

CHAPTER 10. WORKPLACE VIOLENCE

- 10-1 PURPOSE. This Chapter establishes the Workplace Violence Policy of the U.S. Department of Housing and Urban Development (HUD)
- 10-2 SCOPE. This Chapter applies to HUD Headquarters, State and Area Offices.
- 10-3 BACKGROUND. In recent years, we have all become aware of the increasing frequency of violent and disruptive activities occurring in the workplace. Behavioral psychologists report that in situations where employees engage in disruptive or threatening behavior, such behavior will tend to escalate if not addressed in a timely and appropriate manner.

The Department of Housing and Urban Development, including its employees, managers, supervisors and union representatives, must firmly and unequivocally commit to doing everything within our power to provide a safe workplace and prevent any incident of work-related violence.

Employees, perhaps even more than supervisors, play a critical role in preventing potential violence in the workplace because they frequently observe such behavior first-hand. Especially during times of change, we may become aware of increased levels of stress in the workplace. The presence of severe stress, either work-related or because of an individual's personal situation, is no excuse for violent, disruptive behavior in the workplace or for threats of such behavior.

- 10-4 POLICY. The Management of the Department of Housing and Urban Development is committed to providing a safe and healthy work environment for all employees. Every employee in the Department of Housing and Urban Development deserves to be treated with respect, dignity and fairness. Violence or threats of violence by or against any HUD employee at any organizational level will not be tolerated. Violent outbursts, intimidation, threats, harassment, bullying, or other forms of abusive, aggressive or disruptive behavior will not be excused or tolerated.

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- 10-5 RESPONSIBILITIES.

A. Supervisor and Manager Responsibilities

1. Supervisors and managers are responsible for ensuring a safe workplace and must not condone any violent, disruptive, aggressive or abusive behavior exhibited or threatened by any employee.
2. Supervisors and managers must ensure that all staff members are informed clearly that violence, threats of violence, or other abusive, aggressive or disruptive behavior in any form will not be tolerated in the Department's workplace.

3. Supervisors and managers should be alert to changes in employee behavior patterns which exhibit the potential for workplace violence or disruption; such changes should be addressed in private counseling sessions with the employee.
4. Supervisors and managers must be aware of the name, address, and telephone number of the local Employee Assistance Program (EAP) coordinator. They should also be knowledgeable about the services available through the Employee Assistance Program (EAP) providing support to the organization and must make appropriate and timely referrals for assistance to employees who appear to be distressed.
5. Supervisors and managers must. be aware of the name and telephone number of the local Employee Relations or Human Resources Specialist. They should also be knowledgeable about the conditions under which leave, including excused leave, may be granted to employees with stress-related or other medical conditions.
6. Supervisors and managers must be knowledgeable of their responsibilities and familiar with the procedures for acting on requests for reasonable accommodation for persons with

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disabilities. The local Employee Relations or Human Resources Specialist should be consulted for additional information.

B. Employee Responsibilities

1. No employee at any level should engage in threats, violent outbursts, intimidation, bullying, harassment, or other abusive, aggressive or disruptive behaviors against HUD employees, clients, or property.
2. Employees who are aware or concerned that they may exhibit such unacceptable behavior should consider making use of the counseling services available through the Employee Assistance Program (EAP) and/or requesting leave to seek private counseling or medical assistance.
3. For their own protection, employees should not try to handle a violent or potentially violent incident on their own. Instead, employees who are aware of the threatening, abusive, aggressive or disruptive behavior of anyone should promptly report such activity to any of the following as appropriate:
 - a. The immediate supervisor; however, if the immediate supervisor is the alleged offender, employees should report incidents directly to the next higher level of supervision;

- b. The Union steward or representative, who will inform management of the situation if the employee is uncomfortable making the report personally;
 - c. Building security personnel or local police for threats or incidents in progress.
4. Employees should not excuse, cover for, or protect a co-worker who threatens or commits a violent act against another person or property.

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C. Office of Human Resources Responsibilities

- 1. The Employee Assistance Program (EAP) staff are responsible for providing counseling assistance and referral services for HQ employees, and providing assistance and advice to supervisors and managers on reasonable accommodation requests.
- 2. The Division of Labor and Employee Relations staff are responsible for providing training, advice and assistance to HQ supervisors and managers regarding employee conduct issues and reasonable accommodation requests.
- 3. The Division of Labor and Employee Relations staff are also responsible for advising and assisting management and union officials to work in partnership to assure a safe and healthful work environment for all employees.

D. State and Area Office Management Responsibilities

- 1. State and Area Office Coordinators are responsible for assuring that appropriate reporting procedures are published as indicated below.
- 2. Field Office Safety Representatives are responsible for maintaining the addresses and telephone numbers of Employee Assistance service providers for their Field Office employees and for providing information and advice to employees, supervisors and managers about EAP services.
- 3. The Human Resources Division staff are responsible for providing training, advice and assistance to supervisors on employee conduct issues and reasonable accommodation requests.
- 4. The Labor Management Relations Specialists are responsible for advising and assisting management and union officials to work in partnership to assure a safe and healthful work environment for all employees.

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10-6 REPORTING PROCEDURES

- A. HUD Headquarters - Immediate Action When Incident Occurs. Any HUD employee observing violent or threatening behavior should first secure his/her own safety and then:
1. Call building security, HUD HQ Building -708-3051, or the local emergency number, if the situation requires the immediate assistance of law enforcement and/or medical personnel. Employee should be prepared to describe the exact location of the incident and provide a description of the violent or threatening individual.
 2. Notify his/her supervisor; however, if the threatening employee is his/her supervisor, the employee should notify someone higher in the Supervisory chain of command or call EAP.
 3. Employees who are threatened, assaulted, or attacked while on official duty in the field (not at a federal installation) should immediately report such incidents to local law enforcement authorities. Reports should also be made to their supervisors and appropriate federal authorities, so that proper investigations and follow-up activities may be conducted.
- B. State and Area Offices. Each State and Area Office Coordinator should establish appropriate reporting procedures for his/her organization. Reporting procedures should include reports of general concern and reports of specific incidents of violence.