



SUBMISSION FORM

All submission forms must include the following information. Separate submission forms must be turned in for each eligible program. **Deadline: July 1, 2024.** Please include this submission form with the electronic entry. If you do not receive an email confirming receipt of your entry within 3 days of submission, please contact [Gage Harter](#).

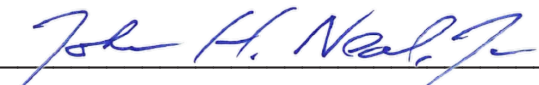
PROGRAM INFORMATION

County: Chesterfield County
Program Title: Workplace Violence Prevention and Intervention Program
Program Category: Criminal Justice & Public Safety

CONTACT INFORMATION

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SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

Name: John Neal
Title: Director of General Services
Signature: 

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[Executive Summary of the Program](#)

In 2022, Chesterfield County developed and implemented the Workplace Violence Prevention Program to increase the safety of our county workplaces by quickly identifying workplace violence concerns in the early stages. This is done through education of county employees and fostering an environment of vigilance and awareness. The multi-disciplinary threat assessment team consisting of subject matter experts from public safety, county security, risk management, human resources, and mental health resources, serves as a resource to investigate, document, and manage reported concerns using the WAVR-21 (Workplace Assessment of Violence and Risk) system. Chesterfield County believes the best resource to prevent acts of workplace violence will always be the eyes and ears of employees and their willingness to report potential workplace violence incidents. Therefore, the program was developed to increase the awareness level and empower our employees to properly address workplace violence concerns as they arise. The Workplace Violence Prevention Team developed a policy to document the efforts and strategies for the prevention program.

The multidiscipline team is responsible for reviewing all reported threats and making recommendations based on the WVAR-21 guidelines. Additionally, the team is responsible for providing training to employees and contractors to set the expectations of the program. The attached policy outlines the steps and responsibilities for the program. Prior to the implementation of this program, the county had multiple departmental silos of information related to potential workplace violence concerns. Now that the program is up and running, the interdepartmental communication has increased significantly which has led to a safer environment.

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[Problem, Challenge, or Situation the Program Addresses.](#)

Instances of workplace violence continue to plague the nation. Individuals that see these news reports can't help but wonder if their workplace will ever be impacted by violence. The stressors of this anticipation eventually may impact the employee, not only professionally but personally as well. Chesterfield county believes that it is our responsibility to take appropriate action to ensure the work environment is as safe as we can make it for our employees and citizens. We empower our employees to report any concerns they may have related to workplace violence, and we conduct a thorough investigation to identify any threat to the workplace within that concern. Simply by letting our employees know that their concerns are heard, and taken seriously, we show them that their safety and well-being is important to us.

[Program Development](#)

Chesterfield County's Workplace Violence Prevention Program is a multifaceted approach to a growing concern in our workplaces, in our places of worship, and in our schools. Mass violence has many faces, and most of them come with warning signs. Chesterfield County set out in 2022 to develop an awareness and prevention program that is based on years of research conducted by the Secret Service, FBI, and several industry leading subject matter experts.

The first step of our program development was to form a group of subject matter experts from the county to form our Workplace Safety & Security Committee (WSSC). The WSSC's purpose is to develop the Workplace Violence Prevention and Intervention program training, policy, and intervention procedures. The WSSC consists of members from our General Services leadership, General Services - Security Management Office, Risk Management, Human

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Resources, Public Safety (*Police, Sheriff, and Fire & EMS*), Emergency Management, Community Corrections and Mental Health Services. The WSSC meets monthly to review subjects related to the safety and security of our employees and citizens in our facilities. The first discussion for the WSSC was the development of the Workplace Violence Prevention and Intervention Program.

The next step was to develop a policy to guide the program. The WSSC developed Administrative Policy 05-04 Workplace Violence Prevention and Intervention Policy which was issued on September 30th, 2022. This policy was created following industry standards recommended by leading organizations such as the American Society for Industrial Security (ASIS) and the Society for Human Resource Management (SHRM). It provides clear definitions of workplace violence, informs employees of the County's stance on workplace violence, and identifies the red flag warning signs employees should look out for. This policy also clearly states the responsibilities of the various entities within the county starting with the top county leadership and ending with every individual employee. Finally, this policy also provides employees with clear reporting instructions, and summarizes the steps the County will take to investigate all reported concerns.

The management and intervention element of the program makes up the next piece of the program. It is conducted by a subset of the WSSC called the Interdisciplinary Threat Management Team (ITMT). The ITMT consists of the General Services Leadership, The County Security Manager, The Humans Resources Director, the Risk Management Director, Police and Sheriff Department Leadership, and Leadership from the Mental Health Services Team. Each member of the ITMT signs a non-disclosure agreement acknowledging the importance of the sensitivity of each report, and the need for confidentiality during and after each investigation.

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The ITMT is assembled to discuss reported concerns. When warranted, the ITMT utilizes the Workplace Assessment of Violence Risk (WAVR-21) system created by Dr.'s Stephen G. White and J. Reid Meloy, which is a third-party risk measurement tool that the County purchases an annual license to. Using this tool, and the expertise of the ITMT members a threat level is assigned to the reported concern and a management plan is developed using the established process.

The final piece of the Workplace Violence Prevention and Intervention program is the awareness training element for county employees. A presentation has been created that is being used to deliver in person awareness instruction to county departments. The presentation introduces employees to the concept of threat assessment, and to the established county policy and procedures used to target and mitigate workplace violence. This training identifies the red flag warnings to look out for, informs employees how to report and respond to those concerns, and educates employees on how those reports are managed. Research has proven that a common reason a concern is not reported is because those concerned do not want to get their friend or co-worker in trouble. Chesterfield County's training program stresses that all concerns will be handled confidentially, professional, and subtly, with the well-being of the party of concern in mind. The program explains that these violent actions can be prevented through intervention that is usually not punitive in nature. A version of this presentation will also be converted into a video that will become part of our annual mandatory employee training that is planned to be released later in 2024.

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The Cost of the Program

Aside from the time investment of the members of the WSSC, ITMT, and Security Manager's time conducting the in-person training, the financial cost is minimal. The annual cost of the WAVR-21 system is roughly \$5000.00, which includes a license to use the digital forms for the program as well as several add on benefits such as, free annual training for one team member, and one hour of program development consultation the with WAVR-21 creators to help improve the program.

The Results/Success of the Program

Although it is difficult to prove prevention, the WSSC has used other more tangible factors to weigh the program's success. For example, there has been a significant amount of positive feedback from employees concerning this program. Employees have taken the time to reach out to WSSC members expressing gratitude that such a program exists, and how it makes them feel that the County does care for their well-being. Since its start, the program has addressed approximately 40 reported concerns of workplace violence involving citizen to employee, or employee to employee interactions in a team approached comprehensive manner. Each of these reports has been investigated, managed, and documented by the Interdisciplinary Threat Management Team. On several of these instances an awareness bulletin was created and shared with impacted employees to enhance their awareness of the situation. Prior to the program's inception, the response to concerns might not have been as systematic and may have been inhibited by informational silos. The current Workplace Violence Prevention and Intervention program removes the silos and ensure a systematic approach is followed every time.

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Worthiness of Award

Chesterfield County's Workplace Violence Prevention and Intervention program is award worthy because it exemplifies the statement "nothing is more important than the safety and security of our employees". Using current established industry standards, it provides the concerned employee a place to express their safety and security concerns confidentially. The program stresses that those concerns will not be ignored and will be addressed professionally and with the well-being of all parties in mind.

Security cameras, duress alarms, and intrusion alarm are all reactive measures in place to increase security and assist with the response once a dangerous situation presents itself. The Chesterfield County Workplace Violence Prevention and Intervention Program focuses on the pre-incident indicators to intervene in a potential violent situation before the actual violence presents itself. This increases the potential for positive outcomes that do not include punitive action and reduces the overall risk of injury to those impacted.