

NAWCWPNSINST 5530.1
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NAWCWPNS INSTRUCTION 5530.1

From: Commander, Naval Air Warfare Center Weapons Division

Subj: WORKPLACE VIOLENCE PREVENTION, INTERVENTION, AND
RESPONSE PLAN

Ref: (a) OPNAVINST 5530.14B
(b) NAWCWPNSINST 12751.1
(c) Uniform Code of Military Justice

Encl: (1) Workplace Emergency Action Checklist

1. Purpose. To establish policy, responsibilities, and procedures for preventing workplace violence and responding to events result-ing from threats of violence or acts of violence in the workplace. This instruction provides employees and management a structure that identifies inappropriate behavior and the available resources for resolution and response to such behavior.

2. Definition. Workplace violence is defined as an action (writ-ten, verbal, or physical aggression) that is intended to control or cause, or is capable of causing, death or serious bodily injury to oneself or others or damage to property. Incidents of work-place violence could include intimidating or harassing behavior and threats.

3. Background. Workplace violence is recognized as a problem requiring special attention. As hostility escalates in society in general, the possibility of acts of violence in the workplace also increases. We need to be able to identify individuals who have exhibited a potential for hostility or violence and refer them for counseling and assistance. Acts of workplace violence have secu-rity and law enforcement implications. Reference (a), OPNAVINST 5530.14B, Department of the Navy Physical Security and Loss Prevention, assigns the host command with the responsibility for coordinating security and law enforcement issues.

4. Policy. The Naval Air Warfare Center Weapons Division (NAWCWPNS) policy statement on workplace violence applies to all civil service, contractor, and military personnel and is as follows:

a. All personnel have the right to a working environment free of harassm-ent, intimidation, or threats of any kind. Personnel are expected to adhere to a standard of conduct that is respect-

ful and courteous to other members of the work force. An employee can report threats or acts of violence to the command without fear of reprisal.

b. Intimidation, threats, harassment, assaults, or acts of violence are unacceptable and will not be tolerated. If ANY person engages in such behavior, he or she is subject to disciplinary action per reference (b), NAWCWPNSINST 12751.1, Disciplinary/ Adverse Personnel Actions or reference (c), Uniform Code of Military Justice, as appropriate. Such disciplinary action may include removal and/or prosecution to the fullest extent of the law. In the event an incident involves conduct that could be viewed as sexual harassment, nothing in this instruction is intended to supersede existing procedures and policies.

5. Responsibilities

a. Commanding Officers/Officer in Charge. The Commanding Officers of the Naval Air Weapons Station, Point Mugu (NAWS PM), and the Naval Air Weapons Station, China Lake (NAWS CL), are responsible for emergency response and coordination of assets when an incidence of workplace violence occurs or is considered imminent. They also are responsible to issue guiding directives for their respective commands. The Officer in Charge, White Sands Missile Range; Commanding Officer of the Weapons Test Squadron, Point Mugu; and Commanding Officer of the Weapons Test Squadron, China Lake; are responsible for the coordination of assets when an incidence of workplace violence occurs or is considered imminent. They are also responsible to issue guiding directives for their respective commands.

b. Public Affairs Office (PAO). The PAO is responsible for providing official responses to media inquiries concerning threats or incidents of violence. All other employees are prohibited from initiating or responding to media inquiries on behalf of NAWCWPNS.

c. Human Resources Department (HRD). The HRD is responsible for ensuring that proper coordination with all necessary groups and individuals occurs when inappropriate behavior is reported in the workplace. The HRD is responsible for providing advice and guidance to management in the areas of employee assistance and counseling, disciplinary and performance based actions, and other corrective actions that are deemed necessary. The HRD is a prime resource for managers and employees for training in the prevention of workplace violence.

d. Supervisors and Managers. Supervisors and managers are responsible for noting changes in employee performance, conduct, and behavior and for assisting the employee to use available resources in creating a safe and healthy work environment. They are responsible for knowing the available resources and programs

that provide employee assistance and counseling. When threats or acts of violence come to their attention, the manager or supervisor should report the incident immediately to the appropriate resource, e.g., law enforcement, HRD, Civilian Employee Assistance Program (CEAP), etc., and document observations and actions with respect to all incidents of threatening, harassing, or violent behavior.

e. Employees. All members of the work force are responsible for their own behavior and are expected to interact responsibly and in a professional manner with coworkers, supervisors, managers, and support personnel at NAWCWPNS. Employees are expected to report promptly to the appropriate resource any violence, threats, acts of harassment, or irrational behavior directed against them or others.

6. Available Resources. The following personnel and teams are available to assist in handling workplace violence or minor incidents or threats:

a. Managers and Supervisors. Managers and supervisors play a critical role in the prevention, intervention, or response process. They are usually the initial people to receive a report or to observe threats, intimidation, or acts of violence in the workplace. They are tasked:

(1) To ensure the safety of employees and the security of the workplace.

(2) With providing employees assistance and direction when they have a problem.

b. Violence Intervention Team (VIT). The VIT is a command resource that manages the intervention and prevention process involving minor incidents and warning signs. An interdisciplinary team, it brings together an array of skills, knowledge, experience, and insight to the process. The primary focus of the VIT is the prevention of workplace violence through intervention. The role of the VIT is to investigate reports of intimidating or harassing behavior involving threats of workplace violence, to assess the reported behavior, and to recommend intervention options to management with the aim of correcting employee behavior and preventing workplace violence. Membership of the VIT is comprised, as a minimum, of the following:

- Representative of Safety/Physical Security Department, NAWS CL; or Security Department, NAWS PM; (Leader)
- Staff Judge Advocate
- CEAP member
- HRD representative
- Family Service Center (FSC) representative
- Supervisor of suspected employee
- Office of the General Counsel (OGC)

The Commanding Officer or Officer in Charge can add additional members.

c. Violence Response Team (VRT). This is a command resource that responds to serious threats and/or acts of violence. It is a multidisciplinary team that possesses the skills, training, and knowledge necessary to respond to and handle acts of workplace violence. The primary focus of the VRT is to provide the command the support and assistance to effectively respond to an incidence of workplace violence. In addition to the members of the VIT, the following members comprise the VRT:

- Commanding Officer
- Executive Officer
- Command Duty Officer
- Law Enforcement representative from NAWS CL or NAWS PM
- Fire Division
- Branch Medical Clinic
- Naval Criminal Investigative Service
- PAO
- Chaplain
- Union Representative
- Any outside agency as needed

7. Preventive Methods. There are two key elements that can prevent a potentially violent employee from causing a violent incident. First is recognizing the early warning signs (e.g., erratic behavior, obscene or abusive language, direct or indirect threats, irrational or aggressive behavior, intimidation, etc.) and second, quickly intervening to assist the employee. Any delay in addressing or responding to an incident or early warning sign could confuse an already unstable employee and send the message that such behavior is acceptable. The immediate supervisor will play a crucial role in recognizing employee changes and responding to early warning signs. While there is no foolproof system for detecting who might become violent, understanding the early warning signs and acting on them are vital steps in getting help for the troubled employee and averting possible tragedy. The NAWCWPNS provides employee assistance counseling and other services through the CEAP for employees who experience difficulty. Obtain assistance by contacting a CEAP representative or your competency Personnel Management Advisor (PMA). This assistance is both voluntary and confidential.

8. Employee Behavior and Responses. In consideration of this command's policy of ensuring a safe workplace conducive to good morale and productivity, the following types of employee behavior and responses are discussed. These examples are not all inclusive nor are the recommended responses mandatory. Any employee who is in fear of imminent physical danger or injury should immediately contact law enforcement by dialing 911. Enclosure (1), Workplace Emergency Action Checklist, is provided to supervisors and

employees as guidance to assist in proper responses to workplace emergencies.

a. Behavior Changes. Behavior changes are defined as any unusual or erratic behavior for that employee. Supervisors must remain alert to noticeable changes in an employee's behavior, work habits, or attitudes. These could be indications of increased stress or mental health problems. Some examples are unexplained absences from work, a pattern of absences, changes in work habits, loss of productivity, or disruptive behavior with other employees.

(1) Response to Change. If these changes are noticed by fellow employees, report them to the supervisor. Once the supervisor becomes aware of or notices the changes personally, he or she should speak with the affected employee to ascertain if he or she is experiencing problems in his or her life. The supervisor should then inform the employee of the available resources.

(2) Resources. The resources available to an employee who is undergoing behavior changes are the CEAP, FSC counselors, Chaplain's Office, and HRD.

b. Bizarre Behavior. Bizarre behavior is defined as erratic or irrational behavior that negatively impacts employee job performance or is disruptive to the workplace. Such behavior includes wide mood swings, rude or inappropriate behavior, use of obscene or abusive language, irrational or aggressive behavior, etc.

(1) Response to Bizarre Behavior. If a fellow employee notices the bizarre behavior, that employee should report it immediately to the supervisor. Once the supervisor becomes aware of or notices the bizarre behavior, he or she should counsel the employee that such behavior is not tolerated. The supervisor should encourage the employee to seek counseling through available resources. The supervisor should then contact the PMA for guidance and assistance in how to resolve the problem.

(2) Resources. The resources available to the employee and the command for this type of behavior are the CEAP, FSC counselors, HRD, and the VIT.

c. Intimidating Behavior. Intimidating behavior is defined as the type of behavior that when directed against another person causes the person to feel uncomfortable or to be placed in fear of danger. Some examples of intimidating behavior are insinuating that acts of violence "could happen," veiled or conditional threats, use of obscene or abusive language, fist shaking or "getting in the face" of another employee, stalking another employee, or touching another employee in an inappropriate manner.

(1) Response to Intimidating Behavior. Any employee who is a victim of intimidating behavior or witnesses it, must report it to a supervisor immediately. Once a supervisor becomes aware of the situation, he or she should immediately contact their PMA for advice and guidance in handling this problem. The PMA should then consult with the VIT leader to develop a planned management response, and if needed, to meet with the VIT to investigate, assess, and recommend intervention options to correct the behavior.

(2) Resources. The resources available to the command are the CEAP representative, FSC counselors, HRD, law enforcement, and the VIT.

d. Threat. A threat is defined as an expression of intent to hurt, punish, or destroy, usually imminently. Threats can be oral or written and can be directed at a person in the immediate vicinity or in another location.

(1) Responses. Regardless of who makes a threat (civilian, military, contractor, other Command personnel), the employee's response is the same. An employee who receives a threat or hears a threat directed against an individual within the workplace shall report it immediately to a supervisor. Once the supervisor is made aware of a threat, he or she will determine if the threat is legitimate based on all the available circumstances. If the supervisor determines that a threat was made, he or she will call law enforcement immediately. To the best of his or her ability, the supervisor will insure the safety of the victim until law enforcement arrives. Law enforcement will respond and take appropriate action. The Head, Safety/Physical Security Department, China Lake; Head, Security Department, Point Mugu, will determine which members of the VRT, if any, to notify and if their presence is needed.

(2) Resources. The resources available to the command are law enforcement, VIT, and VRT, depending on the nature of the threat.

e. Workplace Violence. Violence is defined as the use of physical force with the intent to injure, damage, or destroy in the workplace.

(1) Response. Employees who are victims of a violent act in the workplace, will take only that action necessary to preserve life and prevent further harm. The employee should attempt to leave the area and report the incident by calling 911. Anyone else who observes an act of violence shall call 911 immediately. Law enforcement will respond to the site and take appropriate action. The Head, Safety/Physical Security Department, China Lake; Head, Security Department, Point Mugu, will activate the VRT.

(2) Resources. The VRT and all associated members are used in response to incidents of actual workplace violence.

9. Incidents Occurring Outside the Workplace. A work-related threat or act of violence could occur away from the workplace. For example, an employee might receive threats at home or might encounter a disgruntled employee in the community. Any employee who is confronted outside Navy jurisdiction should immediately report the incident to the local police authorities. The affected employee must report any such threats or acts of violence to his or her supervisor as soon as possible. The supervisor will report the incident to the chairperson of the VIT for action.

10. Post-Violence Action. Threats or violence on the personal safety of employees in the workplace usually have lingering after-effects that must be dealt with to restore employee's mental and emotional well-being and enable them to resume full productivity. Usually, the victim is not the only person affected by workplace violence. When the safety of one employee is put in jeopardy, other employees could also experience a reaction. Although reaction(s) to such vary among individuals, incidents of workplace violence can have long-lasting effects that seriously undermine the productivity of employees and organizations. Professional assistance is often required to lessen the traumatic effects of such incidents. Accordingly, the full range of appropriate counseling assistance, including critical incident debriefing, is made available to any employee, group, or organization that requires such assistance during the aftermath of threats or violence in the workplace. Supervisors should be extremely alert to the needs of their employees during this time and ensure they receive the assistance required. Supervisors are encouraged to contact HRD to arrange professional counseling services for their employees.

11. Directive Responsibility. The Head, Human Resources Department, Code 730000E, is responsible for keeping this instruction current.

R.B. Ormsbee
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Distribution:
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WORKPLACE EMERGENCY ACTION CHECKLIST

<u>TYPES OF EMERGENCY</u>	<u>IMMEDIATE NEEDS</u>	<u>CALL</u>
NATURAL: Earthquake, Fire, Storm	Fire Department	911
MEDICAL: Accident, Illness, Injury, Heart Attack	Medical	911
VIOLENCE: Fighting, Physical Threats, Crime, Bomb Threat	Law Enforcement	911
HAZMAT: Chemical/Fuel Spills, Noxious Fumes	HazMat	911

If there is any danger of injury to anyone, IMMEDIATELY:

- CALL 911. Use the nearest safe telephone.
- Report on the nature, extent, and location of the emergency.
- Stay on the line and listen for instructions.
- Do not hang up until told to (unless it's for your own safety).

PROTECT HUMAN LIFE

- Make sure you are safe. Evacuate, escape, or hide, if necessary.
- Make sure others are safe. Spread the alarm, if necessary.
- Administer first aid or CPR, if qualified.
- Extinguish danger, if safe (e.g., fight fire).

PREVENT OR DELAY VIOLENCE, SUICIDE, OR FURTHER INJURY

- Stay as calm as you can. Try to control your breathing. Think.
- If the person is talking to you, keep him or her talking. Listen. Ask questions.
- Try not to agitate, antagonize, or threaten the person. Sit down. Fold your hands in front of you. Speak in a low, clear voice. Give the person your full attention. Do not look

out the window or door, but do think about places of safety within reach.

- Try to establish a rapport with the person. Use his or her name. Use "I" statements ("I feel the same way") and "we" statements ("We have plenty of time to figure this out") and "they" statements ("They shouldn't have done that" or "We need to tell them that they were wrong").

START RECOVERY AS SOON AS POSSIBLE. (Get and use available help.)

- Make sure you are OK. You cannot help others effectively until you have taken care of yourself. Ask a doctor or counselor to check you for injury, shock, or trauma.

- Look for others who might need help. Ask them if they are OK. Take them to a doctor or counselor.

	CHINA LAKE	POINT MUGU
Civilian Employee Assistance Program	939-2480 939-0880	989-8161 989-3225
Family Service Center	927-1555	989-8146