# Levels of Incidents

<table>
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<th>Levels</th>
<th>Categories</th>
<th>Examples</th>
<th>Response</th>
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| **LEVEL I** | • Implied (Covert) Threats  
• Verbal/Mental Abuse  
• Harassment/Badgering  
• Inappropriate Tones (threatening)  
• Inappropriate Gestures (menacing) | • Screaming, yelling, or belligerent tones  
• Statements like “You’ll pay for this!” or “You’ll be sorry!”  
• Name calling, berating, or sarcasm  
• Unfounded criticism like “You can’t do anything right.” | • Report to your Supervisor  
• Consult with Security, HR, and EAP as necessary  
• Define/Address the Problem  
• Document |
| **LEVEL II** | • Threatening Gestures  
• Specific (Overt) Written or Verbal Threats  
• Property Abuse/Mishandling  
• Stalking | • Raising hand or object to strike someone  
• Any written or verbal threat to harm, avenge, or retaliate  
• Throwing objects, slamming doors, slamming fists on desk, hitting or kicking walls or objects  
• Monitoring a co-worker’s activities to satisfy personal objectives (unwarranted attention)  
• Refusing to leave an area (office) when asked to do so  
• Intentionally crowding to intimidate  
• Blocking access to or exit from the area | • Report to your Supervisor  
• Consult with Security, HR, and EAP as necessary  
• Plan of action (disciplinary action, mandatory anger management referral, victim assistance)  
• Document |
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<th>LEVEL III</th>
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| • “Scuffles” (Physical Contact)  
• Destruction  
• Assault – Physical, Sexual, Armed  
• A presently occurring loss-of-control event creating fear of imminent harm  
• Unauthorized possession of firearms or other weapons on government premises | • Shoving, grabbing, jabbing, poking, or prodding  
• Tripping or intentionally bumping or jostling  
• Breaking equipment  
• Breaking or putting holes in doors, walls, windows, etc.  
• Intentional use of objects for purpose of destruction – fire, bombs, chemicals, vehicles, etc.  
• Any intentional harmful physical contact  
• Unremitting rampage of loud, threatening, or incoherent speech  
• Bringing an unauthorized weapon on site | • Activate Emergency Response Procedures – Do NOT try to handle on your own!!  
• Report to Supervisor  
• Assist in maintaining calm if possible  
• Assist in victim care if possible  
• Leave the area if necessary for your safety  
• Document  
• Arrange for debriefing after resolved (all persons impacted)  
• Coordinate plan of action with HR and EAP after crisis resolved |