

Workplace Violence Prevention Program for



Sacramento Employment and Training Agency

Main Office

925 Del Paso Blvd, Suite 100

Sacramento, CA 95815

Effective July 1, 2024



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Site Specific Information

Responsible Persons	Job Title/Position	WVPP Responsibility(ies)	Phone #	Email
Site Contacts and Responsibility				
Bevan Richardson	Site Manager	[Overall responsibility for the plan]	(916) 263-0606	Bevan.richardson@seta.net
[Joe White]	Administrator	[Responsible for employee involvement and training]	(916) 263-0606	Bevan.richardson@seta.net
Emergency Contacts				
Local Sheriff	Dispatch	Sheriff Direct Line	916-875-0427	
SETA	Human Resources Chief	Bevan Richardson	O: (916) 263-0606 F: (916) 588-9176	<u>Bevan.Richardson@seta.net</u>

EMERGENCY RESPONSE PROCEDURES

This site has in place the following specific measures to handle actual or potential workplace violence emergencies:

- Effective means to alert employees of the presence, location, and nature of workplace violence emergencies by the following:
 - a. Alarm bells
 - b. Silent alarm
 - c. PA announcements
 - d. Key-card access doors
 - e. On-site security guard
 - f. Exterior security cameras
- Follow evacuation or sheltering plans.



SITE MAPS



POLICY

It shall be the policy of this site further to provide all employees and members of the public with a safe and healthful work environment. It shall be the policy of SETA to take appropriate actions to protect, as fully as possible, all employees of SETA and members of the public from acts of violence, threats, intimidation, and harassment which may occur during the performance of job duties SETA shall also take action including involving state or local law enforcement and pursuing prosecution through judicial or other appropriate administrative remedies when such incidents occur.

PURPOSE

The purpose of the "Workplace Violence Prevention Program" is to ensure that this site provides employees and members of the public with a place to conduct the business of SETA free of threats, intimidation, harassment, and acts of violence.

DEFINITIONS

- **Emergency** - Unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.
- **Engineering controls** - An aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between the employee and the hazard.
- **Log** - The violent incident log required by LC section 6401.9.
- **Plan** - The workplace violence prevention plan required by LC section 6401.9.
- **Serious injury or illness** - Any injury or illness occurring in a place of employment or in connection with any employment that requires inpatient hospitalization for other than medical observation or diagnostic testing, or in which an employee suffers an amputation, the loss of an eye, or any serious degree of permanent disfigurement, but does not include any injury or illness or death caused by an accident on a public street or highway, unless the accident occurred in a construction zone.
- **Threat of violence** - Any verbal or written statement, including, but not limited to, texts, electronic messages, social media messages, or other online posts, or any behavioral or physical conduct, that conveys an intent, or that is reasonably perceived to convey an intent, to cause physical harm or to place someone in fear of physical harm, and that serves no legitimate purpose.
- **Workplace violence** - Any act of violence or threat of violence that occurs in a place of employment.
- **Workplace violence** includes, but is not limited to, the following:
 - The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury.



- An incident involving a threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury.
- The following four workplace violence types:
 - **Type 1 violence** - Workplace violence committed by a person who has no legitimate business at the worksite, and includes violent acts by anyone who enters the workplace or approaches employees with the intent to commit a crime.
 - **Type 2 violence** - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.
 - **Type 3 violence** - Workplace violence against an employee by a present or former employee, supervisor, or manager.
 - **Type 4 violence** - Workplace violence committed in the workplace by a person who does not work there, but has or is known to have had a personal relationship with an employee.
- **Workplace violence** does not include lawful acts of self-defense or defense of others.
- **Work practice controls** - Procedures and rules which are used to effectively reduce workplace violence hazards

RESPONSIBILITY

We have decided to assign responsibility for security in our workplace. The chart listed at the beginning of this program outlines the responsibilities The Workplace Violence Prevention Program (WVPP) Program administrators for workplace security. Those listed have the authority and responsibility for implementing the provisions of this program for this site.

All managers, supervisors, and administrators are responsible for implementing and maintaining the WVPP in their work areas and answering worker questions about the program. A copy of this program is available from each manager and supervisor.

All locations for SETA are required to maintain a WVPP in addition to the Injury and Illness Prevention Program (IIPP) as required by Cal/OSHA Title 8 Section 3203 and Senate Bill 553.

Manager/Supervisor - Managers and supervisors are responsible for ensuring compliance with the provisions of this Workplace Violence Prevention Program.

Employee - Employees are expected to act professionally, courteously, and responsibly at all times, which ensures compliance with the State of California's workplace violence policy requirements. It is the responsibility of each and every employee to immediately report any and all acts or threats, suspicious activity, and workplace violence to their immediate supervisor or manager or HR without fear of reprisal. All reports must be taken seriously. The initial verbal report must be followed up with written documentation which should include the following critical information: Names of the involved parties (i.e. perpetrator, victim and witnesses), exactly what occurred, when the incident occurred, where the event took place, and if known why it happened.



EMPLOYEE ACTIVE INVOLVEMENT

This site ensures the following policies and procedures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the plan:

Administrators will work with and allow employees and authorized employee representatives to participate in:

- Identifying, evaluating, and determining corrective measures to prevent workplace violence by:
 - Having safety meetings with employees and their representatives to discuss identification of workplace violence related concerns/hazards
 - Evaluating hazards and/or concerns, and how to correct them.
 - These meetings could involve brainstorming sessions, discussions of recent incidents, and reviews of safety procedures).
- Designing and implementing training based on employee suggestions. For example, an employee might suggest a new training scenario based on a recent incident.
- Reporting and investigating workplace violence incidents. See ***Incident Reporting Procedures*** section

Administration will ensure that all workplace violence policies and procedures within this written plan are clearly communicated and understood by all employees. Managers and supervisors will enforce the rules fairly and uniformly. All employees will follow all workplace violence prevention plan directives, policies, and procedures, and assist in maintaining a safe work environment. The plan shall be in effect at all times and in all work areas and be specific to the hazards and corrective measures for each work area and operation.

COMPLIANCE

SETA is committed to ensuring that all safety and health policies and procedures involving workplace violence prevention are clearly communicated and understood by all employees. All employees are responsible for using safe work practices, for following all directives, policies and procedures, and for assisting in maintaining a safe, healthy and secure work environment. Our system of ensuring that all employees, including supervisors and managers, comply with work practices that are designed to make the workplace more secure, and do not engage in threats or physical actions which create a security hazard for others in the workplace, include:

- Training employees, supervisors, and managers of the provisions of SETA's Workplace Violence Prevention Program (WVPP) when they are hired and periodically through memos, electronic mail, staff meetings, and training.
- Evaluating the performance of employees to ensure compliance with SETA's WPVPP.



- Recognizing employees who demonstrate work practices that promote the WPVPP in the workplace by (example: verbal/written recognition by management, incentive program, etc.).
- Providing training and/or Employee Assistance Program services to employees whose compliance is deficient with the WPVPP.
- Disciplining employees for failure to comply with WPVPP. (You can either refer to the department's existing discipline process or outline specific steps for the WPVPP)
- Providing employees with access to this written WPVPP
- If your workplace has a public notice or transparency requirement. Ensure the WPVPP program is posted.



COMMUNICATION

We recognize that open, two-way communication between our management team, staff, and other employers, about workplace violence issues is essential to a safe and productive workplace. The following communication system is designed to facilitate a continuous flow of workplace violence prevention information between management and staff in a form that is readily understandable by all employees, and consists of one or more of the following:

- New employee orientation.
- Periodic (designate weekly, monthly, quarterly, yearly based on the frequency and severity of workplace violence incidents) review of our WVPP with all employees.
- Training programs designed to address specific aspects of workplace violence prevention and security unique to our location.
- Posting and distributing workplace violence prevention information.
- Reporting workplace violence/security hazards or threats of violence. (Talk to your supervisors first, if that isn't possible, call your (Crime/Workplace Violence Prevention Coordinator or the Chancery Office)
- Effective communication between employees, managers, and supervisors about security and violence concerns, including translation where appropriate.
- Protecting employees who report incidents of workplace violence from retaliation by the person making the threats. Employees who report incidents of workplace violence will be protected from the person making the threats by SETA immediately taking the appropriate actions such as removing the person, making the threats, from the work area until the situation is resolved. For serious threats or acts of violence, Security and/or the local police will be called.
- A system for workers to anonymously inform management about workplace security and violence concerns
- Addressing security issues at our workplace violence prevention/security team meetings. (Note: Security issues will also be discussed at safety/workplace violence/joint Safety Committee meetings. The Safety Committee will recommend solutions to management and the program administrator will implement approved solutions.
- If your workplace has a public notice or transparency requirement. Ensure the WVPP program is posted.

SETA and this site ensures the following:

- Employees will not be threatened with adverse action or retaliated against in any way if they refuse to report to or leave a workplace or worksite because they have a reasonable belief that the workplace or worksite is unsafe.
- Employees will not be prevented from accessing their mobile or other communication devices to seek emergency assistance, assess the safety of a situation, or communicate with a person to verify their safety.



WORKPLACE VIOLENCE INCIDENT REPORTING PROCEDURE

1. Call 911 if there is a conflict or emergency situation or if someone has been seriously injured.
2. All threats or acts of workplace violence are reported to an employee's supervisor or manager, who will inform the site WVPP administrator.
3. The supervisor or manager should complete an Incident Report Log and give it to SETA's Human Resources Department. You can get these forms from the appendix of this document.

HAZARD ASSESSMENT

Periodic inspections of workplace violence hazards will identify unsafe conditions and work practices. This may require assessment for more than one type of workplace violence.

Periodic inspections are performed according to the following schedule:

- Daily site walkthroughs and quarterly site surveys
- When we initially established our WPVP Program
- When new, previously unidentified security hazards are recognized;
- When occupational injuries or threats of injury occur; and
- Whenever workplace security conditions warrant an inspection.

Periodic inspections for violence prevention/security hazards consist of identification and evaluation of workplace hazards and changes in business practices, and may require assessing for more than one type of workplace violence. Our establishment performs hazard identifications for each type of workplace violence by using the methods specified in the attached hazard assessment following this section to identify and evaluate workplace hazards. ***The Workplace Violence Prevention Hazard Assessment and Control Checklist***, located in the appendix of this document, will be used to conduct routine inspections (i.e. monthly, quarterly, and/or annually).



WORPLACE VIOLENCE HAZARD ASSESSMENT

Observer Name	Date	Site

Type I Workplace Security Hazards

Hazard	Notes for Improvement
The exterior and interior of the workplace for its attractiveness to robbery or other criminal acts.	
The need for security surveillance measures, such as mirrors or cameras.	
Posting of signs notifying the public that limited cash is kept on the premises.	
Procedures for employee response during a robbery or other criminal act.	
Procedures for reporting suspicious persons or activities.	
Posting of emergency telephone numbers for law enforcement, fire and medical services where employees have access to a telephone with an outside line.	
Limiting the amount of cash on hand and using safes for large amounts of cash, or armor car pickup.	
Building alarm systems and Crime Prevention through Environmental Design.	
Other: Including landscaping, lighting, ingress/egress, building design.	
Notes:	



Type II Workplace Security Hazards

Hazard	Notes for Improvement
Access to, and freedom of movement within, the workplace.	
Adequacy of workplace security systems, such as door locks, security windows, physical barriers, and restraint systems.	
Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.	
Employee's skill in safely handling threatening or hostile service recipients.	
Effectiveness of systems and procedures to warn others of a security danger or to summon assistance, e.g., alarms or panic buttons.	
The use of work practices such as "buddy" systems for specified emergency events.	
The availability of employee's posted escape routes.	
Notes:	

Type III Workplace Security Hazards

Hazard	Notes for Improvement
How well our establishment's workplace violence prevention policy has been communicated to employees, supervisors, or managers.	
How well our establishment's management and employees communicate with each other.	
Our employees', supervisors' and managers' knowledge of the warning signs of potential workplace violence.	
Access to, and freedom of movement within, the workplace by non-employees, including former employees or persons with whom one of our employees is having a dispute.	
Frequency and severity of worker reports of incidents of physical or verbal abuse by managers, supervisors or other employees.	
Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace.	
Worker progressive disciplinary procedures.	
Notes:	



Type IV Workplace Security Hazards

Hazard	Notes for Improvement
How well our establishment's workplace violence prevention policy has been communicated to employees, supervisors, or managers.	
How well our establishment's management and employees communicate with each other.	
Our employees', supervisors' and managers' knowledge of the warning signs of potential workplace violence.	
Access to, and freedom of movement within, the workplace by non-employees, including former employees or persons with whom one of our employees is having a dispute.	
Frequency and severity of worker reports of incidents of physical or verbal abuse by managers, supervisors or other employees.	
Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace.	
Notes:	



WORKPLACE VIOLENCE HAZARD CORRECTION

Hazards, which threaten the security of employees, shall be corrected based on severity when they are first observed or discovered.

- If an imminent hazard exists that cannot be immediately abated without endangering worker(s) and/or property, all exposed workers will be removed from the situation except those necessary to correct the existing condition. Workers necessary to correct the hazardous condition will be provided with the necessary protection.
- All corrective actions taken and dates they are completed will be documented on the ***Hazard Correction Form***, located in the appendix of this plan.

Corrective measures for Type I workplace security hazards can include, but not limited to:

- Making the workplace unattractive to robbers and other criminal acts.
- Improve lighting around and at the workplace.
- Provide emergency buttons to workers and install emergency alarms at the workplace.
- Establish a safe room with a lockable door.
- Utilizing security guards and surveillance measures, such as cameras or mirrors, to provide information as to what is going on outside and inside the workplace.
- Reporting procedures for notifying designated employees of suspicious persons or activities.
- Posting emergency telephone numbers for law enforcement, fire and medical services where employees have access to a telephone with an outside line.
- Posting signs to notify the public that limited cash is kept on the premises.
- Limiting cash on hand and using time access safes and armored car services for large amounts of cash.
- Training on emergency action procedures for employees, supervisors and managers.
- Using alarm systems and access control systems.
- Applying Crime Prevention through Environmental Design practices.

Corrective measures for Type II workplace security hazards include, but not limited to:

- Controlling access to the workplace and freedom of movement within it, consistent with business necessity.
- Ensuring adequate workplace security/access control systems, such as door locks, security windows, physical barriers, and restraint systems.
- Providing worker training in recognizing and handling threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.



- Placing effective systems to warn others of a security danger or to summon assistance, e.g., alarms or panic buttons.
- Providing procedures for a "buddy" system for specified emergency events.
- Ensuring adequate emergency escape routes.

Corrective measures for Type III workplace security hazards include, but not limited

to:

- Communicating effectively our department's workplace violence prevention policy to all employees, supervisors, and managers.
- Improving how well our establishment's management and employees communicate with each other.
- Increasing employees, supervisors', and managers' awareness of the warning signs of potential workplace violence.
- Controlling access to, and freedom of movement within, the workplace by non- employees, including recently discharged employees or persons with whom one of our employee's is having a dispute.
- Providing counseling to employees, supervisors or managers who exhibit behavior that represents strain or pressure which may lead to physical or verbal abuse of co- workers.
- Ensuring all reports of violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace are handled effectively by management and that the person making the report is not subject to retaliation by the aggressor.
- Ensuring worker disciplinary and discharge procedures address the potential for workplace violence.
- Applying crime prevention measures through environmental design and administrative measures including but not limited to:
 - well lighted areas
 - security/controlled access to work area
 - Employees must visibly display employee ID badge at all times while in a department facility
 - code word recognized by coworkers to indicate you need help
 - visitor sign-in
 - visitor badges
 - well lighted parking lots and area surrounding the building
 - buddy system for walking to car or locations away from the building
 - security cameras
 - bullet resistant glass
 - mounted area mirrors
 - onsite security guards
 - eliminate hiding places in areas surrounding the building, i.e. overgrown shrubs, dark areas



- panic buttons
- locks on restroom doors
- remove sharp objects from view that could be used as a weapon (offices with public access)
- caller ID on phones
- field staff check in (cell phones)
- cash locked in vault

Corrective measures for Type IV workplace security hazards include, but not limited to:

- Communicating effectively our department's workplace violence prevention policy to all employees, supervisors, and managers.
- Improving how well our establishment's management and employees communicate with each other.
- Applying crime prevention measures through environmental design and administrative measures including but not limited to:
 - well lighted areas
 - security/controlled access to work area
 - Employees must visibly display employee ID badge at all times while in a department facility
 - code word recognized by coworkers to indicate you need help
 - visitor sign-in
 - visitor badges
 - well lighted parking lots and area surrounding the building
 - buddy system for walking to car or locations away from the building
 - security cameras
 - bullet resistant glass
 - mounted area mirrors
 - onsite security guards
 - eliminate hiding places in areas surrounding the building, i.e. overgrown shrubs, dark areas
 - panic buttons
 - locks on restroom doors
 - remove sharp objects from view that could be used as a weapon (offices with public access)
 - caller ID on phones
 - field staff check in (cell phones)
 - cash locked in vault



WORKPLACE VIOLENCE INCIDENT INVESTIGATIONS

After a workplace incident, the WVPP administrator or their designee will implement the following post-incident procedures:

- Visit the scene of an incident as soon as safe and practicable.
- Interview involved parties, such as employees, witnesses, law enforcement, and/or security personnel.
- Review security footage of existing security cameras if applicable.
- Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
- Determine the cause of the incident.
- Take corrective action to prevent similar incidents from occurring.
- Record the findings and ensuring corrective actions are taken.
- Obtain any reports completed by law enforcement.
- ***The Workplace Violence Prevention Incident Report Log*** will be used for every workplace violence incident and can be found in the appendix of this plan.

Ensure that no personal identifying information is recorded or documented in the written investigation report. This includes information which would reveal identification of any person involved in a violent incident, such as the person's name, address, electronic mail address, telephone number, social security number, or other information that, alone or in combination with other publicly available information, reveals the person's identity.

TRAINING AND INSTRUCTION

SETA has established the following policy with respect to training all employees on workplace security. All employees, including managers and supervisors, shall have training and instruction on general and job-specific workplace security practices.

Training and instruction shall be provided when the Workplace Violence Prevention Program (WVPP) is first established and periodically thereafter. Training shall also be provided to all new employees, to other employees for whom training has not previously been provided and to all employees, supervisors, and managers given new job assignments for which specific workplace security training for that job assignment has not previously been provided.

Additional training and instruction will be provided to all personnel whenever SETA is made aware of new or previously unrecognized security hazards.



General workplace security training and instruction includes, but is not limited to, the following:

- Specific WVPP and crime prevention training for SETA's Crime/Workplace Violence Prevention Program Administrator to develop and maintain the policies and procedures.
- Explanation of the WVPP including measures for reporting any violent acts or threats of violence.
- Key Definitions associated with this program.
- How to report violent incidents or concerns to SETA and/or law enforcement without fear of reprisal.
- Recognition of workplace security hazards unique to employee's jobs and the corrective measures SETA has implemented.
- The completion of the Violent Incident Log and how to obtain copies.
- The risk factors associated with the four types of workplace violence.
- Measures to prevent workplace violence, including procedures for reporting workplace security hazards or threats to managers and supervisors.
- Ways to defuse hostile or threatening situations.
- How to recognize alerts, alarms, or other warnings about emergency conditions and how to use identified escape routes or locations for sheltering
- Measures to summon others for assistance.
- Emergency medical care to be provided to a victim of any violent act upon a worker.
- Post-event trauma counseling for those employees desiring such assistance.



EMPLOYEE ACCESS TO THE WRITTEN WVPP

This site ensures that the WVPP plan shall be in writing and shall be available and easily accessible to employees, authorized employee representatives, and representatives of Cal/OSHA at all times. Access to this plan will be provided upon hiring and:

- When an employee or designated representative requests a copy of the written WVPP, we will provide the requester with a printed copy of the WVPP, unless the employee or designated representative agrees to receive an electronic copy.
- We will provide unobstructed access through a company server or website, which allows an employee to review, print, and email the current version of the written WVPP. Unobstructed access means that the employee, as part of their regular work duties, predictably and routinely uses the electronic means to communicate with management or co-employees.]

RECORDKEEPING

An effective record keeping system helps in selecting the appropriate level of controls to prevent recurrence and in determining required training. Records should be kept up to date and will be maintained in accordance with the following retention schedule:

- Create and maintain records of workplace violence hazard identification, evaluation, and correction, for a minimum of five (5) years.
- Create and maintain training records for a minimum of one (1) year and include the following:
 - Training dates.
 - Contents or a summary of the training sessions.
 - Names and qualifications of persons conducting the training.
 - Names and job titles of all persons attending the training sessions.
- Maintain violent incident logs for minimum of five (5) years.
- Maintain records of workplace violence incident investigations for a minimum of five (5) years.
 - The records shall not contain medical information per subdivision (j) of section 56.05 of the Civil Code.
- All records of workplace violence hazard identification, evaluation, and correction; training, incident logs and workplace violence incident investigations required by LC



section 6401.9(f), shall be made available to Cal/OSHA upon request for examination and copying.

EMPLOYEE ACCESS TO RECORDS

The following records shall be made available to employees and their representatives, upon request and without cost, for examination and copying within **15 calendar days of a request**:

- Records of workplace violence hazard identification, evaluation, and correction.
- Training records.
- Violent incident logs.

EMPLOYER REPORTING RESPONSIBILITIES

As required by [California Code of Regulations \(CCR\), Title 8, Section 342\(a\). Reporting Work-Connected Fatalities and Serious Injuries](#), This site will immediately report to Cal/OSHA any serious injury or illness (as defined by [CCR, Title 8, Section 330\(h\)](#)), or death (including any due to Workplace Violence) of an employee occurring in a place of employment or in connection with any employment.

REVIEW AND REVISION OF THE WVPP

The WVPP will be reviewed for effectiveness:

- At least annually.
- When a deficiency is observed or becomes apparent.
- After a workplace violence incident.
- As needed.

Review and revision of the WVPP will include the procedures listed in the EMPLOYEE ACTIVE INVOLVEMENT section of this WVPP, as well as the following procedures to obtain the active involvement of employees and authorized employee representatives in reviewing the plan's effectiveness:

- Review of WVPP should include, but is not limited to:
 - Review of incident investigations and the violent incident log.
 - Assessment of the effectiveness of security systems, including alarms, emergency response, and security personnel availability (if applicable).
- Review that violence risks are being properly identified, evaluated, and corrected. Any necessary revisions are made promptly and communicated to all employees. [These revisions could involve changes to procedures, updates to contact information, and additions to training materials.]



Appendix

- Appendix A - [Workplace Violence Prevention Incident Report Log](#)
- Appendix B - [Post Incident Assessment](#)
- Appendix C – [Workplace Violence Prevention Hazard Assessment and Control Checklist](#)
- Appendix D - [Hazard Correction Form](#)
- Appendix E - [Employee Resources](#)
- Appendix F - [Workplace Violence Prevention Program Progressive Behavior Action Guidelines](#)



Workplace Violence Prevention Incident Report Log

Part I through Part VI should be completed by the designated person based on information provided by the employee(s) involved in the incident. If any of this information includes private/sensitive data, please maintain confidentiality of affected parties/employees replace names with Position or Title for privacy.

PART I - NATURE OF INCIDENT - (check all that apply)				
<input type="checkbox"/> Threat	<input type="checkbox"/> Physical with Injury		<input type="checkbox"/> Information Only	
<input type="checkbox"/> Verbal	<input type="checkbox"/> Physical without Injury		<input type="checkbox"/> Electronic	
<input type="checkbox"/> Written	<input type="checkbox"/> Harassment		<input type="checkbox"/> Behavioral Observation	
<input type="checkbox"/> Other				
Date of Incident		Approximate Time:		a.m. / p.m.
PART II - INCIDENT DIRECTED AT:				
Name:				
Place:				
Building:				
PART III - INCIDENT INITIATED BY:				
Person(s)				
<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other		Classification:		
Worksite:				
PART IV - TYPE/LOCATION INCIDENT OCCURRED				
Section A - Type of Contact				
<input type="checkbox"/> In person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail <input type="checkbox"/> Observation <input type="checkbox"/> Recording <input type="checkbox"/> Electronic Mail				
<input type="checkbox"/> Other				
Was the employee alone?	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Section B - Location of Incident				
<input type="checkbox"/> Workplace <input type="checkbox"/> Employee Residence			<input type="checkbox"/> Other	



Section C - Address/Location where incident occurred			
Street	City	State	Zip Code
Section D - What Type of Incident was it?			
Type I <input type="checkbox"/>	Workplace violence committed by a person who has no legitimate business at the site, and includes violent acts by anyone who enters the workplace or approaches workers with the intent to commit a crime.		
Type II <input type="checkbox"/>	Workplace violence directed at employees by customers, clients, patients, students, or visitors.		
Type III <input type="checkbox"/>	Workplace violence against an employee by a present or former employee, volunteer, supervisor, or manager.		
Type IV <input type="checkbox"/>	Workplace violence committed in the workplace by a person who does not work there, but has or is known to have had a personal relationship with an employee or volunteer.		
Were any threats made before the incident occurred?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, describe threat(s):			
Were any threats made before the incident occurred?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, describe threat(s):			
Did the employee(s) ever report to the department that he/she was threatened, harassed, or suspicious that the attacker may become violent?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Was the perpetrator a stranger, client/patient, co-worker, or otherwise familiar person?			
Was a weapon used?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, what type of weapon?			
Section E - Injuries			
Were there any injuries?		<input type="checkbox"/> Yes <input type="checkbox"/> No	



If yes, who was injured? (answer below)	
Name:	Phone:
Injury Description:	
Name:	Phone:
Injury Description:	
Name:	Phone:
Injury Description:	
Witnesses(s) to the incident:	
Name:	Title:
Name:	Title:
Name:	Title:



PART V - ACTION TAKEN-REPORTING SUPERVISOR			
Reporting Supervisor		Date/Time	
Actions Taken:			
Law enforcement or other outside agencies contacted?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Agency Name:			
Case Number, if applicable			
Were Employee Assistance Program services provided?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, please describe:			
PART VI - ADMINISTRATIVE ACTION:			
Actions Taken:			



Post Incident Assessment

Observer		Date	
----------	--	------	--

#	Assessment	Yes	No
1.	Were there any physical injuries or psychological incidents? If yes, please describe. (below)	<input type="checkbox"/>	<input type="checkbox"/>
Employee/person's name:			
Type of injury			
Type of care provided			
2.	Was the employee(s) alone?	<input type="checkbox"/>	<input type="checkbox"/>
3.	Was there a security guard on duty?	<input type="checkbox"/>	<input type="checkbox"/>
4.	If yes, did the security guard respond	<input type="checkbox"/>	<input type="checkbox"/>
5.	What time did the incident occur? <input type="checkbox"/> AM <input type="checkbox"/> PM		
6.	Was the perpetrator a stranger, client/patient, co-worker or otherwise familiar person? (explain below)		
Notes:			
7.	Were any threats made before the incident occurred?	<input type="checkbox"/>	<input type="checkbox"/>
8.	Did the worker(s) ever report to the employer that they were threatened, harassed, or suspicious that the attacker may become violent?	<input type="checkbox"/>	<input type="checkbox"/>
If yes, what was the employer's response?			
9.	What type of weapon did the attacker use against the worker? (explain below)		
Notes:			
10.	How did the perpetrator obtain the weapon? (explain below)		
Notes:			



11.	Did the worker(s) ever report to the employer that they were threatened, harassed, or suspicious that the attacker may become violent?	<input type="checkbox"/>	<input type="checkbox"/>
12.	What were the main factors that contributed to the incident? (explain below)		
Notes:			
13.	Was "Critical Incident Stress Debriefing and Post-Trauma Counseling services provided?	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe:			
14.	What can be done to prevent future incidents? (explain below)		
Notes:			
15.	What can be done to prevent future incidents? (explain below)		
Prevention Measure			Date Completed



Workplace Violence Prevention Hazard Assessment and Control Checklist

This checklist can help you or your workplace violence/crime prevention committee to evaluate the workplace and job tasks to see what situations may place employees at risk of assault. Adapt the checklist to fit your own needs. It is very comprehensive and not every question will apply to your workplace, write “N/A” in the NOTES column. Add any other questions you think are important.

Location Name			
Address		Date of Assessment	
Checklist completed by		Phone Number:	

1. RISK FACTORS FOR WORKPLACE VIOLENCE			
Cal/OSHA and NIOSH have identified the following risk factors that may contribute to violence in the workplace. If you have one or more of these risk factors in your workplace, there may be a potential for violence.			
YES	NO		NOTES/FOLLOW-UP ACTION
<input type="checkbox"/>	<input type="checkbox"/>	Do employees have contact with the public?	
<input type="checkbox"/>	<input type="checkbox"/>	Do they exchange money with the public?	
<input type="checkbox"/>	<input type="checkbox"/>	Do they interact with visitors (such as a front desk receptionist, checkout clerk, service desk, etc.)	
<input type="checkbox"/>	<input type="checkbox"/>	Do they work with, guard, or transport valuable items like money, jewelry, or other property?	
<input type="checkbox"/>	<input type="checkbox"/>	Do they work alone?	
<input type="checkbox"/>	<input type="checkbox"/>	Do they work late at night or during early morning hours?	
<input type="checkbox"/>	<input type="checkbox"/>	Is the workplace often understaffed?	
<input type="checkbox"/>	<input type="checkbox"/>	Is the workplace located in an area with a high crime rate?	
<input type="checkbox"/>	<input type="checkbox"/>	Do employees enter areas with a high crime rate?	
<input type="checkbox"/>	<input type="checkbox"/>	Do they deliver passengers or goods?	

<input type="checkbox"/>	<input type="checkbox"/>	Do they ever perform duties that could upset people (deny benefits, turn off utilities, collect debts, confiscate property, terminate child custody, etc.)?	
<input type="checkbox"/>	<input type="checkbox"/>	Do they deal with people known or suspected to have a history of violence, special needs, and mental illness?	
<input type="checkbox"/>	<input type="checkbox"/>	Do any employees or supervisors, or clients/customers have a history of assault, verbal abuse, harassment, or other threatening behavior?	

2. INSPECTING WORK AREAS

You or your workplace violence/crime prevention committee should now begin a “walk around” inspection to identify potential security hazards. This inspection can tell you which hazards are already well controlled, and what control measures need to be added. Not all of the following questions can be answered through simple observation. You may also need to talk to employees or investigate in other ways.

Who is responsible for building security?	
Are employees told and trained who is responsible for security?	<input type="checkbox"/> Yes <input type="checkbox"/> No

WORK AREAS

All Areas	Some Areas	Few Areas	No Areas		NOTES/FOLLOW-UP ACTION
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are nametags, ID cards required for employees (omitting personal information such as home address)?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are employees notified of past violent acts in the workplace?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are there trained security personnel, accessible to employees in a timely manner?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Do security personnel have sufficient authority to take all necessary action to ensure employee safety?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is there established liaison with the local police department?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are bullet resistant windows or similar barriers used when money is exchanged with the public?	

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are areas where money is exchanged visible to others who could help in an emergency? (For example, you can see cash register areas from outside)?	
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3. INSPECTING EXTERIOR BUILDING AREAS

YES	NO		NOTES/FOLLOW-UP ACTION
<input type="checkbox"/>	<input type="checkbox"/>	Do employees feel safe walking to and from the workplace?	
<input type="checkbox"/>	<input type="checkbox"/>	Are the entrances to the building clearly visible from the street?	
<input type="checkbox"/>	<input type="checkbox"/>	Is the area surrounding the building free of bushes or other hiding places?	
<input type="checkbox"/>	<input type="checkbox"/>	Is security personnel provided outside the building?	
<input type="checkbox"/>	<input type="checkbox"/>	Is video surveillance provided outside the building?	
<input type="checkbox"/>	<input type="checkbox"/>	Is there enough lighting to see clearly outside the building?	
<input type="checkbox"/>	<input type="checkbox"/>	Are all exterior walkways visible to security personnel?	

4. INSPECTING EXTERIOR BUILDING AREAS

YES	NO		NOTES/FOLLOW-UP ACTION
<input type="checkbox"/>	<input type="checkbox"/>	Is there a nearby parking lot reserved for employees only?	
<input type="checkbox"/>	<input type="checkbox"/>	Is the parking lot attended or otherwise secured?	
<input type="checkbox"/>	<input type="checkbox"/>	Is the parking lot free of blind spots and is landscaping trimmed back to prevent hiding places?	
<input type="checkbox"/>	<input type="checkbox"/>	Is there enough lighting to see clearly in the parking lot and when walking to the building?	
<input type="checkbox"/>	<input type="checkbox"/>	Are security escorts or "buddy system" available to employees walking to and from the parking lot?	

5. SECURITY MEASURES				
In Place	Should Add	Doesn't Apply	Does the workplace have:	NOTES/FOLLOW-UP ACTION
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Physical barriers (plexiglass partitions, bullet resistant customer windows, etc.)?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Security cameras or closed circuit TV in high-risk areas?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Panic buttons?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Alarm systems?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Door locks?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Internal telephone system to activate emergency assistance?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Telephones with an outside line programmed for 911?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Two-way radios, pagers, or cellular telephones?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Security mirrors (e.g. convex mirrors)?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Secured entry (e.g. "buzzers")?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal alarm devices?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	"Drop safes" to limit amount of cash on hand?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Broken windows repaired promptly?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Security systems, locks, etc. tested on a regular basis and repaired promptly when necessary?	

6. ADDITIONAL COMMENTS OR NOTES
Notes:



Hazard Correction Form

Type of Hazard	Follow-up Item	Plans for Improvement
Additional Comments:		
Reviewed By:		Date:



Employee Resources

- There are several places people can turn for help when they have, in some way, been involved with workplace violence. The following suggestions are provided as a starting point.
- Employee Assistance Program (EAP): The State of California provides access for all employees to EAP Counselors, who are specially trained and ready to deal with the most difficult of workplace related problems. EAP personnel are available to provide assistance 24 hours a day at 866-327-4762 or visit [Cal/HR EAP](#).
- Support Group: Sometimes talking with others who have shared the same experience is helpful in the healing process. If this is the case, consider joining a local support group. (For more information contact your county social services office.)



Workplace Violence Prevention Program Progressive Behavior Action Guidelines

Behavior Level	Behaviors	Manager/Supervisor's Guidelines for Action
Level I	The employee may:	
	Show signs of increasing stress, perhaps involving negative changes in behavior	Observe, ask if the employee how they are doing, and document
	Show signs of a deterioration in work performance	Engage employee in conversation to gain insight into behavior, document
	Show signs of increasingly unkempt appearance	Carefully offer help
	Show signs of alcohol or substance abuse	Report concerns, if continuing, to next higher-level supervisor, seek consultation from your HR Team and EAP consulting services for managers/supervisors.
	Show signs of distress over personal or workplace problems	
	"act strange" or "unusual" by appearing confrontational, argumentative, stressed, anxious, withdrawn or secretive	
	Behavior is such to cause concern for person's own well-being or possibly others	
Level II	The employee may:	
	Make veiled threats to harm	Report concerns to next higher-level supervisor before any effort to engage person
	Intimidate others	Engage person in conversation, if appropriate, to gain insight into potential for violent behavior and document.
	Have a history of violent behavior and lose temper easily	
	Be chronically disgruntled, inflexible	Consult with next higher level of administration as follow-up
	Refuse to take responsibility for problems or actions	Seek consultation from your Personnel Office
	Find fault with and blame others	
	Have a deep sense of entitlement	

Behavior Level	Behaviors	Manager/Supervisor's Guidelines for Action
	Have an obsession with weapons and empathy with those who resort to violence	
Level III	The employee may:	
	Make blatant threats to harm others and/or destroy property	Warn those who may be in immediate danger
	Carry a weapon on campus	Immediately report behavior to next higher-level authority and press for quick intervention
	Engage in aggressive behavior such as verbal abuse, physical "in your face" posturing	If employee is present and seriously acting-out, call 9-1-1 and ask for assistance
Level IV	The employee may:	
	Is violent toward others or property Displays overt acts of violence or out-of- control behavior	Call 9-1-1 for immediate assistance.
		Attempt to get others out of harms' way.
	May or may not use a weapon or cause death	Inform next higher-level authority.