



# Ames Policy Directive

APD 1600.6

Effective Date: March 27, 2020

Expiration Date: March 27, 2025

**COMPLIANCE IS MANDATORY**

**Subject: Workplace Violence Prevention Program**

**Responsible Office: Code H / California Human Resources Office**

## CHANGE LOG

Status [Baseline /Revision /Cancelled]	Document Revision	Date of Change	Description
Baseline	0	2/2/2003	
Revision	1	10/17/11	Replaces APD 1600.3
Revision	2	3/23/2020	Updated policy & references, removed duplicative language from Agency policy, and formatted to fit NPR 1400.1 requirements.

## 1. POLICY

- a. This APD supplements the Agency NPD 1600.3 to establish the Ames Center Workplace Violence Prevention and Threat Assessment Team. It is the Center's Policy that violence, or threat of violence, intimidation, and other disruptive behavior shall be dealt with immediately, and will not be tolerated. Center roles and responsibilities are assigned.
- b. The Local Union representative, while not a member of the Threat Assessment Team, may participate fully in team meetings and discussions regarding matters of policy and general application, by mutual agreement of the Center and the Ames Federal Employees Union. Because the Union may be called on to represent individual employees, the Union representative will recuse himself/herself from discussions of specific incidents or individuals.
- c. By invitation of the Center Director's office or the Director of Human Resources Office, or their designated representatives, other appropriate program representatives or subject matter experts may be included for issues or situations relevant to their programs or personal expertise.
- d. Members of the Workplace Violence Prevention and Threat Assessment Team may also call on representatives from ARC organizations, resident agencies, other tenants, and contractors, as appropriate.

## 2. APPLICABILITY

- a. This directive applies to ARC and associated facilities (e.g., contractor facilities).
- b. In this directive, all mandatory actions (i.e., requirements) are denoted by statements containing the term "shall." The terms "may" or "can" denote discretionary privilege or permission, "should" denotes a good practice and is recommended, but not required, "will" denotes an expected outcome, and "are/is" denote descriptive material.
- c. This APD applies to ARC contractors, grant recipients, and parties to agreements to the extent specified or referenced in the contracts, grants, or agreements.
- d. In this directive, all document citations are assumed to be the latest version unless otherwise noted.

## 3. AUTHORITY

NPD 1600.3, Policy on Prevention of and Response to Workplace Violence.

## 4. APPLICABLE DOCUMENTS AND FORMS

- a. NPR 1600.1, NASA Security Procedural Requirements
- b. NPR 3790.1, NASA Domestic Violence, Sexual Assault, and Stalking Response Plan

## 5. RESPONSIBILITY

a. The **Director of Human Resources Office**, with the assistance of the Chief of the Protective Services Office (Code JP), shall, in accordance with NPD 1600.3 section 5.b(1) and this APD:

- (1) Develop and implement a Workplace Violence Prevention Program.
- (2) Provide direction, oversight, and training for Center prevention of and response to workplace violence policy and procedures.

- (3) Establish and properly train a Center Workplace Violence Prevention and Threat Assessment Team to evaluate and make recommendations regarding the Center's workplace violence prevention and response program.
  - (4) Ensure annual awareness training is provided for supervisors, employees and contractors. The Human Resources Office (Code H) will provide logistic and funding support for training as required or requested by NASA Headquarters or the Workforce Violence Prevention and Threat Assessment Team.
  - (5) Ensure that security police, officers, and first responders receive training specifically designed for responding to and managing incidents of workplace violence in accordance with current processes and procedures.
  - (6) Provide an annual report to the Center Director that required training has been completed.
- b. The **Chief of the Protective Services Office (Code JP)** shall assist the Director of Human Resources in the performance of that office's assigned responsibilities.
- c. The **Ames Workplace Violence Prevention and Threat Assessment Team** consists of the following permanent members, who shall be the Director/Chief of each of the organizations or their designated representative:
- (1) Human Resources Office (Code H), who will serve as Chair unless otherwise delegated to another permanent member
  - (2) Office of Chief Counsel (Code DL)
  - (3) Protective Services Office (Code JP)
  - (4) Ames Health Unit (Code Q)
  - (5) Office of Inspector General ("ex officio")
- d. **Members of the Workplace Violence Prevention and Threat Assessment Team** shall:
- (1) Complete required initial and refresher training.
  - (2) Promptly analyze all concerns, including those initially addressed by Protective Services, for possible referral to the whole Team.
  - (3) Investigate, document, and develop a response to each case brought to their attention.
  - (4) Develop and implement a contingency plan for dealing with the aftermath of a traumatic workplace event.
  - (5) Record all violent incidents reported and the resulting interventions, monitor the results of the interventions, and evaluate the actions that were taken.
- e. **Supervisors** shall:
- (1) Participate in and implement workplace violence prevention programs within their organizations.
  - (2) Promptly report all threats, brought to their attention, to their management, Human Resources Office and, as appropriate, the Protective Services Office and/or the Employee Assistance Program (CONCERN); and ensure that events are properly investigated and addressed. Refer to Attachment A for threatening behavior levels, examples, and courses of action.

- f. **ARC civil servants and contractor employees** shall complete required annual awareness training.
- g. **Employees, Contractors, Resident Agencies, and other Tenants** shall:
  - (1) Refrain from making threats or engaging in workplace violence.
  - (2) Promptly Report all acts or threats of violence to their immediate supervisor and, as appropriate, the Human Resources Office and/or the Protective Services Office. Incidents or concerns should be reported at any time, 24/7, to the ARC Protective Services Dispatch Office. From any cell phone, call 650-604-5555. From any ARC landline phone, call 911. Calls indicating an immediate threat or concern will be dealt with immediately by the Protective Services Office in accordance with NPR 1600.1. Refer to Attachment A for threatening behavior levels, examples, and recommended courses of action.

## 6. DELEGATION OF AUTHORITY

- a. The Director of Human Resources is delegated authority to:
  - (1) Develop and implement a Workplace Violence Prevention Program and establish a Threat Assessment Team to meet Center needs in accordance with NPD 1600.3, NPR 3790.1, and this APD.

## 7. MEASUREMENT/VERIFICATION

Verification of conformance to requirements in this directive are measured through Center and Responsible Organizational management reviews, self-assessments, and subsequent analysis and reports of conformance to requirements, as well as periodic internal audits.


## 8. CANCELLATION

- a. APD 1600.6, Workplace Violence Prevention Program, dated October 17, 2011.

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Date: 2020.03.26 16:54:05 -07'00'

Eugene Tu  
Director

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## DISTRIBUTION:

Internal and external distribution

## ATTACHMENT A: Threatening Behavior Levels, Examples, and Courses of Action

Level	Level 1	Level 2	Level 3
<b>Examples</b>	<ul style="list-style-type: none"> <li>• Implied threats</li> <li>• Verbal/Mental abuse, harassment, badgering</li> <li>• Inappropriate tones or gestures</li> </ul>	<ul style="list-style-type: none"> <li>• Threatening gestures</li> <li>• Specific written or verbal threats property abuse or mishandling of property</li> <li>• Stalking</li> </ul>	<ul style="list-style-type: none"> <li>• Destruction of property</li> <li>• Assault – physical, sexual, armed</li> <li>• An event creating fear of imminent harm</li> <li>• Unauthorized possession of guns or other weapons on the center</li> </ul>
<b>Supervisor Actions</b>	<ul style="list-style-type: none"> <li>• Report all threats to your management, Human Resources Office and, as appropriate, the Protective Services Office and/or the Employee Assistance Program (CONCERN)</li> <li>• Create a plan of action to address problem</li> <li>• Document the incident</li> </ul>	<ul style="list-style-type: none"> <li>• Report all threats to your management, Human Resources Office and, as appropriate, the Protective Services Office and/or the Employee Assistance Program (CONCERN). Create a plan of action with the Human Resources Office (e.g., disciplinary action, mandatory anger management referral, victim assistance)</li> <li>• Document the incident</li> </ul>	<ul style="list-style-type: none"> <li>• Report all threats to your management, Human Resources Office and, as appropriate, the Protective Services Office and/or the Employee Assistance Program (CONCERN)</li> <li>• Arrange debriefing with the Workplace Violence Prevention and Threat Assessment Team after the incident</li> <li>• Create a plan of action with the Human Resources Office (e.g., disciplinary action, mandatory anger management referral, victim assistance)</li> <li>• Document the incident</li> </ul>
<b>Employee Actions</b>	<ul style="list-style-type: none"> <li>• Report to Supervisor</li> <li>• Document the Incident</li> </ul>	<ul style="list-style-type: none"> <li>• Report to supervisor</li> <li>• Document the incident</li> </ul>	<ul style="list-style-type: none"> <li>• Call the 24-Hour Workplace Violence Prevention Hotline – Do not try to handle on own!</li> <li>• Report to supervisor</li> <li>• Assist in maintaining calm, if possible</li> <li>• Assist in victim Care, if possible</li> <li>• Leave the area for your safety, if necessary</li> <li>• Document the incident</li> </ul>