

Procedure (Process) Owner: General Services Manager

Effective Date: April 13, 2004

Approved By:

FCWIB General Services Manager

____Signature On File____

FCWIB Program Oversight Deputy Director

____Signature On File____

FCWIB Quality Manager

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FCWIB Assistant Director

____Signature On File____

Deviations incorporated in this revision:

None

Summary of changes:

New Process

Specific additions / deletions:

New Process

Identify Training/Retraining Requirements by Job Title:

- Identify Initial Training Requirements
 - Providers of Services Management and Staff
 - FCWIB General Services Staff
 - One-Stop Security Response Team Members
 - Co-Located Partner Management and Staff

Identify Retraining Requirements

Document Change History on file in the FCWIB Documentation Library.

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- 1.0 PURPOSE :
 - 1.1 To document the process to be followed when a staff member feels threatened by a client in order to contain the threat and protect staff.

 - 2.0 SCOPE :
 - 2.1 This process applies to situations which may happen in any FCWIB contracted One-Stop location.
 - 2.2 This process begins at the time when a staff member feels threatened by a client.
 - 2.3 This process ends when the situation has been addressed and the threat has been resolved.
 - 2.3.1 As soon as possible after the situation has been resolved, the FCWIB General Services staff member involved is to file a report following the process outlined in WIB-QUA-009, Communicating Aggressive Behavior.

 - 3.0 REFERENCES :
 - 3.1 FCWIB Work Instructions mentioned in the body of this work instruction or needed for the process
 - 3.1.1 WIB-QUA-009, Communicating Aggressive Behavior
 - 3.2 Forms used
 - 3.2.1 None
 - 3.3 Policy Bulletins
 - 3.3.1 None
 - 3.4 Operational Directives
 - 3.4.1 13-04, One-Stop Security Processes
 - 3.5 Definitions of terms, acronyms used in the document
 - 3.5.1 Panic Icon – A computer feature (picture) on the desktop, which, when clicked on, will start a series of automated tasks that results in the summoning of aid to the location where the threat is present.

 - 4.0 SPECIAL REQUIREMENTS:
 - 4.1 Specialized equipment, skills, safety
 - 4.1.1 None
 - 4.2 Specialized personnel requirements
 - 4.2.1 Security Response Team members are to be trained to deal with and resolve threatening situations.
 - 4.3 List record retention requirements as required
 - 4.3.1 None

5.0 PROCEDURE:

5.1 When a staff member feels threatened by a client, (s)he double-clicks on the Emergency Response icon to alert the response team.

5.1.1 Icon:



5.2 The response team receives the alert, via computer, which identifies the cubicle or office from which the call originated.

5.2.1 The receptionist(s) for each respective One-Stop will also receive the alert.

5.3 The receptionist places a call over the PA system, or calls a pre-specified number on the phone, which alerts respondents to the cubicle or office.

5.3.1 Each One-Stop will have a specific direction addressing this task.

5.4 When respondents arrive at the cubicle or office, the response team assesses the problem.

5.5 The response team determines whether the situation requires the offender to leave the premises.

5.5.1 If the response team determines that the offender should leave, they will ask him/her to leave peacefully.

5.5.2 The response team is to escort the client out of the One-Stop facility.

5.6 If the offender does not leave peacefully and without incident, the appropriate authorities will be called.

5.6.1 Such as the Fresno Police Department, Fresno County Sheriff or the California Highway Patrol.

5.6.2 Under no circumstance is the threatening client to be left unattended until the authorities arrive.

5.7 Once the immediate situation is resolved, the FCWIB GSA staff member is to follow work instruction WIB-QUA-009, Communicating Aggressive Behavior.