





## San Francisco Juvenile Probation Department

### Juvenile Hall Policy and Procedures Manual

#### Chapter 2 - Personnel

Policy Number:	2.11
Policy Name:	Workplace Violence Prevention
Authority:	S.F. City Charter Section 3660
Replaces:	3.17 Workplace Violence Prevention (05/01/2000)
Effective Date:	January 1, 2019
Revision Date:	April 16, 2018
Related Policies and Procedures:	2.06 - Work Rules 2.15 - Employee Assistance Program
Related Forms:	Appendix A and B
Director of Juvenile Hall:	Bobby Uppal 
Chief Probation Officer:	Katherine Weinstein Miller 

## I. PURPOSE

Juvenile Probation Department (SFJPD) staff does and shall continue to take very seriously acts or threats of violence in the workplace. This policy has two purposes. First, it informs employees that violence in the workplace will not be tolerated. Second, it provides guidance to employees and management in dealing with workplace violence issues. More specifically the policy:

- A. Assists managers in predicting and preparing for escalation of violence.
- B. Assists managers in developing response strategies.
- C. Refers managers and employees to those who can provide ongoing counseling and support.
- D. Coordinates communication internally and externally.

## II. POLICY

It is the policy of the City and County of San Francisco and the San Francisco Juvenile Probation Department (SFJPD) to require employees to treat co-workers, youths within Juvenile Hall, youths and their families involved in any Department programs or services and members of the public with courtesy and respect. The City and County of San Francisco and SFJPD will not tolerate any assaults, battery, or threats or acts of violence by employees in the workplace. Further, it is the policy of SFJPD to provide a safe workplace and to protect each employee from threats to their safety to the full extent as required by law.

As noted above, SFJPD takes violence and/or threats of violence very seriously. Employees who engage in threats or violent behavior shall be subject to discipline up to and including termination. The following are examples of behavior that will be subject to discipline. This list is exemplary, not exhaustive:

- A. Employees are prohibited from making direct or indirect threats

against another employee and from physically striking, pushing, or causing bodily harm to another employee.

**B. Committing violent acts or threats by Juvenile Probation**

Department employees will be considered as evidence including, but not limited to, mistreatment of persons, immorality acts which would constitute a felony or misdemeanor involving moral turpitude, or lack of competence.

Evidence of violent threats or acts shall be reflected in job performance evaluations and shall be considered in evaluating the fitness of SFJPD employees. (BSCC 15.02)

Employees have the responsibility to report any threats or acts of violence to their respective supervisors. Also, employees who become aware of threats of violence about specific individuals are required by law (Tarasoff Warning) to notify the Police Department and the intended victim as soon as possible. When notified pursuant to a Tarasoff Warning, the Chief Probation Officer, Human Resources Official, Personnel Official, or Designee shall notify the affected employee as soon as possible.

Employees of SFJPD are prohibited from bringing weapons or other instruments used to injure, threaten, or intimidate to the workplace. Employees of other Departments within Juvenile Hall, visitors, contract employees, or other individuals are also prohibited from bringing weapons or other instruments to the jobsite unless required by the City and County departments in the performance of the employee's official duties. Weapons include, but not limited to, firearms, knives, or weapons defined in the California Penal Code Section 12020.

Failure to comply with this policy may result in employee discipline up to and including termination.

**III. DEFINITIONS**

- A. Workplace Violence is any conduct, verbal or physical, which tends to cause another to reasonably fear for her or his own personal safety or that of her or his family, friends, associates, or

property. This conduct may involve direct or indirect and/or intentional or unintentional words or actions targeted at oneself or another individual.

- B. Workplace or Worksite refers to all areas including facilities and surrounding parking areas, on or off the premises, where employees perform duties in the scope of their employment for SFJPD.
- C. Violence refers to both acts and threats of violence.
- D. Management Response Team (MRT) refers to the individuals who are assigned to investigate and respond to workplace violence. The team may include managers and supervisors within a department as well as persons from other departments who will be able to consider the interests of the City, SFJPD, and the employees.

#### IV. RESPONSIBILITIES

##### A. Employees

Employees are required to:

- i. Comply with the Workplace Violence Prevention Policy.
- ii. Immediately report acts or threats of violence to their supervisor or the appropriate chain of command; document the threat or incident of violence in writing and submit this documentation to their supervisor and forward a copy to the respective Division Director within 24 hours of occurrence of the incident or threat. Victims of threats or violence are encouraged to file a police report for such acts. Similarly, witnesses to threats or violent acts are required to report these acts verbally and in writing to a supervisor or the appropriate chain of command.

- iii. Report any threats or acts of violence occurring off SFJPD premises in which employees are a target or if there is a reasonable basis to believe that the violence will follow employees to the workplace. This may apply to notification of threats against employees by a third party such as a physician or psychologist commonly referred to as a Tarasoff warning.
- iv. Employees who apply for or obtain a protective or restraining order which lists themselves, any SFJPD employee, or which identifies any SFJPD workplace as a protected area are required to notify their supervisor, department head, or MRT by providing a copy of any such order and supporting documentation used to seek the order.
- v. Cooperate in any investigation that may be initiated. Failure to cooperate could be grounds for disciplinary action.

#### B. Supervisors

Supervisors are required to:

- i. Inform employees of the SFJPD Workplace Violence Prevention Program.
- ii. Respond to information on violent threats or acts by conducting an immediate investigation, following procedures, and taking appropriate actions within 24 hours of receipt of such information or sooner if more immediate action is required to protect the health and safety of employees (see procedure below).
- iii. Assess the situation and make a written report to the respective Division Director, or designee, and forward a copy of the Chief Probation Officer immediately.

### C. Executive Team and/or designee

Executive Team members and/or designees are required to:

- i. Either direct staff in, or designate someone to, implementing and maintaining the SFJPD Workplace Violence Prevention Policy.
- ii. Schedule supervisors to attend training on the SFJPD Workplace Violence Prevention Program.
- iii. Cooperate with supervisors and the MRT in the immediate investigation of acts or threats of workplace violence and with whatever recommendations and/or plans which are developed.

### D. Chief Probation Officer (CPO)

Overall responsibilities for establishing department policy and procedures rests with the CPO. The CPO shall:

- i. Direct Executive Team members and supervisors to implement and maintain the Workplace Violence Prevention Policy in their respective divisions.
- ii. Approve resources, within the budget constraints, to implement an effective workplace violence prevention program which includes, but is not limited to, training.
- iii. Appoint an MRT and establish notification procedures.

### E. Management Response Team (MRT)

The MRT has the following specific tasks:

- i. Administering, communicating, and monitoring the department's Workplace Violence Prevention Program.

- ii. Conducting a review of the workplace to identify risk factors.
- iii. Developing department specific procedures for responding to incidents.
- iv. Managing the department's response to incidents and threats of violence.
- v. Develop relationships with internal and external resource providers.
- vi. Conducting investigations of incidents.
- vii. Conducting assessments of potential for violence.
- viii. Understanding legal ramifications of various courses of actions.

## V. PROCEDURES

- A. Immediately report threats, acts, and/or incidents of violence to your supervisor or the appropriate chain of command. If there is immediate danger call 9-911. Complete the Violent Incident Report Form (see Appendix) and forward it to your supervisor or the appropriate chain of command within 24 hours of the verbal report.
- B. For Supervisors
  - i. When an employee threatens another person in the workplace:
    - a. Assess the situation
    - b. Determine the level of workplace violence (see Appendix for chart on the levels of workplace violence)

- c. Take appropriate steps to protect the health and safety of all staff. The following are some of the actions that may be taken:
    - 1. separate individuals as indicated
    - 2. de-escalate level of tension or violence
    - 3. give individuals an opportunity to calm down (up to and including sending one or more employees involved in the incident home for the rest of the day)
  - d. Call 9-911 immediately when:
    - 1. an employee physically assaults someone
    - 2. an employee threatens someone with a weapon or object that could cause injury
    - 3. an employee threatens someone verbally with immediate bodily harm
  - e. During normal business hours (Mon.-Fri., 8AM-5PM) call the on-site Sheriff's Deputy at X37561 for back-up assistance until arrival of the Police.
- ii. When an employee threatens another person with bodily harm in writing, the police should be contacted and a written report filed. Immediately notify your supervisor or the appropriate chain of command. Within 24 hours of the incident, file a written report of the



incident and forward it to the respective Division Director with a copy going to the Chief Probation Officer.

It is important that all the above actions be taken in a *timely* manner.

- C. The CPO shall convene the MRT when a threat of violence in the workplace has been identified or an incident has occurred. The team will include the CPO, the Assistant Chief Probation Officer, the Principal Personnel Officer, the Deputy Sheriff assigned to JPD, and the Director of Special Programs for Youth.

The Management Response Team shall be convened immediately, if necessary, but no later than the next working day. The purpose of the team will be to hold an investigative meeting when an act or threat of violence occurs, to review information, develop an action plan, and perform the following functions:

- i. Assess the severity of the situation.
- ii. Decide the criteria for disciplinary action.
- iii. Make recommendations for specific actions and/or necessary follow-up.
- iv. Determine appropriate security measures to be implemented.
- v. Debrief all parties involved, coordinate future steps, and evaluate all actions taken to make needed improvements as indicated.
- vi. Assist the supervisor in providing immediate response to an employee or other person in the workplace reporting violent threats or acts including, but not limited to, warning the threatened person and helping in removing the person from immediate danger.

- vii. Monitor resolution of the situation.

#### D. TRAINING

The Employee Assistance Program (EAP) or whatever other appropriate agencies and/or resources for the City and County of San Francisco will conduct initial training. Training shall include the following:

- i. Recognizing early warning signals of an individual with potential for violence in the workplace.
- ii. Reporting violent or potentially violent incidents
- iii. Identifying different forms of violent behavior
- iv. Responding effectively to workplace violence
- v. Managing the Response Plan
- vi. Avoiding and reducing violence
- vii. Using resources

#### E. DOCUMENTATION

- i. Records of training on violence in the workplace will be maintained by the Personnel Office. Written threat information or reports of violence will be made using the Violent Incident Report Form (see Appendix C) and will be submitted to and be maintained by the personnel office.