

STAFF SAFETY PROTOCOL FOR THE FAMILY SERVICES DIVISION

1. If a staff person is being assaulted or is in imminent danger, call 911.
2. Any urgent events should be reported to the 24/7 BGS security phone at (802) 828-0777. That line is answered by the on-duty security officer who can make the proper security notifications to other personnel, including paging the Chief of the Security Division, Tom Cheney.

When an incident occurs that involves a VT employee, VT property, or a visitor to a VT facility, the incident can be documented with the Security Division. This can be done by going to the BGS website, choosing security from the menu, and selecting the “incident form”. BGS Security incident report:

<http://bgs.vermont.gov/security/incidentreport>

3. When you “submit” a BGS incident form, it goes to Tom Cheney. Tom will respond via email within 3 business days asking the person who submitted the form if they need assistance from security.
4. Examples of assistance from security and reasons to fill out this form include having a security detail assigned to the building site of the incident or threat, putting alarms on doors or windows, putting locks on doors or windows, temporarily re-assigning staff to a safer work location, modifying the site in some other manner, receiving assistance with no-trespass orders or other safety measures.
5. If the Director is looking for the type of assistance described above, then after submitting the incident form, it is recommended that the director send an email to the following individuals requesting a conference call:
 - Tom Cheney, Chief of Security
 - Doreen Marquis, HR Development Director
 - Policy and Operations Manager
 - Others identified by the Director
6. Typically the examples of assistance above would be put in place as agreed upon during the conference call.
7. Directors should notify law enforcement, State’s Attorney and other appropriate personnel as indicated (e.g. criminal behavior).
8. FSD policy 264:

264 [Responding to Incidents](#)

FSD Policy 264 provides additional guidance regarding what incidents should be reported to Directors and Central Office and helps to guide the types of responses to incidents. This includes when a staff member or his/her family is threatened with harm or actually harmed by a client of the division.

FSD Policy 264 requires that any staff member harmed or threatened with harm will submit an FS-110 (staff safety incident form) to the Policy and Operations Manager assigned to the district within 3 working days. FSD Staff Safety incident form:

<http://intra.dcf.state.vt.us/fsd/forms/employee-related/110-staff-safety-incident-form/view>

9. This form is meant to be filled out by the Supervisor based on a supervisory conference in which the affected staff was asked to detail what occurred, whether he or she feels there is an ongoing threat, the steps taken to address safety, what could have prevented the incident from occurring, what support they received (consult with supervisor/director, peer support, outside consultation or other), whether a work injury report was completed, whether law enforcement was involved, whether the matter was referred for legal action, and whether any assistance is needed from Central Office.

Tom Cheney

Chief – Security Division

802-828-1406

802-828-0288(Fax)

tom.cheney@state.vt.us

Doreen Marquis, CPM

Organizational and HR Development Director Agency of Human Services | Dept. for Children and Families

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