



TITLE	POLICY NUMBER	
Workplace Safety and Internal Security	DCS 02-14	
RESPONSIBLE AREA	EFFECTIVE DATE	REVISION
Business Operations/Office of Real Estate Services	10/14/16	0

Workplace Safety and Internal Security

I. POLICY STATEMENT

The Department of Child Safety (Department or DCS) is committed to protecting the health, safety, and well-being of all employees and other individuals in our workplace. In accordance with this commitment, the following policies and procedures designed to enhance personal safety and security are established.

II. APLICABILITY

This policy applies to all persons on DCS property including employees, volunteers, contractors, providers, vendors, customers, and members of the public.

III. AUTHORITY

A.R.S. § 12-781	Transportation or storage of firearms; motor vehicles; applicability
A.R.S. § 13-3118	Possession or storage of firearms; restrictions prohibited; exceptions
A.R.S. § 41-773	Causes for dismissal or discipline for employee in covered service
A.A.C. Title 2, Chapter 10	Arizona Department of Administration, Risk Management Division
A.A.C. R2-5A-501	Standards of Conduct

IV. DEFINITIONS

For the purposes of this policy, the following terms are defined:

Act of violence: An intentional, reckless, or grossly negligent act that does or would reasonably be expected to result in harm to a person or party, or which demonstrates an intent to harm person or property. It includes, but is not limited to, unwanted or hostile physical contact such as hitting, pushing, shoving, punching, slapping, stabbing, kicking, or fighting. It also includes intimidating, threatening, or menacing behavior such as stalking or engaging in verbal or physical actions which are intended to frighten, such as waving arms or fists, throwing objects, yelling, pounding on a desk or door, or making oral or written statements specifically intended to frighten, coerce, or threaten.

Building Liaison: A DCS employee designated as a contact person regarding facility issues, operation, equipment, and safety processes and procedures.

DCS business: Any duty, responsibility, or act undertaken by an employee, volunteer, contractor, provider, or vendor of DCS in relation to DCS's duties in [A.R.S. § 8-451](#) et. seq.

DCS property: All real property and buildings acquired, leased, and/or operated by DCS.

DCS-related third party: An individual, who is not a DCS client, employee, or child in the custody of DCS, who participates in DCS business or a DCS-sponsored activity.

DCS-sponsored activity: A specifically named or sponsored activity conducted by DCS, or permitted to be conducted on DCS-owned or DCS-leased property.

ORES: The Office of Real Estate Services.

ORES/RM: The Office of Real Estate Services/Risk Management.

Person: Department employees, volunteers, contractors, vendors, providers, customers, children in the custody of DCS, and members of the public. This also includes anyone on DCS property.

Threat of violence: An intentional, reckless, or grossly negligent communication or verbal or physical act that threatens an act of violence and/or would cause a reasonable person to fear physical harm, death, or property damage.

Weapon: Includes, but is not limited to, the following: firearms, knives, clubs, bombs, bomb-making materials, grenades, missiles, rockets, fireworks, explosives, stun guns, pepper spray, incendiary devices, poison, poison gas, a device that is designed, made, or adapted to muffle the report of a firearm, and martial arts weapons.

Workplace: All locations, either permanent or temporary, where DCS employees work or represent DCS. This includes DCS-owned or DCS-leased facilities and buildings, client, vendor, and provider premises, and any location where DCS-sponsored activities occur.

Work-related: Any activity performed by an employee for DCS business purposes as part of an employee's job responsibilities, excluding travel between the employee's personal residence and the employee's primary workplace.

V. POLICY

- A. Threats or acts of violence shall not be tolerated in the workplace or on DCS property, and employees are required to report any occurrence of violence or threatening behavior they may witness on DCS property, in the workplace, or while engaged in work-related activities.
- B. Any person in possession of a weapon is not allowed under any circumstances to conduct business on DCS property. With the exception of law enforcement officers in the performance of official duties, employees, customers, and members of the general public must not enter into a secured DCS-owned or leased facility in possession of a weapon.
 1. A person who is in possession of a weapon shall be directed to store his/her weapon in a weapons storage locker provided at the facility. Weapons must be secured in the locker provided regardless of whether the person possesses a concealed weapons permit. No person shall be allowed under any circumstance to conduct business in a DCS office if the person refuses to comply with the requirements to store his/her weapon. Refer to the *Weapon Storage Locker* policy for more information. For DCS offices or units located in facilities managed by the Department of Economic Security (DES), the DES Weapon Storage Locker policy supersedes the DCS policy.
 - a. Law enforcement personnel in the conduct of their official business may carry a weapon.
 2. Weapons are prohibited in State of Arizona or DCS-owned or leased motor vehicles and motorcycles. This prohibition extends to motor vehicles and motorcycles leased from rental car companies for DCS business.
 3. A person who is engaged in any DCS business or any DCS-sponsored activity is prohibited from transporting a DCS client, child in the custody of DCS, or other DCS-related third party in a vehicle with a weapon. This includes both state-owned or leased vehicles, and privately owned or leased vehicles during the time the vehicle is used by a DCS employee, vendor, or contractor for DCS business, or a DCS-sponsored activity, which includes the transport of a DCS client, child in the custody of DCS, other employee, or other DCS-related third party.

4. Nothing in this policy is intended to or should be construed to prohibit employees from lawfully possessing weapons in their homes or while driving their personally owned motor vehicles and motorcycles in non-work-related use. However, any weapon lawfully stored in a private vehicle pursuant to [A.R.S. § 12-781\(B\)](#) must be removed prior to transporting a DCS client, child in the custody of DCS, or other DCS-related third party in a vehicle.
5. Nothing in this policy prohibits employees or other persons engaged in DCS business or DCS-sponsored activities from using a knife or other cutting tool for routine administrative or work-related functions (e.g., letter opening, cake cutting at social events, etc.).

C. Security Controls

DCS offices shall implement security controls to lessen the risk of violence in, and improve the overall safety of, the workplace.

a. Administrative Controls

Administrative controls are business practices and procedures that remove or reduce the risk of workplace violence. They may include but are not limited to:

- i. Dissemination of workplace violence policy and procedures, to ensure that all employees know and understand the process for identifying potential workplace violence hazards and for reporting incidents of workplace violence;
- ii. engineering controls (and an escort system;
- iii. Code words or phrases to signal coworkers of potential problems, and procedures for responding to calls of distress or concern;
- iv. Mandatory attendance at Workplace Violence Avoidance training classes;
- v. Periodic office meetings to discuss safety, security, and workplace violence response procedures;
- vi. Awareness of the DCS Emergency Action/Disaster Recovery/Business Continuity Plans.

b. Engineering Controls

Engineering controls are physical barriers or controls that provide an acceptable level of security to employees and clients. They may include but are not limited to:

- i. Counters between clients and employees.
- ii. Plexiglass pass-throughs at counters.
- iii. Mirrors.
- iv. Electronic (buzzer-type) lobby entry doors.
- v. Keypad locks.
- vi. Building alarms.
- vii. Off-duty law enforcement or security guards.

D. Co-location with Department of Economic Security

When a DCS office or unit is located in a facility managed by the Department of Economic Security (DES), the DES policy and procedures regarding Workplace Safety and Internal Security will complement this policy.

VI. PROCEDURES

1. Reporting Acts or Threats of Violence

a. General Reporting Responsibilities

Employees must report any act of violence or threat of violence they witness on DCS property, in the workplace, or while engaged in DCS business or DCS-sponsored activities. Persons are encouraged to report behavior that they reasonably believe poses a potential for workplace violence. It is important to take this responsibility seriously to effectively maintain a safe working environment at DCS.

b. Imminent or Actual Violence/Emergency Situations

Persons experiencing or witnessing imminent danger, actual violence, or an situation involving weapons, personal injury or medical emergency should call 9-1-1. Upon arrival of first responders, all employees shall facilitate their access and cooperate and follow up as requested.

c. Acts or Threats of Violence Not Involving Weapons or Injuries to Persons

Any person who believes that he or she is the subject of a suspected violation of this policy involving violence without weapons or personal injury or is a witness to such suspected violation, immediately reports the incident to his or her supervisor. Supervisors respond promptly and immediately contact the ORES/RM and Human Resources Administration for guidance and assistance in handling such situations in the workplace.

d. Reporting to ORES/RM

Following an act or threat of violence, office staff must immediately notify ORES/RM by telephone at (602) 255-2781. All employees directly involved in the situation must complete an DCS 1125A Unusual Incident Report form and e-mail it to [+DCS Risk Management](#).

e. Right to Report to Law Enforcement

Any person who believes a crime has been committed against that person relating to an act or threat of violence has the right to report the incident to the police or other law enforcement agency.

f. No Retaliation

Retaliation against any employee or other person acting in good faith who has made a complaint of workplace violence, who has reported witnessing an act or threat of violence, or who has been involved in reporting, investigating, or responding to workplace violence, is a violation of this policy. Appropriate disciplinary or other action as appropriate will be taken against those found responsible for retaliatory action.

2. Requesting a Workplace Security Analysis

a. DCS staff who are seeking to reduce risks in the workplace may contact the ORES/RM at (602) 255-2781 for assistance.

b. ORES/RM staff completes a workplace security analysis to identify existing or potential life safety hazards and makes recommendations for reducing risks. The analysis will include:

- i. A review of medical, safety, incident, and facility inspection reports;
- ii. A review of worker compensation records;

- iii. A review of DCS 1125A Unusual Incident Report forms from the prior year;
 - iv. Crime statistics from within the surrounding community.
3. Obtaining Employee and Visitor Identification Badges

The ORES/RM administers the Facility Access Badge System. This badge system is specific to the Department and the employee's work site and does not pertain to badges issued to State employees by the Arizona Department of Administration (ADOA). The Human Resources Department administers the Employee Identification Badge System.

- a. Employee Identification Badges and Access Badges should be worn at all times while on duty. These badges identify the wearer as an employee of the Department, establish that the Department is a professional organization, and assist in efforts to prevent theft and violence in the workplace.
- b. To obtain an Identification Badge, an employee completes the DCS 1166A Application for Employee Identification Card form and submits it to DCS Human Resources. DCS Human Resources will verify and send the Application by email to [+DCS ALL ID](#).
- c. In addition to the application form, an employee submits a photograph (preferably digital) to DCS Human Resources with the completed application.
 - i. The employee may obtain a digital photograph from Business Operations Services. Photographs are taken at the following times/locations:
 - (a) During Workplace Violence Avoidance training classes.
 - (b) The Business Operations Office at 3003 N. Central Ave., Phoenix AZ.
 - (c) At other times if prior arrangements are made with Business Operations. Arrangements can be made by calling (602) 255-2781.
 - ii. An employee may also use a personal digital camera to take a photograph and submit it electronically. Contact DCS Human Resources or [+DCS ALL ID](#) for assistance.
 - iii. An employee may submit a printed photograph to Business Operations by mail when the employee is unable to obtain a photograph from a digital camera or Business Operations.

- d. Employees who lose their Identification badges shall immediately contact Business Operations at (602) 255-2787 for a replacement.
- e. Office management is encouraged to develop and implement visitor identification badge systems to help protect both employees and clients. Office staff may contact ORES/RM at (602) 255-2781 to obtain assistance in developing the process and designing the forms for tracking visitors in and out of office sites. See the *Visitors to DCS Offices* policy. (under development)

4. Obtaining Private Security Guards

Staff may encounter situations that warrant the use of a private security officer to guard a workplace and protect DCS employees, clients, and property. To obtain assistance with the procurement of a private security officer, employees may contact Risk Management (ORES/RM). ORES/RM staff also provides information and advice related to the hiring of private security officers, which may include information regarding past performance of private security firms and recommendations regarding the type of security an office may need.

- a. If a threatening or dangerous situation exists, call 9-1-1 for immediate police response.
- b. For emergency requests that are situational but not long-term, contact ORES/RM at (602) 255-2781 to arrange for security.
- c. For requests that will cover an ongoing need, employees complete the DCS 1193A Centralized Purchasing Request form and submit it to ORES/RM by e-mailing [+DCS Risk Management](#). It is mandatory to attach a completed DCS 1125A Unusual Incident Report form to support the request.
- d. ORES/RM staff review the DCS 1193A Centralized Purchasing Request form and respond to the employee within 24 hours with a recommendation that is best suited for the site and the situation. ORES/RM staff make this recommendation based upon the type of threat and/or problems that have been identified on the DCS 1193 A Centralized Purchasing Request form and the DCS 1125A Unusual Incident Report form.
 - i. If ORES/RM staff recommend private security services, ORES/RM must obtain the approval of a Deputy Director or Director, then route the signed and approved form to DCS Business Operations via [+DCS Statewide Ordering](#).

- e. DCS Business Operations completes the DCS 1193A Centralized Purchasing Request form, identifies the name of the security firm, and returns the form to the requestor.
 - f. ORES/RM staff provide written instructions (post orders) regarding specific duties that will be expected, time sheets, and activity logs of the private security officer.
 - g. The private security officer completes the daily activity log form provided by ORES/RM and submits the report to the Building Liaison, or the assigned responsible person, at the building site at the end of each work day.
 - h. The Building Liaison, or the assigned responsible person, ensures that copies of daily activity reports are retained for 90 days at the building site for periodic review by ORES/RM.
 - i. If a private security officer is not performing satisfactorily and needs to be replaced, consult with ORES/RM. ORES/RM notifies the appropriate entity of the need and reason for replacement. A DCS 1071A Vendor Performance Report may be completed by either the local office or ORES/RM.
5. Notifying ORES/RM of Injunctions against Harassment and Protective/Restraining Orders

The Department supports employees who have applied for or obtained protective or restraining orders listing Department offices as protected areas. The Department understands the sensitivity of such matters and treats disclosure in a confidential manner; however, the Department does not assist employees with the actual application process, such as accompanying an employee during legal proceedings.

- a. Any employee who has obtained, or is attempting to obtain, a protective or restraining order immediately notifies the ORES/RM, DCS Human Resources, and his or her supervisor, and provides the supervisor with the following:
 - i. A copy of the order, or
 - ii. A copy of the petition for the order, or
 - iii. Any declarations used to seek the order.
- b. Once notified, ORES/RM staff:
 - i. Consults with the Building Liaison, or the assigned responsible person, and office management regarding compliance with such orders;

- ii. Informs management of the potential threat, and recommends appropriate action;
6. Other Functions Provided by ORES/RM
- a. ORES/RM refers employees to community or local government agencies for assistance in obtaining protective and restraining orders;
 - b. If a situation arises within the Department where a threat is made against the Department or a Department employee who is performing work-related functions, the Department may elect to obtain an Injunction against Harassment. Staff may contact ORES/RM at (602) 255-2781 to obtain further information.

FORMS

[Application for Employee Identification Card \(DCS-1166A\)](#)

[Centralized Purchasing Request \(DCS 1193A\)](#)

[Unusual Incident Report \(DCS-1125A\)](#)

[Vendor Performance Report \(DCS-1071A\)](#)