

TITLE	POLICY NUMBER	
Workplace Safety and Building Security	DCS 02-14	
RESPONSIBLE AREA	EFFECTIVE DATE	REVISION
Business Support Services/Risk Management	10/14/16	3

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. APPLICABILITY

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

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.

Active Shooter: An individual who is engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms (s), victims are selected at random, and the event is unpredictable and evolves quickly.

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.

Illegal Drug: Any drug which is not legally obtainable; any drug which is legally obtainable but has not been legally obtained; and any prescribed drug not legally obtained.

Legal Drug: Any prescribed drug or over-the-counter drug that has been legally obtained.

ORE: The Office of Real Estate.

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.

RM: Risk Management.

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* ([DCS 02-09](#)) 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.

2. Law enforcement personnel in the conduct of their official business may carry a weapon.
3. 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.
4. 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 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, another employee, or other DCS-related third party.
5. 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.
6. 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.

1. 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:

- a. 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;
- b. sign-in and sign-out procedures, including visitor passes or badges and an escort system;
- c. code words or phrases to signal coworkers of potential problems, and procedures for responding to calls of distress or concern;
- d. mandatory attendance at Workplace Violence Avoidance training classes;
- e. periodic office meetings to discuss safety, security, and workplace violence response procedures;
- f. awareness of DCS Emergency Action/Disaster Recovery/Business Continuity Plans.

2. 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:

- a. counters between clients and employees;
- b. plexiglass pass-throughs at counters;
- c. mirrors;
- d. electronic (buzzer-type) lobby entry doors;
- e. keypad locks;
- f. building alarms;
- g. off-duty law enforcement or security guards;

h. metal detectors/wands.

D. Emergency Action Plans

Emergency Action Plans (EAPs) shall be established and maintained by Risk Management for all DCS properties.

The Department shall implement systems and procedures to protect the personal security of each employee and prevent loss or damage to state property. Pursuant to [Arizona Administrative Code R2-10-207\(8\)](#), the Department shall review the need to provide additional security at each facility.

Pursuant to the *Call Tree Policy (DCS 07-07)*, each DCS facility shall use call trees to provide rapid emergency notification to DCS employees. Call trees shall be a component of each Emergency Action Plan. Call trees are confidential and shall not be released to anyone outside of DCS.

E. 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), any DES policies and procedures regarding Workplace Safety and Internal Security will complement this policy.

F. Drug-Free Workplace

It is a violation of this policy and the *Drug-Free Workplace (DCS 04-01)* policy for any individual to bring alcohol or any illegal drug into any DCS workplace. Even though the recreational use of cannabis for adults age 21 and over is legal in Arizona, it is still listed as a Schedule I drug under the federal Controlled Substance Act, and is therefore prohibited in DCS workplaces. Legally prescribed drugs and over-the-counter drugs, however, may be brought into a DCS workplace.

VI. PROCEDURES

A. Emergency Situations

1. If an emergency exists, call 911 immediately. Employees must also immediately report any emergencies to their supervisor or the Building Liaison.

2. The following are examples of the types of emergency situations which must be reported:
 - a. extended power loss;
 - b. bomb threat;
 - c. fire;
 - d. civil disturbances;
 - e. violence in the workplace; or
 - f. shots fired; active shooter.
 3. After the emergency situation has concluded, the Building Liaison, and/or staff who witnessed the event, completes and submits an Unusual Incident Report (UIR) form to DCS Risk Management as outlined in the *Unusual Incident Reporting Policy* ([DCS 02-12](#)). The UIR shall be submitted to OpRiskManagement@azdcs.gov.
- B. Building Evacuation Procedures shall be included in each EAP and incorporate the following directives:
1. Leave the building through the nearest door with an EXIT sign.
 - a. Do not use elevators;
 - b. Go to the nearest safe stairway;
 - c. Help those who need special assistance;
 - d. Touch closed doors before opening - if surface is hot, do not open;
 - e. Close, but do not lock, all doors when leaving.
 2. Report to designated assembly area.
 - a. Remain in the designated outdoor assembly area for a head count;
 - b. Report any missing individuals and last known locations to emergency responders.

3. Wait for instructions from emergency responders. Do not reenter the building until authorized to do so by an appropriate authority (police, fire department, building liaison, etc.).
 4. Become familiar with emergency exit routes.
 - a. Check the emergency evacuation plan posted in the office;
 - b. Find the outside assembly area for your employee group;
 - c. Read the Department's facility-specific Emergency Action Plan.
- C. Active Shooter Scenario information shall be included in each EAP and include the following instructions:

Quickly determine the most reasonable way to protect your own life. Customers and clients are likely to follow the lead of employees and managers during an active shooter scenario.

1. Evacuate
 - a. Have an escape route in mind;
 - b. Leave belongings behind; and
 - c. Keep your hands visible.
2. Harbor in Place
 - a. Hide in an area out of the active shooter's view; and
 - b. Block entry to your hiding place and lock doors.
3. Take Action
 - a. As a last resort and only when your life is in imminent danger;
 - b. Attempt to incapacitate the active shooter;
 - c. Act with physical aggression and throw items at the shooter.

D. Reporting Acts or Threats of Violence

1. 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.

2. Imminent or Actual Violence/Emergency Situations

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

3. 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 Risk Management and Human Resources Administration for guidance and assistance in handling such situations in the workplace.

4. Reporting to RM

Following an act or threat of violence, office staff must immediately notify Risk Management by telephone at (602) 542-3185. All employees directly involved in the situation must complete an *Unusual Incident Report* form and e-mail it to OpRiskManagement@azdcs.gov.

5. 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.

6. 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.

E. Requesting a Workplace Security Analysis

1. DCS staff who are seeking to reduce risks in the workplace may contact Risk Management at (602) 542-3185 for assistance.
2. Risk Management staff completes a workplace security analysis to identify existing or potential life safety hazards and makes recommendations for reducing risks. The analysis may include:
 - a. a review of medical, safety, incident, and facility inspection reports;
 - b. a review of Unusual Incident Report forms from the prior year;
 - c. crime statistics from within the surrounding community.

F. Obtaining Employee and Visitor Identification Badges

DCS Human Resources administers the Employee Identification Badge System.

1. Employee Identification Badges and Access Badges should be worn at all times while on duty. Badges identify the wearer as an employee of the Department and assist in efforts to prevent theft and violence in the workplace. Employees who lose their Identification Badges shall immediately contact Human Resources for a replacement.
2. To obtain an Identification Badge, an employee completes an [Application for Employee Identification Badge](#) form and submits it to Human Resources. Please refer to the *Identification Badge Program (DCS 04-48)* policy for further information.
3. Visitor identification badge systems to help protect both employees and clients. Please refer to the *Visitors to DCS Offices Policy (DCS 02-08)*.

G. 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.

1. If a threatening or dangerous situation exists, call 9-1-1 for immediate police response.
2. For emergency requests that are situational but not long-term, contact Risk Management at (602) 542-3185 to arrange for security.
3. For requests that will cover an ongoing need, employees complete an *Unusual Incident Report* form and submit it to OpRiskManagement@azdcs.gov.
4. Risk Management reviews the request and will respond to the employee within 24 hours with a recommendation that is best suited for the site and the situation. Risk Management makes this recommendation based upon the type of threat and/or problems that have been identified.

If Risk Management recommends private security services, the Office of Procurement will be contacted to arrange such services.

5. The Office of Procurement will provide written instructions (post orders) regarding specific duties that will be expected, time sheets, and activity logs of the private security officer.
6. The private security officer completes the daily activity log form and submits the report to the Building Liaison, or the assigned responsible person, at the building site at the end of each work day.
7. 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 Risk Management.
8. If a private security officer is not performing satisfactorily and needs to be replaced, the Office of Procurement must be consulted. The Office of Procurement notifies the appropriate entity of the need and reason for replacement. A [Vendor Performance Report](#) may be completed by either

the local office or the Office of Procurement.

H. Notifying Risk Management 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.

1. Any employee who has obtained, or is attempting to obtain, a protective or restraining order immediately notifies Risk Management, Human Resources, and his or her supervisor, and provides the supervisor with the following:
 - a. a copy of the order; or
 - b. a copy of the petition for the order; or
 - c. any declarations used to seek the order.
2. Once notified, Risk Management staff:
 - a. consults with the Building Liaison, or the assigned responsible person, and office management regarding compliance with such orders;
 - b. informs management of the potential threat, and recommends appropriate action.

I. Building Safety Training Components

Initial training shall be conducted by Risk Management and cover the following topics:

1. individual roles and responsibilities;
2. threats, hazards, and protective actions;
3. security assessments;

4. notification, warning, and communications;
5. harbor in place considerations; and
6. emergency response procedures.

J. Confiscation of Drugs/Alcohol

If potential illegal drugs/paraphernalia, alcohol or cannabis are brought to a DCS workplace, the security guard(s) and/or DCS representatives shall ask the client to remove the items from the building. The client may then re-enter the building. The security guard(s) and/or DCS representatives shall document the client's name, and what was found, on the daily log which is submitted to the Building Liaison or Program Manager.

The Program Manager or designee will complete an Unusual Incident Report and notify the assigned Specialist of the incident.

K. Other Functions Provided by Risk Management

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 Risk Management at (602) 542-3185 to obtain further information.

VII. FORMS INDEX

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

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

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