


<p align="center">City of Petaluma, CA</p> <p align="center">Administrative Policy</p>	<p>Number:</p> <p>Last Revision Date:</p> <p>Date: September 17, 1997</p> <p>Page:</p>
<p>Subject: Violence in the Workplace</p>	<p>Authority: City Manager</p> <p align="center">  City Manager </p>

I. PURPOSE

Acts of Violence, whether threatened, gestured, or carried out will not be tolerated in a City of Petaluma workplace. Anyone witnessing or becoming the subject or victim of such behavior is expected to immediately report to it to the proper authorities for investigation. Minimizing the threat of violence is a duty of all employees to ensure a safe workplace.

II. POLICY

It is the responsibility of all employees to notify a supervisor, the Human Resources Director, or the Police Chief immediately of any violent act or a threat, if a violent act or threat against themselves or any other City employee occurs in the workplace or is directly associated with their employment with the City of Petaluma. Notification shall be as soon as practicable. Retaliation or the threat of retaliation against a person who reports such an incident is unlawful and shall not be tolerated. The Police Chief or designee shall investigate all reports of violence, threats of violence, or intimidation and report on such investigation to the City Manager and the Human Resources Director. Such reports shall be treated with confidentiality to the greatest extent practicable given the circumstances. The identity of the reporting party shall be kept confidential unless otherwise required to remediate a dangerous situation. The investigation shall be kept confidential in accordance with applicable law.

City employees shall not possess, at a City worksite or on City property, including employee parking lots, unless there is a work-related purpose and approval has been obtained from the employee's Department Head:

1. Firearms
2. Explosives/Ammunition
3. Fixed Blade Knives
4. Folding Knives with Blades over 3.5 inches
5. Illegal weapons such as defined in Section 12020 of the California Penal Code.

Section I

The City shall take appropriate disciplinary action, up to and including termination, against employees who violate this policy.

The City will offer incident related counseling services through the City's Employee Assistance Program (EAP) to employees who are the victims of violence or are subjects of threats of violence or intimidation at the workplace. The City administration will work with public safety, the courts and other authorities necessary to assure employee safety.

III. PROCEDURES

Imminent or Actual Violent Acts

EMPLOYEE RESPONSIBILITIES

An employee who is in immediate apparent danger of a violent act, or another employee who witnesses a violent act or the threat of a violent act shall, whenever possible:

- a. Place them selves in a safe location.
- b. Call the Police Department at 9-911 from a City telephone and request the immediate response of a police officer. Be prepared to inform the police dispatcher of the circumstances and the exact location of where an officer is needed.
- c. Inform a supervisor or manager of the circumstances.
- d. Refer media inquiries to the City Manager's Office.
- e. Cooperate fully in any administrative or criminal investigation, which shall be conducted within this policy and laws.

SUPERVISOR/MANAGER RESPONSIBILITIES

- a. A supervisor/manager informed of an imminent or actual violent act, or the threat of a violent act, shall, whenever possible, ensure the immediate safety of the employee and worksite, shall call the Police Department at 9-911 from a City telephone or 911 from any other telephone, if it has not been done, and notify the Department Head and the Human Resources Director.
- b. If feasible, the supervisor/manager shall have the involved individuals wait in separate rooms or locations until the police take control or remove from the premises and/or withdraw consent to enter or be present on the premises pending the outcome of an investigation and thereafter, if required;
- c. Obtaining a restraining order or other appropriate injunctive and/or other legal and/or equitable relief.

- d. Reassignment/relocation of personnel or job duties, if required;
- e. Termination of any business relationship.
- f. Any other action deemed by the City to be necessary or required under the circumstances.
- g. Supervisors shall obtain basic information from the employee and provide this to responding police personnel.
- h. Refer media inquiries to the City Manager's Office.

Future Violence

- 1. Employees who have reason to believe they, or another City employee, may be victimized by a violent act sometime in the future, at the workplace or as a direct result of their employment with the City of Petaluma, shall inform their supervisor immediately so appropriate action may be taken. The supervisor shall inform his/her Department Head.
- 2. Employees who have signed and filed a restraining order, temporary or permanent, against an individual due to a potential act of violence, who would be in violation of the order by coming near them at work, shall immediately supply a copy of the signed order to their supervisor or Department Head. The employee shall also supply a copy of the signed order and proof of service to the City of Petaluma Police Department.

Post-Incident Review

- 1. The City Manager's Office, the Human Resources Department, the Police Department, and the effected Department shall conduct a post-incident review and use the review to evaluate this policy and procedure.
- 2. Determine what continuing support systems are needed and oversee post-incident activities.

Standard Operating Procedure

THREATS OF VIOLENCE

Evaluate whether the person is just angry or is threatening physical violence. Be conservative in your evaluation. If they are threatening physical violence:

In-Person Threats

(See attached Suspect Description Questionnaire)

1. **Do Not Offer Resistance.**
2. Get the attention of someone in the background, possibly by pre-arranged signal or action. The person you signal will move from the area unnoticed and call the Police Department at 9-911. The Department Head and City Manager's Office should then be notified.
3. Use the Suspect Description as a guide in providing information to law enforcement officers.

Telephone Threats

1. Get attention of someone in the background so they can notify the Police Department @ 9-911 and/or Department Head.
2. If the person wants to talk, use the questions listed below as a guide.
3. After the caller hangs up, contact the Police Department in order to provide the below listed information.
4. Do not discuss the call with other staff.
5. Review the questions listed below. Make sure you have written down everything you can remember about the call and caller.

Date of Threat: _____ Time _____ AM/PM

Originator of Threat: _____

Originator's Address/Phone Number: _____

Threat received by: _____

Exact quotes made by threatener: _____

Description of incident: _____

Written Threats

1. Save the written document.
2. Notify the Police Department @ 9-911 and the Department Head.
3. Remember where you found the document and how it was delivered.
4. Save the packaging/envelope that contained the document.

Standard Operating Procedure

SUSPECT DESCRIPTION QUESTIONNAIRE

Physical Appearance

Sex	Age	Height	Weight	Race

Complexion		Hair color/length	
Facial Hair		Hat (type/color)	
Glasses		Coat	
Tattoos		Shirt	
Scars		Pants	
Weapons (type)		Shoes	

Facial Appearance

Hair style	
Hair texture	
Wrinkles	
Shape of eyebrow	
Eye color	
Shape and size of ears	
Sideburns	
Checks (full or sunken)	
Nose shape	
Beard/mustache	
Mouth and lips	
Chin clefts	
Neck and Adam's apple	

Standard Operating Procedure

BOMB THREATS

(See attached Bomb Threat Questionnaire)

The personal safety of an employee should not be jeopardized. If there is reason to believe there is imminent danger of an explosion, the Department receiving notification of the threat shall notify the Police Department @ 9-911 and begin evacuating the building. Imminent danger is the receiving of a bomb threat with the bomb being set to explode in thirty minutes or less.

The decision to evacuate rests with: the Department Head or in the Department Head's absence, the following: the Senior Management staff, the City Manager's Office. For Field Offices the decision rests with the local management personnel.

Written Threats

Any person receiving or discovering a written bomb threat should:

1. Remain calm - leave message where found.
2. Advise the Department Head through the immediate supervisor and/or call the Police Department at 9-911. Field Offices should call 9-911.
3. Do Not Alarm Others.

In-Person Threats

If a person is confronted by an individual or group claiming to have a bomb or claiming to have placed a bomb, the person should:

1. Offer No Resistance.
2. Get the attention of someone in the background, possibly by a pre-arranged signal or action. The person signaled should move from the area unnoticed and call 9-911 and notify the Department Head through the immediate supervisor.

Telephone Threats

1. Get the attention of someone in the background so they can notify the Department Head.
2. If the person wants to talk, ask questions listed on the "Bomb Threat" questionnaire attached. Write down the answers.
3. Do not discuss the call with other staff.
4. Review the questions on the "Bomb Threat" questionnaire. Make sure you have written down everything you can remember about the call and caller. The Police should be notified or the Departmental Managers will make the decision to contact emergency assistance providers.

If A Bomb Is Found

1. Do Not Touch It.
2. Make a mental note of the following:
 - a. Location of the object
 - b. Size of the object
 - c. Type of container or wrapping
 - d. Sounds coming from the object
3. Alert the Police @ 9-911 or the Department Head and the City Manager's Office.
4. Pull the Fire Alarm and Evacuate the Building.

Standard Operating Procedure

BOMB THREAT QUESTIONNAIRE

Telephone Messages

Receptionist or any other person receiving a bomb threat call:

KEEP CALM, do not get excited or excite others.

Complete the following telephone bomb threat questionnaire.

DATE: _____ TIME: Call Received _____
Call Terminated _____

EXACT WORDS OF CALLER (Delay – ask caller to repeat): _____

QUESTIONS TO BE ASKED:

1. When will it explode? _____
2. Where is it located? Floor _____ Area _____
3. What kind of bomb is it? _____
4. What does it look like? _____
5. Why kill or injure innocent people? _____
6. What is your name? _____ Address _____

DESCRIPTION OF VOICE:

Male _____ Female _____ Calm _____ Nervous _____ Young _____ Old _____
Middle-Aged _____ Rough _____ Refined _____ Accent _____
Speech Impediment (describe) _____ Unusual phrases _____
Recognize voice? _____ If so, who do you think it was? _____

BACKGROUND NOISE:

Music _____ Running Motor (type) _____ Traffic _____ Whistles _____ Bells _____
Horns _____ Aircraft _____ Tape recorder _____ Machinery _____ Other _____
Did caller indicate knowledge of the facility? _____ If so, how? _____