



Workplace Safety Awareness

Presented by:

Division of Capitol
Police

www.dcp.virginia.gov



Workplace Safety





This is intended to provide state employees with basic workplace violence, crime prevention and safety information. While the recommendations do not guarantee a crime-free environment, it is our experience that the application of these concepts will reduce the opportunity for crime to occur and will enhance the quality of life of employees.





The Workplace

Any location, either permanent or temporary, where an employee performs any work-related duty. This includes, but is not limited to, the buildings and the surrounding perimeter, including the parking lots, field locations, alternate work locations, vehicles, and travel between work assignments. (DHRM Policy 1.8o)





Workplace Theft Prevention



- Lock purse or wallet in desk when leaving for lunch or breaks, and take the key with you.
- Take personal property with you during a building evacuation (unless it is not safe to do so).
- Lock up any valuables when leaving for the day – both personal property and state property.
- If a crime occurs, leave the area alone in case evidence can be obtained.
- Call Capitol Police IMMEDIATELY at 786-4357(HELP)



Workplace Personal Safety

- Check the identity of any strangers who are in your office.
- Don't stay late if you'll be alone in the office.
- Report any broken or flickering lights, dimly lit corridors, broken windows, and doors that don't lock properly.
- Avoid using out-of-the-way corridors and stairwells when you're alone.
- If you notice signs of potential violence in a fellow employee, report this to the appropriate person.
- Immediately report any incidents of sexual harassment to your supervisor and/or human resource department.



Workplace Personal Safety

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Workplace Theft Prevention

Things You Can Do

- Lock your purse, wallet, or other personal belongings in the desk when leaving for lunch or breaks, and *take the key with you.*
- Take your purse, wallet, keys, or any medications you might need with you during a building evacuation.
- Lock up valuables when leaving for the day, both personal property and state property.
- If a crime occurs in your work area, leave the area alone in case evidence can be obtained.
- Call the police IMMEDIATELY to report larcenies that occur in your workplace.

Things You Shouldn't Do

- *Don't* leave valuables in plain sight.
- *Don't* make it known that you leave cash in your desk or office.
- *Don't* leave cash in your desk or office if you don't have to.

Division
of
Capitol Police

Emergency Number

786-HELP (4357)

Visit
www.dcp.virginia.gov

The Majority of Larcenies
From State Office Buildings
Are Preventable.



Suspicious Person(s) in the Workplace



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What Makes A Person Suspicious?

- You don't recognize them as someone who should be in the area (building, parking lot).
- They are not wearing their employee identification.
- They are trying to "piggy back" when you enter a secure door.
- Odd clothing for the season.
- Appearing nervous.





What Should You Do?

- Ask the person if they need help in a non-confrontational manner.
- Be nosy:
 - Why are they here?
 - Who are they trying to find?
 - If they are looking for a person or department that is on the same floor, then personally take them there.
- Be observant.
- Get the best physical and clothing description you can of the person and immediately write it down.
- Note their direction of travel.
- Call Capitol Police IMMEDIATELY at 786-4357 (HELP).



Suspicious Person

Division of Capitol Police

SUSPICIOUS PERSONS IN THE WORKPLACE



What Makes a Person Suspicious?

- You don't recognize the person as someone who should be in the building.
- The individual is not wearing their employee identification.
- They may be wearing odd clothing for the season.
- The person may appear nervous.
- If challenged, they may give you vague answers with little or no eye contact.
- Their actions or inactions may be suspect:
 - Being in work areas they have no legitimate business being in.
 - Wandering.
 - Not asking for assistance.

? What Should You Do If You Encounter A Suspicious Person In Your Building ?

- If possible, let a co-worker know that you are confronting a suspicious person in the building.
- Ask the person if they need help in a non-confrontational manner.
- Be nosy – Why are they here? Who do they need to see?
- If they are looking for a person or department on the same floor, then personally escort them there.
- If they are looking for a person or department on a different floor, then:
 - Call that person or department and tell them that the visitor is being sent to their location.
 - Ask them to call you back if the visitor does not show up in a few minutes.

Suppose That Doesn't Work ?

- Be observant.
- Get the best physical description you can of the person and immediately write it down.
- Note their direction of travel.
- Call the police immediately to report the suspicious person. For areas outside of Capitol Police jurisdiction, your agency may advise you to call building security first.

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Emergency Number

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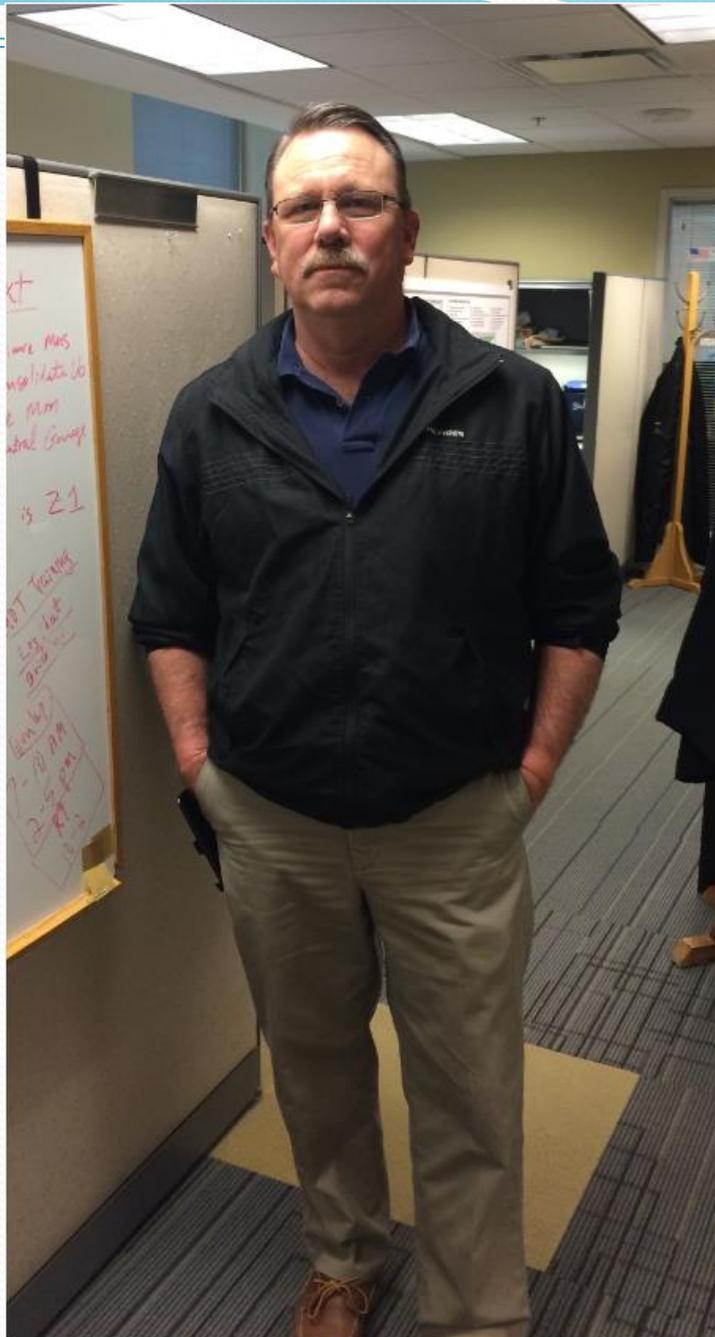
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Suspicious Package



What Makes a Package Suspicious?



- The package is hidden – placed in area not easily observed but high traffic or critical.
- The package is obviously suspicious
 - wires showing, fumes/odors, ticking sound.
- The package is not in a typical area
 - the package is in an area where found property is not typically located.



*Not every unattended item is necessarily a suspicious item.

What Makes Mail Suspicious?



- Restrictive endorsements: *confidential, personal, To be opened by Addressee only.*
- Visual Distractions: *Fragile, Rush, Handle with care.*
- Excessive postage.
- Fictitious or no return address.
- Poorly typed or handwritten addresses.
- Oily stains or discolorations.
- Rigid, lopsided, or uneven envelope.
- See DCP Handout





Suspicious Packages

Handling Suspicious Packages

Things You May Encounter in the Mail

- Legitimate packages
- Harmless pranks
- Pointed or edged items
- Biohazards
- Chemicals
- Explosives

What Makes a Package Suspicious?

- *Type of mail:* Foreign, Priority, Special Delivery (and not expected).
- *Restrictive endorsements:* Confidential, Personal, To Be Opened by Addressee Only.
- *Visual distractions:* Fragile, Rush, Handle with care.
- *Excessive postage:* (usually stamps).
- *Fictitious or no return address.*
- *Shows a city or state postmark that doesn't match the return address.*
- *Poorly typed or handwritten addresses.*
- *Incorrect titles or titles with no names.*
- *Misspellings of common words.*
- *Oily stains or discolorations.*
- *Sticky or adhesive substances.*
- *Excessive or uneven weight distribution.*
- *Excessive binding material:* Masking, electrical or strapping tape, string, or twine.
- *Rigid, lopsided, or uneven envelope.*
- *Makes a sandy noise or any other noise when moved.*
- *Strange odor or chemical smell.*
- *Crystallization on wrapper.*
- *Powdery substance on or leaking from the package.*
- *Non-English writing.*
- *Leaking any type of fluid.*
- *Protruding wires, screws, or other metal parts.*
- *Anything "out of the ordinary" about the item.*

Notify the police immediately of suspicious packages, persons, or incidents.
Division of Capitol Police
Emergency Number
786-HELP (4357)
www.dcp.virginia.gov

If You Receive a Suspicious Package

- Don't shake or bump it (handle with care).
- Don't open, smell, touch, or taste it.
- Treat it as suspect – notify your supervisor and call the police immediately.
- Attempt to check the validity of the package through the return address.
- Isolate the package immediately by placing it in a sealable container (i.e., garbage bag).
- Carefully remove rubber gloves (if worn) and place them in the same container before sealing it.
- Evacuate the immediate area, including your self.
- Ensure that all persons who have handled the package immediately wash their hands with soap and water.

What Should I do if I Receive Mail That Appears to be Contaminated?

- Do not handle the mail or package suspected of contamination.
- Do not attempt to clean up any spilled contents.
- Make sure the envelope or package is isolated and the immediate area evacuated.
- Ensure that all persons who have touched the package or envelope wash their hands, face, and arms with soap and water immediately.
- Notify your supervisor and call the police immediately.
- Make a list of all persons who have touched the envelope or package and their contact information for them as soon as possible. Provide this information to the emergency responders upon their arrival.
- As soon as practical, shower with soap and water. If you fear that you have been exposed to a toxic substance, you may go to a local hospital emergency room and advise them that you may have been exposed to a hazardous material. If you think you have been exposed to Anthrax, seek medical attention immediately.
- Contact the Center for Disease Control Emergency Response Center at 770-488-7100 for answers to any questions.

This information is intended to be a guide for state employees. It was compiled from guidelines published by the Centers for Disease Control, the U.S. Post Office, and the Virginia Division of Consolidated Laboratory Services.



Threatening Communication



Types of Threats

1. Direct
"I'm going to kill you"
2. Conditional (Intimidation)
"If I have to come down there to straighten this out, somebody's going to get hurt"
3. Veiled
"You'll be sorry you said that"

Take All Threats Seriously!



Ways of Communication

Threats can be received in various ways including:

- Telephone threats (including voicemail)
- Email Threats
- Letter Threats
- In Person



Threatening Communications

 Division of Capitol Police <i>Threatening Communication</i>	
<p>#1 Rule</p> <p>Take All Threats Seriously</p>	<p><u>Threatening Telephone Calls</u></p> <p>Tips for handling threats received over the telephone:</p> <ul style="list-style-type: none"> * Stay calm. * Keep the person on the phone as long as possible. * Write down the information word for word on the Bomb Threat Checklist (It can be used for any type of threat). * If you don't understand what the caller means, then ask for clarification. * If you have caller I.D. on your telephone, write down the caller's phone number. * Ask the caller to give details (location of bomb, detonation time, etc.).
<p><u>Examples of Common Types of Threats</u></p> <p>Direct:</p> <ul style="list-style-type: none"> - "I'm going to burn this place down". <p>Conditional:</p> <ul style="list-style-type: none"> - "If I have to come down there to straighten this out, somebody is going to get hurt". <p>Veiled:</p> <ul style="list-style-type: none"> - "You'll be sorry you said that". 	<ul style="list-style-type: none"> * Note anything that might be significant about the caller's voice (male/female, accent, etc.). * If the voice sounds familiar, note who it sounds like. * Pay attention to any background noises you might hear on the telephone (street sounds, public address systems, etc.). * Ask the caller their name, location, and telephone number. (Oddly enough, there have been cases where the correct name and address have been given). * Have someone notify police IMMEDIATELY. * Do NOT use the telephone after receiving the call until you have been authorized to do so by police.
<p>Know your emergency contact numbers and keep them posted in your workplace.</p> <p>For the Division of Capitol Police call 786-HELP (4357)</p> <p>Visit us at www.dcp.virginia.gov</p>	<p><u>What You Should Not Do</u></p> <ul style="list-style-type: none"> • Do not pull the fire alarm pull station. • Do not panic and encourage others not to panic. • Do not touch or allow others to touch any suspicious packages. • Do not make any general announcements without approval. <p><u>Other Threatening Communication</u></p> <ul style="list-style-type: none"> • Handle all letter threats as little as possible. • Do not throw away the envelope. • Do not erase an email threat from your computer, even if you don't think it is intended for you. • Immediately report the threatening communication to the police.



Bomb Threats



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What To Do?

- Remain calm.
- Ask questions.
 - *When is the bomb going to explode?*
 - *Where is it right now?*
 - *What does it look like?*
 - *What kind of bomb is it?*
 - *What will cause it to explode?*
 - *Etc.*
- Exact wording of the threat.
- Caller's voice.
- Background sounds.
- See DCP Handout



Bomb Threat Check



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PLACE THIS CARD UNDER YOUR TELEPHONE

QUESTIONS TO ASK:

1. When is the bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

EXACT WORDING OF THE THREAT:

Sex of caller: _____ Race: _____

Age: _____ Length of Call: _____

Number at which call is received: _____

Date: ____ / ____ / ____ Time: _____

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786-HELP (4357)
www.dcp.virginia.gov
BOMB THREAT

CALLERS VOICE:

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Raspy |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Deep Breathing |
| <input type="checkbox"/> Crying | <input type="checkbox"/> Cracking Voice |
| <input type="checkbox"/> Normal | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Distinct | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Slurred | <input type="checkbox"/> Familiar |

If voice is familiar, who did it sound like?

BACKGROUND SOUNDS:

- | | |
|--|--|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Factory machinery |
| <input type="checkbox"/> Crockery | <input type="checkbox"/> Animal noises |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Clear |
| <input type="checkbox"/> PA System | <input type="checkbox"/> Static |
| <input type="checkbox"/> Music | <input type="checkbox"/> Local |
| <input type="checkbox"/> House noises | <input type="checkbox"/> Long Distance |
| <input type="checkbox"/> Motor noises | <input type="checkbox"/> Phone booth |
| <input type="checkbox"/> Office | <input type="checkbox"/> Other |
| | <input type="checkbox"/> Machinery |
- _____

THREAT LANGUAGE:

- | | |
|--------------------------------------|--|
| <input type="checkbox"/> Well spoken | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> (educated) | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Message read by |
| <input type="checkbox"/> Irrational | <input type="checkbox"/> threat maker |

REMARKS: _____

REPORTED CALL IMMEDIATELY TO:

Phone number: _____

Call Taker Name: _____

Position: _____

Phone Number: _____

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786-HELP (4357)
www.dcp.virginia.gov
BOMB THREAT

Workplace Violence



Types of Violence



- Domestic Disturbance
- Disgruntled Employees
- Delusional Person
- Long Tenure
- Stressor Causes Violence
- End of the Line





Potential Perpetrators

- Co-workers
- Managers/Supervisors
- Former Employees
- Strangers
- Customers/Clients





How to respond to a violent situation

Follow your agency's Workplace Violence Response policy.

Signal to a coworker that you need help (activate duress alarm or use prearranged code words).

If a person is acting in a threatening or violent manner, have someone notify the Capitol Police immediately 786-HELP (4357).



Tips for Handling Threatening, Aggressive, or Potentially Violent Persons

- Stay Calm
- Listen Attentively
- Speak Softly
- Make eye contact with the person.



- Be empathetic, not sympathetic.
 - Empathy recognizes, identifies, and acknowledges feelings.
 - “This must be very difficult for you.”
 - Sympathy often denies or discounts feelings.
 - “Don’t worry about it, it will work out.”
- Be courteous and patient and try to keep the situation in your control.
- **NEVER** make counter threats.



- Stall for time and keep them talking.
- If the person has a weapon or is acting in a violent manner, then follow their instructions.
- Watch for an opportunity to escape to a safe area.



Workplace Violence “Do’s”

- Assess the situation; remain calm and attentive.
- Seek to understand; ask questions.
- Show empathy & interest; encourage discussion.
- Stand at right angles.
- Ask for small favors.
- Use delaying tactics.
- Point out choices.
- Accept criticism positively.
- Try to keep your escape route open.
- Have third person present, if possible.
- Have neutral body language.



Workplace Violence “Don’ts”

- Don't have an aggressive stance.
- Don't reject demands at beginning.
- Don't make light of situation.
- Don't lie or make false promises.
- Don't use complicated language.
- Don't disagree.
- Don't show anger or fear.
- Don't patronize the person.
- Don't “get in their space”.
- Don't make sudden movements, threats, or dares.
- Don't put them down.
- Don't criticize.
- Don't try to bargain.

Active Shooter



Active Shooter Situation: Options for Consideration

Active Shooter Resources



Division of Capitol Police Commonwealth of Virginia

"Critical Incidents and Response Strategies For State Employees"

Violent incidents, including but not limited to, acts of terrorism, active shooters, assaults, or other incidents of workplace violence, can occur in the Capitol District or in close proximity with little or no warning. An "active shooter" is considered to be a suspect or assailant whose activity is immediately causing serious injury or death and has not been contained.

The Division of Capitol Police has adopted nationally accepted law enforcement response procedures to contain and neutralize such threats, as quickly as possible. The following information will help you to take appropriate protective action for yourself and others. Try to remain calm, as your actions will influence others. The following instructions are intended for "critical incidents" i.e., those that are of an emergency nature (i.e., imminent or in progress).

Immediate Action

1. Secure the Immediate Area:

- Lock or barricade the door, if able. Block the door using whatever is available—desks, tables, file cabinets, other furniture, books, etc.
- After securing the door, stay behind solid objects away from the door as much as possible.
- If the assailant enters your room and leaves, lock or barricade the door behind them.
- If safe to do so, allow others to seek refuge with you.

2. Protective Actions. Take appropriate steps to reduce your vulnerability:

- Close blinds.
- Block windows.
- Turn off radios and computer monitors.
- Silence cell phones.
- Place signs in exterior windows to identify your location and the location of injured persons.
- Keep people calm and quiet.
- After securing the room, people should be positioned out of sight and behind items that might offer additional protection—walls, desks, file cabinets, bookshelves, etc.

3. Unsecured Areas: If you find yourself in an open area, immediately seek protection:

- Put something between you and the assailant.
- Consider trying to escape, if you know where the assailant is and there appears to be an escape route immediately available to you.
- If in doubt, find the safest area available and secure it the best way that you can.

Visit us at www.dcp.virginia.gov



ACTIVE SHOOTER HOW TO RESPOND



**A Safe Workplace is
Everyone's Concern and
Responsibility**

Resources

**THE DIVISION OF
CAPITOL POLICE**
COMMONWEALTH OF VIRGINIA
www.dcp.virginia.gov

Emergency Coordinator's Manual

*The Duty To Protect.
An Honor To Serve.*

Resources:

Division of Capitol Police

<http://dcp.virginia.gov/>

Department of Homeland Security

<http://www.dhs.gov/active-shooter-preparedness>

Department of Human Resource Management

http://web1.dhrm.virginia.gov/itech/hrpolicy/pol1_80.html

DIVISION OF CAPITOL POLICE



VIRGINIA STATE
CapitolAlert
NETWORK



VIRGINIA STATE CAPITOL ALERT NETWORK (VSCAN)
AN EMERGENCY ALERT SYSTEM FOR THE CAPITOL DISTRICT



THE DIVISION OF CAPITOL POLICE COMMONWEALTH OF VIRGINIA



*The Duty to Protect.
An Honor to Serve.*

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VSCAN





VSCAN

Virginia State Capitol Alert Network

When an incident or emergency occurs, authorized senders can notify you using VSCAN. This is your personal connection to updates, instructions on where to go, what to do, or what not to do, who to contact and other information. You can be notified via multiple contact methods such as email accounts (home, work, etc), cell phone, pager, or hand held device (smart phone). The following examples are just some of the types of alerts that you may receive via VSCAN that are impacting the Capitol District:

- Severe Weather
- Critical Incidents
- Fire (Structure)
- Hazmat Situations
- Evacuation or Shelter in Place Information
- Other Important Information

There is an App available on the iPhone and Android platforms called, [Everbridge Mobile Member](#), we encourage you to download this application as it offers many options such as sending photos, messages, and geographical details in addition it allows communication under adverse network conditions.

Please sign in below or click on Sign Up to create a new user account. Read [FAQs](#) for more information. Click here to return to the [Division of Capitol Police Site](#).

**Note we are asking all current VSCAN users to create a new account. **

Login to your account

Username [Forgot username](#)

Password [Forgot password](#)

Keep me signed in (Uncheck if on a shared computer)

Don't have an account? [Sign up](#)

Questions & Comments

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www.dcp.virginia.gov

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