
KANSAS CITY, KANSAS POLICE

GENERAL ORDER

SUBJECT: Productive Work Environment:
Violence in the Workplace

ORDER NUMBER: 20.06
ISSUED DATE: 07/08/2016
EFFECTIVE DATE: 07/15/2016
RESCINDS: 20.06 Issued 01/20/2015

REFERENCE: CALEA [Ch. 26](#)

CROSS REFERENCE:

CONTENTS:

I. PURPOSE

II. DEFINITION

III. POLICY

IV. COMPLAINT AND INVESTIGATION PROCEDURES

I. PURPOSE

- A. The Police Department is committed to promoting a safe and productive work environment that is free from violence, harassment, intimidation, and other disruptive behavior.

II. DEFINITION

- A. Protected employee classes – For the purpose of this general order, protected employee classes are defined as an employee's race, color, religion, sex, national origin, disability, or age.
- B. Discrimination – Bias in the exercise of official actions on behalf of the employer, such as hiring, firing, failing to promote, adverse job assignment, significant change in benefits, or official disciplinary action.
- C. Harassment – Unwelcome conduct that is based on race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.
- D. Bullying – Workplace bullying is repeated, health-harming mistreatment of one or more persons (the targets) by one or more perpetrators.

III. POLICY

- A. Employees are expected to maintain a productive work environment that is free from violent, threatening, harassing, or disruptive activity. The Department will not tolerate verbal or physical conduct by any employee that harasses, disrupts, threatens, or abuses another person or interferes with another employee's work performance.
- B. All employees have the right to work in an environment free from inappropriate, disruptive behavior. The Department will not tolerate, condone, or permit any behavior of this type by employees, whether sworn (regular or reserve), civilian, volunteer, or non-employees who conduct business with the Department. Examples of such unacceptable behavior include, but are not limited to:
 - 1. Violence or physical assault;
 - 2. Threats of violence, whether verbal or demonstrative;

- 3. Obsessively or intensely directed behavior focused on another person that could reasonably be perceived as threatening, harassing, or menacing;
- 4. Destroying or threatening to destroy property;
- 5. Making statements about others that are false, malicious, disparaging, derogatory, rude, abusive, obnoxious, or disrespectful, or which have the intent to hurt others' reputations;
- 6. Inappropriate physical contact;
- 7. Destroying, damaging, incapacitating, or contaminating property, equipment, or data that could cause injury, illness, or death, or interfere with the normal operation of the Department;
- 8. Intimidating or harassing others;
- 9. Fighting, stalking, or any unlawful violent act.

- C. Violence, harassment, and disruptive behavior directed against others is strictly prohibited and constitutes serious employee misconduct. The Department will take direct and immediate action to prevent such behavior, and to remedy all reported instances of such inappropriate behavior. Violation of this policy will result in disciplinary action up to and including termination.
- D. Each Supervisor and Manager has a responsibility to keep the workplace free of violence, harassment, intimidation, and other disruptive behavior.

IV. COMPLAINT AND INVESTIGATION PROCEDURES

- A. Employees may report or relate concerns regarding behavior in violation of this policy to any Department Supervisor or manager, without regard to the chain of command and without fear of retaliation. All complaints and concerns reported under this policy shall be expeditiously investigated.
- B. All Department employees are required to report any acts of violence, harassment, or disruptive behavior directed against others that they are subjected to or that they witness.
- C. Any allegations of harassment based upon an employee's or prospective employee's race, color, sex, religion, age, disability, ancestry, or national origin shall be reviewed and investigated pursuant to General Order 20.05.
- D. The investigation of complaints of behavior in violation of this policy will be done in the following manner:
 - 1. Any Supervisor, Commander, or Director, upon receiving a written or oral complaint, allegation, or any notice whatsoever of violent, harassing, abusive, or disruptive behavior in the workplace, shall notify his or her Bureau Director within one business day.

- a. When appropriate, a Supervisor, Commander, or Director may take immediate positive action, including the issuing of discipline if necessary, to resolve the complaint.
 - b. Notice will be provided to the respective Bureau Director regardless of the Supervisor's, Manager's or Commander's opinion of the relative merits of the claim. Notice will include whether the submitting person believes the matter is resolved by positive action, and if so it will explain what action has been taken to resolve the matter.
 - c. Failure to notify the appropriate Bureau Director of an allegation or complaint of behavior in violation of this policy is a violation of this directive and shall subject the Supervisor, Manager, or Commander to discipline.
2. If the submitting person advises the Bureau Director that the matter has been resolved through positive action, the Bureau Director, or his or her designee, will verify that the matter has been resolved and contact the complainant to verify that he or she is satisfied with the resolution. The Bureau Director will then:
 - a. Determine whether the matter has been properly resolved through positive action;
 - b. Assign the matter for further investigation; or,
 - c. Refer the matter to the Internal Affairs Unit; and,
 - d. Notify the Chief of Police of the allegation and the status of the matter and its investigation.
 3. At the discretion of the appropriate Bureau Director and/or the Chief of Police, the Internal Affairs Unit will expeditiously investigate the allegation. Any investigation will be initiated and completed in a timely manner. The Internal Affairs Unit shall conduct its investigation in the ordinary course of business.
 4. All employees, including but not limited to Supervisors, Commanders, and Directors, will fully cooperate with the investigation.
 5. Failure to cooperate with an investigation is a violation of this policy and will subject the violator to discipline.
 6. Violation of this policy may result in, but is not limited to, remedial action, training or education, managerial or supervisory action, and/or disciplinary action up to and including termination.
- E. This policy will be distributed to all Department employees and all new hires at the initiation of their employment.
 - F. Retaliation against any employee for reporting an allegation, filing a complaint or participating in an investigation is strictly prohibited.