

Jasper County LEPC

Minutes

Date: November 13, 2013
Time: 0900
Location: Skiff Medical Center

Members present: Bob Rhone, Bob Wirtz, Brenda Smith, Charles Wagoner, Daniel Schlup, Dave McClurg, Dennis Stevenson, Duane Rozendaal, Gary Pickett, Jeff Hoebelheinrich, Jim Sparks, John Halferty, Kathy Ellis, Mark Gaunt, Mark Young, Mike Balmer, Mike Knoll, Nick Steinbach, Rex Heisdorffer, Troy White, and William Cobbs.

Also present: Jason Benson (Cline Tool), Judy Stevens (Caleris), Kelley Hall (Caleris), Katrina Davis (City of Newton), Roger Karnes (First Newton National Bank), Pam Smith (Hanson Directory), Erin Dickerson (Thombert Inc.), Terri Rock (TPI), Casey Richey (Trinity Structural Towers), Chris Hopwood (Trinity Structural Towers), John Murphy (Trinity Structural Towers), Chuck Jackson (Underwriters Labs), Mary Jamieson (Whirlpool/Newton Parts), John Strickland (Whirlpool/Newton Parts), Jim Larsen (Windstream), Ryan Jansen (Key Cooperative),

The meeting was called to order at 0903AM by Jim Sparks, Chairman.

New Business

- By-Laws Change

A motion was made by Rex Heisdorffer and seconded by Mike Knoll to amend the by-laws to reflect the new address for the Jasper County EMA office.

Passed

- Election of Vice Chair

Gary Pickett nominated Steve Smith for vice Chair and it was seconded by John Halferty.

Passed

- ESF #10-Hazardous Materials

Mike Knoll reported on visiting all 302 facilities within the county. There were no significant changes, updates were made, and the annual review of ESF #10 has been completed and submitted to IHSEMD.

- Introductions of Newest Members

Pastor Mark Young to assist with the Mass Care ESF, Daniel Schlup with Heritage Manor has provided tremendous assistance with the Long Term Care MOU, and Bob Wirtz, Skiff Medical Center's new Safety, Security, and Plant Operations Manager.

Presentation: Workplace Violence

FBI Special Agent, Darin Challacombe, who has been in Intelligence for six years, described the four types of violent offenders as:

- “The Outsider” a person who comes in from outside of the workplace and gets violent with employees. This is the most common offender. Someone with no association to the business targets the most vulnerable people who work with the public alone; taxi drivers, convenience store clerks, etc.
- “The Consumer” this person has an association with the business. They have been angered by the quality of service provided them.
- “The Insider” a person who is a past or present employee or family member of an employee. They have received some bad news and you may see some warning signs.
- “The Jaded” this person has no relationship with the business but does with an employee at the business typically a domestic situation.

School Shooter Profile:

- Male aged 16-64 (80% of the shooters)
- Moved frequently
- Affinity for weapons
- Reads extremist/hate group materials

Behavioral Risk Factors

- Harassing behavior
- Destruction of property
- Bizarre thoughts
- Obsession with other people
- Physical behavioral changes
- Hopeless statements

It was noted to observe for leakage, signs of disturbing thoughts leaking out in writing and drawings. Brittle people are people who perceive they have been bullied or delusional people.

Prevention for Employers:

- Limit access to controlled areas
- Policy/Prevention programs providing regular training handling situations

Employee Prevention

- Accept practices of the employer
- Become aware and report violent or threatening behavior signs
- Follow the employers’ procedures

FBI Special Agent, Scott James has worked in Des Moines for 12 years, the last six years as a Crisis Negotiator and can be reached at 515-224-7422. He offered to provide training for either first responders or in the workplace for employees dealing with potential crisis situations.

James provided some examples of circumstances/life stressors which might trigger a crisis or psychological state.

- Life Stressors
- Domestic Situation
- Violence in the Workplace
- Perceived Losses (Loved one/job/health/money/self-esteem)

First Responder on the scene needs to know:

- 1st 15-45 minutes is critical
- Average response time is 45 minutes – 1 hour by the professionals
- 1st responder should initiate a dialogue

- Reduce further violence through containment of the situation
 - This doesn't replace the negotiations with the trained professional
- James made the following points concerning someone in a crisis state:
- Person going through the crisis decides the importance.
 - Find out what got them into this state and the needs to get them out of it.
 - The subjects' perceptions are what count.
 - Time-Story-Feelings Model
 - Take the time to move up in rationality by decreasing the emotions.
 - Get the story first to solve the problem.
 - Feelings need to be dealt with (talk about/processed/move pass them)

Active Listening Skills:

- Emotion Labeling
- Paraphrasing
- Mirror/Reflecting
- Summary (add some feeling/emotion)
- Open Ended Questions (encourage more discussion)
- Minimal Encouragers
- Effective Pauses
- "I" Messages (attempt to influence behavioral but not agitate by linking their behavior with way makes you feel-waving your gun makes me worried something might happen)

Negotiator's Role to influence behavior by going through the following steps:

- Active Listening Skills
- Empathy
- Rapport
- Influence
- Behavioral Change

James summed up the crisis situation by stating it's the negotiator's role not to lie to the individual but to understand and tell them the truth. These active listening skills can be used by anyone in the workplace to deal with a situation until a negotiator arrives. You cannot skip any of the steps above to speed along the process. The negotiator will have to go through them but as an employer you can become the active listener to allow more time for the responders to prepare.

Meeting adjourned at 10:10AM.

Next meeting: To be determined.