

APPENDIX A

SAMPLE CRISIS RESPONSE PHONE LIST

CRISIS RESPONSE TELEPHONE NUMBERS

DIAL 911 or EMERGENCY # _____

POLICE: _____

FIRE DEPARTMENT: _____

HOSPITAL: _____

AMBULANCE: _____

SUPERVISOR: _____ (Office)

_____ (Home)

NEXT HIGHER HQ: _____

HUMAN RESOURCE OFFICE: 608-242-2702/3707/3700

WIARNG Plans & Opns Off (WIAR-OI-MS): 608-242-3532

_____ANG Base Security Police: _____

Give location and details of existing emergency or crisis. Provide sufficient information for an adequate response. **Go to a SAFE area.**

APPENDIX B

INCIDENT GUIDE FOR WORKPLACE VIOLENCE

1. Does the incident present an immediate threat of physical violence and is a weapon present?

NO



YES



Immediately call Base Security, 911, or local law enforcement personnel, and notify your supervisor and the HRO (SEEM X3702).

2. Is physical violence involved?

NO



YES



Immediately call Base Security, 911 or , if necessary, local law enforcement personnel. Attempt to remove the aggressor, or have him/her removed, from the area. Notify your supervisor and the HRO. **Be very careful** whatever action taken, that it does not increase the danger of physical violence to yourself or others.

3. Is there a threat made to someone (direct, veiled, or conditional) with no physical contact?

NO



YES



Get the facts. If necessary, remove the individual from the area. Talk with the aggressor on the seriousness of the incident, notify your supervisor and the HRO (SEEM X3702) **within 24 hours..**

4. Is the action one of bizarre behavior?

NO



YES



Get the facts, talk to the individual to identify the problem. If necessary, remove the individual from the work area. Notify your supervisor, and the HRO, **within 5 days.**

Violence is not likely - any contemplated actions should be coordinated with HRO.

APPENDIX D

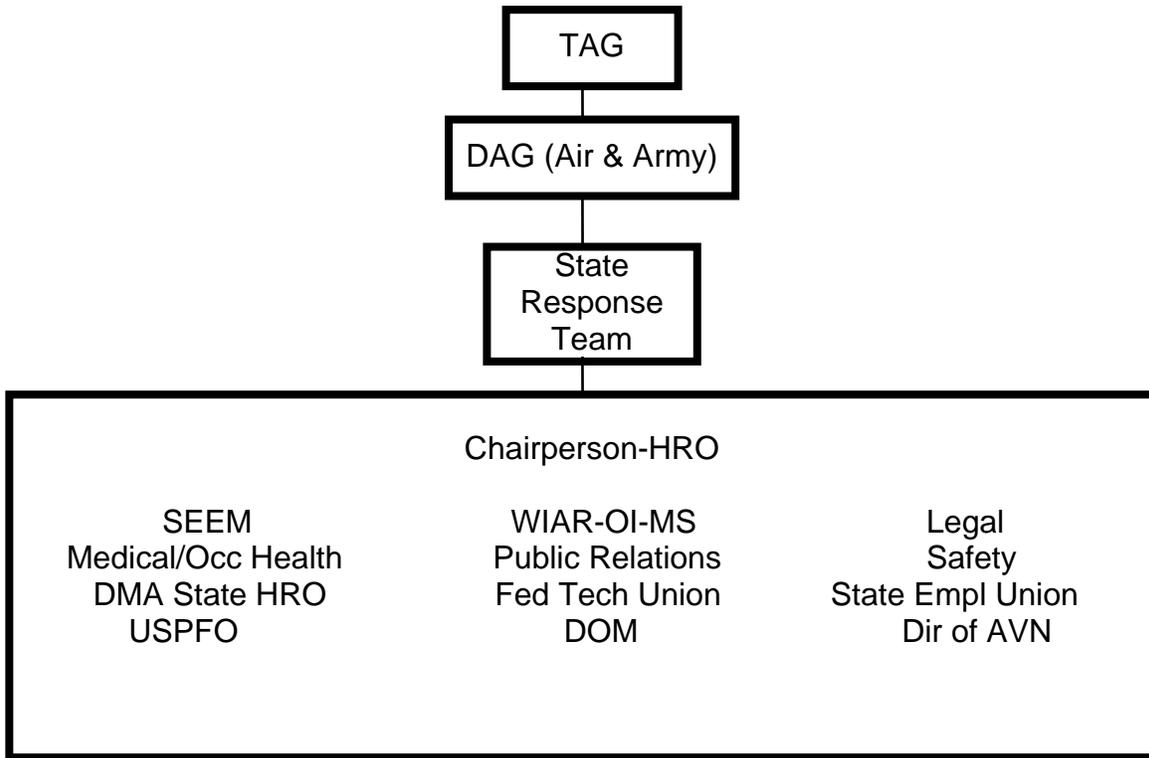
STATE RESPONSE TEAM

1. The STATE RESPONSE TEAM (SRT) will be the WING organizational element that oversees the WING workplace violence response program. The SRT will:

- a. Enforce The Adjutant General's policies regarding workplace violence.
- b. Receive all reports of threats or violent acts.
- c. Verify and investigate threats or violent acts. Gather as much information as possible from the supervisor, co-workers, employee records, etc.
- d. Determine the level of risk, using outside resources when appropriate, and determine the best course of action. The action recommended will be based on a complete analysis of the incident, to include a profile developed by a qualified counselor (may be connected to the WINGAP), if determined to be necessary. Once this analysis is completed, the HR Officer, or his/her designated representative, will discuss the situation with the immediate supervisor of the offending individual and recommend appropriate adverse or disciplinary action.
- e. Develop intervention procedures to appropriately interact with a violent (or potentially violent) employee.
- f. Notify law enforcement officials, if appropriate.
- g. Implement and monitor the plan of action.
- h. Coordinate critical stress debriefing and counseling for those directly, or indirectly, affected by an incident of workplace violence.
- i. Document all activities of the SRT.
- j. Evaluate each incident of intervention approximately two weeks after completion.
- k. Update agency policies and procedures.

2. In the event of a crisis, the SRT will be responsible for interfacing with police, paramedics and the public.

3. Organizational chart for the SRT:



APPENDIX E

Sample Facility Plan

The following sample facility plan is provided to assist OIC's, AO's, Base Cdrs, Base Safety Offices, and facility managers in developing a Prevention of Workplace Violence Facility Plan. This sample is generic in nature, therefore each facility/base/armory must assess their own needs and provide additional and detailed guidance to employees.

Any employee who believes that they are in danger of becoming a victim of workplace violence will **report** that belief to _____. This includes the following:

- Threats or verbal abuse by another employee (or non-employee).
- Witnessing or over-hearing threats made to, or about, someone else.
- Observing a situation that you believe could lead to violence.
- Observing an employee bringing a weapon into the workplace, brandishing a weapon, or making inappropriate references to guns, or a fascination with weapons.
- Observing another employee's desperation (over family, financial, or other personal problems) to the point of contemplating suicide.
- Observing another employee's extreme change in behavior.

The following summary includes actions you should (or should not) take in a hostile or threatening situation. Everyone in this facility, including supervisors and managers, should follow these same procedures.

For an angry or hostile employee, co-worker, or visitor:

- Stay calm. Listen attentively.
- Maintain eye contact.
- Be courteous. Be patient.
- Keep the situation in your control.

For a person shouting, swearing, and threatening:

- Signal a co-worker, or supervisor, that you need help.
- Do not make any calls yourself.

For someone threatening you with a gun, knife, or other weapon:

- Stay calm. Quietly signal for help.
- Maintain eye contact.
- Stall for time.
- Keep talking – but follow instructions from the person who has the weapon.
- Don't risk harm to yourself or others.
- Never try to grab the weapon.
- Watch for a safe opportunity to escape to a safe area.

For telephone threats:

- Keep calm. Keep talking.
- Don't hang up.
- Signal a co-worker to get on an extension.
- Ask the caller to repeat the message and write it down.
- Repeat questions, if necessary.
- For a bomb threat, ask where the bomb is, and when it is set to go off.
- Listen for background noises and write down a description.
- Write down whether it's a man a woman; pitch of voice, accent; anything else you hear.
- Try to get the person's name, exact location, telephone number.
- Notify your immediate supervisor.

In a **“direct threat”** situation, contact your supervisor, immediately. In the absence of a supervisor, use the **Crisis Response Telephone Number list** on the bulletin board.

To determine the level of threat, use the following guidelines:

