



**CITY OF PEMBROKE PINES  
WORKPLACE VIOLENCE POLICY**

## HUMAN RESOURCES DIVISION

---

**To:** All Employees

**From:** Daniel Rotstein  
Human Resources/Risk Management Director

**Subject:** **WORKPLACE VIOLENCE POLICY**  
**RESOLUTION No. 2395**

---

The City of Pembroke Pines is concerned and committed to our employee's safety and health. We refuse to tolerate violence in the workplace and will make every effort to prevent incidents from occurring by implementation of the attached Workplace violence Policy. We will provide adequate authority to responsible parties so that our goals and responsibilities can be met.

All managers and supervisors are responsible for implementing and maintaining our Workplace Violence Policy. We require prompt and accurate reporting of all violent incidents whether or not physical injury has occurred. We will not discriminate against victims of workplace violence.

Our program ensures that all employees, including supervisors and managers, adhere to work practices that are designed to make the workplace more secure, and do not engage in verbal threats or physical actions which create a security hazard for others in the workplace.

Attached please find the above captioned policy, Resolution No. 2395, adopted by the Pembroke Pines City Commission.

**PLEASE CAREFULLY READ THE POLICY**, sign and return the Confirmation of Receipt form to the Personnel Department. This form will become a permanent part of your Personnel files.

**CITY OF PEMBROKE PINES  
WORKPLACE VIOLENCE POLICY**

**1.0. PURPOSE**

The City of Pembroke Pines maintains a zero tolerance policy toward workplace violence, or the threat of violence, by any of its employees, customers, the general public, and/or anyone who conducts business with the City. It is the intent of the City to provide a workplace which is free from the physical attacks, harassment, property crimes, threats, or any other violent acts.

**2.0 DEFINITIONS**

Workplace violence includes, but is not limited to, physical attacks, harassment or property damage.

1. **PHYSICAL ATTACKS** - physical attack is unwanted or hostile physical contact with another person such as shoving, pushing, hitting, fighting, throwing objects or worse, or any other aggressive or unsolicited and unwanted contact occurring between two more parties. By their nature, physical attacks often involve breaking criminal laws.
2. **THREATS** - a threat is the expression of an intent to cause physical or mental harm regardless of whether the person communicating the threat has the present ability to carry out the threat and regardless of whether the threat is contingent, conditional or future. Threats are significant because they may precede actual acts of violence. By their nature threats, which include incidents of stalking, often involve breaking criminal laws.
3. **HARASSMENT** - harassment, often involving verbal abuse, including unwanted telephone calls, involves acts or language by a party designed to damage or harm a second party. Often this practice is initiated with the purpose of testing a person's "boundaries" but can evolve into more serious abuses. This behavior causes emotional harm or distress to another.
4. **PROPERTY DAMAGE** - property damage is intentional damage to property which includes property owned by the City, employees or others. Violent people sometimes express their aggression in acts of property damage, crime, sabotage, theft or destruction.

### 3.0 PREVENTION OF WORKPLACE VIOLENCE

The City strongly subscribes to the concept of a safe work environment and supports the prevention of workplace violence. Prevention efforts include, but are not limited to, informing employees of this policy, instructing employees regarding the dangers of workplace violence, communicating the sanctions imposed for violating this policy and providing a reporting hierarchy within which to report incidents of violence, or threats of violence, without fear of reprisal.

The Department Head or his/her designee will orient all new employees to department procedures regarding reporting incidents of violence, what to do if the employee is threatened or if an incidence of violence actually takes place, and dealing with the after effects of an act of violence.

### 4.0 REPORTING THREATS - INTERNAL AND EXTERNAL

Any employee who becomes aware of an incident of violent behavior, whether the incident is committed by another employee or an external individual such as a customer, vendor or citizen, must:

#### 1. INTERNAL

- A. Report such incident to the Department Head. Management will assess and investigate the incident and determine the appropriate action to be taken. Department Heads will inform the Personnel Department of all reported incidents of workplace violence.
- B. In critical incidents in which serious threats or injury occurs, call 911 immediately to obtain emergency responders such as Police, Fire and/or Ambulance personnel.

#### 2. EXTERNAL

City employees may sometimes be involved in personal disputes with family members, friends or neighbors that can sometimes escalate to the point that injunctions, restraining orders, and other court orders are sought. We therefore, request that employees include their work locations, as well as their place of residence, in that court order. To provide for the safety of the employee and others we suggest that employees notify their supervisor and the Police Department of the issuance of such a court order and provide a description of the individual cited in the court order.

In the case wherein an employee has not secured a court order but fears for his/her safety, we ask the employee to notify his/her supervisor and the Police Department as stated above.

## 5.0 THREAT MANAGEMENT TEAM

As necessitated by the seriousness of the incident the Personnel Department may assemble a **Threat Management Team** that may consist of staff from the Personnel Department, Risk Management, Police and the Employee Assistance Provider. The **Threat Management Team** will investigate reported incidents and recommend to the City Manager any actions to be taken as a result of the investigation.

The **Threat Management Team** is responsible for establishing the protocol in the event of a threat or violent incident that may include, but is not limited to:

1. Evaluating potential violence problems.
2. Assessing an employee's fitness for duty through medical professionals.
3. Selecting intervention techniques.
4. Establishing a plan for protection of co-workers and other potential targets.
5. Coordinating with affected parties, such as victims, families, employees, or law enforcement personnel.
6. Referring victims to appropriate assistance and community service programs.
7. Assuring that immediate, within 24 hours, and on-going counseling is available to traumatized individuals.

Any employee who acts in good faith by reporting real or implied violent behavior will not be subject to any form of retaliation or harassment. Any action of this type resulting from a report of violence must be reported to the appropriate management staff for investigation and decision regarding proper action.

## 6.0 EARLY WARNING SIGNALS

Based upon the application of the following indicators and behavior, any individual perceived to be a potential risk should be reported to the Department Head/Supervisor who in turn will report to the Personnel Department.

1. A potentially violent intruder who could or might appear at the workplace.
2. Employee behavior which may indicate a potential for violence:

Statements that support irrationality.  
Comments that suggest little regard or concern for the future.  
Description and knowledge of violence at work.  
Fascination with weapons and their capabilities to harm.  
Emotional outbursts.  
Continually blaming others for problems and failures.  
Delusional statements.  
Abusive or derisive talk about co-workers and others.  
Expressions of feelings of being persecuted.  
Statements that reflect exceptional anger and hostility.  
Increased frequency of aggressive acts or veiled conditional threats.  
Signs of impairment by drugs or alcohol.  
Withdrawal or signs of a hostile attitude.  
Deteriorating or strained relationships with co-workers.  
Uncooperative or defensive.  
Irritable or depressed.  
Stealing or destroying of City property.  
Demonstrated acts of low level acts of violence and aggression.

3. Known risk factors that can trigger violence:

Relationship friction or failure (separation/divorce).  
Not receiving a promotion or raise.  
Deteriorating financial condition.  
Being shunned or ostracized by co-workers.  
Forthcoming formal disciplinary action.

## 7. SANCTIONS

All alleged violations will be investigated. It is a violation of this policy to engage in any act of workplace violence. Any employee who has been determined to be in violation of this policy will be subject to disciplinary action up to and including termination and, depending upon the violent act, may be subject to criminal sanctions.

**8. EMPLOYEE ASSISTANCE PROGRAM (EAP)**

Should an employee violate this policy and it is determined in the investigation that the employee did, in fact, commit a violent act, he/she may be formally referred to the EAP by the Threat Management Team or other authorized City management representative. In these cases, failure by the employee to keep any appointments with the EAP may result in disciplinary action up to and including termination.

Should an employee become the victim of an incident of workplace violence, the Threat Management Team or other authorized City management representative may offer the services of the EAP to assist in coping with any effects of the incident.

Proposed Resolution No. 96-R-54

RESOLUTION NO. 2395

1 A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF  
2 PEMBROKE PINES, FLORIDA, ADOPTING THE WORKPLACE  
3 VIOLENCE POLICY, ATTACHED HERETO AND MADE A PART  
4 HEREOF AS EXHIBIT "A"; PROVIDING FOR CONFLICTS;  
5 PROVIDING FOR SEVERABILITY; AND PROVIDING FOR AN  
6 EFFECTIVE DATE.

7 WHEREAS, City Commission of the City of Pembroke Pines  
8 desire to maintain a zero tolerance policy towards workplace  
9 violence, or the threat of violence, by and of its employees,  
10 customers, the general public, and/or anyone who conducts  
11 business with the City; and

12 WHEREAS, the City Commission of the City of Pembroke  
13 Pines desires to provide a workplace which is free from the  
14 physical attacks, harassment, property crimes, threats, or any  
15 other violent acts; and

16 WHEREAS, based upon the current climate in today's  
17 society , it is essential that the City adopt a policy to  
18 provide a structure to aid our employees in the reporting and  
19 investigating of possible problems in the workplace;

20 NOW, THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF  
21 THE CITY OF PEMBROKE PINES, FLORIDA, THAT:

22 Section 1. The foregoing "WHEREAS" clauses are true  
23 and correct and hereby ratified and confirmed by the City  
24 Commission.

25 Section 2. The City Commission of the City of  
26 Pembroke Pines, Florida, hereby adopts the Workplace Violence

Proposed Resolution No. 96-R-54

RESOLUTION NO. 2395

Policy, attached hereto and by this reference made a part hereof as Exhibit "A."

Section 3. All resolutions or parts of resolutions in conflict herewith are hereby repealed to the extent of such conflict.

Section 4. If any clause, section, other part or application of this Resolution is held by any court of competent jurisdiction to be unconstitutional or invalid, in part or application, it shall not affect the validity of the remaining portions or applications of this Resolution.

Section 5. This Resolution shall become effective immediately upon its passage and adoption.

PASSED AND ADOPTED BY THE CITY COMMISSION OF THE CITY OF PEMBROKE PINES, FLORIDA, THIS 21 DAY OF AUGUST, 1996.

CITY OF PEMBROKE PINES, FLORIDA

ATTEST:

BY: Mayor Alex G. Fekete  
MAYOR ALEX G. FEKETE

EILEEN M. TESH  
CITY CLERK

FEKETE AYE

ARMSTRONG AYE

Proposed by Commission

FIORENDINO AYE

ORTIS AYE

I HEREBY CERTIFY THAT I have approved the form of this RESOLUTION.

THIBAULT AYE

STEVEN L. JOSIAS  
CITY ATTORNEY

## **WORKPLACE VIOLENCE PREVENTION PROGRAM-THREAT ASSESSMENT TEAM**

A Threat Management Team has been established.

The Threat Management Team will consist of the following:

**Department Representative from the Human Resources Department**

**Department Representatives from the Police Department**

**Department Head as Designated by the City Manager**

The Team is responsible for employee training programs in violence prevention and for responding to acts of violence.

### **INCIDENT REPORTING AND INVESTIGATION**

All incidents must be reported within 8 hours. An "Incident Report form" (attached) will be completed for all incidents. One copy will be forwarded to the Threat Management Team, through the Human Resources Division, for review and a copy will be filed with the Risk Manager. Each incident will be investigated and evaluated by the Threat Management Team. The Team will discuss the circumstances and causes of the incident and will make recommendations to the City Manager on any actions to be taken.

### **RECORDKEEPING**

We will maintain an accurate record of all workplace violence incidents. All incident report forms will be kept for a minimum of 4 years.

Any injury which requires more than first aid, is a lost time injury or requires modified duty will be recorded on the workers compensation OSHA 200 log maintained in the Risk Management Division. Doctor's reports and supervisors reports will be kept of each reported incident, if applicable. Incidents of verbal abuse, verbal attack or aggressive behavior which may be threatening to the employee, but not resulting in injury, will be recorded on a separate log maintained in the Risk Management Division.

Minutes of the Threat management Team meetings shall be kept for 4 years. Records of training program contents and the sign in sheets of all attendees shall be kept 4 years.

## INCIDENT REPORT FORM

1. VICTIM'S NAME: \_\_\_\_\_

2. DEPARTMENT AND JOB TITLE: \_\_\_\_\_

3. HOME TELEPHONE NUMBER: \_\_\_\_\_

4. WORK TELEPHONE NUMBER: \_\_\_\_\_

5. INCIDENT DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

6. INCIDENT LOCATION: \_\_\_\_\_

7. DESCRIPTION OF INCIDENT: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

8. NAME OF PERSON CAUSING INCIDENT: \_\_\_\_\_

9. EMPLOYEE: YES \_\_\_\_\_ NO \_\_\_\_\_ OTHER: \_\_\_\_\_

10. WAS ANYONE INJURED? YES \_\_\_\_\_ NO \_\_\_\_\_

**IF YES, PLEASE SPECIFY WHO WAS INJURED, INJURIES SUSTAINED  
AND LOCATION OF TREATMENT.**

\_\_\_\_\_

\_\_\_\_\_

11. DID POLICE RESPOND TO THE INCIDENT? YES \_\_\_\_\_ NO \_\_\_\_\_

OFFICER'S NAME: \_\_\_\_\_

POLICE REPORT NUMBER (IF KNOWN): \_\_\_\_\_

12. WAS SUPERVISOR NOTIFIED? YES \_\_\_\_\_ NO \_\_\_\_\_

SUPERVISOR NOTIFIED: \_\_\_\_\_

13. DID INCIDENT INVOLVE A WEAPON? YES \_\_\_\_\_ NO \_\_\_\_\_

IF YES, SPECIFY: \_\_\_\_\_

14. ANY WITNESS? (S) YES \_\_\_\_\_ NO \_\_\_\_\_

NAMES AND ADDRESSES OF WITNESSES: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

15. WERE YOU SINGLED OUT OR WAS THE VIOLENCE DIRECTED AT MORE THAN ONE INDIVIDUAL:

\_\_\_\_\_

NAME OTHER INDIVIDUALS INVOLVED: \_\_\_\_\_

\_\_\_\_\_

16. COMMENTS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
PRINT NAME

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SIGNATURE