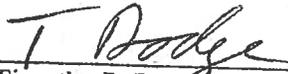


CITY OF LAS VEGAS  
ADMINISTRATIVE REGULATIONS



SUBJECT: **Workplace Violence Policy and Procedure**

ADMINISTRATIVE NUMBER A11-201
REVISION:
SUPERCEDES: All
EFFECTIVE DATE: January 12, 2012
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APPROVED BY:  
  
Timothy P. Dodge, City Manager

- I. **PURPOSE:** The purpose of this Administrative Regulation is to ensure that City employees are educated on identifying Workplace Violence and understanding the reporting procedures developed.
- II. **OBJECTIVE:** The primary objective is to promote a safe workplace for all City of Las Vegas employees. The City of Las Vegas maintains a zero-tolerance towards violence in the workplace.
- III. **ATTACHMENTS:**
  - a. Written policy for Workplace Violence Policy and Procedure.
  - b. Workplace Violence Victim/Witness Account Form

**Administrative Regulation A11-201**

**ADMINISTRATIVE REGULATION ESTABLISHING A WORKPLACE VIOLENCE  
POLICY FOR CITY EMPLOYEES.**

**THIS ADMINISTRATIVE REGULATION REPEALS AND REPLACES IN ITS  
ENTIRETY ANY AND ALL PREVIOUS ADMINISTRATIVE REGULATIONS  
REGARDING "WORKPLACE VIOLENCE."**

**I. PURPOSE:**

The City of Las Vegas maintains a zero-tolerance policy towards violence in the workplace, or resulting from workplace conflict. The City of Las Vegas is committed to providing, in so far as it can reasonably provide within its available resources, a safe workplace environment for conducting business. This policy applies to workplace abuse or violence from either internal or external persons, such as employees, customers, vendors, or citizens.

**II. DEFINITIONS:**

**Employee:** All regular full-time, part-time, temporary and seasonal employees of the City.

**Violence:** Behavior or act(s) against an employee or member of the public, threats to inflict physical or mental harm, damage to property, or any intentional aggressive behavior that would cause a reasonable person to feel threatened with physical or mental harm. Examples of workplace violence may include; harassment, obscene phone calls, threats (direct or implied), stalking, obscene language, unauthorized possession or inappropriate use of weapons, assault, battery, bomb threats, and arson. This policy applies to workplace violence from either internal or external persons, such as employees, customers, vendors, or citizens.

Workplace violence does not include reasonable force used in the defense of oneself or others.

**Workplace:** All City-owned or leased property, including vehicles and mobile equipment and any other property where work is being performed by City employees in an official capacity for the City.

**III. GENERAL BACKGROUND:**

The City recognizes that workplace violence is a growing concern nationally. Employees of the City should be provided with a work environment which is as safe as is reasonable from harm. The City may, however, regulate and direct the conduct of its employees and direct the conduct of the customers when possible.

**IV. REPORTING PROCEDURES:**

Incidents of workplace violence must be reported to the Supervisor, Manager or Department Director immediately. Department management will contact the Human Resource Division Director or Manager immediately of any incidents. If necessary, the Department Director and Human Resource staff will assess and investigate the incident and recommend the appropriate action to be taken.

Employees should communicate any unusual activity that may identify the potential for, or actual occurrence of, a violent incident to the police. In critical incidents in which a serious threat of injury occurs, emergency responders such as Police, Fire, or Ambulance personnel should be immediately notified. Emergency responders can be contacted through 911 emergency services.

The Safety Officer or designee has the option, depending on the seriousness of the incident, to assemble a Threat Management Team that would consist of staff from the Human Resource Department, City Manager's Office, City Attorney's Office, the affected Department and other staff as deemed necessary to evaluate and resolve workplace violence issues.

#### What to do:

If an employee feels that an individual is acting in a manner that could be deemed by a reasonable person to be aggressive or hostile manner or seems like an immediate threat to the employee, others, or themselves then:

- Notify a supervisor.
- Keep distance between themselves and the individual.
- Be aware of exits.
- Have a code established with staff if you are unable to directly call police.
- Be ready to summon the police if the situation escalates to a situation where the employee believes police presence is needed.
- Call the Las Vegas City Police Department at 911 for an emergency or 425-7504 to report any non-emergency events, which are not life threatening involving suspicious activity.
  - Keep calm
  - Identify yourself and location
  - Report specifics in a clear and concise manner
  - Be prepared to stay on the line and answer any questions unless personal safety dictates otherwise.
  - Do not attempt to control a violent individual.
  -

If the threat is over the phone, the City Employee must continue to act in a professional manner, informing the customer that such abusive behavior will not be

tolerated and if the customer's actions persist, the call will be terminated and a report will be made. If the Employee has warned the customer, and the negative behavior still continues, the call will be terminated and the Employee will immediately notify his/her supervisor of the incident, following up with completing the Incident Form.

**Restraining Orders:** Employees who have obtained restraining orders or injunctions against abusive persons are encouraged to notify their supervisor so that appropriate measures can be taken to facilitate prudent safety measures within the workplace. When a protective or restraining order lists City workplaces as being protected areas, employees are encouraged to provide their supervisor with a copy of any temporary protective or restraining order which is granted, and a copy of any protective or restraining order which is made permanent.

**Report to Human Resources or City Manager:** Management will complete the attached Incident Form providing as much information as possible. If the threat is ongoing, the Police Department should be notified at once.

For those cases where it appears that criminal activity may be involved, department Directors/manager/supervisors should not take any action that would jeopardize the outcome of any investigation. Do not alter anything at the scene of a violent incident until the police have been contacted.

**False Reports:** Allegations and/or reports of workplace threats will be taken seriously. Employees intentionally making false reports will be subject to discipline up to and including termination.

#### V. INVESTIGATIONS AND RESOLUTIONS:

The Human Resources Director or Designee will receive, evaluate, respond, and intervene to reports of workplace violence with the assistance of a Threat Management Team as appropriate, along with any outside agencies that may provide assistance to the City on the matter.

Privacy rights will be observed in the event of the need to investigate workplace violence incidents. Only those individuals with a clear need to know of the potential risk will be notified in cases where a person is perceived to be a threat to others. During the investigation, those investigating the complaint will maintain anonymity of employees reporting violence or threats of violence to the greatest extent possible. However, there is no right to or guarantee of anonymity, since it is often necessary to make the employee or customer against whom the allegation has been made aware of the complaint in order to ascertain the facts.

Should an employee commit an act of violence there is cause to believe that the employee did, in fact, commit the violent or threatening act, he/she may receive disciplinary action up to termination consistent with Personnel Rules and Regulations and/or the respective collective bargaining agreement as applicable; also including but not limited to criminal prosecution; and/or be referred to the Employee Assistance Program (EAP) by the Executive Department Director/Supervisor.

Should the individual be a non-City employee that has committed an act of violence and it is determined that they did, in fact, commit the violent or threatening act, he/she may be turned over to or referred to law enforcement authorities for criminal prosecution.

Retaliation and/or reprisal against an employee who genuinely reports threats of workplace violence in good faith are in violation of this policy. Anyone who engages in or assists in such retaliatory actions will be subject to disciplinary actions up to and including termination of employment.

**Employee Assistance Program (EAP)**

Should an employee become the victim of an incident of workplace violence, the Department Director/Supervisor may offer the services of the City's Employee Assistance Program (EAP) to assist in coping with the effects of the incident. Violation of Policy Complaints involving workplace violence shall not be ignored and will be diligently investigated in a timely manner. Complaints of sexual harassment are covered under the City's policy against sexual harassment. Individuals who violate this policy may be removed from City property.

**VI. TRAINING:**

As part of its commitment to preventing workplace violence, the City of Las Vegas will make training available to employees to assist with the identification of risk factors associated with workplace violence and in the proper handling of emergency situations, so as to minimize the threat of violent incidents occurring in the workplace.

**Department/Division Security Audit:**

On an annual basis, or whenever the physical layout of the work space is significantly altered, the Department Director/Supervisor and the Safety Officer will examine the escape routes of the work area and communicate any changes to all department/division employees. On an as needed basis, the Department Director/Supervisor and the Safety Officer may request a security audit from the

Police Department to determine whether any additional security measures are necessary.

**VII. RESPONSIBILITIES:**

*Executive Department Director's have the responsibility to:*

Implement this policy within their Department/Divisions.

Report or have reported, incidents of workplace violence to the Personnel Director and if appropriate to the City of Las Vegas Police Department.

*Supervisors have the responsibility to:*

Recognize and be alert to the potential of workplace violence in their work environment.

Encourage preventive measures such as providing employees with information regarding services offered through the City's employee Assistance Program (EAP) provider and how to access appropriate programs.

Annually or whenever the physical layout of the work space is significantly altered, examine escape routes and communicate any changes to all department/division employees.

Report all incidents of workplace violence to the appropriate supervisor or department director, and if appropriate, to the City of Las Vegas Police Department.

*Employees have the responsibility to:*

Report all incidents of workplace violence.

Refrain from bringing deadly weapons, destructive devices or any other objects whose purpose is to inflict bodily injury, in to the workplace. Of course, the provisions of this policy do not apply to employees who must carry deadly weapons, destructive devices, or other items, as a condition of employment.

Assist the public, to the extent of your job responsibilities, in dealing with workplace violence.

Comply with the directives of this policy.

*The Human Resource Division has the responsibility to:*

Assess all reports of workplace violence and coordinate a Threat Assessment Team as needed for serious incidents.

*The Safety Officer has the responsibility to:*

Coordinate and schedule employee training in workplace violence recognition and prevention.

Audit and evaluate compliance with this policy on an annual basis. The effectiveness of this policy shall be evaluated annually and corrective action taken to eliminate defects found in this policy.

# City of Las Vegas



## Workplace Violence Victim/Witness Account Form

*Note: Complete this Form if you are the victim of or witness to the alleged workplace violence –  
Photocopy additional copies as needed. Immediately report incident to a Supervisor/Manager.*

Date of Incident	Name Victim <input type="checkbox"/> Witness <input type="checkbox"/>	Date of Report
	Address/City Location of witness	Phone Number

Describe Incident in Detail. Include what happened, where, who was involved, other witnesses, what you heard, saw, etc.

List Names of Other Witnesses

Signature

Date

Person Receiving Witness Statement

Date