**DGS WORKPLACE VIOLENCE PREVENTION**

# INCIDENT REPORTING PROCEDURES

* If there is a physical conflict or an emergency situation or if someone has been seriously injured call 9-1-1.
* Report all threats or acts of workplace violence to your supervisor ***and*** to the DGS Workplace Violence Referral Line at (916) 376-5344. Workplace Violence Referral Line calls placed *after* normal business hours will be addressed on the *next* business day.

# WHEN FACED WITH AN ACT OF WORKPLACE VIOLENCE

## DO:

* Your best to stay calm;
* Speak to the other person quietly and calmly;
* Try to put some space between yourself and the other person;
* Call 9-1-1 if there is immediate danger or someone is injured;
* Notify your manager or supervisor when it is safe to do so.

## DO NOT:

* Escalate the situation;
* Try to shout down the other person or make any aggressive moves toward him/her;
* Argue with the other person;
* Use defensive sprays or weapons;
* Fight with the other person;
* Chase the other person;
* Try to break up or intervene in a violent act; or
* Risk getting hurt yourself.

# SUPERVISORS & MANAGERS

## STEPS FOR HANDLING ABUSIVE BEHAVIOR

* If there is an emergency situation or if someone has been seriously injured call 9-1-1.
* Try to diffuse the situation by being relaxed, open and empathetic.
* Do not escalate the situation.
* Be observant and note what the individual says and does.
* Politely ask the individual to conduct themselves in a professional manner.
* If possible, move to a discreet location and ask questions that elicit information and help determine the cause of the conflict.
* If individual remains unprofessional, terminate the interaction and ask them to leave the premises.
* If the individual fails to leave, contact security, CHP or 9-1-1 to have them escorted off the premises; monitor the situation until law enforcement arrives.
* Document all abusive behavior. Note the date, time, location, what was said and who was present. Ask other witnesses to do the same.
* Next level supervisors verify thoroughness and accuracy of information and work with the Constructive Intervention Unit to determine next steps.
* It is the responsibility of the highest level supervisor who is aware of a situation to take appropriate action, to deal with any perceived immediate danger, and to ensure proper follow-up measures are taken.
* If appropriate refer individual to EAP and/or offer Mediation services.
* Report all threats or acts of workplace violence to your supervisor *and* to the DGS Workplace Violence Referral Line at (916) 376-5344.