



WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY POLICY/INSTRUCTION

Subject	Classification	Lead	Date Approved	P/I Number
<i>Workplace Violence</i>	<i>Human Resources</i>	<i>LRCR</i>	<i>6-11-2001</i>	<i>7.33/0</i>

1.0 POLICY

- 1.1 The Washington Metropolitan Area Transit Authority (“WMATA”, or the “Authority”) has zero tolerance for workplace violence in whatever form it may take as defined in this Policy/Instruction 7.33/0 (“P/I 7.33/0”).

2.0 PURPOSE

- 2.1 The purpose of this P/I is to establish a pro-active policy as well as procedures intended to assist in maintaining a safe work environment at WMATA through education, reporting, early intervention, and follow-up.

3.0 SCOPE

- 3.1 This P/I applies to all employees and shall remain in effect until rescinded in writing, or superseded by another P/I or revision.

4.0 DEFINITIONS

- 4.1 Employee - Any person who is hired by the Authority on its payroll on a salaried or wage basis who is not a consultant or contractor for the Authority.
- 4.2 Workplace Violence - Workplace Violence includes, but is not limited to, behavior occurring in the workplace that results in violent, harassing, intimidating, or other disruptive behavior that communicates a direct or indirect threat of physical or emotional harm, property damage, and/or disruption of the Authority’s business operations.
- 4.3 Types Of Workplace Violence:
- 4.3.1 Violence by Strangers. The workplace violence is committed by a stranger who has no legitimate relationship to the employee or workplace and enters the workplace to commit an unlawful act.

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- 4.3.2 Violence by Customers. The workplace violence is committed by someone who receives a service provided by WMATA. The workplace violence can be committed either in the workplace or outside the workplace but while the employee is performing a job related function.
- 4.3.3 Violence by Employees. The workplace violence is committed by an employee. The employee can be a supervisor or a manager.
- 4.3.4 Violence in Personal Relationships. The workplace violence is committed by someone who has a personal relationship with the employee, such as a current spouse, former spouse, domestic partner, a relative, or a friend.
- 4.3.5 Violence by Consultants, Vendors or Contractors. The workplace violence is committed by a consultant, vendor or contractor who provides a service, materials, and/or equipment to WMATA.
- 4.4 Workplace - The workplace may be any location, either permanent or temporary, where an employee performs any act in connection with his/her employment relationship. This includes all WMATA transit facilities, such as, buildings and the surrounding perimeters, rail cars and buses, parking lots, stations and field locations.
- 4.5 Workplace Violence Coordinator - This position is primarily responsible for the administration of this P/I. The role and responsibilities are more specifically referenced at section 5.5 of this P/I.
- 4.6 Critical Incident Stress Debriefing - The process used by an organization to remedy the effects of workplace violence. This may include, but is not limited to, involving mental health professionals to debrief affected employees and coordinating with other Authority departments/offices or other professionals to provide support services to affected employees.
- 4.7 Zero tolerance - Zero tolerance means that the Authority will impose an appropriate form of progressive discipline for violations of this policy based on an investigation into the facts giving rise to the alleged violation.

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5.0 ROLES AND RESPONSIBILITIES

5.1 Employee -

- 5.1.1 Reports any alleged incident under this policy to a supervisor, manager, Metro Transit Police (“MTPD”), the Workplace Violence Coordinator, or any other Authority official.
- 5.1.2 Ensures that the report is documented on the “Workplace Violence Program Incident Reporting Form” (“Reporting Form”) and submitted to the Workplace Violence Coordinator.
- 5.1.3 Cooperates in any investigation, assessment or other activity under this policy, as appropriate.
- 5.1.4 Employees who make reports, in good faith, will not be intimidated, coerced, retaliated against, or discouraged from reporting alleged incidents of workplace violence. Employees who report false or misleading incidents, and/or provide false or misleading information in connection with a report of an alleged incident of workplace violence will be disciplined in accordance with the Authority’s policies and/or the appropriate collective bargaining agreement, including termination from employment.

5.2 Supervisor/Manager -

- 5.2.1 In the case where medical attention is needed, ensures that appropriate officials are notified to respond.
- 5.2.2 Where appropriate, notifies an employee’s emergency contacts, which may include family members.
- 5.2.3 Completes or ensures completion of the Reporting Form and submission, without delay, of the Reporting Form to the Workplace Violence Coordinator prior to the end of the work shift/day within which a report of an alleged incident of workplace violence was received.
- 5.2.4 Coordinates activity, investigations or assessments pertaining to workplace violence with the Workplace Violence Coordinator.
- 5.2.5 Ensures that employees cooperate in any investigation, evaluation and/or resolution of any alleged incident.
- 5.2.6 Ensures that each alleged incident is investigated, evaluated and resolved.

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- 5.2.7 Recommends or takes appropriate discipline consistent with Authority policies or an appropriate collective bargaining agreement.
- 5.2.8 Coordinates, with appropriate officials, and implements a remedial plan that is intended to eliminate the current and future potential for workplace violence with the assistance of the Workplace Violence Coordinator.
- 5.2.9 Ensures employee confidentiality to the extent feasible consistent with the investigation concerning any alleged incident, including, but not limited to any oral or written communication, as appropriate.
- 5.2.10 Ensures no retaliation against any employee reporting, in good faith, any alleged incident.

- 5.3 Office Directors/General Superintendents or equivalents -
 - 5.3.1 Disseminates and enforces this P/I.
 - 5.3.2 Oversees proper reporting and investigations of any alleged incident of workplace violence.
 - 5.3.3 Assists Authority officials in the investigation of reports of alleged incidents of workplace violence.
 - 5.3.4 Ensures that all subordinate employees cooperate in the implementation of this policy.
 - 5.3.5 Ensures the application of appropriate discipline consistent with Authority policies or an appropriate collective bargaining agreement.
 - 5.3.6 Oversees implementation of a remedial plan that is intended to eliminate the current and future potential for workplace violence
 - 5.3.7 Provides appropriate communication to the Workplace Violence Coordinator and/or members of the Workplace Violence Committee on a need-to-know basis.
 - 5.3.8 Ensures employee confidentiality to the extent feasible consistent with the investigation concerning any alleged incident including, but not limited to, any oral or written communication, as appropriate.

- 5.4 Chief, Labor and Civil Rights Officer
 - 5.4.1 Appoints the Workplace Violence Coordinator.
 - 5.4.2 Ensures the proper administration of this P/I.

- 5.5 Workplace Violence Coordinator -
 - 5.5.1 Administers and coordinates the Authority's Workplace Violence Policy.

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- 5.5.2 Establishes a data collection system for retrieval of relevant information and for tracking of trends.
- 5.5.3 Coordinates and/or conducts activity pertaining to workplace violence, as appropriate, to include notification to appropriate levels of supervision.
- 5.5.4 Consults with members of the Workplace Violence Committee, as appropriate.
- 5.5.5 Assists management with the development and/or implementation of a remedial plan that is intended to eliminate the current and future potential for workplace violence.
- 5.5.6 Assists in the notification and referral of affected employees to the Authority's Employee Assistance Program ("EAP"), as appropriate.
- 5.5.7 Arranges and/or conducts individual or group debriefings, as appropriate.
- 5.5.8 Receives and maintains the confidentiality, to the extent feasible, of any information submitted to the Workplace Violence Coordinator on the Reporting Form or contained in other reports received by the Workplace Violence Coordinator of alleged incidents.
- 5.5.9 Coordinates and/or conducts workplace violence training, training refresher courses or "train the trainer" sessions, as appropriate.

5.6 MTPD

- 5.6.1 If appropriate, investigates reports of alleged criminal activity under this P/I and takes appropriate action.
- 5.6.2 Coordinates with SAFE to conduct, jointly, an initial assessment and periodic assessments of the security and hazards that may exist at the Authority.
- 5.6.3 Establishes and administers appropriate General Orders for responding to major incidents of workplace violence in coordination with other appropriate Departments/Offices.
- 5.6.4 Provides appropriate communication to the Workplace Violence Coordinator and/or members of the Workplace Violence Committee on a need-to-know basis.
- 5.6.5 Ensures employee confidentiality, to the extent feasible, consistent with the investigation concerning any alleged incident including, but not limited to, any oral or written communication, as appropriate.

5.7 ADMN

- 5.7.1 Reviews medical records, as appropriate.

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- 5.7.2 Contacts private treating physicians and secures appropriate medical information with the employee or other authorized person's consent.
- 5.7.3 Provides appropriate communication to the Workplace Violence Coordinator and/or members of the Workplace Violence Committee on a need-to-know basis.
- 5.7.4 Receives, schedules and coordinates referrals for assessments as appropriate.
- 5.7.5 Leads the Critical Incident Stress Debriefing efforts as appropriate.
- 5.7.6 Ensures employee confidentiality, to the extent feasible, throughout EAP's handling of reports under this policy.
- 5.7.7 Coordinates with the Workplace Violence Coordinator and the Violence Committee to provide training on this P/I. Workplace
- 5.7.8 Coordinates and provides support to victims of workplace violence as described by this P/I. violence as

5.8 SAFE

- 5.8.1 Provides support with safety aspects of alleged incidents of workplace violence under this P/I.
- 5.8.2 Coordinates with MTPD to conduct, jointly, an initial assessment and periodic assessments of the security and hazards that may exist at the Authority.
- 5.8.3 Provides appropriate communication to the Workplace Violence Coordinator and/or the Workplace Violence Committee on a need-to-know basis.
- 5.8.4 Ensures employee confidentiality, to the extent feasible, consistent with the investigation concerning any alleged incident including, but not limited to, any oral or written communication, as appropriate.

6.0 COMPOSITION, ROLE AND RESPONSIBILITIES OF THE WORKPLACE VIOLENCE COMMITTEE

- 6.1 The composition of the Workplace Violence Committee includes the Workplace Violence Coordinator and a representative from LRRCR, COUN, MTPD, HRMP (EAP), ODEV, SAFE, RISK, BUS, RAIL and from any other department affected by workplace violence.
- 6.2 The Workplace Violence Committee, chaired by the Workplace Violence Coordinator, shall meet on a regular basis or at such other times as the Authority's needs dictate to discuss workplace violence as it pertains to the Authority.

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6.3 The responsibility of the Workplace Violence Committee is to consult, as requested, when alleged incidents of workplace violence are being investigated and to meet and discuss issues of workplace violence affecting the Authority. Each member of the Committee will provide expertise from their respective fields and participate in making recommendations, intending to eliminate the current and future potential for workplace violence. Coordination with any other area of the Authority, including but not limited to AUDT and/or CIVR, will be conducted as needed.

7.0 PROCEDURE FOR RESPONSE

- 7.1 Immediately report any incident where it is believed that a violation of this policy is imminent, has occurred, or is occurring.
- 7.2 For emergency matters, immediately call MTPD at x2121 or Central Control at either x1811 or x1652 to report the emergency matter. If workplace violence is imminent, has occurred, or is occurring, try to avoid a physical confrontation. If the circumstances permit, immediately notify your supervisor/manager and/or the Workplace Violence Coordinator of the alleged incident(s) of workplace violence. Complete and submit the Reporting Form as soon as possible after the incident has occurred.
- 7.3 For non-emergency matters, report any incident of alleged workplace violence to your supervisor, manager or the Workplace Violence Coordinator(x1308 or x2089). Reports of workplace violence can also be made by using the General Manager’s Hotline at x2400 (or via the Self-Control Assessment Process) or using the Reporting Form. Complete and submit the Reporting Form as soon as possible after the incident has occurred.
- 7.4 When a report of an alleged incident of workplace violence is made to a person other than the Workplace Violence Coordinator or the police, that person shall inform the Workplace Violence Coordinator, or his/her designee, of the report within twenty-four (24) hours of receipt of such report.
- 7.5 Coordination of the activity to address the alleged incident of workplace violence is to be done by the Workplace Violence Coordinator in conjunction with appropriate Authority officials. Consultation with members of the Workplace Violence Committee is to be conducted as needed. In the case of a report alleging criminal conduct, coordination with MTPD is to be performed without delay after receipt of the report of the incident. The decision by MTPD to pursue the report as a criminal matter shall be final.

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Appropriate management officials shall be informed of the results of the activity, the recommendations made thereon or the status of the activity either within a reasonable amount of time after the report is made to the Workplace Violence Coordinator or every thirty (30) calendar days thereafter, whichever is sooner.

8.0 **Exceptions**

8.1 There are no exceptions to this policy.

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