

Workplace Violence Prevention and Response Update

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Management Committee 6-10-2015



Project Objectives

- Improve coordination and response time to violence-related incidents in the workplace
- Re-establish expectations, roles and procedures for responding to violence/potential violence
- Update Workplace violence prevention procedure
- Address “bullying” in procedures

2014 Incident Summary

- 15 total incidents
 - Metro Transit (14), ES (1)
 - Threats, arguments, mental health issue manifestation
 - Typical of years past

Procedure Update & Creation

- Two rounds of division management input
- Review by Legal, OEO and ATU
 - 4-6b Workplace Violence Prevention & Incident Response
 - 4-6e Respectful Workplace *NEW!*

PAY ATTENTION



Be aware and have a plan

LISTEN



Focus on others in order to better understand their point of view

BE INCLUSIVE



Welcome input from all groups of employees and customers

GET HELP



Use resources available to address issues and solve problems



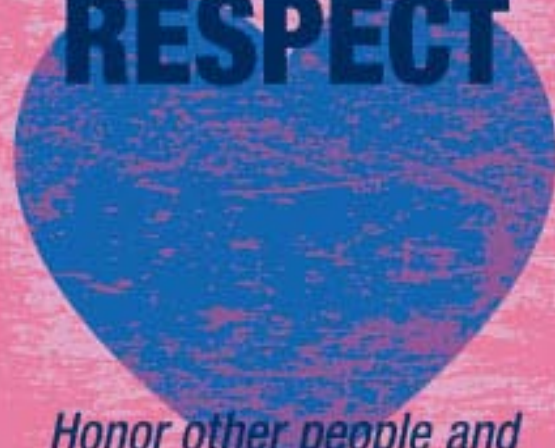
**METROPOLITAN
COUNCIL**

TAKE RESPONSIBILITY



Recognize & own your part; don't shift responsibility and blame onto others

SHOW RESPECT



Honor other people and their opinions, especially in the midst of disagreement

SPEAK UP



Say something when you see something of concern

APOLOGIZE



Be sincere and repair damaged relationships

GIVE CONSTRUCTIVE FEEDBACK



When disagreeing, stick to the issues and don't make a personal attack

RESPECTFUL WORKPLACE PROGRAM

BUILDING A CIVIL, SECURE, AND RESILIENT WORKFORCE!

Program Objectives

- Establish expectations for respectful behavior at work
- Create awareness and understanding of the Respectful Workplace and Workplace Violence procedures
- Reduce the probability of threats or acts of violence in the workplace
- Practical strategies for staying safe during active shooter situations
- Ensure that any incident, complaint, or report of violence is taken seriously and dealt with appropriately



Program Components

- Program roll out – communication, training and resources
- Training includes four web-based courses (WBT):
 1. Respect and civility in the workplace
 2. Workplace violence prevention and response
 3. Active shooter
 4. Resiliency in the workplace
- Content included in Professional Operator Development for bus operators
- Posters: Respectful Workplace and In Case of Emergency



Timeline

- June: launch program and WBT #1
- July/Aug: launch WBT #2 and #3
- Sept: launch WBT #4
- Oct/Nov: report completion, post-survey, POD
- Fall: Instructor-led training for facility leads



Metro Transit Police Department

- Location maps
- Active shooter drills
- Conducted brown bag sessions for Transit staff
- New crisis intervention team within MTPD
- Crisis intervention training for all Transit police officers



Structure for Incident Response

- Incidents reported to Threat Management Team
- Assess incident risk via teleconference bridge
- Develop appropriate response and plan of action with on-site management
- Communicate organizationally as appropriate
- Serve as liaison with outside resources
- Take appropriate personnel action
- Short and long-term case management



Next Steps

- Complete program communication plan
- Identify vendor for Instructor-led training of facility leads
- Identify vendor for consultation around violent incidents
- Finalize plan to train new employees and keep current employees up-to-date
- Establish annual “Respectful Workplace Awareness” month

