



NH Department of Health & Human Services
Division for Children, Youth & Families

DCYF Standard Operating Procedure

1105.4 STAFF INCIDENT RESPONSE

Policy Directive: **21-36**

Effective Date: **June 2021**

Implements Policy: **1105**

Approved:

Joseph E. Ribsam, Jr., DCYF Director

This SOP defines how to report incidents where a staff member has been threatened or injured by a client involved with DCYF (currently or formerly).

Procedure

The following information is to support the implementation of the above referenced policy. This document shall not preclude staff from using their professional judgement based on individual circumstances, consistent with the requirements of the policy.

- I. If there is a present threat or danger, the Supervisor will take the necessary actions to ensure the immediate safety of all affected staff.
- II. Reportable incidents include, but are not limited to:
 - A. Threats of harm to a staff member's person, family, or property;
 - B. Acts of intimidation directed at a staff member or their family;
 - C. Incidents of stalking/following a staff member or their family;
 - D. Physical assault of a staff member or their family, regardless of injury;
 - E. Unwelcomed physical contact of any kind; or
 - F. Destruction of property belonging to a staff member or their family.
- III. The Supervisor will direct the staff member (if available) and any staff who witnessed the event (as applicable) to complete the appropriate form(s) as soon as possible. If the staff member is unable to complete the form(s), the Supervisor will do so with the information available to them at the time. Applicable DHHS forms are as follows:
 - A. Threats of harm, acts of intimidation, destruction of property, or incidents of stalking/following are documented on the DHHS Work Environment Threats Form;
 - B. Physical assault (regardless of injury) or unwelcomed physical contact are documented on the DHHS Employee Notice of Accidental Injury or Occupational Illness form **and** the DHHS Work Environment Threats form; and

- C. Illness or potential illness due to exposure to substances of any kind are documented on the DHHS Employee Notice of Accidental Injury or Occupational Illness form.
- IV. The Supervisor will review the form(s) (with the employee if they are available) for necessary detail and forward to the following:
- A. The Field Administrator notified of the incident;
 - B. The Field Administrator assigned to the office (if different);
 - C. The DCYF Safety Culture Specialist or designee;
 - D. The Facility Coordinator; and
 - E. DHHS Human Resources (applicable only to DHHS Employee Notice of Accidental Injury or Occupational Illness form).
- V. If a staff member is injured by a person involved (or previously involved) with DCYF, the completed DHHS Employee Notice of Accidental Injury or Occupational Illness form in III-B above should be forwarded as soon as possible, but not later than 24 hours.
- VI. If a staff member (or a member of their family) is threatened, either directly or indirectly due to their employment or affiliation with DCYF:
- A. The Supervisor will take action to ensure the immediate safety of the staff member and the office, and will contact law enforcement if necessary;
 - B. The Supervisor will have the staff who experienced the threat fill out the DHHS Work Environment Threats form. If the staff member is not able to do so, the Supervisor shall complete the form using the information available to them;
 - C. The Supervisor will then review and email the completed form to the Field Administrator, DCYF Safety Culture Specialist, and their Facility Coordinator; and
 - D. The DCYF Safety Culture Specialist will:
 - 1. Review the report;
 - 2. Follow-up with the District Office Supervisor (or designee) of the office involved, and the DCYF and Facility Administrators to determine the appropriate course of action/safety measures needed; and
 - 3. Notify any additional individuals, as necessary.
- VII. Staff and providers will be informed of threats or acts of violence as appropriate to ensure the safety of all.

VIII. DCYF's response may include, but is not limited to:

- A. Advising the other party of DCYF's "Zero Tolerance" standard;
- B. Limiting contact from the other party to "phone contact only";
- C. Banning the individual from the District Office;
- D. Issuing a security alert;
- E. Issuing a "no trespass" notice;
- F. Notifying law enforcement; or
- G. Seeking a "No-Contact" order through the Court.

IX. In the event a "No-Contact" (restraining) Order is considered appropriate, the DCYF Safety Culture Specialist (or designee) will contact the Attorney General's office to initiate the process. In addition, the DCYF Safety Culture Specialist will:

- A. Make the Supervisor and staff aware of what action(s) were taken after receiving the DHHS Work Environment Threats Form; and
- B. Make a referral to the Clinical Services Specialist or E.P.I.C. Team for the individual(s) involved in the threat incident.

Glossary and Document Specific Definitions

A - B C - D E - F G - I J - L M - N O - Q R - S T - V W - Z

Document Change Log

PD	Modification Made	Approved	Date
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