



Kennedy Space Center
Center Operations Directorate

Protective Services Office

Prevention of Workplace Violence

*“The Body Can’t Go
Where the Brain has Never Been”*

Presented to:
2010 NASA Occupational Health Meeting

By:
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June 2010
San Antonio, TX



It Happens

- ◆ Homicide is the leading cause of death for women in the workplace and the second leading cause for men.
- ◆ Thousands of incidents of assault, battery, harassment, bullying, intimidation, verbally, emailed, and in writing are reported each year.

Tarpon Springs, FL • March 30, 2010 – 1 killed
Columbus, OH • March 9, 2010 – 1 killed, 1 wounded
Arlington, VA • March 4, 2010 – 2 wounded
Littleton, CO • February 23, 2010 – 2 wounded
Huntsville, AL • February 12, 2010 – 3 killed, 3 wounded
St. Louis, MO • January 7, 2010 – 3 killed, 5 wounded

Orlando, FL • November 6, 2009 – 1 killed, 5 wounded
Fort Hood, TX • November 5, 2009 – 12 killed, 31 wounded
Euclid, OH • July 5, 2009 – 1 wounded
Austin, TX • July 4, 2009 – 1 wounded
Dallas, TX • July 4, 2009 – 1 killed
Clarendon, VA • July 3, 2009 – 1 wounded
Simi Valley, CA • July 1, 2009 – 1 killed, 4 wounded
Jersey City, NJ • June 18, 2009 – 1 wounded
Washington, DC • June 10, 2009 – 1 killed
Miami, FL • May 14, 2009. 1 killed, 1 wounded
San Diego, CA • March 24, 2009. 1 killed
Lakeland, FL • February 17, 2009. 1 killed, 1 wounded
Brockport, NY • February 14, 2009 – 4 killed
Wausau, WI • January 3, 2009 – 1 killed
Nederland, CO • December 30, 2008 – 1 killed



The Goals

- ◆ Preserve the safety and security of the Community, its resources, and its mission.
- ◆ Provide a disciplined process for supporting troubled employees.
- ◆ Maintain a well-trained and sensitive population.



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The Method

Protective Services Office

NPD 1600.3 - main

<http://nodis3.gsfc.nasa.gov/displayDir.cfm?t=NPD&c=1600&s=3>

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National Aeronautics and Space Administration



COMPLIANCE IS MANDATORY

NPD 1600.3

Effective Date: September 04, 2007
Expiration Date: September 04, 2012

[Printable Format \(PDF\)](#)

[Request Notification of Change](#) (NASA Only)

Subject: Policy on Prevention of and Response to Workplace Violence

Responsible Office: Office of Human Capital Management

NASA DESK GUIDE

FOR

THE PREVENTION OF AND RESPONSE TO WORKPLACE VIOLENCE

Version 1

Office of Human Capital Management
Office of Security and Program Protection
Chief Health and Medical Officer
SREF-3000-0002
February 2008

1. POLICY

a. NASA places the highest priority on the health and safety of its employees, contractors, resident agencies and other tenants, and visitors and will support management in its efforts to deal with incidents of workplace violence. Therefore, acts of violence, threats, harassment, intimidation, and other disruptive behavior involving a direct or indirect threat of physical harm are prohibited, shall be dealt with immediately, and will not be tolerated. All employees, contractors, and employees of resident agencies and other tenants at any NASA facility are responsible for reporting incidents involving workplace violence. This policy also covers any incidents involving individuals from outside the Agency perpetrating violence against Agency employees.

b. In addition to physical acts against people or property, such behavior can also include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm to self and others. Such behavior shall be dealt with immediately and appropriately, and those who commit such acts may be immediately removed from the premises, denied reentry pending completion of the appropriate investigation, and may be subject to administrative and/or disciplinary action, including removal, criminal prosecution, or both.

c. All employees, contractors, and resident agencies and other tenants shall comply with the workplace violence prevention policies as set forth in applicable laws and regulations. As outlined in this NASA Policy Directive (NPD), Centers will develop procedures for responding to and managing incidents and threats of workplace violence. All policies and procedures will be uniformly enforced.

d. All information regarding an incident and/or threat of workplace violence, including but not limited to names of involved parties, witnesses, reports and investigations of allegations, and/or findings of workplace violence, will be treated confidentially to the extent practicable. Statements and reports may be used as evidence in administrative and/or criminal proceedings.

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The Method

- ◆ Multi-Disciplined Organization
- ◆ The Team



Workplace Violence Prevention

EAP

Intervenes to break cycle of stress. Refers to outside support. Makes Recommendations to Center WVP Teams.

Human Resources

H.R. Policy Leader in WVP. Supports supervisors, sponsors training, takes personnel action.

Security

Investigates, interviews, and makes recommendations to Center WVP Teams. Controls Center access and makes safe and respectful employee removals.



Workplace Violence Response

Safely Resolving an Actual Violent Incident

Security

Security has a trained response capability

Both EAP and Human Resources have responsibilities post incident



The Method

- ◆ Education and Awareness Programs
- ◆ Recognition of Pre-Incident Indicators (Behaviors of Concern)
- ◆ Importance of Reporting
- ◆ How to Survive It



Annual

Varied

Customized

Mandatory

Flashpoint

Training video available from SATERN



◆ *Stress Can Lead to Aggression*

- Stress which is chronic in nature or extreme in intensity can lead to cognitive and behavioral disturbances.
- The stress reaction is the physiological and psychological manifestation of a complex set of variables.
- Factors such as values, life experiences, self-concept, and perceived locus of control can affect stress coping.
- Aggressive behavior may manifest as a maladaptive attempt to alleviate physiological and psychological tension.
- Non-resolution of this tension can lead to repeated and more aggressive attempts to do so (escalation).



◆ *Violence Can Be Triggered*

- Perception of supervisor/authority as being unjust
- Feelings of humiliation and rage
- History of unresolved conflict(s)
- Perceived rejection or loss of status or advancement
- Projection of blame, “They’re out to get me.”
- Abuse of alcohol or other mood-altering substances
- Exacerbation of pre-existing serious mental health issue



Shots Fired

Training video available from SATERN



Reporting is...

Retribution free

Easy

By Various Methods



Diversion

- ◆ Assessment Team
- ◆ Options
 - Human Resources
 - EAP/Medical
 - Security



What's the "Profile"

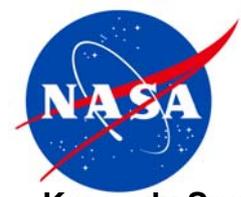
Offenders...

Prior Mental Health Issues

Prior Criminal Record

Gender/Race/Age

Use of Firearms



Profile (Age)

On March 24, 1998, Mitchell Johnson, 13, and Andrew Golden, 11, steal seven pistols and three rifles, set off a fire alarm at Westside Middle School, and as the children ran out, killed 4 students and one teacher, injuring 11 others. They just wanted to scare them. Both had been disciplined by the school for behavioral incidents. Both were known as bully's by their classmates.



Andrew Golden, Age 11



Associated Press

Mitchell Johnson, Age 13



Profile (Age)

88-year-old James W. Von Brunn

A Security Officer was killed when a man with a rifle opened fire at the United States Holocaust Memorial Museum in Washington, D.C.

Officer Stephen Tyrone died defending the museum.





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Profile (Gender/Race)

Protective Services Office



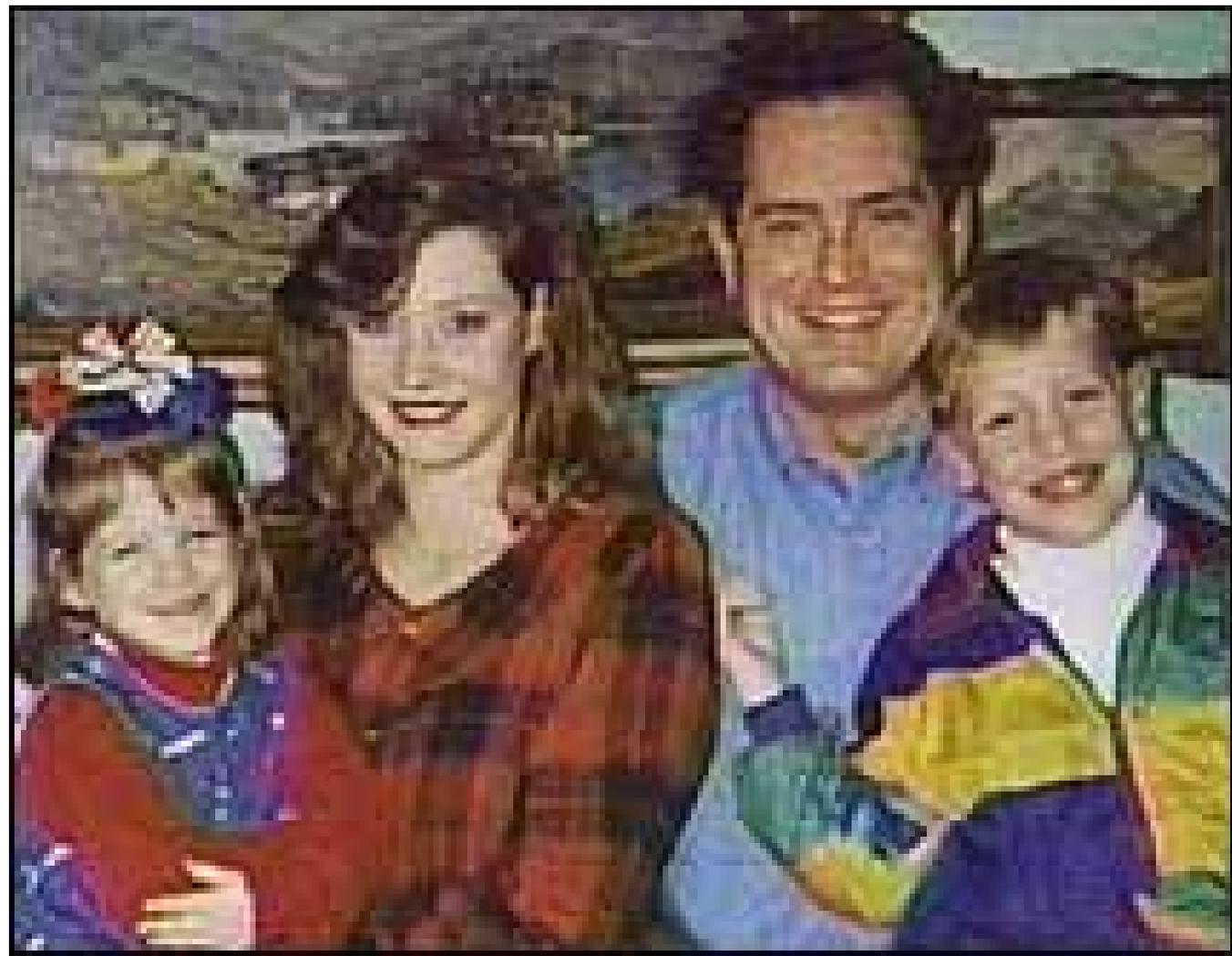


Rehabilitation?

Mitchell Johnson

After his arrest in 2007 for drug and weapons possession





(COURTESY USBA)



- ◆ Training for Survival
- ◆ Shots Fired Video
- ◆ ERT/CIT/NIMS
- ◆ EAP Aftermath

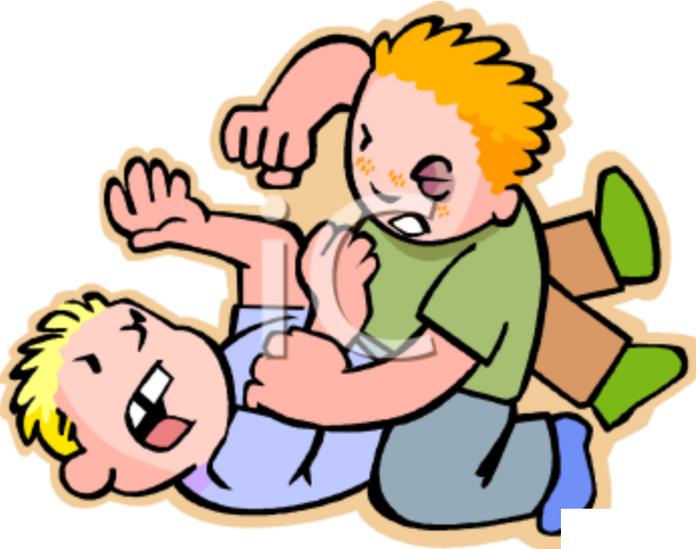
Shots Fired “When Lightning Strikes”

Training video available from SATERN



Survival

Instinctual Reactions



Fight



Flight



Freeze



Reading List

