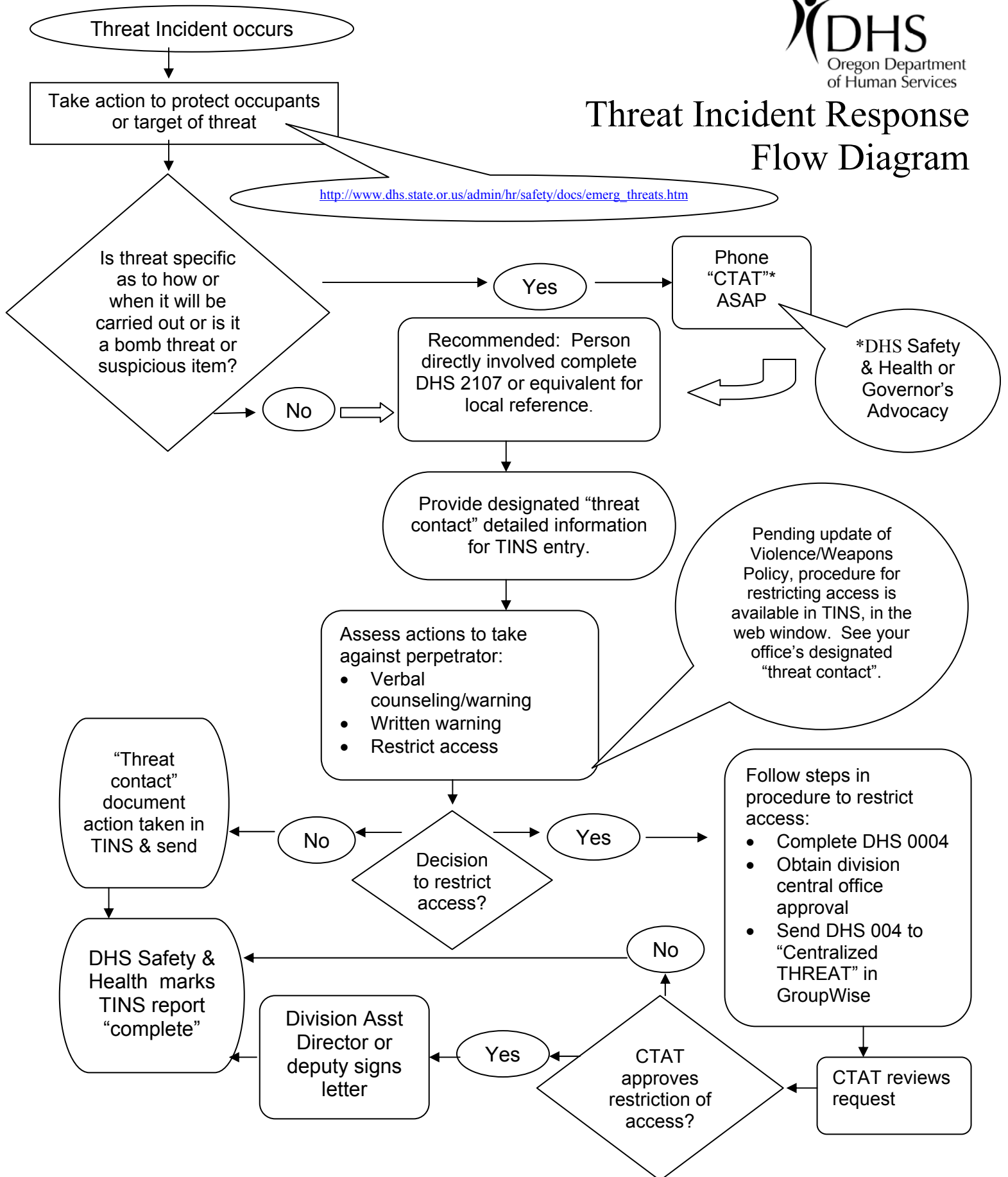


Threat Incident Response Flow Diagram





Threat Incident Response Matrix

Contact Information

Police/ambulance/security: _____
 CTAT: 1-800-442-5238 (GAO) or after hours
 503-947-5050 (Communications on-call staff)
 Name of TINS contact: _____

Purpose: Provides an overview of required notifications and reporting in response to a threat of or incident of workplace violence. See DHS policy DHS-080-008 Prevention of Violence/Weapons in the Workplace for additional details.

Incident type	Notify law enforcement	Notify other building occupants ¹	Phone <u>CTAT</u>	Complete DHS 2107 or equivalent ²	Enter in TINS	Additional details in EAH ³ or policy	Comments
Armed intruder	Yes	Yes	Yes		Yes	EAH	Promptly move occupants away from the area of danger. Do not draw attention to an evacuation.
Assault	Yes	Only if in danger	Yes		Yes	EAH	
Bomb threat—phoned in	Yes—preferably while caller is still on the line.	Yes	Yes	Also complete bomb threat questionnaire in EAH	Yes	EAH	
Bomb threat—written	Yes	Yes	Yes		Yes	EAH	Try not to handle document
Client to client	If escalating beyond verbal exchange	No	No		Only if threat to other visitors or staff	No	
Escalated behavior only	If unable to de-escalate	No	No	DHS program may require documentation	No	No	
DV— <u>potential</u> threat to employee at office	No	No	No		No	Violence/Weapons policy DHS-080-008 & DV policy DHS-060-032	Policy does not require employee to report. Work with employee to develop safety plan. Remind employee that if a specific threat is made to cause harm at the workplace, reporting is required.

Incident type	Notify law enforcement	Notify other building occupants ¹	Phone <u>CTAT</u>	Complete DHS 2107 or equivalent ²	Enter in TINS	Additional details in EAH ³ or policy	Comments
DHS worksite listed in Restraining Order and perpetrator appears	Yes	No	No	Only if perpetrator is threatening	Only if person is threatening when present	Violence/Weapons policy DHS-080-008 & DV policy DHS-060-032	Notify employee (victim)
DV—specific threat of harm to victim at the workplace	If specific details are provided as how threat will be carried out. See comment.	Only if in danger ⁴	No		Yes	Violence/Weapons policy DHS-080-008 & DV policy DHS-060-032	A non-specific threat would be “I know where you work . . .” whereas a specific threat would be “I’m going to get my gun and go to your office.” If in doubt always call police (check with a supervisor first if available and time permits).
Hostage-taking	No	Notify management	Yes	Yes	Yes	Link available to DAS information under “armed intruder”	
Suspicious object/mail	Yes	Notify management	Yes		Yes	EAH	
Verbal threat—Face to face	If specific details given about providing harm or if situation is escalating	No	If specific details are provided about causing harm		Yes	EAH	A specific threat would be “I’m going to get my gun and come back to this office.” If in doubt always call police (check with supervisor first if available and time permits).
Verbal—phone	If specific details given about providing harm	No	No	Recommended		EAH	A specific threat would be “I’m going to get my gun and come back to this office.” If in doubt always call police (check with supervisor first if available and time permits).
Weapon displayed	Yes	If displayed in a threatening manner	If displayed in a threatening manner	Recommended	Yes	Violence/Weapons policy DHS-080-008 Also see policy addendum.	With few exceptions, consider a weapon being displayed or a visitor stating they have a weapon to be a threat. Reminder: DHS cannot prohibit a <u>citizen</u> from bringing a permitted handgun into the office.

End Notes:

¹ Always direct the notification to the other agencies' or businesses' management unless they are unavailable & their employees' safety is at risk. Have the police notify private businesses if possible.

² It is always recommended that staff document in writing what they observed. The DHS 2107 or other district approved format may be used. CTAT/DHS Safety & Health does not need to receive the incident report, just the TINS entry.

³ EAH=Emergency Action Handbook

⁴ Consider layout of building and what is known about the perpetrator; e.g., criminal background, access to weapon. Ask law enforcement for advice.