

**MARKLUND**  
**HUMAN RESOURCES POLICY AND PROCEDURE**

**POLICY NO. 3.3.7**

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**SUBJECT: WORKPLACE VIOLENCE**

**DEPARTMENTS AFFECTED: ALL**

**APPROVED BY:**

**ISSUED: 5-6-96 REVISION DATE: 6-30-98**

**EFFECTIVE DATE: 6-10-96**

**PURPOSE:** To provide a safe working environment for employees and a safe home environment for clients and families.

**DEFINITION:** Workplace violence is any act of physical aggression by an individual that occurs at the work site. Its intended target may be another individual(s) or an object, but there is great potential for psychological trauma to victims, witnesses and/or perpetrator(s). Examples of work place violence include homicide, assault with a weapon, rape, aggravated assault, assault under the guise of an accident, armed robbery, hostage taking, and hostile destruction of property. Many experts also consider the threat of violence, wherein the aggressor has the capability to carry out the threat, to be an act of violence.

**POLICY:**

Violent behavior among employees is often the result of increased stress, frustration resulting from an employee's perception that supervisors or co-workers cannot or will not listen to work-related concerns or problems, difficulties among employees with resolving conflicts, or use of alcohol or illegal drugs and/or access to lethal weapons.

All staff should know that there are a variety of ways to get support and help with all kinds of problems or concerns. Employees can discuss these issues with their supervisors, a member of managements, or they may contact the Human Resources Department, who will assist them.

It is important for all employees to note that Marklund's policies strictly forbid the following behaviors that can contribute to violence at one of Marklund's facilities:

- Possession or consumption of illegal drugs or alcoholic beverages on the property of any Marklund facility.
- Working while under the influence of alcohol or illegal drugs on Marklund time or premises.
- Possession of a lethal weapon on the property of any Marklund facility.
- Fighting, hitting or physically harming another employee during work hours or on the property of any Marklund facility.
- Harassing another employee per Marklund's policy against harassment.
- Threatening another employee (verbal or physical).

In order to build a team that cooperates together, it is important for managers and supervisors to be available to listen to the concerns and frustrations of employees. It is also critical for managers and supervisors to respond quickly if an employee or visitor makes threatening remarks or gestures. All threats to employees will be immediately investigated by the Personnel Manager and the building's Administrator will be notified of this investigation. The following are guidelines to follow in the event of a violent incident in the workplace.

### **ACTION PLAN**

During the Crisis:

If you are directly involved (i.e., someone has a gun pointed at you):

- Stay calm, be alert and pay attention.
- Cooperate.
- No heroics: Do not physically or verbally intercede in the incident.

If you are not directly involved (i.e., observing from a distance):

- Call the police (911).
- Contact the building Administrator and the Human Resources Department.
- Secure and evacuate the immediate area to ensure safety of others.
- Do not attempt direct contact with the suspect(s), monitor from a distance.
- Record as much information about the event as possible for the police.

After the Crisis:

- Report as much information as possible in writing to the Police and Human Resources Director.
- Give names of all direct or indirect witnesses.

Preventive Measures are set up to avoid a potential violent situation in the workplace. They are:

- Annual In-services on Violence in the Workplace.
- Confidential Employee Assistance Program, free of charge.
- Employee Grievance Policy to assist employees with work related issues.
- Open Door policy for employees to approach supervisors/management to discuss problems.