



DC HEALTH

District of Columbia Department of Health		PROCEDURE 1421.000 Implementing Office: Health Regulation and Licensing Administration Training Required: Yes Originally Issued: JUN 12 2018 Revised/Reviewed:
Inspector Safety		
Approved by:  LaQuandra S. Nesbitt MD, MPH; Agency Director	Review by Legal Counsel:  Phillip Husband, Esq.; General Counsel	Effective Date: JUN 12 2018 Valid Through Date: JUN 12 2021

I. Authority	Reorganization Plan No. 4 of 1996; Mayor's Order 1997-42; DC Official Code §§ 7-731 and 7-742.
II. Reason for the Policy	Employees whose essential job functions include conducting field inspections may become subject to a range of hazards in the course of their job. The safety of all DC Health employees is a critical responsibility. This SOP is intended to provide guidance to mitigate safety risks in the moment, as well as follow-up steps, if an employee does encounter a hazard.
III. Applicability	This SOP shall apply to all employees, contract employees, interns, and summer youth employees working within Health Regulation and Licensing Administration (HRLA), collectively referred to herein as "employees" or "HRLA employees."
IV. Policy Statement	<p>Any inspector shall present their official DC Health credentials to the owner/licensee/manager-on-duty at the onset of the inspection, and state their intention to conduct an inspection.</p> <p>Inspectors have the authority to terminate an inspection and leave the premise immediately if confronted with a threat, or perceive the risk of a threat. A threat may include, but is not limited to:</p> <ol style="list-style-type: none"> 1. Physical violence, or verbalized intent to commit physical violence; 2. Verbally abusive conduct; 3. Unwelcome sexual advances: comments of a sexual or suggestive nature, or unwanted physical touch;

4. Illegal activity, or reasonable suspicion of illegal activity on the premises (e.g. drug use, other than marijuana).

If a threat or perceived threat emerges, an inspector shall terminate the inspection immediately, leave the premises, and proceed to a secure location. At the first opportunity, the inspector shall contact his/her supervisor to report the incident. If the threat is of a potentially criminal nature, or if the threat potentially endangers other persons, the inspector shall call 911 at the first opportunity and enlist assistance from first responders, and shall contact the unit supervisor to report the incident.

Inspectors are responsible for drafting a detailed record of any threat or perceived threat experienced, and submitting an Unusual Incident Report to the DC Health Risk Manager within 24 hours, or the following business day. A copy of this detailed record shall be submitted to the Inspector's supervisor.

Inspectors shall not make any efforts to combat a threat. This includes any attempts to physically disarm or incapacitate an individual behaving in a violent manner. Inspectors are prohibited from carrying a firearm, or other weapon, during an inspection, either on their person, or in a government vehicle.

If an individual at an inspection site is not fully cooperative (e.g. unfriendly, or defensive), but is not verbally threatening or abusive, the inspector shall remain calm, engage the individual in an understanding and empathic manner to encourage the individual to cooperate fully in the inspection. The inspector shall not verbally escalate, or otherwise provoke the individual. If, after these steps, the individual escalates to a verbal or physical threat, the inspector shall terminate the inspection immediately, and leave the premises as described above.

If an owner/manager/licensee/employee of an establishment attempts to coerce a specific outcome, including through the offer of gifts (monetary or otherwise), the inspector(s) shall terminate the inspection immediately, leave the premise, report the occurrence to the unit supervisor, and document the incident in an Unusual Incident Report.

	<p>A HRLA manager supervising inspectors may issue guidance requiring that specific categories of inspections may only be carried out by pairs of inspectors.</p> <p>HRLA Program Managers supervising inspectors shall ensure that any inspector conducting inspections outside of normal business hours (Monday – Friday 8:15 AM – 4:45 PM) have access to a government-issued cellular phone.</p> <p>Any employee in violation of any part of this SOP may be subject to commensurate disciplinary action.</p>
<p>V. Definitions & Acronyms</p>	<p>HRLA- Health Regulation and Licensing Administration</p> <p>Inspector- A HRLA employee whose official job duties include ensuring compliance with laws or official regulations. An inspector may have a different official job title, e.g. Sanitarian, Investigator, or Surveyor.</p> <p>Threat- A statement of an intention to inflict pain, injury or similar action on someone in retribution for something done or not done. The possibility of trouble, danger, or ruin.</p> <p>Hostile- verbally threatening or abusive, intimidating, or argumentative</p>
<p>VI. Procedures</p>	<p>Procedure A: Physical Threat Response</p> <ol style="list-style-type: none"> 1. At first awareness of a physical threat, including the presence of a weapon or potentially illegal conduct (e.g. illegal drug use, or visible drug paraphernalia) at the inspection site, the inspector(s) shall terminate the inspection immediately. 2. The inspector(s) shall leave the premises immediately and relocate to a safe and secure location. 3. If the threat is of a potentially illegal nature, or the inspector is injured or at risk of being injured, the inspector(s) shall call 911 to alert first responders to intervene.

	<ol style="list-style-type: none"> 4. The inspector(s) shall contact the unit supervisor and report the incident. 5. At the first available opportunity, the inspector(s) shall draft a detailed written account of the incident, including a full description of the event, and verbatim quotations if possible. 6. The inspector(s) shall complete an Unusual Incident Report and submit it to the DC Health Risk Manager. <p>Procedure B: Verbal Threat/Inappropriate Sexual Advance Response</p> <ol style="list-style-type: none"> 1. At first awareness of a verbal threat, if an uncooperative individual at an inspection site escalates to verbally abusive behavior, or if any individual makes an unwelcome sexual advance towards an inspector, the inspector(s) shall terminate the inspection immediately. 2. The inspector(s) shall leave the premises immediately and relocate to a safe and secure location. 3. If the threat is of a potentially illegal nature, or placed any other people at risk, the inspector(s) shall call 911 to alert first responders to intervene. 4. The inspector(s) shall contact the unit supervisor and report the incident. 5. At the first available opportunity, the inspector(s) shall draft a detailed written account of the incident, including a full description of the event, and verbatim quotations if possible. 6. The inspector(s) shall complete an Unusual Incident Report and submit it to the DC Health Risk Manager.
VII. Contacts	HRLA Senior Deputy Director- (202) 724-8927
VIII. Related Documents, Forms and Tools	None