



DHS|OHA Violence in the Workplace

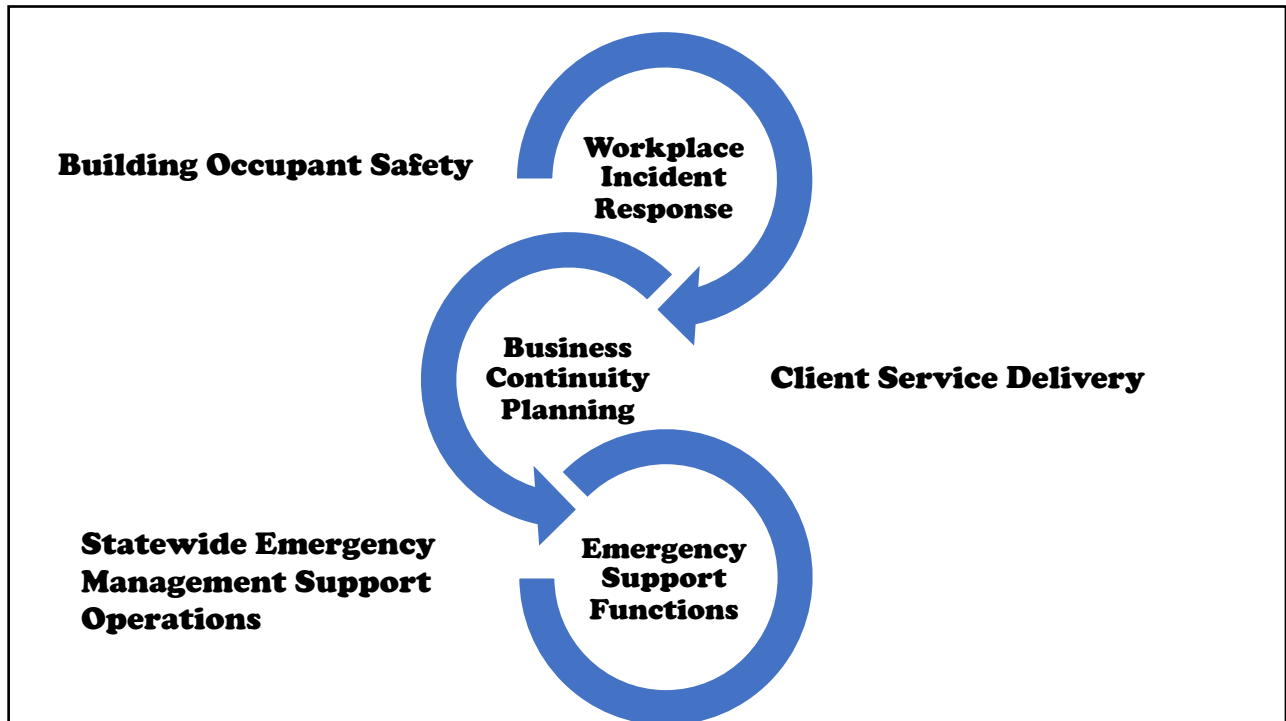
Program Development, Implementation &
Perspective

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DHS|OHA Occupational Health, Safety &
Emergency Services

Brief History

- **2015** – Workplace Incident Response Operations were transferred from the DHS|OHA Safety, Health and Wellness Manager to the DHS|OHA Emergency Preparedness Manager
 - Program streamlining with Continuity of Operations and Emergency Response Operations
 - Prior operations included:
 - Threat Incident Notification System
 - Centralize Threat Assessment Team
- **2016** – Established the DHS|OHA Occupational Health, Safety & Emergency Management Program
 - Occupational Health & Safety
 - Americans with Disabilities Act
 - Workers Compensation
 - SACU Safety Management
 - Workplace Incident Response
 - Violence in the Workplace
 - Continuity of Operations
 - Emergency Management



Overcoming Challenges

2015

- Threats to DHS|OHA under reported
- Threat Incident Notification System Outdated
- Difficult to organize a Centralized Threat Management Team quickly
 - Reactive to a threat gone too far!

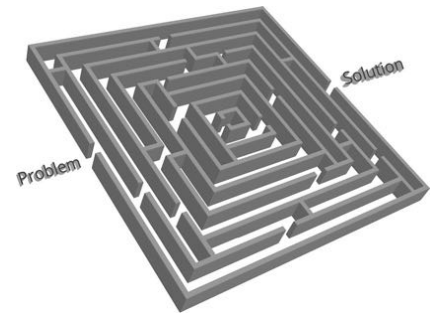
A 3D maze graphic is positioned to the right of the text. The entrance to the maze is labeled 'Problem' and the exit is labeled 'Solution', symbolizing the complexity of navigating through organizational challenges.

Overcoming Challenges

2015

- No clear procedures to consistently address violence in the workplace throughout DHS|OHA
- No Incident Response Team for the Human Services Building
- Field Office Incident Response Teams self created

**OHSE Covers roughly 13,500 Employees
and 200 locations throughout Oregon**



Solutions

- Clarify scope
- Update Threat Incident Notifications System
 - Proactive vs reactive
- Develop Violence in the Workplace Guideline
 - Include Active Threat Procedures
 - Run – Hide – Fight
 - Establish a proactive Threat Management Program
 - Consultation early in process
- Standardize Guidelines for Incident Response Teams
 - Train!!!!



What is Violence in the Workplace?

Verbal Assaults	Physical Assault	Stalking
Domestic Violence	Emotional Abuse	Physical Abuse
Harassment – including sexual	Threats to do harm/injure others	Bullying

Threat Incident Notification System (TINS)
2014 - 2015

- In house program created by the DHS|OHA Office of Information Services (OIS)
- Provides a standardized data base to collect and store information related to threats against DHS|OHA
- Provides ability for DHS|OHA staff to request consultation/threat assessment
- Easily trackable information and provides historical information
- Ability for persons throughout DHS|OHA to enter and access information

Violence in the Workplace Guidelines 2015

Sets standardized protocols and practices throughout
DHS|OHA

Adopts FBI Threat Typing

Defines Threat Assessment, Threat Management Teams &
Threat Management Plans

Scalable to situation

Outlines additional training
Run/Hide/Fight

Integrated into the DHS|OHA Workplace Incident Response
Procedures

Threat Types

Type 1 – Violent acts by a person or persons that
have not connection with the workplace

Type 2 – Violence directed at employees by
customers, clients, patients, students, inmates
or any other person

Type 3 – Violence against coworkers,
supervisors, managers by a present or former
employee

Type 4 – Violence committed in the workplace
by someone who does not work there but has a
personal relationship with an employee

Threat Management Teams 2015

Housed in the DHS|OHA Occupational Health, Safety and Emergency Management Program

Clarifies the roles and responsibilities for team members – Field and Central Office

Establishes and Chair and logistical support

Ensures all DHS|OHA Program activities are identified

Authority to issue a Restriction of Access (ROA)

Limited participation with victim/survivor

Violence in the Workplace – Partnerships

Oregon State Police and other Local Law Enforcement Agencies

Department of Justice

Human Resources – Human Resource Analysts

Military/Veterans Services

Local Threat Management Teams/Systems

Violence in the Workplace – Partnerships

Community Crisis Counseling Services

Behavioral Health Agencies/Professionals

County Court Operations/Personnel

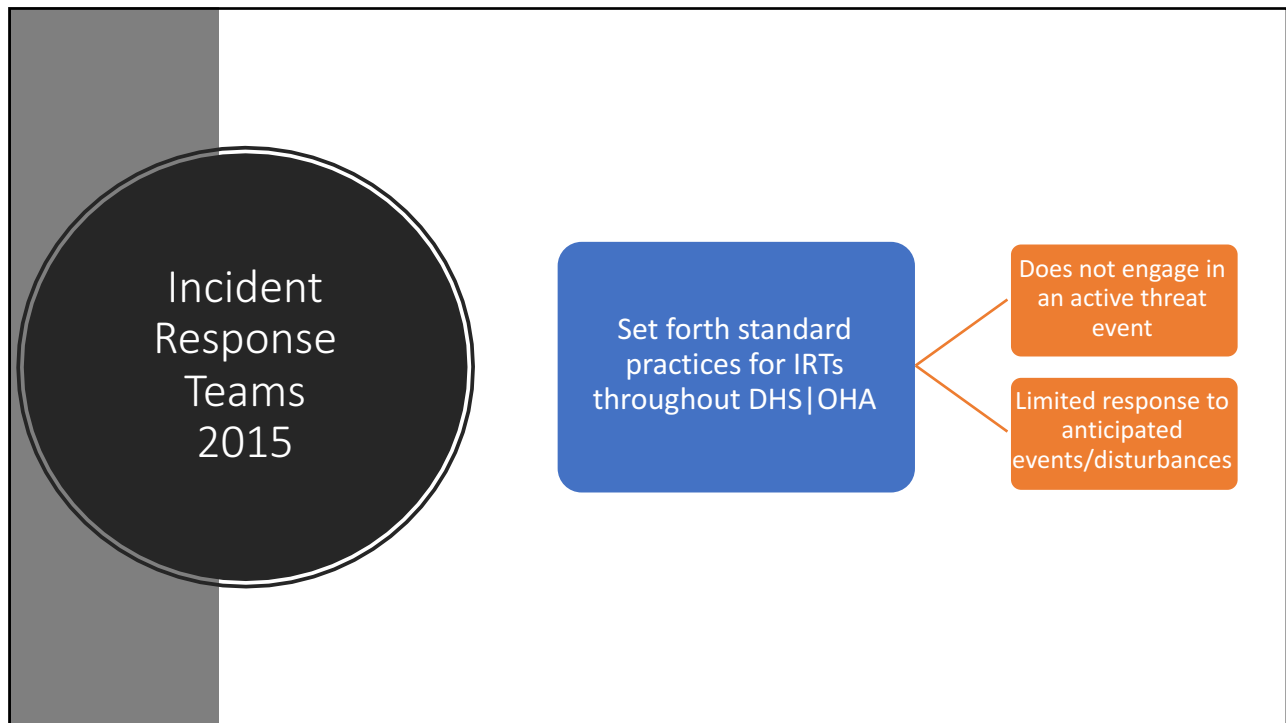
County Social Services Programs

Employee Assistance Programs (EAP)

Workplace Incident Response Teams


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- Necessary to operationalize any plan
 - Provide Leadership with Authority
 - Lessons Learned
 - Keep training basic
 - Exercise Regularly
 - Build confidence quickly
 - Keep team informed of Command Ops
 - Secondary operations





Incident Response Teams

- Generally follows Incident Command System (ICS)
- Establishes a Command Staff with appropriate authority
- Provided adequate communication tools and training
- Assumes leadership superseding Agency Directors during activation (HSB)



The slide contains a list of four bullet points describing Incident Response Teams. To the right of the list is a 3D illustration of a white humanoid figure with a red cape and a yellow 'S' on its chest, standing with hands on hips. A white curved line is behind the figure.

Incident Response Teams

- Building Evacuation
- Non-medical assistance to medical response ops
- Earthquake Exercise
 - Radio evacuation exercise
- Suspicious Packages
- Hostage Crisis
 - OSP Exercise January 2019
- High Profile Events

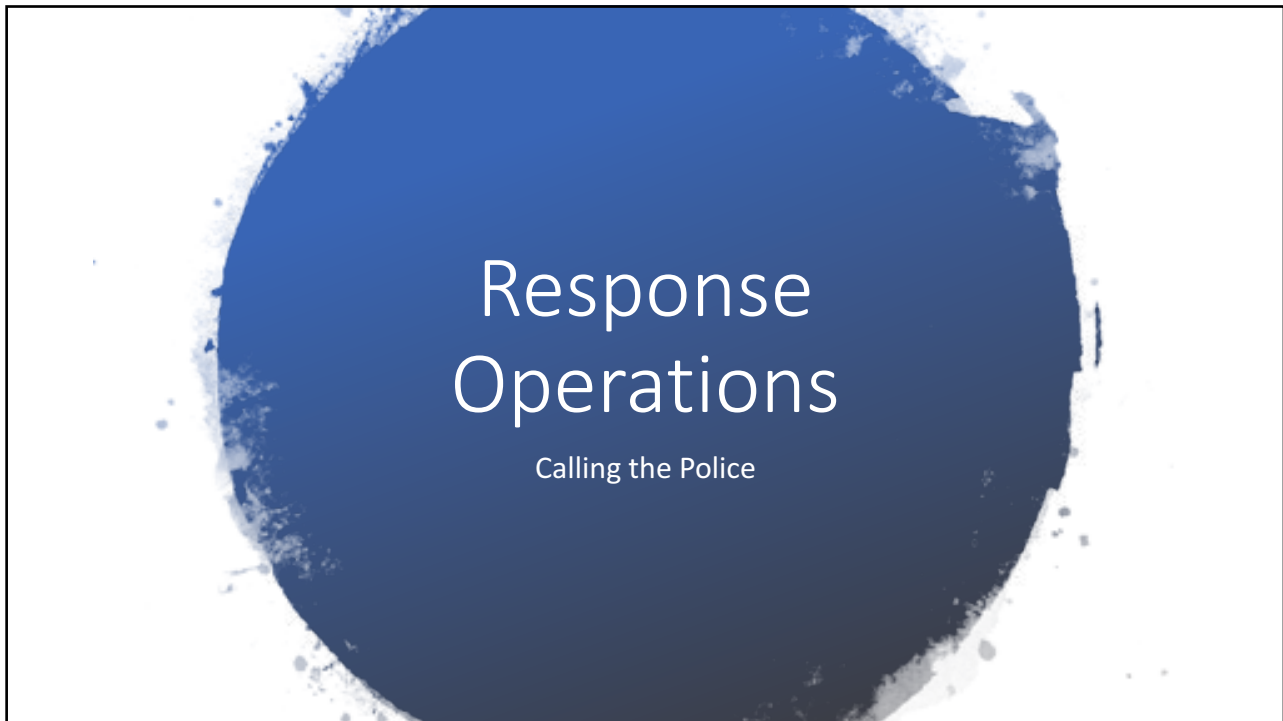


Response Operations

Do I need to bring my AR







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