



CIVIL CONVERSTATIONS #4

FREQUENTLY ASKED QUESTIONS ABOUT CIVIL

Q. What is CIVIL?

A. CIVIL is a team of NIH experts that promotes civil behavior in the NIH workplace.

- The phone number is “**C-I-V-I-L**” or 24845; TTY at 301-402-9499.
- CIVIL is a place to call if you have questions or concerns about intimidating or threatening workplace behaviors.
- CIVIL draws upon its membership from many NIH resources, including the Ombudsman’s Office, the Employee Assistance Program, the NIH Police, the Work and Family Life Center, EEO, and others, to help prevent or respond to violent or potentially violent, threatening or harassing situations.
- CIVIL maintains a website at <http://civil.nih.gov> with tips on identifying problems, ways to respond, available resources, and more.

Q. Why should I call CIVIL?

A. Contacting CIVIL can help minimize or eliminate violence at work.

- This team can provide a sounding board for problem-solving in these matters.
- The NIH policy states that all individuals are to report threats and acts of violence, so that we can maintain a safe work environment for all our staff and visitors.
- Anyone who reports in good faith a legitimate concern about threats or violence or who participates in investigations is assured protection from reprisals.
- CIVIL is an NIH resource that people may use to report threats of violence, harassment, intimidation or other disruptive behavior and get information about appropriate next steps.

Q. What kinds of things should I call CIVIL about?

A. You can call about any behavior you find upsetting and potentially violent. This includes:

- concerns about yourself or a colleague whom you think may be considering suicide;
- disruptive behavior (door-slamming; punching holes in the wall, or throwing objects);
- worries about domestic violence spilling over into the workplace; or
- threatening behavior or threatening statements, such as “someone will pay for that” or “that’s what causes people to bring in guns or go postal.”

In instances where violence is imminent, as when someone is waving a weapon (a gun; knife; or a piece of equipment), first:

- **Secure your personal safety and that of others, then**
- **Call the NIH or local police by calling 911 (or dial 9, then 911 if you are off campus).**

CIVIL is receptive to any and all questions you may have about workplace violence and your specific needs.



CIVIL CONVERSATIONS #4 (Cont'd)

Q. What will CIVIL do when I call?

A. CIVIL team members will talk with you, help you assess the situation, and help you determine what you or others could do about it.

- CIVIL may refer you to its individual members for you to pursue your options further, and/or
- CIVIL may convene a team meeting to share ideas and develop a solution.

Check the CIVIL website <http://civil.nih.gov> for additional information.

Q. Will my call be kept confidential?

A. You do not have to provide your name when you call CIVIL for general information, guidance, or referrals. If you want CIVIL to look further into a specific situation, we may not always be able to guarantee anonymity. This will be discussed with you at the time you call.

Q. Are records kept when people call CIVIL?

A. We maintain a record of all calls so that we have information about the kinds of concerns and potential problems raised. This helps us determine if we need to provide additional information on our website, training courses, or other ways to respond to NIH concerns. Records of calls for general information only do not identify the caller by name or office.

Q. Will I know what happened?

A. A follow-up call will usually be made if an action plan has been developed or a referral suggested. These calls are made to be sure the plan is working or the referral was helpful and that no additional issues need to be addressed. We also solicit feedback as to how well CIVIL is doing in responding to people's concerns.