



State of New Jersey
DEPARTMENT OF MILITARY AND VETERANS AFFAIRS
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DEPARTMENTAL DIRECTIVE
NO. 230.80

29 August 2007

VIOLENCE IN THE WORKPLACE

1. PURPOSE: The New Jersey Department of Military and Veterans Affairs is committed to maintaining the work environment free from all forms of violence, in accordance with State of New Jersey Executive Order No. 49 and the State of New Jersey Workplace Violence Prevention Policy Statement dated 1 September 1997. The Department is committed to maintaining a strict policy that prohibits acts of violence, harassment, or intimidation in any form, including verbal, written, physical, or any conduct that may be construed detrimental to the workplace environment. This policy addresses violent acts by employees and describes procedures and training to be followed for the prevention of, and response to, these acts.

2. REFERENCES:

- a. Executive Order No. 49
- b. NJ Workplace Violence Prevention Policy dated 1 September 1997

3. POLICY STATEMENT:

a. The safety and security of all employees (including contracted workers), residents, visitors and all property of the New Jersey Department of Military and Veterans Affairs (DMAVA) hereinafter referred to as the Department, is of the utmost importance. It is the policy of the Department that threats and threatening behavior, harassment, intimidation, physical acts of violence, and intentional property damage committed either on the property of the Department or while in the performance of work duties outside the Department's premises will not be tolerated. The Department will respond to all acts of workplace violence, which are brought to the attention of management.

b. It is the policy of the Department that management has the right to restrict members of the public, who wish to see the employee for reasons other than the transacting of Department-related business. This policy particularly applies in cases where the employee suspects that an act of violence will result from an encounter with said individual.

c. Under no circumstances may an employee of this Department or member of the public (other than appropriately licensed law enforcement, security officer, or authorized military personnel) possess on a Department worksite any form of weapon such as a firearm or knife on their person at any time. In the event that an individual may have a permit to carry such type of weapon, this policy shall supersede that permit. In addition, use of or intent to use any other object as a weapon is also a violation of this policy.

d. Violations of this policy by employees or the public will be immediately addressed through appropriate disciplinary, administrative and/or legal action.

4. APPLICABILITY: This policy applies to all employees of the New Jersey Department of Military and Veterans Affairs and visitors to our facilities. It applies to acts of violence, intimidation, and inappropriate aggression in the following categories:

- a. Level One:
 - (1) Argues frequently with, is belligerent towards, or repeatedly swears at customers, vendors, staff, residents, or visitors.
 - (2) Verbalizes wish or intent to hurt any of the above.

- b. Level Two:
 - (1) Sabotages equipment or intentionally damages property.
 - (2) Sends violent written, verbal, or visual communications to any of the above.
 - (3) Engages in physical altercations.
 - (4) Possesses or displays weapons.

- c. Level Three:
 - (1) Threatens suicide.
 - (2) Destroys property.
 - (3) Uses weapon or other dangerous object to harm others. (Battery)
 - (4) Commits homicide, sexual assault, arson, or inflicts bodily harms.

5. DEFINITIONS: The following definitions apply to this policy:

a. Workplace violence includes, but is not limited to, the utterance of threats and/or the display of threatening behavior, harassment and intimidation, physical assault or intentional property damage.

b. Threats or threatening behavior is the overt expression, verbal or nonverbal, of intent to cause physical or mental harm. It is intended to instill fear in the recipient thereof. An expression constitutes a threat without regard to whether the party communicating it has the present ability to carry out the threat and without regard to whether the expression of harm is one of an immediate or future nature.

c. Harassment or intimidation is behavior or communication designed or intended to intimidate, menace or frighten another person.

d. Physical assault is unwanted or hostile physical contact including, but not limited to hitting, fighting, pushing, shoving, or throwing objects.

e. Property damage is damage to property, which includes property owned or utilized by the State, employees, clients and visitors.

f. Crisis Management Team is a group of individuals responsible for implementing the Crisis Management Plan. The Crisis Management Team includes with Division Directors, facility based Human Resources Managers and other Administrators as assigned, who have the task of recommending policies and procedures, or modifying existing procedures for a safe workplace. The Crisis Management Team is responsible for recommending to the Commissioner practices and preventative strategies for insuring compliance with the Department of Military and Veterans Affairs Workplace Violence Crisis Management Plan.

g. Crisis Response Team, shall be appointed by the managers of the Human Resources Division and Division Directors to respond to incidents and to oversee the development and implementation of the workplace violence prevention plan. The Crisis Response Team(s) will respond to emergency situations involving workplace violence. A Crisis Response Team may consist of the following employees: Human Resources representative, Administrator, Line Supervisor, Employee Relations Officer, and an employee representative. The Human Resources Manager or designee shall serve as Chair of the Crisis Response Team.

h. Weapon is an offensive or defensive combat instrument, such as a firearm or knife (with a blade longer than 3") on their person at any time. Individuals will be asked to remove any form of weapon from the worksite. Employees who become aware of the presence of a weapon should immediately report it to their supervisor or the worksite manager. If a supervisor is unsuccessful in obtaining voluntary consent to the request, law enforcement assistance should be sought.

6. DUTIES AND RESPONSIBILITIES:

a. Management commitment and employee involvement are complement and essential elements of an effective safety and health program. To ensure an effective program, management and employees must work together, through a team approach. The New Jersey Department of Military and Veterans Affairs will comply with all the applicable provisions of the New Jersey Administrative Code, negotiated agreements and contracts, and Executive Order No. 49.

b. Management commitment, including the endorsement and visible involvement of top management, provides the motivation and resources to deal effectively with workplace violence, and should include, but not be limited to the following:

(1) Demonstrated organizational concern for employee emotional and physical safety and health.

(2) Equal commitment to work safety and health and customer safety.

(3) Assigned responsibility for the various aspects of the workplace violence prevention program shall ensure that all managers, supervisors, and employees understand their obligations.

(4) Appropriate allocation of authority and resources to all responsible parties.

(5) A system of accountability for involved managers, supervisors, and employees.

(6) A comprehensive program of medical and psychological counseling and debriefing for employees experiencing or witnessing assaults and other violent incidents.

(7) Commitment to support and implement appropriate recommendations from safety and health committees.

(8) Any employee who becomes aware of an act of violence shall immediately report it to his/her supervisor or appropriate Human Resources Officer. If the act appears to represent an immediate threat of harm to any individual, it should be reported immediately to law enforcement authorities. Any report of an act of violence will be kept confidential, as are all other personnel records.

(9) Any supervisor who becomes aware of an act of violence shall immediately report it to the Human Resources Director. The Director, or designated representative, shall cause an initial inquiry to be initiated and determine whether the alleged act of violence warrants convening the Crisis Response Team.

(10) The Crisis Response Team(s) shall develop a strategy for dealing with an act of violence. Appropriate personnel as determined by the Crisis Response Team shall implement the strategy.

(11) The Crisis Response Team(s) shall inform, in writing, the individual who is the object of the act of violence that an investigation is being conducted. The Team(s) will also inform this individual of the results of its investigation. It is the Department's intent that all records and reports of the Crisis Response Team(s) will be kept confidential.

(12) The Crisis Management Team(s) shall convene to review and evaluate the strategies utilized when an act of violence has occurred. Where appropriate, the Crisis Management Team will consult a mental health specialist or behavioral specialist specializing in workplace violence.

(13) The Director of the New Jersey Department of Military and Veterans Affairs Human Resources Division, or his designated representative, will inform law enforcement authorities of any act of violence that constitutes a violation of public law. The Director may report other acts of violence to enforcement authorities where appropriate.

c. Employee involvement shall enable workers to develop and express their own commitment to safety and health and provide useful information to design, implement, and evaluate the program. (Where established, the Safety Committee will also serve as a tool for employees to bring issues regarding violence in the workplace concerns.) Employee involvement should include the following:

(1) Understanding and complying with the workplace violence prevention program and other safety and security measures.

(2) Prompt and accurate reporting of violent incidents.

(3) Participation in an employee complaint or suggestion procedure covering safety and security concerns.

(4) Participation on safety and health committees or teams that receive reports of violent incidents or security problems, make facility inspections, and respond with recommendations for corrective strategies.

(5) Taking part in a continuing education program that covers techniques to recognize escalating agitation, assault behavior, or criminal intent, and discusses appropriate responses.

7. CONSEQUENCES FOR THOSE WHO COMMIT VIOLENT ACTS:

a. The Department will investigate any instance of violence in the workplace involving Department employees and appropriate action will be taken. This action may include, but is not limited to, suspension, termination of employment, and/or criminal prosecution of the person or persons involved.

b. The Department will arrange for the immediate intervention of law enforcement officers to deal with violent situations occurring in Department worksites.

c. Depending on the circumstances in each case, any employee who makes threats, exhibits threatening behavior, harasses others, attempts to intimidate employees or clients, or intentionally damages property of the Department may be removed by law enforcement personnel from the premises as quickly as safety permits and remain off the premises pending the outcome of an investigation. Worksite management will use its discretion in deciding if removal is necessary and whether law enforcement personnel are needed.

d. Any instance of violence in the workplace involving individuals who are not employees of the Department will be investigated and appropriate action taken. Members of the public seeking services from the Department who commit an act of workplace violence may be temporarily delayed in receiving the requested services and/or benefits. All such actions are to be reported to the respective Division Director.

e. Any person who engages in physical assaults while on the Department premises shall be removed by law enforcement personnel as quickly as safety permits and shall remain off the premises pending the outcome of an investigation. The worksite manager or designee will contact law enforcement personnel to remove the perpetrator.

8. PROCEDURES:

a. Violence Prevention Program Elements: There are four (4) main components to any effective safety and health program that also apply to preventing workplace violence.

- (1) Worksite analysis;
- (2) Hazard prevention and control;
- (3) Safety and health training; and
- (4) Reporting and investigating workplace violence incidents.

b. Worksite Analysis:

(1) Worksite analysis involves step-by-step, common sense look at the workplace to find existing or potential hazards for workplace violence. This entails reviewing specific procedures or operations that contribute to hazards and specific locales where hazards may develop.

(2) "Crisis Response Team" will assess the vulnerability to workplace violence and determine the appropriate preventive actions to be taken and implement a prevention program. The team(s) shall include representatives from senior management, operations, employee relations, occupational safety and health, human resources staff and an employee representative. The team or coordinator can review injury and illness records and workers compensation claims to identify patterns of assaults that could be prevented by workplace adaptation, procedural changes, or employee training. As the team or coordinator identifies appropriate controls, these should be instituted.

(3) Worksite analysis should include, but is not limited to, analyzing and tracking records; monitoring trends and analyzing incidents; screening surveys; and analyzing workplace security.

c. Workplace Security Analysis:

(1) Each facility administrator shall ensure that periodic inspection of the workplace and work tasks are evaluated to identify hazards, conditions, operations, and situations that could lead to violence.

(2) To find areas requiring further evaluations, the Crisis Response Team or coordinator should do the following:

(a) Analyze incidents, including the characteristics of assailants and victims, and give an account of what happened before and during the incident, and the relevant details of the situation and its outcome. Request and obtain police reports and recommendations.

(b) Identify jobs or locations with the greatest risk of violence as well as processes and procedures that put employees at risk of assault, including how often and when.

(c) Report high-risk factors such as: physical risk factors of the building; isolated locations/job activities; lighting problems; lack of phones and other communication devices, areas of easy, unsecured access; and areas with previous security problems.

(d) Evaluate the effectiveness of existing security measures, including engineering, administrative, other control measures. Determine if risk factors have been reduced or eliminated, and take appropriate action.

(e) Identify which employees or volunteers manage money with the public or guard valuable property or possessions during evening or late night hours of operation.

(f) Train all employees in emergency procedures for robberies, conflict resolution, and how to execute a nonviolent response.

d. Hazard Prevention and Control:

(1) After hazards of violence are identified through the systematic worksite analysis, the next step is to design measures through engineering or administrative and work practices to prevent or control these hazards. If violence does occur, post-incident response can be an important tool in preventing future incidents.

(2) Post-Incident Response:

(a) Post-incident response and evaluation are essential to an effective violence prevention program. The New Jersey Department of Military and Veterans Affairs shall refer treatment for victimized employees and employees who may be traumatized by witnessing a workplace violence incident. Injured staff will receive prompt treatment whenever an assault takes place. Transportation of the injured to medical care will be provided if care is not available on-site. (See paragraph VIII)

(b) Victims of workplace violence suffer a variety of consequences in addition to their actual physical injuries. These may include short and long-term psychological trauma, fear of returning to work, changes in relationship with co-workers and family, feels of incompetence, guilt, powerlessness, and fear of criticism by supervisors or managers.

(c) Several types of assistance can be incorporated into the post-incident response. For example, trauma-crisis counseling, critical incident stress debriefing, or employee assistance programs may be provided to assist victims. Certified employee assistance professionals, psychologist, psychiatrists, clinical nurse specialist, or social workers could provide this counseling, or the employer can refer staff victims to an outside specialist. In addition, an employee counseling service, peer counseling, or support groups may be used. In any case, counselors must be well trained and have a good understanding of the issues and consequences of assaults and other aggressive, violent behavior. Counseling educates staff about workplace violence and positively influences workplace and organizational cultural norms to reduce trauma associated with future incidents. Counseling is confidential and intake and evaluation visits may be taken without loss of time.

(d) The Workplace Violence Prevention and Control Program shall indicate specific engineering, administrative and work practice controls, and other appropriate interventions that address specific hazards at the worksite.

e. Safety and Health Training:

(1) The Department will provide employee education and training for violence in the workplace prevention program. Education and training will be developed and implemented as part of this policy.

(2) The orientation/education and training program should include recognition of potential workplace violence situations, diffusing conflict, the duty and procedure to report incidents, and disciplinary procedures and consequences for those who commit acts of workplace violence.

f. General Training:

(1) The training program will include all employees. Employees who may face safety and security hazards should receive formal instruction on the specific hazards associated with the unit or job and facility. Training will provide an overview of potential risks, prevention measures, behavioral skills necessary to reduce violence and appropriate steps to take in case of an emergency. This includes information on potential injuries, problems identified in the facility, and the methods to control the specific hazards.

(2) Training for employees should be repeated for each employee at least every two years. In large facilities, refresher programs may be needed more frequently to effectively reach and inform all employees.

(3) New and returning employees should receive appropriate training through the orientation. Employees should thoroughly understand the preventive measures designed to recognize and prevent workplace violence.

(4) Training shall be designed and implemented by qualified persons. Appropriate special training shall be provided for personnel responsible for administering the program, and training shall be presented in language appropriate for the individuals being trained. It should provide an overview of the potential risk of assault, the prevention measures used to deter robbery or other assaults, the behavioral skills necessary to reduce the likelihood of a violent outcome, and the appropriate steps to take in case of an emergency.

(5) The training program may also include an evaluation component. This might include supervisor and/or employee interviews, testing and observing work practices in use (unusual incident reporting, conducting an investigation), and reviewing actual incident reports of assault behavior.

(6) Training for Supervisors and Managers: Supervisors and managers are responsible for ensuring that employees follow safe work practices and that they receive appropriate training to accomplish this goal. Therefore, management personnel will undergo training comparable to that of the employees, plus additional training to enable them to recognize, analyze, and establish violence prevention controls. Training for managers should address their specific duties and responsibilities.

g. Reporting and Investigating Workplace Violence Incidents:

(1) **ACTIONS TO BE TAKEN:** The following procedure will be followed when an incident of workplace violence is in progress:

(a) Employee Responsibilities:

(1) Any employee who becomes aware of an act of violence shall immediately report it to his/her supervisor verbally and in writing. If the act appears to represent an immediate threat of harm to any individual, it should be reported immediately to law enforcement authorities.

(2) Employees shall adhere to any and all instructions given to them by management.

(b) Management Responsibilities:

(1) The worksite manager shall immediately assess whether intervention by management is appropriate or if law enforcement authorities should be notified.

(2) Intervention by a worksite manager shall include actions to diffuse the situation (if law enforcement intervention is not needed), ensure safety of employees, seek medical attention, if necessary, recommend corrective or disciplinary action, and communicate incidents to the Crisis Management Team.

(3) If law enforcement intervention is necessary, the worksite manager will notify the appropriate law enforcement authorities, and promptly report the incident to the program or division administrator.

(2) **REPORTING:** All incidents shall be reported in accordance with the Unusual Incident Reporting and Investigations where established and include following reporting procedures.

(a) In all cases of a physical assault, the appropriate Administrative Representative/Chief Executive Officer or designee will be contacted by telephone by the supervisor as soon as safety permits, who in turn will notify the respective Division Director and the Human Resources Director at Department of Military and Veterans Affairs.

(b) The worksite manager will complete Part 1 of the attached Initial Incident Report Form for all reported incidents of workplace violence and submit the report to the Human Resources Division, Crisis Response Team leader.

(c) The Crisis Response Team leader shall notify the appropriate Division Director, Administrative Representative, Chief Executive Officer, or designee within 24 hours of the incident or report of the incident. The appropriate Administrative Representative, Chief Executive Officer, designee will forward a copy to the Division Director, the Human Resources Director as the Crisis Management Team Leader for Department of Military and Veterans Affairs.

(d) All job related employee fatalities or in-patient hospitalizations due to workplace violence must be reported immediately by telephone to personnel (609-530-7056). The Employer's First Report of Accidental Injury or Occupational Illness Form (RM-2) shall be processed within 24 hours of telephone notification.

(3) INVESTIGATING:

(a) Employee Responsibility: All employees shall cooperate with work place investigations. Employees will be required to respond when interviewed and prepare written statements regarding incident(s) to which they were a witness.

(b) Management Responsibilities:

(1) All supervisory and management staff are integral members of the Crisis Response Team and are expected to maintain a violence free environment. As such, supervisory and/or managerial staff shall intervene to analyze the situation, maintain order, and report incidents of workplace violence. Report of violent incidents shall be written and an investigation shall be conducted immediately. The investigation shall be conducted on an immediate, priority basis and with regard to Weingarten Rights maintaining confidentiality, fairness, impartiality, and due process.

(2) As part of its investigation, the worksite manager will obtain written statements from all persons involved in the incident and from any witnesses.

(3) Worksite managers shall use the Workplace Violence Checklist and complete Part 1 of the Violence in the Workplace Incident Report Form and forward to the assigned Human Resources Manager, Crisis Response Team Leader. Managers may request additional assistance via Human Resources Manager.

(4) The Human Resources Manager or designee may request intervention from the Crisis Response Team. The Crisis Response Team shall take appropriate action to maintain safety on order in the workplace, further investigate the situation and initiate action; referrals for disciplinary action and/or Employee Advisory Services.

(5) Part 2 of the Violence in the Workplace Incident Report Sheet should be completed within (5) five business days of the initial incident by the worksite manager or Crisis Response Team Leader. Findings and recommendations should then be forwarded to the appropriate Administrative Representative, Chief Executive Officer, within 10 days of the incident.

(6) The appropriate Administrative Representative, Chief Executive Officer, designee will forward a copy of the completed Violence in the Workplace Incident Report to the assigned Division Director and the Human Resources Director for the Department of Military and Veterans Affairs.

(7) Based on the details and severity of the incident as reported in Part 1 of the Initial Incident Report Form or information contained in PART 2 of the form, the Division Director or Chief Executive Officer, designee will take one or more of the following actions:

- (a) Take appropriate action to assist management to respond to an incident in progress.
- (b) Request an emergency meeting with the Crisis Management Team and notify the Human Resources Director, Department of Military and Veterans Affairs.
- (c) Make recommendations for further actions, which need to be taken by worksite management.
- (d) Consider the matter closed based upon the extent of the worksite manager's action(s).

All records and statistics pertaining to reported workplace violence incidents should be maintained for one calendar year when forwarded to The Office of Employee Relations. Generate quarterly statistical reports for the Crises Management Team.

9. UTILIZATION OF EMPLOYEE ADVISORY ASSISTANCE PERSONNEL:

- a. In situations considered to be potentially volatile or where an employee's fitness for duty is of concern, management should utilize the services of the Department of Personnel's Employee Advisory Service (EAS) as available. Management should contact Human Resources (Personnel) or Employee Relations, for assistance in such matters.
- b. Depending on the circumstances, the Department may utilize EAS Personnel, or outside assistance to ensure the safety, psychological comfort and support of the victims of violence and their co-workers in the workplace.

10. ESTABLISHMENT OF A CRISIS MANAGEMENT TEAM:

- a. The department will establish a Crisis Management Team to oversee the development of a workplace violence prevention plan, with Division Directors, facility based Human Resources Managers and other Administrators as assigned, with the task of recommending policies and procedures, or modifying existing procedures for a safe workplace. The Crisis Management Team is responsible for recommending to the Commissioner practices and preventative strategies for insuring compliance with the Department of Military and Veterans Affairs Workplace Violence Crisis Management Plan. The team may be requested to provide guidance in emergency situations involving workplace violence, and to ensure that this policy is implemented.

b. The membership of the Crisis Management Team will be representative of, but not limited to, the following areas:

Permanent Members:
Administration
Employee Relations Office
Human Resource Representative
Safety Officer
Employee Representative(s)

c. Crisis Management Team shall review quarterly workplace violence statistics for trends and patterns and make recommendations to the appropriate Division Director, Chief Executive Officer, or designated administrator.

11. RECORDS AND RECORD-KEEPING: The Chair of the Crisis Management Team or designee will maintain records and annually review the operation of this policy. The Department will also provide data on incident(s) of workplace violence in a manner that may be prescribed by future rule or regulation for this Department, or policy or procedure of this Department.

The proponent of this directive is the Human Resources Division. Users are invited to submit comments and suggested improvements directly to NJ DEPARTMENT OF MILITARY AND VETERANS AFFAIRS, ATTN: HRD-ERO, P.O. Box 340, Trenton, NJ 08625-0340.

OFFICIAL:

GLENN K. RIETH
Major General, NJARNG
The Adjutant General



DAVID S. SNEDEKER
Chief Information Officer
Director, Information and Administrative
Services Division
Director, IASD

DISTRIBUTION: A, A1, E, F

Attachments: Control Plan
Prevention Plan
Employee Management Training
VIW Checklist
VIW Incident Report Form
Initial Incident Report Form

Annex A

CONTROL PLAN

Crisis Management Team

The Director of Human Resources serves as Chair of the Crisis Management Team. The Crisis Management Team includes with Division Directors, facility based Human Resources Managers and other Administrators as assigned, and have the task of recommending policies and procedures, or modifying existing procedures for a safe workplace. The Crisis Management Team is responsible for recommending to the Commissioner practices and preventative strategies for insuring compliance with the Department of Military and Veterans Affairs Workplace Violence Crisis Management Plan; Reviewing Initial Incident Report Forms as requested; Requiring further actions be taken on a particular incident; Reviewing semi-annually workplace violence statistics for trends and patterns and making recommendations for corrective actions.

Workplace Violence Liaison- Reports on incidents of workplace violence and activities for the prevention of workplace violence, HRD-ERO.

Department IT Staff - Conducts surveys of security measures at all work locations and Department of Military and Veterans Affairs computer systems.

Representation from Attorney's General's Office- Provides legal advice to the Crisis Management Team. Contact shall be arranged through the Department of Military and Veterans Affairs Administrator of Employee Relations.

Spokesperson for Department of Military and Veterans Affairs-Single point of contact for media is Public Affairs; refer to TAG Policy Letter 02-9.

Employee Representative- a representative from the work force could be a recognized Union Officer.

Affirmative Action Representative may be contacted to investigate.

Crisis Response Team (CRT)

Established by the Human Resources Division, the Crisis Response Team(s) will oversee the development and implementation of the workplace violence prevention plan. The Crisis Response Team (s) will respond to emergency situations involving workplace violence. A Crisis Response Team consists of the following employees and others as deemed appropriate by the Deputy Commissioner of Veterans Affairs, Human Resources representative, Administrator, Line Supervisor, Employee Relations Officer, and an employee representative. The Human Resources Manager may appoint or serve as Chair of the Crisis Response Team. Crisis Response Team(s) will meet in January and July of each year to insure that the Department of Military and Veterans Affairs' Workplace Violence Crisis Management Plan is being followed. The Workplace Violence Liaison through the Division Directors on any recommended changes will present reports to the Crisis Management Plan. The Crisis Response Team may also convene as requested by the Chair of the Crisis Management Team, HRD.

Annex B

PREVENTION PLAN

Department Responsibilities for Security and Physical Location

The Department of Military and Veterans Affairs desires to provide its employees with a safe, secure workplace. To reach this goal the Department has developed a workplace violence prevention plan to respond to emergency situations involving workplace violence. In this effort to provide its employees with a safe, secure workplace, the Department of Military and Veterans Affairs will take the following actions, as well as other appropriate actions.

Conduct a physical security review of its locations. This will include a review of the physical security measures already in place (i.e. security guards, Key card access systems, self, closing and locking doors, etc.).

Remind employees to refrain from leaving doors open and the need to have proper I.D. badges in their possession, as well as to call the security desk to respond intruders or acts of workplace violence.

Recover I.D. key card access. badges from former employees and notify security guards of employees who are not authorized access to the premises due to outstanding personnel actions.

Conduct an annual review of Information Technology (IT) security including the limiting of access to the IT sensitive areas to those employees who need access. Conduct a review to insure that anti-virus software is in place and operational.

Conduct a security review of all offices used by the Department of Military and Veterans Affairs Human Resources employees in the normal course of their duties.

Insure that walkways at work sites and parking areas are lit and safe to the extent within the Department of Military and Veterans Affairs' control.

Make available safety training for the Department of Military and Veterans Affairs at least once every two years.

Avail to all Department of Military and Veterans Affairs employees Governor Whitman's Executive Order No.49 and this document.

Annex C

DEPARTMENT OF MILITARY AND VETERANS AFFAIRS

Employee and Management Training

The Department of Military and Veterans Affairs recognizes the importance of employee education and training for a successful workplace violence prevention program. The Department of Personnel mandates that all existing staff, as of the date this plan is adopted, will receive training designed to recognize and prevent workplace violence within one year. Employees subsequently hired shall be scheduled within one year or as soon as possible.

All Department of Military and Veterans Affairs employees will participate in an education and training program that includes such topics as recognition of potential workplace violence situations, diffusing conflict, the duty and procedures to report incidents, and disciplinary procedures and consequences for those committing acts of workplace violence. Periodic refresher courses will be provided and information made available as needed.

Attachment 1

DEPARTMENT OF MILITARY AND VETERANS AFFAIRS Violence In the Workplace Check List

Incident reported to _____
Incident report received _____
Incident level 1 _____ 2 _____ 3 _____

Response to Level 1 Incidents

Argues Uses profanity at others Threats

1. Separate co-worker/perpetrator from target or victim and counsel as appropriate.
2. Complete DEPARTMENT OF MILITARY AND VETERANS AFFAIRS Incident Report and include statements of all witnesses.
3. Initiate disciplinary action as appropriate.
4. Forward all relevant data to the Chair of the Crisis Response Team with Incident Report by the next working day.
5. Forward a copy of the DEPARTMENT OF MILITARY AND VETERANS AFFAIRS Incident Report to the Division Director.

Response to Level 2 Incidents

Property Damage Threats Altercation Weapon

1. Separate co-worker/perpetrator from target(s) or victim.
2. Notify "possible targets" of hostility.
3. Contact the Crisis Response Team Leader to determine if police involvement is necessary for example, to determine if the incident is criminal.
4. Complete Incident Report and include statements of all witnesses.
5. Forward all relevant data with Incident Report to the Chair of the Crisis Response Team by the next working day with a copy of the incident report to the Division Director.
6. Initiate disciplinary action as appropriate.
7. Notify facility administrators during dayshifts or designee for evenings and weekends.
8. Arrange for post incident counseling for target(s), victim(s) or perpetrator, if necessary.

Response to Level 3 Incidents

Threatens Suicide Destroys Property Personal Injury Weapon

1. Separate co-worker/perpetrator from target(s) or victim(s) and counsel as appropriate.
2. Obtain police assistance to remove or detain perpetrator.
3. Notify possible targets of hostility.
4. Complete Department of Military and Veterans Affairs Incident Report and include statements of all witnesses.
5. Notify Division Director and the Crisis Response Team Leader immediately. The Crisis Response Team Leader will notify the Crisis Management Team Leader, the Deputy Commissioner for Veterans Affairs and/or designee.
6. Forward all relevant data to the Crisis Response Team Leader with Incident Report as soon as possible and not later than the next working day.
7. Arrange for post incident counseling of target(s), victims(s) or perpetrator, if necessary.
8. Initiate disciplinary action in accordance with Departmental Directive 230.05.

Submitted by (PRINT) _____ DATE _____

Date report sent to the Division Director _____

Follow-up is due _____

C: File

Attachment 2
NEW JERSEY DEPARTMENT OF MILITARY AND VETERANS AFFAIRS
VIOLENCE IN THE WORKPLACE INCIDENT REPORT FORM

INSTRUCTIONS: **Part 1** is to be completed by the Line Supervisor or Crisis Response Team Leader who will forward it to the Violence in the Workplace Liaison within 24 hours of an incident of Violence in the Workplace. A copy of this form should be kept at the worksite for the manager. **Part 2** is to be completed in 10 days of the incident and sent to the Violence in the Workplace Liaison for the DEPARTMENT OF MILITARY AND VETERANS AFFAIRS.

PART 1

1. INDIVIDUALS/PROPERTY INVOLVED IN INCIDENT

A. VICTIM'S NAME: _____ **JOB TITLE:** _____

B. DIVISION/SECTION: _____ **WORK LOCATION:** _____

C. Additional victim name(s): _____
(Please note separate reports will need to be completed for each victim)

D. PROPERTY DAMAGED: YES NO Please describe: _____

2. INCIDENT INFORMATION:

Date: _____ Time: _____ Location: _____

Incident Type (circle one): Threats, Threatening Behavior, Harassment, Intimidation, Physical Assault or Property Damage Other (please specify): _____

Describe Incident: _____

Weapon involved: YES NO If yes, please describe: _____

Any of the victims injured: YES NO Name(s): _____

Specific injury: _____

Police response sought: YES NO Name of Police Dept: _____

Point of Contact: _____

3. PERPETRATOR INFORMATION:

Resident Current Former Employee Current Former Supervisor/Manager

Family/Friend of employee other: _____

Perpetrator's name (if known): _____

4. IMMEDIATE ACTION TAKEN: Who was notified: _____

Employee received medical attention: YES NO If yes, describe: _____

Employee or co-workers offered counseling: YES NO EAS or other: _____

Direct Intervention Taken: YES NO If yes, describe: separate parties for _____ days and or _____

5. FORM COMPLETED BY: Print Name _____ Date: _____

Signature of Worksite Manager: _____ Date: _____

PART 2 INITIAL INCIDENT REPORT FORM

1. FURTHER ACTION/NOTIFICATION

Was any further action taken by the site manager? YES NO If yes, specify:

Has victim or co-workers had any counseling or supportive help since the incident?

YES NO.

If yes, who provided counseling:

Was the bargaining unit representative notified? YES NO Name _____

Date of Contact _____

Incident disposition (circle all that apply): No action taken, arrest, disciplinary action request, other: _____

2. ADDITIONAL INFORMATION:

Did victim lose any work days? YES NO Specify: _____

Did Victim indicate that another incident might occur? YES NO

If yes, describe _____

Has this type or similar incident(s) happened previously to the victim while at this location?

YES NO Specify: _____

What does victim feel can be done in the future to avoid such an incident? _____

Was this perpetrator involved in previous incidents? YES NO Specify: _____

What steps have been taken to prevent similar incidents? (specify): _____

Has any other corrective action been taken? (specify): _____

3. Comments:

4. FORM COMPLETION:

Employee completing form: _____ Date: _____

Signature of Worksite Manager: _____ Date: _____

Printed Name of Worksite Manager: _____