

## VIOLENCE PREVENTION PLAN 2.54

### I. PURPOSE:

Allied Services provides a safe workplace for all employees. Employees must review and understand all provisions of this workplace violence policy to ensure a safe workplace and to reduce the risk of violence.

Allied Services is committed to maintaining a working environment free from acts of violence and intimidation. Allied Services does not tolerate acts of workplace violence committed by or against employees and strictly prohibits employees from making threats or engaging in violent acts. Violent acts and/or threatening behavior may result in disciplinary action up to and including termination of employment and/or possible legal action. Acts committed by non employees will be prosecuted to the full extent of the law.

### II. POLICY:

The safety and security of Allied Services employees, contract or temporary personnel, residents, clients, consumers, volunteers, patients and visitors is of vital importance. Any acts or threats of physical violence, including intimidation, harassment and/or coercion, will not be tolerated. Violations of this policy by any individual on Allied Services property is considered misconduct and may lead to termination of employment and possible legal action, as appropriate. No reprisals will be taken against any employee who reports or experiences legitimate workplace violence.

### III. DEFINITIONS:

A. **Parameters in which this policy will be enforced:** For the purpose of this policy Allied Services' premise will include, but is not limited to the following:

1. All property owned, leased, or where Allied Services business is conducted.
2. All parking lots owned, leased, or where Allied Services business is conducted.
3. Any location an official Allied Services' event is being sponsored.
4. All vehicles owned, leased, or used for conducting Allied Services' business.

- B. **Examples of Prohibited Behavior:** For the purpose of this policy prohibited behavior does include, but is not limited to the following:
1. Injuring another person physically.
  2. Engaging in behavior that creates a reasonable fear of injury in another person.
  3. Engaging in behavior that subjects another individual to extreme emotional distress.
  4. Possessing, brandishing, or using a weapon or firearm while on Allied premises or engaged in Allied business (see policy 2.54A).
  5. Damaging property intentionally.
  6. Threatening to injure individual(s) or damage property.
  7. Committing injurious acts motivated by, or related to, domestic violence or sexual harassment.

#### IV. RISK REDUCTION MEASURES:

- A. **Hiring:**  
Human Resources takes reasonable measures to conduct background investigations to review candidates' backgrounds and reduce the risk of hiring individuals with a history of violent behavior.
- B. **Safety:**  
Allied Services conducts regular inspections of the premises to evaluate and determine any vulnerability to workplace violence or hazards. Any necessary corrective action will be taken to reduce risks.
- C. **Employee Expectations:**  
While we do not expect employees to be skilled at identifying potentially dangerous persons, employees are expected to exercise good judgment and to inform Human Resources or their supervisors if any employee, client, resident, consumer, patient or visitor exhibits behavior that could be a sign of potentially dangerous situations. Such behavior includes:
1. Discussing weapons or bringing them to the workplace;
  2. Displaying overt signs of extreme stress, resentment, hostility, or anger;
  3. Making threatening remarks;
  4. Sudden or significant deterioration of performance;

5. Displaying irrational or inappropriate behavior.

D. **Management Responsibilities:**

Managers are responsible for providing sufficiently trained personnel and conducting workplace violence prevention training for employees. They are also responsible for:

1. Ensuring that employees wear identification badges.
2. Being alert for potential dangerous/suspicious/violent behaviors.
3. Ensuring adequate security systems including door locks, security windows and physical barriers.
4. Checking grounds and buildings for safety issues, such as adequate lighting.
5. Developing effective systems to warn others of a security danger or to summon assistance (i.e., paging systems, cell phones, cell phone applications, paging codes such as code Armstrong and Shooter.)
6. Establishing adequate escape routes
7. Conducting regular work place hazard assessment by looking at factors that contribute to abusive behaviors.
8. Assisting management response team with implementing and maintaining the workplace violence program.
9. Performing education and training on active shooter scenarios.

E. **Dangerous/Emergency Situations:**

Employees who confront or encounter an armed or dangerous person should not attempt to challenge or disarm the individual. Employees should remain calm, make constant eye contact and talk to the individual. If a supervisor can be safely notified of the need for assistance without endangering the safety of the employee or others, such notice should be given when the situation allows call 911, security page overhead, call group application – emergency. Otherwise, cooperate and follow the instructions given.

F. **Enforcement:**

Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Any employee determined to have committed such acts will be subject to disciplinary action, up to and including termination. Non-employees engaged in violent acts on the employer's premises will be reported to the proper authorities and fully prosecuted.

## V. REPORTING:

Immediately following any potentially dangerous situations, the employee must report event to supervisor, Risk Management or Security Department. Reports can be made anonymously and all reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed to others only on a need-to-know basis. All parties involved in a situation will be counseled and the results of investigations will be discussed with them. Allied Services will actively intervene at any indication of a possibly hostile or violent situation.

### A. Allied Services Employees:

1. Employees must report immediately any acts or threats of violence occurring on Allied Services premises to their supervisor, the Risk Management Department or to the Security Department. No employee will be disciplined or discharged for reporting any legitimate threats or acts of violence.
2. Employees with protection from abuse (PFA) orders are to immediately inform their supervisor. The supervisor is responsible for contacting Risk Management and security.
3. The Security Department will identify and maintain a list of employees who have been determined to be at risk for becoming victims of violence because of the nature of their job or because they are subject to harassment, violence, or threats from a non-employee. Risk Management or Security will design a plan with at-risk employees to prepare for any possible emergency situations.

### B. Supervisor:

1. Supervisors must report immediately any acts or threats of violence to all the following departments: Their immediate supervisor, Security Department, management response team member or the Risk Management Department.
2. Supervisors are additionally required to report the occurrences of each warning sign of violence that they observe (i.e., verbal abuse, aggressive behavior, loitering).

### C. Contract Services:

Third parties working on Allied Services premises shall be informed of Workplace Violence Prevention Policy/Program requirements by the contracting department prior to doing any actual work on any facility property.

## **VI. MANAGEMENT RESPONSE TEAM:**

- A. Allied Services has established an incident response team, which is responsible for the overall implementation and maintenance of the Allied Services Workplace Violence Prevention Plan.
- B. The team will be comprised of representatives from the following departments: Human Resources, Safety, Security Department/Facilities Services, Corporate Counsel, Administration and Risk Management.
- C. The response team is headed by the Assistant Vice President of Risk Management and he/she can be contacted by dialing (570) 570-510-0664. In an emergency situation the Security Department must be immediately reached. Scranton, 570-496-3589 (pager), Wilkes-Barre, 570-614-3082 (cell). Offsite locations should contact the local police or call 911 first and follow up with the calls above.
- D. The management response team's duties include, but are not limited to:
  - 1. Analyzing trends and recommend solutions for prevention of workplace violence.
  - 2. Improving the Allied Services readiness to address workplace violence by reviewing past incidents (trends) of violence at Allied Services; reviewing Allied's readiness to respond to issues of workplace violence; developing an expertise among management response team members and other appropriate members of management regarding issues of workplace violence.
  - 3. Establishing liaison with local law enforcement and emergency services.
  - 4. Developing and monitoring appropriate training programs for Allied Services employees. (example: active shooter training)
  - 5. Establishing and maintaining policies and procedures for dealing with issues of workplace violence among contract and temporary personnel.
  - 6. Recordkeeping: Records of incidents, trends and analysis must be forwarded to the Response Team to be used to provide information for analysis, evaluation of methods of control, severity determinations, identifying training needs and overall program evaluations.

## **VII. PROCEDURE FOR MEDICAL MANAGEMENT OF A CRISIS:**

- A. Employees who are victims of violence will be provided with medical treatment and appropriate counseling (i.e. EAP - Employee Assistance Program).
- B. Employees who have been victims of violence will receive immediate physical evaluations, be removed from work site, and treated for acute injuries. Additionally, referrals shall be made for appropriate evaluation, treatment, counseling, and assistance both at the time of the incident and for any follow-up treatment necessary.

**VIII. RECORDKEEPING:**

- A. Entry of injury on the OSHA Injury and Illness Log will be made when appropriate. Injuries that must be recorded include the following:
  - 1. Loss of consciousness
  - 2. Fatalities, hospitalizations, amputations, loss of eye
  - 3. Medical treatment beyond first aid.
- B. Establishing a recording and communicating mechanism so that all staff that may provide care to an escalating or potentially aggressive, abusive or violent patient, resident, client or consumer will be aware of the individual's status and of any problems experienced in the past.
- C. Gathering information to identify any past history of violent behavior.
- D. Supervisors are encouraged to obtain and record information regarding drug abuse, criminal activity or other relevant information;
- E. Workers' Compensation and insurance records;
- F. Safety Committee Minutes and inspections are kept in accordance with requirements;
- G. Training program contents and sign-in sheets are maintained by each division.