



**Administrative Regulations  
Office of the Mayor**

**Title: VIOLENCE IN THE WORKPLACE**

**A.R. Number: 4.13 Effective Date: 2/1/2011 Page: 1 of 11**

**Supersedes: Violence in the Workplace A.R.: 4.13 DATED: 2/1/2007**

**I. PURPOSE**

The safety and security of all employees are of primary importance at the City of Richmond. The City has zero tolerance for any acts or threats of violence committed by or against an employee. It is the policy of the City to promote and maintain a work environment free from violence, threats of violence, verbal abuse, harassment, intimidation, and other disruptive behavior by establishing preventive measures, by holding perpetrators of violence accountable and by providing assistance and support to victims. Workplace violence is defined as any action that may threaten the safety and security of an employee, impact the employee's physical and/or psychological well-being or cause damage to City property. Intimidation, threats, physical attack or property damage, the use or possession of an unauthorized weapon or acts of violence, or abusive behavior against employees, visitors, customers, clients, or other individuals by anyone on City property will not be tolerated. The City reserves the right to take any necessary legal action to protect its employees and citizens. A violation of this policy may lead to disciplinary action up to and including separation from City service.

**II. SCOPE**

In addition to City premises, this policy applies to employees conducting City business off City premises and at City events or under any circumstances that may affect the safety of an employee and/or the safety of citizens. This policy applies to any individual who performs services for and under the control or direction of the City for wages or other compensation/reward and includes volunteers, interns, temporary workers, or independent contractors as well as all City full-time and part-time employees with permanent, probationary, short-term, seasonal, emergency, grant-funded, time-limited permanent or temporary appointments. This policy applies to the conduct of an employee while functioning in the course and scope of employment as well as off-duty violent conduct that has a potential adverse impact on a City employee's ability to maintain citizen confidence and/or perform the assigned duties and responsibilities.

**A. Prohibited Activities and Behaviors**

By way of illustration, but not limitation, the City specifically prohibits the following conduct and may discipline an employee up to and including dismissal for engaging in any of the following:

1. Threatening to use a weapon or threatening to use a weapon on City property.
2. Use, possession, or sale of any firearm or weapon on City property (including City parking lots).
3. Storing any firearm or weapon in, including but not limited to, lockers, furniture, containers, drawers, equipment or other facilities, lunch boxes, briefcases, purses, personal bags, personal toolboxes or tool kits, parking lots, City vehicles and other vehicles on City owned or occupied premises.
4. Refusing to allow inspection of storage areas specified above.
5. Conviction under any criminal statute for the illegal use or possession of a weapon or for committing a violent act against the person or property of another.
6. Refusing to cooperate in an investigation about allegations or suspicion that violence or threats of violence have or is likely to occur, or an investigation about the possession of a firearm or weapon by the employee or a co-employee.
7. Engaging in violence (i.e. assaulting or physically attacking another person) or verbal or written threats of violence.



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8. Violation of a restraining order.
9. Destroying or damaging City property, computer files, and/or other acts or workplace sabotage.

**B. Authorized Exceptions to Policy**

Despite laws which provide for permits allowing individuals to carry concealed handguns, it is the policy of the City to prohibit its employees to possess weapons, including handguns, on property owned, operated or under the control of the City. The only exceptions to this prohibition are as follows:

1. Possession of a handgun by an employee who is a certified law enforcement officer,
2. Possession of a handgun that is required as part of the employee's job duties with the City of Richmond.

**NOTE – Virginia law allows localities to adopt workplace rules and regulations relating to terms and conditions of employment of the workforce. The City of Richmond therefore, expressly prohibits employees from possessing, carrying, housing, or any usage of a firearm or weapon, either concealed or in plain view and either legally or illegally, while on City property (including City buildings, parks, parking lots, vehicles, etc.). Nothing in this Policy shall prohibit a law-enforcement officer, as defined in Virginia General Statutes § 9.1-101 from acting within the scope of his/her duties.**

**C. Property Search**

The City has the right to search any area on City premises for firearms and/or weapons including, but not limited to, lockers, furniture, containers, drawers, equipment or other facilities, lunch boxes, briefcases, purses, personal bags, personal toolboxes or tool kits, parking lots, City vehicles and other vehicles on City owned or occupied premises. Such searches will be based on a reasonable suspicion that a firearm or weapon will be found (defined as having a specific and objective basis for the search that the person conducting the search could articulate).

**D. Medical/Psychological Evaluations**

When a workplace violence threat has been reported or management determines that a potential for violence exists, management may, but is not required to allow an employee to undergo an assessment to determine the risk of danger. The Richmond Employees' Assistance Program (REAP) will assist agencies by facilitating a referral to an appropriate resource for this assessment. REAP will maintain a network of appropriate professionals trained to conduct a risk assessment.

**E. Limitation on Workers' Compensation Benefits**

If an employee is injured while participating in a fight or after instigating a fight, then entitlement to workers' compensation benefits may be denied, as consistent with Virginia law.



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**F. Reporting Responsibilities**

All employees are encouraged to be alert to the possibility of violence on the part of employees, former employees, customers, visitors and citizens. Additionally, the City mandates that any employee who feels he or she has been subjected to any disruptive, threatening or violent behavior or has witnessed or learned of such behavior by another employee must report the incident to his or her supervisor, Human Resources or other person of authority immediately. In emergency situations in which serious injury occurs, emergency responders such as Police, Sheriff, Fire, or Ambulance personnel should be immediately notified. Any report of workplace violence is to be handled in a confidential manner, with information released only on a need-to-know basis. Complaints will be fully investigated and, if warranted by the facts, appropriate actions will be taken against the offender, including referral to counseling, criminal prosecution or disciplinary action up to and including termination.

**G. Non-Retaliation**

This policy prohibits retaliation against any employee who, in good faith, reports a violation of this policy. Any employee bringing a complaint or assisting in the investigation of such a complaint will not be adversely affected in terms and conditions of employment, discriminated against or discharged solely on the basis of the complaint.

Furthermore, every effort will be made to protect the safety and anonymity of anyone who comes forward with concerns about weapons possession, a threat or an act of violence.

**III. RESPONSIBILITY**

**A. Responsibility of Employees**

1. Complying with safety and security procedures;
2. Report all non-emergency incidents, threats and harassment to supervisor and Human Resources within 24 hours of incident or if incident occurs on Friday after business hours, employee shall report incident on Monday (within 48 hours);
3. Immediately report all emergency situations to emergency responders such as Police, Sheriff, Fire or Ambulance personnel, City Safety Office, supervisor, and Human Resources.

**B. Responsibility of Supervisors**

1. Communicate and distribute this official City policy to all City employees;
2. Immediately notify Appointing Authority, Human Resources and City Safety Office of any workplace violence incidents, including suspicion;
3. Document all workplace violence incidences;
4. Act as a mediator when a threat occurs;
5. Support policy and procedures, both in words and action;
6. Enforce disciplinary action when appropriate;



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7. Determine reasonable suspicion; and
8. Develop and implement on-going training and education programs to ensure that all managers, supervisors and employees clearly understand that violence in the workplace will not be tolerated.

**C. Responsibility of Human Resources**

1. Conduct investigation of workplace violence incident;
2. Document all research and correspondence;
3. Report results and findings to the Department supervisor and Appointing Authority;
4. Update and provide oversight to Agencies in the implementation of this policy;
5. Support policy and procedures, both in words and action;
6. Respond promptly and supportively to worker complaints;
7. Provide violence prevention training; and
8. Enforce disciplinary action when appropriate.

**D. Responsibility of the City Safety Office**

1. Respond and investigate in cases of criminal activity;
2. Ensure the future safety of team members; and
3. Coordinate with Human Resources to implement violence prevention training.

**E. Responsibility of Appointing Authorities**

1. Determine appropriate disciplinary action to be taken based on the results and findings of the investigation; and
2. Support policy and procedures, both in words and action.
3. Develop internal procedures as needed for your specific department mission.

**IV. REGULATIONS UPDATE**

The Department of Human Resources, Department of Information Technology (Telecom) and the Office of Risk Management shall be responsible for modifications to this Regulation.

**RECOMMEND APPROVAL:**

  
**CHIEF ADMINISTRATIVE OFFICER**

**APPROVED:**

  
**MAYOR**



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**APPENDIX A**  
**VIOLENCE REPORT FORM**

Today's Date: \_\_\_\_\_

Name of the person filing the report \_\_\_\_\_

Name(s) of the victim (for more than six, list on back):

- 1. \_\_\_\_\_ 4. \_\_\_\_\_
- 2. \_\_\_\_\_ 5. \_\_\_\_\_
- 3. \_\_\_\_\_ 6. \_\_\_\_\_

Name of the alleged perpetrator (for more than six, list on back):

- 1. \_\_\_\_\_ 4. \_\_\_\_\_
- 2. \_\_\_\_\_ 5. \_\_\_\_\_
- 3. \_\_\_\_\_ 6. \_\_\_\_\_

Describe in detail what happened:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

List the time(s) and date(s) that it occurred:

\_\_\_\_\_  
\_\_\_\_\_

Where did it happen?

\_\_\_\_\_  
\_\_\_\_\_

Was a verbal threat made, either direct, indirect, or hidden? If so, what was said?

\_\_\_\_\_  
\_\_\_\_\_

Was there any physical violence? If so, what happened?

\_\_\_\_\_  
\_\_\_\_\_

Please forward form to: Human Resources  
Attn: Employee Relations Division  
900 East Broad Street, Room 902  
Richmond, VA 23219  
(804) 646-6856 (fax)



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**APPENDIX B  
THREATENING CALL PROCEDURES**

The purpose of Appendix B is to define the process by which any employee can report a threatening call. Please check with your supervisor for any additional reporting procedures required by your department.

**I. Procedures**

**A. If you receive a threatening call:**

1. For IP telephones:
  - a. Press the Malicious Call Identification (MCID) button on the first screen of your IP telephone.  
This option is on the first screen of your IP telephone.
  - b. You should hear a beep and a message should come on the bottom of your screen as follows:  
"MCID successful"
2. For ISDN or analog touch tone telephones:
  - a. Dial \*57 on the same line on which you received the threatening call
  - b. A message will be played back stating the last incoming call has been traced. A phone number will be provided for you to give to Law enforcement to call for the information.

**B. Call 646-5101 (Division of Emergency Communications (DEC) - Non-Emergency Number) to report the incident. Give them the following information:**

1. Name of the person reporting the threatening call
2. Time and date of the call
3. Telephone number receiving the call
4. Address where call was received
5. Specific information about the call

The data will be entered into the CAD system, and referred to the Richmond Police Department's "Differential Police Response (DPR)". A Police Employee will call the victim within 45 minutes to compile a report and provide the victim with a Police Report Number.

**C. Notify the City of Richmond's Risk Management Office at 804-646-5604 and Department of Human Resources at 804-646-7050.**

**II. Responsibility**

It shall be the responsibility of the Appointing Authority of the reporting Agency to determine if they intend to proceed on the complaint, and to pursue any legal action(s) required.

If a suspect(s) can be identified, the information will be provided to the Reporting Party, and the Victim and/or the Agency's representative may elect to report to the Magistrate's Office, located at Police Headquarters (200 W. Grace Street) to obtain an arrest warrant(s).



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**APPENDIX B (continuation)**

**III. Definitions**

COR – City of Richmond

DIT – Department of Information Technology

DEC – Division of Emergency Communications

DPR – Differential Police Response

**Harassing calls** – The laws of the State of Virginia provide that, “any person who, without intent to converse but with intent to annoy any other person, causes any telephone not his own to ring, and any person who permits or condones the use of any telephone under his control for such purposes shall be guilty of a class 3 misdemeanor.

**Threatening or Profane Calls** - The laws of the State of Virginia further provides that, “ if any person shall use obscene, vulgar, profane, lewd, lascivious or indecent language, or make any suggestions or proposal of an obscene nature or threaten any illegal or immoral act with the intent to coerce, intimidate, or harass any person over any telephone in this State, he shall be guilty of a Class 1 misdemeanor.

**Erroneous Information Calls** - State law also provides that, “ if any person maliciously advises or informs another over any telephone in this State of the death or, accident to, injury to, illness of, or disappearance of some third party, knowing the same to be false, he shall be guilty of a Class 1 misdemeanor”.

**§ 18.2-429. Causing telephone to ring with intent to annoy.**

Any person who, with or without intent to communicate but with intent to annoy any other person, causes any telephone or digital pager, not his own, to ring or to otherwise signal, and any person who permits or condones the use of any telephone under his control for such purpose shall be guilty of a Class 3 misdemeanor. \*

**§ 18.2-427. Use of profane, threatening or indecent language over public airways.**

If any person shall use obscene, vulgar, profane, lewd, lascivious, or indecent language, or make any suggestion or proposal of an obscene nature, or threaten any illegal or immoral act with the intent to coerce, intimidate, or harass any person, over any telephone or citizens band radio, in this Commonwealth, he shall be guilty of a Class 1 misdemeanor. \*\*



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**§ 18.2-428. Giving certain false information to another by telephone.**

If any person maliciously advises or informs another over any telephone in this Commonwealth of the death of, accident to, injury to, illness of, or disappearance of some third party, knowing the same to be false, he shall be guilty of a Class 1 misdemeanor. \*\*

**Notes:**

\* A Class 3 misdemeanor is only punishable by a fine, not to exceed \$500.00

\*\* A Class 1 misdemeanor is punishable by a jail sentence of not more than 12 months, and/or a fine not to exceed \$2,500.00.





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**APPENDIX C**  
**THREATENING CALL REPORT FORM**

Today's Date: \_\_\_\_\_

Name of Person reporting the threatening call: \_\_\_\_\_

Time and date of call: \_\_\_\_\_

Telephone number receiving the call: \_\_\_\_\_

Address where call was received: \_\_\_\_\_

Specific information about the call:  
(Was a verbal threat made, either direct, indirect, or hidden? If so, what was said?)

**Caller's Exact Words:**

Male \_\_\_\_\_ Female \_\_\_\_\_

**Try to estimate the following while speaking to the caller:**

Adult \_\_\_\_\_ Teen \_\_\_\_\_ Child \_\_\_\_\_ Approx. Age. \_\_\_\_\_

**Circle any and all characteristics that apply to the caller:**

**Voice:**

Loud

Highly pitched

Raspy

Soft

Deep

Pleasant

Monotone



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**APPENDIX C (continued)**

**Speech:**

Fast

Distinct

Stutter

Slurred

Slow

Distorted

Nasal

Lisp

**Accent:**

Local

Foreign

**Word Choice:**

Average

Poor

Foul

Other \_\_\_\_\_

**Manner:**

Calm

Rational

Coherent

Deliberate

Angry

Irrational

Incoherent

Laughing

Crying



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**APPENDIX C (continued)**

**Background Noise:**

Talking

Laughing

Music (describe- \_\_\_\_\_)

Machinery

Typing

Traffic

Trains

Quiet

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Please forward this form to:

Human Resources  
Attn: Employee Relations Division  
900 East Broad Street, Room 902  
Richmond, VA 23219  
(804) 646-6856 (fax)