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WARNER ROBINS AIR LOGISTICS
CENTER**

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Personnel**

VIOLENCE IN THE WORKPLACE

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This pamphlet aligns with AFPD 36-1, *General Civilian Personnel Provisions and Authorities*. It identifies behavioral categories and provides instructions for use in dealing with employees who exhibit erratic, unusual or threatening behavior. It identifies responsibilities of trained professionals in managing and resolving potential and/or actual instances of work place violence and establishes a Crisis Management Team to resolve and determine appropriate preventive measures. This publication applies to all employees serviced by the WRALC Civilian Personnel Office (WRALC/DP). Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using Air Force (AF) Form 847, Recommendation for Change of Publication; route AF Forms 847 from the field through the appropriate functional's chain of command. Ensure that all records created as a result of processes prescribed in the publication are maintained in accordance with Air Force Manual (AFMAN) 33-363, Management of Records, and disposed of in accordance with Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS) located at <http://www.my.af.mil/gcss-af61a/afirms/afirms>. See attachment 1 for a glossary of references and supporting information.

SUMMARY OF CHANGES

This document is updated and must be reviewed.

I. BEHAVIORAL CATEGORIES:

1.1. **Category A.** Erratic or unusual behavior, either through acts or words, e.g., mood swings, excessive crying, excessive anger, out of character language or actions. May include suicidal threats.

1.2. **Category B.** Implied or actual threats, e.g., "I ought to bring my 9mm and take care of this problem."

1.3. **Category C.** Threat of impending violence, e.g., "I am going to my car to get my gun and take care of this"; shouting uncontrollably and throwing things.

1.4. **Category D.** Actual initiation of a violent act, e.g., employee wields a gun, knife, or displays physical force with the possibility of immediate harm to self or others.

2. RESPONSIBILITIES:

2.1. MANAGERS AND SUPERVISORS

2.1.1. CATEGORY A.

2.1.1.1. Talk to the employee. The employee may have personal difficulties. Do not suggest to the employee that you believe that his/her behavior is due to a medical problem, but be supportive if the employee defends his/her actions claiming a medical condition. If the employee indicates a medical problem, contact the Occupational Medicine Services (OMS) office, extension 67590, for guidance. Do not send the employee to OMS without clearance from the Chief of Occupational Medicine. Under most circumstances, the employee should be directed to obtain medical documentation from his/her personal healthcare provider. It is appropriate to remind troubled employees that Employee Assistance Program counselors are available. After 1530 and on weekends, the employee may be granted sick leave, annual leave, or leave without pay, if requested. Assistance is available for civilian employees 24 hours a day through Federal Occupational Health at 1-800-222-0364. Document incident(s)/behavior and contact your Servicing Employee Relations (EMR) specialist in the Directorate of Personnel (WRALC/DPLA/B) through Customer Service for further guidance at extension 20601.

2.1.1.2. If there is reason to believe the employee is suicidal, contact OMS for guidance immediately. Do not leave the employee alone. After 1530 hours and on weekends, escort the employee to the Houston Medical Center Emergency Room for evaluation. The supervisor should contact the emergency POC identified on the employee's AF Form 971, **Supervisor's Employee Brief**, advise them of the employee's situation, and have POC meet employee at the Houston Medical Center Emergency Room, if necessary. Document incident(s)/behavior and notify the EMR specialist as soon as possible.

2.1.2. CATEGORY B.

2.1.2.1. Contact your servicing EMR specialist immediately for guidance. If the threat occurs after 1530 hours or on weekends, send the employee home in a non-duty status with pay until the determination can be made that the employee is no longer a

threat. Document the incident and obtain witnesses' statements, if possible. Contact the EMR specialist as soon as possible for further guidance.

2.1.2.2. Contact the 78th Security Forces Squadron (78 SFS) to conduct a search of the area and the employee's personal property for weapons.

2.1.3. **CATEGORY C.**

2.1.3.1. Contact the 78 SFS immediately.

2.1.3.2. If necessary, instruct employees to evacuate the area or lock doors.

2.1.3.3. If the incident occurs after 1530 or on weekends, and the employee is released by the 78 SFS, advise the employee to leave the work site and place the employee in a non-duty status with pay until further notice.

2.1.3.4. Document the incident and obtain witnesses' statements, if possible. Contact your EMR specialist as soon as possible for further guidance.

2.1.4. **CATEGORY D.**

2.1.4.1. Contact the 78 SFS immediately.

2.1.4.2. Evacuate the area.

2.1.4.3. If the employee is released by the 78 SFS, contact the emergency addressee on the AF Form 971 to come to the base to escort the employee home. If the emergency addressee is not available, the 78 SFS should escort the employee off base.

2.1.4.4. Document the incident(s), get witnesses' statements, if possible, and contact the servicing EMR specialist as soon as possible for further guidance.

2.1.5. For all Categories, if management offers or orders a medical examination which is beyond the scope of care provided in OMS or Mental Health, the unit must provide adequate funding for the examination to be performed by an off-base medical provider.

2.2. **EMPLOYEE RELATIONS**

2.2.1. **CATEGORY A.**

2.2.1.1. Determine if supervisor has discussed behavior with the employee.

2.2.1.2. If the employee claims there is a medical problem, contact OMS for advice on how to properly direct the employee to provide medical documentation from his/her healthcare provider.

2.2.1.3. If suicidal, call OMS immediately. OMS will arrange for evaluation with the Mental Health Clinic (78 Medical Operations Squadron).

2.2.1.4. Notify the Crisis Management Team if necessary.

2.2.1.5. Coordinate decisions on returning to work.

2.2.2. **CATEGORY B.**

2.2.2.1. Notify the Crisis Management Team.

2.2.2.2. Advise supervisor to call 78 SFS to search the area for weapons.

- 2.2.2.3. Advise supervisor to document evidence required.
- 2.2.2.4. Prepare appropriate notice of administrative action.
- 2.2.2.5. Coordinate any return to duty with OMS.
- 2.2.3. **CATEGORY C.**
 - 2.2.3.1. Advise supervisor to gather appropriate evidence and contact the 78 SFS immediately.
 - 2.2.3.2. Notify the Crisis Management Team.
 - 2.2.3.3. Prepare appropriate written notice of administrative action.
- 2.2.4. **CATEGORY D.**
 - 2.2.4.1. Advise supervisor to contact 78 SFS immediately.
 - 2.2.4.2. Advise supervisor to gather appropriate evidence and notify the Crisis Management Team.
 - 2.2.4.3. Prepare notice of administrative action.
 - 2.2.4.4. If 78 SFS releases employee, advise supervisor to notify the emergency addressee on AF Form 971 to pick up employee. If unable to contact emergency addressee, advise supervisor to have 78 SFS escort the employee off base until further notice.

2.3. CRISIS MANAGEMENT TEAM.

2.3.1. This team is comprised of representatives from 78 SFS, Employee Relations, Mental Health and the Staff Judge Advocate's office to evaluate situations of violence in the workplace and recommend appropriate action to the respective organizational commander having responsibility to make employment decisions. The organizational commander or his or her representative will chair the team. Once an employee has been determined to be a potential threat for violence, the organizational commander or management representative will immediately assemble appropriate members of the Crisis Management Team to recommend the proper course of action to assure a safe working environment. The Crisis Management Team will be augmented with appropriate management representatives and other officials with special skills deemed necessary in this process on a case-by-case basis. Team members will share information necessary to resolve and determine appropriate preventive measures and ensure privacy and confidentiality is preserved.

2.4. WR-ALC STAFF JUDGE ADVOCATE.

- 2.4.1. Advises staff, Employee Relations, and 78th Security Forces when:
 - 2.4.1.1. A civilian must be detained for bizarre or threatening behavior.
 - 2.4.1.2. The services of other state or county offices are deemed necessary in detaining or evaluating a civilian employee due to his or her misconduct or misbehavior.
- 2.4.2. Represents the Commander and management in any litigation arising from the action taken as a result of employee misconduct or misbehavior.

2.4.3. Coordinates on proposals and decisions to take disciplinary action.

2.5. 78th SECURITY FORCES SQUADRON.

2.5.1. Responds to calls when an employee is making threats or brandishing a weapon, or if violence is occurring or is imminent.

2.5.2. Conducts investigations concerning alleged threats of violence made by employees. If evidence is present for probable cause, the suspect will be charged with the appropriate criminal offense.

2.6. 78th AEROSPACE MEDICINE SQUADRON OCCUPATIONAL MEDICINE SERVICES (OMS)

2.6.1. Provides guidance to supervisors and Employee Relations

2.6.2. Coordinates actions returning employee to work to ensure a safe working environment.

2.6.3. Reviews medical documentation from off-base medical providers to ensure medical adequacy and for recommended medical accommodations.

2.7. 78th MEDICAL OPERATIONS SQUADRON (MENTAL HEALTH CLINIC).

2.7.1. Evaluates civilian employees to determine if employee is a threat to self or others in an emergency situation.

2.7.2. Coordinates transfer to a civilian provider for ongoing care if necessary.

2.7.3. Performs psychiatric fitness for duty evaluations as requested by OMS.

2.7.4. Provides consultation to managers/supervisors about mental health-related concerns.

2.8. 78th MEDICAL OPERATIONS SQUADRON, MENTAL HEALTH FLIGHT(SUBSTANCE ABUSE ELEMENT).

2.8.1. Evaluates employees with suspected substance abuse problems.

2.8.2. Provides referral information for substance abuse treatment in the community if necessary.

2.9. MILITARY MEMBERS AND CIVILIAN EMPLOYEES.

2.9.1. Must discharge assigned duties conscientiously; respect the administrative authority of those directing work, and observe laws, rules, regulations, and policies governing conduct. Report all instances of threatened violence and suspected use or intoxication from alcohol or other drugs, and all instances where warning signs are observed to the immediate supervisor immediately. A disturbed individual contemplating a violent act may give others a warning in much the same way as a person contemplating suicide may try to alert others to their intentions. Because coworkers work closely with each other on a daily basis, they usually have a greater awareness of behavioral changes within their group. Carefully observing negative behavioral changes and alerting the supervisor will allow action to be taken to defuse potentially disruptive or violent incidents. Under no circumstances will any form of reprisal or discriminating against any

employee be tolerated for the reporting of any suspicious misconduct occurring at any level.

3. Prescribed and Adopted Forms.

3.1. Prescribed Forms:

No forms prescribed.

3.2. Adopted Forms:

AF Form 847, Recommendation for Change of Publication

AF Form 971, Supervisor's Employee Brief

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Attachment 1

GLOSSARY OF REFERENCES AND SUPPORT INFORMATION

References

AFMAN 33-363, *Management of Records*, 1 March 2008

AFPD 36-1, *General Civilian Personnel Provisions and Authorities*, 7 March 1995

AFRIMS, *Air Force Records Information Management System*

AF Form 847, *Recommendation for Change of Publication*, 22 September 2009

AF Form 971, *Supervisor's Employee Brief*, 1 October 1996

Title 5 Code of Federal Regulations, Part 339, *Medical Qualifications Determinations*, 1 January 2002

Abbreviations and Acronyms

EMR— Employee Management Relations

OMS— Occupational Medicine Services

RDS— Records Disposition Schedule

SFS— 78th Security Forces Squadron