timely manner, if appropriate.
- f) Manager to develop an action plan in consultation with DHRO.
- g) Manager to implement action plan.

d. Protocol No. 3B

1. Examples of Protocol 3B Behaviors

- Intimidation
- Intentional work interference
- Sabotage
- Repeated behavior that causes distress in a reasonable person

2. Action Steps for 3B Situations

- a) Notify your DHRO at (808) 587-1221 of circumstances.
- b) Manager to conduct and conclude an investigation in a reasonable and timely manner, if appropriate.
- c) Manager to develop action plan in consultation with DHRO.

NOT CONFIDENTIAL

DCR P & P M	SUBJECT: WORKPLACE NON-VIOLENCE	POLICY NO.: ADM.08.10
		EFFECTIVE DATE: January 01, 2024
		Page 9 of 10

- d) Manager to implement action plan.
 - e. Protocol No. 3C
 - 1. Examples of Protocol 3C Behaviors
 - Indicators of harmful behaviors to self or others
 - 2. Action Steps for Protocol 3C Situations
 - a) Remove the employee to a private room to calm and reassure him/her, providing continuous observations.
 - b) Notify your DHRO at (808) 587-1221 of circumstances.
 - c) Contact employee's emergency contact.
 - d) Contact employee's health care provider, if known, to seek assistance.
 - e) If employee's emergency contact or health care provider cannot be contacted, call DOH Access Line for assistance.
 - (808) 832-3100 (Oahu)
 - 1-800-573-6879 (Neighbor Islands)
 - f) Develop plan of action in consultation with DHRO
- .4 Debriefing

The division, staff office, attached agency administrator, and/or supervisor shall:

- 1. Review and verify the *Employee's Report of Workplace Violence (Attachment D-1)* and *Department Workplace Violence Fact Finding Worksheet (Attachment D-2)* and work with employees involved in the event to ensure documentation is correct, proper and timely;
- 2. Conduct an investigation of the incident using the *Employee's Report of Workplace Violence (Attachment D-1)* and *Department Workplace*

NOT CONFIDENTIAL

DCR P & P M	SUBJECT: WORKPLACE NON-VIOLENCE	POLICY NO.: ADM.08.10
		EFFECTIVE DATE: January 01, 2024
		Page 10 of 10

Violence Fact Finding Worksheet (Attachment D-2) as a guide and with assistance from the departmental personnel office;

3. Analyze facts, events, evidence, etc., and determine if working and/or other conditions contributed to the event and what procedures can be implemented to prevent future occurrences;
4. Determine the need and arrange for post-trauma counseling when appropriate; and
5. Collaborate with the departmental personnel office to determine if, after an investigation, disciplinary and/or other action is appropriate.

.5 Reporting Requirements to DHRD/Safety Office

Each department shall submit the *Annual Workplace Violence Report (Attachment F)* to the HRD/Safety Office one month after the conclusion of the reporting period.

APPROVAL RECOMMENDED:



JAN 0 1 2024

Deputy Director for Administration

Date

APPROVED:



JAN 0 1 2024

DIRECTOR

Date

NOT CONFIDENTIAL