



DEPARTMENTS OF THE ARMY AND THE AIR FORCE
JOINT FORCES HEADQUARTERS - ALASKA
OFFICE OF THE ADJUTANT GENERAL
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AKNG-TAG

OCT 10 2011

MEMORANDUM FOR THE ALASKA NATIONAL GUARD

SUBJECT: Policy on Workplace Violence (HRO Policy Letter 11-05)

1. The Alaska National Guard is committed to preventing workplace violence and to maintaining a safe work environment. The Alaska National Guard has adopted the following guidelines to deal with intimidation, harassment including threats of or actual violence that may occur.
2. All servicemen, servicewomen, and civilian employees should be treated with dignity and respect at all times. Workplace violence includes physical assault against persons or property, and also behavior that intimidates or frightens others, such as threats, harassment and uncontrolled expressions of rage, oral or written statements. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises without proper authorization.
3. Conduct that threatens, intimidates or coerces another member will not be tolerated. This policy includes all acts of harassment, including harassment that is based on an individual's gender, ethnicity, age or any characteristic protected by federal law. All threats of or actual violence, direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member within your chain of command. When reporting a threat of violence, the member should be as specific and detailed as possible. All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. Threats or assaults that require immediate attention should be reported first to the police by calling 9-911.
4. The Alaska National Guard will promptly and thoroughly investigate all reports of threats of or actual violence and of suspicious individuals or activities. The identity of the members making a report will be protected as much as is practical in order to maintain workplace safety and the integrity of its investigation. Anyone determined to be responsible for threats of or actual violence or other conduct that is in violation of these guidelines may be subject to prompt disciplinary action.
5. The Alaska National Guard encourages its members to bring their disputes or differences with other employees to the attention of their supervisors or the Chain of Command before the situation escalates into potential violence. Please contact the Human Resources Office for information on the Employee Assistance Program (EAP) 907-428-6475, Equal Employment Opportunity (EEO) 907-428-6466 or Labor Relations (LRS) 907-428-6453.

NGAK-TAG

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6. Employees can refer to the workplace violence quick reference guide to help recognize and report any incidents of this nature. The quick reference guide can be found at the HRO website. I will closely monitor this policy to ensure we maintain a safe and secure work environment and treat all employees with dignity and respect. If you have any questions about this policy please contact the State Equal Employment manager at (907) 428-6466.



THOMAS H. KATKUS
Major General, AKARNG
The Adjutant General

Attachment:
Quick Reference Guide

Alaska Workplace Violence
AWARENESS, RESPONSE & PREVENTION
Quick Reference Guide

This quick reference guide summarizes the actions you should (or should not) take. Review the information in this quick reference guide. That way, if an angry, hostile, or threatening customer or coworker confronts you, you will know what you should do.

COPING WITH THREATS AND VIOLENCE

For an angry or hostile customer or coworker:

- Stay calm. Listen attentively.
- Maintain eye contact.
- Be courteous. Be patient.
- Keep the situation in your control.

For a person shouting, swearing, and threatening:

- Signal a coworker, or supervisor, that you need help. Use a duress alarm system or prearranged code words.
- Do not make any calls yourself.
- Have someone call the supervisor and, base security, or local police.

For someone threatening you with a gun, knife, or other weapon:

- Stay calm. Quietly signal for help. (Use a duress alarm or code words.)
- Maintain eye contact.
- Stall for time.
- Keep talking--but follow instructions from the person who has the weapon.
- Don't risk harm to yourself or others.
- Watch for a possible chance to escape to a safe area.

OBSCENE, HARASSING, OR THREATENING TELEPHONE CALLS

Obscene and harassing callers are primarily interested in generating fear and discomfort. The longer they keep you listening, the more satisfaction they derive from the call. Some experts say that the person who uses the phone to verbally harass or embarrass is not likely to follow up with a direct confrontation.

If obscene or harassing calls continue, keep a written record of the day, date, and time; the type of voice (male/female, pitch, and accent, if any); background noise; what was said; and whether the person gave a name.

The caller who makes personal threats to you or your family is another matter. Any threatening call should be reported to your supervisor and agency security, or the local police immediately.

COPING WITH STRESS

Job-related stress will never be eliminated, but it can be managed. If you're feeling stress constantly, or frequently "blowing up" for no reason, you should discuss the problem with your supervisor or with a counselor.

Many times, problems at home go with you to the office. Or your office itself may be causing you stress. a personality conflict with a co-worker. a heavy workload with no time off. or a noisy or disorganized environment.

If the problems cannot be resolved, you may want to think about transferring to another office or to another type of work.

Perhaps your supervisor can arrange for a room where you and your co-workers can "get away from it all" by taking short breaks. If you can't get away from it all at work, allow extra time by getting up earlier so you don't have to rush around to get to work on time.

Physical exercise is one of the best ways to reduce stress. Try walking or jogging before or after work or at lunchtime. Take up a hobby or try volunteer work in the evening or on weekends.

WORKPLACE VIOLENCE INCIDENT DESK REFERENCE GUIDE

Everyone at your works site, including supervisors and managers, should follow these procedures.

Make copies of the guide if you need to so everyone will have his or her own guide.

Information to gather:

1. Date and time of Incident
2. Type of Incident – Physical Violence
 - Threatening Behavior
 - Bizarre Behavior
3. Complete Detail (attach sheets if needed);
 - a. WHO (list all individuals involved)
 - b. WHAT (detailed description of the incident)
 - c. WHEN (Date/Time – Start & End)
 - d. WHERE (Location of where the incident took place)

Emergency Phone Numbers:

Write in all the emergency numbers for your building. Tape this guide on your desk by your phone or somewhere close to your phone for handy reference.

EMERGENCY PHONE NUMBERS:

JBER Emergency – 9-552-4444

Anchorage Police Department – 9-911 or 9-786-8500

Anchorage Fire Department – 9-911 or 9-267-4900

Ambulance – 9-911 need to tell the operator that you are on JBER

Eielson AFB

Security Forces – 377-4156

Fire Department – 377-5130

Ambulance – (Fire Department) – 377-5130

9-911 need to tell the operator that you are on Eielson AFB

Clear AB

Security Forces – 585-6313

Fire Department – 585-6432

Ambulance – 585-6414

9-911 need to tell the operator that you are on Clear AB

Fort Greely

Security Forces – 873-2677

Fire Department – 873-3473

Ambulance – (Fire Department) – 873-3473

9-911 need to tell the operator that you are on Fort Greely