

Threat Management Plan: Bienville Building

Content	LDH Threat Management Plan
Effective Date	May 3, 2018
Inquiries to	Office of Management and Finance LDH Safety and Security Manager 628 N. 4 th Street Baton Rouge, Louisiana 70821-9030 (225) 342-3501 FAX (225) 342-2467

I. PLAN

To maintain the safety and security of its employees and visitors, the Louisiana Department of Health (LDH) has developed a Threat Management Plan that works in conjunction with the LDH Emergency Preparedness Plan of Operations –Bienville Building, LDH Workplace Violence Plan #85.1, and LDH Weapons in the Workplace Policy #68.1. This plan applies to all LDH Bienville Building employees regardless of employment status.

Threats, threatening behavior, or acts of violence against LDH employees, visitors, guests, or other individuals on State property will not be tolerated. Violations of this plan will lead to disciplinary action, which may include dismissal, arrest and prosecution.

The appointing authority of a specific office may establish additional plan restrictions regarding threat management on the campuses of hospitals, institutions and developmental centers, where safety dictates.

II. PURPOSE

The purpose of this plan is to outline the actions to be taken when threats or implied threats are reported or made known to the LDH that would affect all LDH employees in the Bienville Building, but can be tailored to conform to regional offices, field offices, or 24- hour facilities to meet that location(s) need.

III. APPLICABILITY

This plan shall be applicable to all LDH Bienville Building employees and may be tailored to conform to regional offices, field offices, or 24- hour facilities to meet that location(s) need.

Threat-response management involves tangibles such as responding quickly, conducting an investigation, assessing danger, disengaging, and collecting the information needed to make the best decisions possible.

IV. DEFINITIONS

Acts of Violence: The exercise or an instance of physical force, usually effective or intended to effect injuries, destruction, etc. Unjust, unwarranted, or unlawful display of force. To inflict harm upon, damage, or violate.

Implied Threats: Threats that are hinted or suggested, not directly expressed.

Threat: A declaration of the intention to inflict harm, pain, or misery. An indication of imminent harm, danger, or pain.

Threatening Behavior: A expressed or implied threat to interfere with an individuals health or safety which causes reasonable apprehension or fear that such harm or injury is about to occur.

Violence: The exercise or an instance of physical force, usually effecting or intended to effect injuries, destruction, etc.

V. NOTIFICATION OF THREAT OR IMPLIED THREAT

Immediately call 9-1-1 should anyone make substantial threats, exhibits threatening behavior, or engages in violent acts on State property. The person(s) shall be removed from the premises as quickly as safety permits, and shall remain off the premises pending the outcome of an investigation.

The LDH Threat Management Team will initiate an appropriate response. This response may include, but is not limited to, suspension and/or termination of any employment relationship, reassignment of job duties, suspension or termination of employment, and/or criminal prosecution of the person or persons involved.

No existing LDH policy, practice, or procedure should be interpreted to prohibit decisions designed to prevent a threat from being carried out, a violent act from occurring or a life-threatening situation from developing.

All LDH employees are responsible for notifying their supervisor or appointing authority of any threats that they have witnessed, received, or have been told that another person has witnessed or received. Even without an actual threat, employees should also report any behavior they have witnessed which they regard as threatening or violent when that behavior is job related, targeted toward an LDH employee as a result of their job responsibilities, might be carried out at LDH, or is connected to LDH employment. Employees are responsible for making this report regardless of the relationship between the individual who initiated the threat or threatening behavior and the person and/or persons who were threatened or were the focus of the threatening behavior. Once a supervisor or appointing authority has been made

aware of a threat, they are to immediately notify the LDH Safety and Security Manager at 225-342-3501.

All employees must provide to their supervisor or appointing authority a copy of the petition and declarations used to seek a protective or restraining order, which lists an LDH Bienville Building as being a protected area. They must also provide a copy of any temporary protective or restraining order, which is granted, and a copy of any protective or restraining order, which is made permanent.

VI. THREAT INCIDENT REPORT

LDH requires employees to report all threats or incidents of violent behavior that they observe or are informed about to their supervisor or appointing authority. The employees' supervisor, appointing authority, or their designee, along with LDH Human Resources shall take the steps necessary to complete a threat incident report as quickly as possible, including private interviews of the victim(s) and witness(es) only. The report shall then be submitted to the Threat Management Team who will use it to assess the safety of the workplace, and to decide upon a plan of action.

The following facts should be included in the threat incident report:

- Name of the threat-maker and his/her relationship to LDH and/or to the employee.
- Name(s) of the victims or potential victims
- When and where the threat or implied threat occurred
- What happened immediately prior to the threat or implied threat
- The specific language of the threat or implied threat
- Any physical conduct that would substantiate an intention to follow through on the threat or implied threat
- How the threat-maker appeared (physically and emotionally)
- Names of others who were directly involved and any actions they took
- How the threat or implied threat ended
- Names of witnesses
- What happened to the threat-maker after the incident
- What happened to the other employees directly involved after the incident
- Names of any supervisory staff involved and how they responded
- What event(s) triggered the threat or implied threat
- Any history leading up to the threat or implied threat
- The steps which have been taken to ensure that the threat or implied threat will not be carried out
- Suggestions for preventing threats or implied threats in the future

Elements of the threat incident report and any subsequent actions relating to the threat or implied threat should be clearly documented for use by the Threat Management Team.

VII. THREAT MANAGEMENT TEAM

When threats or implied threats are reported or made known, the LDH Safety and Security Manager will gather the Threat Management Team to analyze risk factors and plan a course of action. This team may vary according to the situation, but must include:

LDH Human Resource Director
LDH Safety and Security Manager
LDH Executive Council

The Threat Management Team's responsibility is to balance the rights of the person who made the threats with the rights of the co-workers or supervisor who may be the object of those threats.

Investigate and assess the threat

If the threat poses immediate danger to the LDH Bienville Building or LDH employees, call 9-1-1

The Threat Management Team shall review the threat incident report. After a detailed review of the situation, the Team shall consider the following questions:

1. Does the threat directly affect the LDH Bienville Building and/or LDH Employees?
2. Should the proper authorities be contacted?
3. Should the person (who made the threat) be referred to counseling or informed of counseling options?

If the Threat Management Team determines the threat poses danger to the LDH Bienville Building and/or other LDH employees, the Department of Public Safety (DPS) shall be contacted and LDH shall provide:

1. Summary of findings/interviews conducted by the Threat Management Team
2. Any available contact information (home address and phone numbers)
3. A photo of the employee/visitor, if available

The DPS will assess the situation and notify the LDH Safety and Security Manager of their findings.

Depending on the outcome of the DPS assessment, the Threat Management Team must consider the following questions:

1. Should I dismiss all LDH employees for the day due to the DPS confirmed threat?
2. What should the scope of added or special security be, and for how long should it be in place?
 - Temporary Lock Down of the Bienville Building
 - Additional Security Needs
 - Temporary or Permanent Change in Security Setup
 - Additional Identification/Badge Scrutiny

- Additional Metal Detector/Wand Screening
- 3. What indicators will allow LDH to lower the level of security?
- 4. Should any communications be given to LDH Employees?

Defuse threatening individuals

Once the threat has been diffused, if the Threat Management Team determines the person is still an immediate danger to himself/herself, the questions to consider include the following:

1. Should criminal prosecution take place?
2. How will we handle the individual's separation from the LDH?
3. Will the separation be temporary or permanent?
4. What is the basis for the decision? Is it defensible?
5. What further types of attacks might the person make?
6. Should LDH seek a temporary restraining order?
7. What, if any, communications should occur to LDH staff, targeting individuals, and, if applicable, the person's supervisor(s)?

Follow up

The Threat Management Team shall meet after every threat or implied threat incident to determine best practices and decisions that the team can improve on. All decisions and actions must be documented.

VIII. THREAT CODES & NOTIFICATION

CODE GREEN - THREAT IS UNLIKELY – NORMAL
 CODE YELLOW - THREAT IS POSSIBLE - GUARDED
 CODE ORANGE - THREAT IS LIKELY - HIGH
 CODE RED - THREAT IS IMMINENT - SEVERE

- A. CODE GREEN
 - No risk of any threat.
 - Normal daily operations.

- B. CODE YELLOW
 - Probable risk of threat.
 - Protective measures must be taken
 - Normal daily operations.
 - DPS shall be contacted to assess.

- C. CODE ORANGE
 - Expected risk of any threat.
 - Protective measures must be taken.
 - Employees notified of threat.
 - Altered security measures to restrict access in/out of facility.
 - Identification/Badge Scrutiny

D. CODE RED

- Certain risk of any threat.
- Protective measures must be taken.
 - Employees notified of threat.
 - Employees on lock down and/or sent home.
 - Metal Detector/Wand Screening
 - Identification/Badge Scrutiny
 - Facility closed to public.

IX. RESPONSIBILITY

The Undersecretary and Deputy Secretary are also responsible for holding accountable all directors, managers, supervisors, and other employees under their supervision for adhering to all aspects of this plan.

Directors, managers, supervisors, and all other managerial personnel are responsible for assuring that all employees under their supervision, current and new, are:

- made aware of this plan and its contents as well as any revisions as they are issued,
- informed that he/she must abide by the terms of this plan, and
- informed of the consequences of any violation of this plan.

Directors, managers, supervisors, and all other managerial personnel are also responsible for:

- responding to reports of violations of this plan,
- securing documentation of violations of this plan through incident reports and statements from witnesses,
- complying with all instructions in this plan along with any additional instruction provided by the Undersecretary, Deputy Secretary, Assistant Secretaries and Deputy Assistant Secretaries.

The LDH Safety and Security Manager and the OS/OMF Safety Coordinator are responsible to ensure an exercise is conducted once a year on this plan, if plan has not been activated within that calendar year.

All employees are responsible for complying with all aspects of this plan and immediately reporting any violation of this plan to their supervisor or appointing authority.

X. EXCLUSIONS

There are no exclusions to this plan.

XI. QUESTIONS

Questions regarding this plan should be directed to the office of the LDH Safety and Security Manager.

XII. VIOLATIONS

Employees found to have violated this plan in any way may be subject to disciplinary action, up to and including dismissal. The agency may also refer the conduct for criminal prosecution.

XIII. REVISION HISTORY

Date	Revision
05/03/2018	Plan created

THREAT INCIDENT REPORT

1. Name of the threat-maker and his/her relationship to LDH and/or to the employee.
2. Name(s) of the victims or potential victims
3. When and where the threat or implied threat occurred
4. What happened immediately prior to the threat or implied threat
5. The specific language of the threat or implied threat
6. Any physical conduct that would substantiate an intention to follow through on the threat or implied threat
7. How the threat-maker appeared (physically and emotionally)
8. Names of others who were directly involved and any actions they took
9. How the threat or implied threat ended
10. Names of witnesses
11. What happened to the threat-maker after the incident
12. What happened to the other employees directly involved after the incident
13. Names of any supervisory staff involved and how they responded
14. What event(s) triggered the threat or implied threat
15. Any history leading up to the threat or implied threat
16. The steps which have been taken to ensure that the threat or implied threat will not be carried out
17. Suggestions for preventing threats or implied threats in the future