

DRAFT
MEETING MINUTES
WVPI WORKING GROUP 4
OCTOBER 19, 2009
CONFERENCE CALL - 12:30 to 2:00 pm EDT

1. Welcome and Call to Order

Working Group Chair Ms. Denise Stoneburner called the meeting of the Workplace Violence Prevention and Intervention (WVPI) Working Group 4 (WG 4) to order at 12:30 pm EDT and welcomed the participants.

2. Roll Call

Ms. Aivelis Opicka of ASIS Staff took roll. The participants introduced themselves. The attendance list is appended as Attachment I.

3. Approve Agenda

Chair Stoneburner asked for any proposed modifications to the agenda, and being none the agenda was approved.

4. Discussion of Post-incident Work/Crisis Management

Chair Stoneburner opened discussion of the proposed Post-incident Work/Crisis Management section which WG 4 is tasked with developing. She noted that it is to address in a general way, the coordination of workplace violence post-violent-incident management with an organization's overall business continuity or crisis management efforts or infrastructure. It was noted that the direct response to violence is being addressed by other working groups.

Discussion ensued regarding the scope of the section, and its relationship to the scope of the Standard. It was noted that the baseline text was developed with a specific focus on active physical violence, and further observed that at the time of the post incident phase, the physical aspect of the violence had passed. Crisis management in relation to both an organization and to the post incident phase was discussed. It was offered that the section's crisis management content should focus on the application to the post incident phase. Additionally, it was observed that pre-incident planning should tie into post-incident management. Immediate, short term, long term and review were noted as stages of the post incident phase.

Training was noted as an important aspect of post-incident identification, particularly from a supervisory/management perspective. The need for up to date supporting statistics, research or case studies was noted. It was observed that section 7.7 entitled, "Responding to a Violent Incident in the Workplace," overlaps with the proposed new section thus providing a new good starting point. It was further noted elements of section 7.7 should be discussed in the proposed new section.

Chair Stoneburner moved the discussion to formation of the initial section outline, with the group identifying and arranging the following elements:

- Opening paragraph(s):
 - Establish Assumptions:
 - immediate threat is gone
 - Regardless of incident, some form of resolution has been achieved even if there is the potential for renewed escalation or the introduction of new threat
 - States direction, including limitations of section
 - Identifies the section's fit within the crisis management process
- Identify elements of an overall Post-incident resumption plan
 - Existing section 7.7, *Responding to a Violent Incident in the Workplace*: Responding to a major workplace violence event should include:
 - Developing protocols for coordinating the work of the Threat Management Team in responding to an incident with the organization's crisis management personnel and/or business continuity plans (see ASIS *Business Continuity Guideline* at < <http://www.asisonline.org/guidelines/guidelines.htm> >).
 - Designating and training an interdisciplinary team that will be assigned after an incident takes place to assess its impact on the business and its employees.

- Establishing procedures to provide timely, accurate updates to various constituents (employees, family members, and the media) on the facts of an event and the organization's ongoing response.
 - Implementing procedures for EAPs, medical/health care departments and outside specialists to monitor employees for more severe post-trauma emotional problems and need for care.
- Stages of post-incident resumption (or management)
- Addressing both the immediate needs and long-term concerns/consequences
 - How does the organization move forward with daily operations
 - Communications
 - Internal and external
 - Management of press, vendors, clients, OSHA, authorities
 - Investigation
 - Mental health – individual and wider organization
- Planning for post-incident resumption
 - Cost contingencies (operational insurance, cash on hand)
 - Legal Implications
- Review/Evaluation - capture key learning's with regards to pre-incident planning, incident response, and post-incident resumption
- Statistics, case studies, references, etc.

5. Open Discussion

Chair Stoneburner opened the discussion. Discussion ensued regarding next steps with it determined that upon dissemination of the section outline by ASIS staff, members will submit their preferences for section assignments. Work will then proceed on the assigned sections, with results being submitted to ASIS staff for compilation and dissemination in advance of the next meeting.

6. Action Items

Action items include:

- ASIS staff to disseminate the section outline to the WG.
- WG members are to submit requests for section assignments to ASIS staff via standards@asisonline.org by Wednesday, October 21, 2009.
- WG members are to submit work assignments for their sections to ASIS staff via standards@asisonline.org by Friday, November 20, 2009.

7. Next Meeting

The next meeting of Working Group #4 is scheduled for Thursday, December 3, 2009 from 12:30 to 2:00 pm EST.

8. Adjournment

Chair Stoneburner adjourned the meeting at 1:30 pm EDT with consensus.

Submitted by:

[Original Signed By:]

Jeanette Donovan
 ASIS International
 Coordinator, Standards & Guidelines

~~~~~  
 Antitrust Risk Notice: As a reminder, participation in standard and guideline committees involves the potential for antitrust concerns or risks. To avoid such concerns and risks, participants should carefully observe the "ASIS Standards Development Procedures". In addition, sensitive discussion topics such as price, specific contractual terms, etc., should be avoided. Any participant having concerns or questions regarding sensitive discussion topics should consult with their company's legal counsel, the Committee leadership or ASIS staff.

Early Patent Disclosure Notice: ASIS follows ANSI's patent policy where disclosure of relevant patented inventions at the earliest possible time in the standards development process is encouraged. Neither ASIS, the Committee, nor its Chair ensure the accuracy or completeness of any disclosure or whether any disclosure is of a patent that in fact may be essential for the use of standards under development.

**WVPI WORKING GROUP 4**  
**10/19/09 MEETING ATTENDEES**

|                                |                                               |
|--------------------------------|-----------------------------------------------|
| Denise Stoneburner, WG 4 Chair | ConocoPhillips                                |
| Bruce Blythe                   | Crisis Management International               |
| James Cawood                   | Factor One                                    |
| Beth Howell                    | General Dynamics Land Systems                 |
| Kathy Goodin-Mitchell          | PPAI (Promotional Products Association Intl.) |
| Don Knox                       | Caterpillar                                   |
| Thomas Rohr, Sr.               | Carestream Health, Inc.                       |
| Frank Rudewicz                 | BDO Seidman                                   |

**ASIS Staff Present**

Sue Carioti, Director, Standards & Guidelines

Aivelis Opicka, Manager, Standards & Guidelines

Jeanette Donovan, Standards & Guidelines Coordinator