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**[NAME OF EMPLOYER]**

**Workplace Violence Prevention Plan (WVPP)**

**[LOCATION NAMES/ADDRESSES PLAN APPLIES TO]**

**Date of Last Review:** [Type the date the last review was done to the plan]

**Date of Last Revision(s):** [Type the date the last revision(s) (if any) were made to the plan]

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# DISCLAIMER

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# REVISION HISTORY

This WVPP will be reviewed at least annually, as well as when a deficiency is observed or becomes apparent and after a workplace violence incident. **(California Labor Code 6401.9(c)(2)L)**

Modifications made to this document since the last printing are as follows:

|  |
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|  **Record of Changes**  |
| Page # | Change Content | Date of Change | Signature |
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| **Authorization** |
| **Approval Date**  | <Insert Date> |
| **Approved by the Following:** | **Title** |
|  <Insert Name> |  |
|  <Insert Name> |  |
|  <Insert Name> |  |
|  <Insert Name> |  |

# INSTRUCTIONS FOR USE OF THIS TEMPLATE

Note: A clearly established workplace violence prevention program, which demonstrates top leadership’s commitment to employee health and safety, is critical to workplace violence prevention. A workplace violence prevention program should be developed that emphasizes employee participation and employer’s commitment to maintaining a safe and secure workplace through a clear policy and supportive program relating to the detection, intervention, and prevention of workplace violence. In addition, the program should require prompt and accurate reporting and documentation of violent incidents and be consistently fair to all employees.

A workplace violence prevention program should convey that:

* All employees are responsible for maintaining a safe work environment.
* Incidents involving both coworkers and individuals from outside the organization perpetrating violence against employees will be covered, as well as employees working at sites controlled by other employers.
* The organization will respond appropriately to all reported incidents.
* The organization will act to stop inappropriate behavior.
* Supervisors and all employees involved in responding to incidents will be supported by management in their efforts to deal with violent and potentially violent situations.

Please review the ‘How To Instructional Guide’ That accompanies this Workplace Violence Prevention Plan (WVPP) for guidance on how to complete this WVPP plan document and make it your own.

This document developed by Firestorm rests on the Cal/OSHA Model Written Workplace Violence Prevention Plan for General Industry (Non-Healthcare Settings). The Cal/OSHA Model template was designed to help employers develop a separate, stand-alone WVPP. It was written for a broad spectrum of employers and includes language that may not match your exact needs.

Firestorm includes all of the Cal/OSHA Model template sections (HEADINGS IN BLACK TEXT) and content. In addition, Firestorm has supplemented the Cal/OSHA template to include additional section headings and content that meets best-practices. (FIRESTORM CONTENT IN BLUE).

**You have downloaded this WVPP Template. Click ‘SAVE AS’ and give it a new name. That way you will have this version to go back to if needed**. Modify this template to suit your needs and environment. Be sure to have your legal representative review the document for compliance with Labor Code 6401.9 and any other applicable statutes and regulations that apply to your geographic location and industry.

|  |
| --- |
| **LEGEND** |
| **COLOR** | **TYPE OF CONTENT** | **INSTRUCTIONS** |
| BLACK | **REQUIRED** | Black text is required to be included in your WVPP to meet compliance with Labor Code 6401.9. While you can edit the language to fit your culture and your organization, the textmust satisfy the respective section of the Labor Code (identified throughout this template). The black text originated from the Cal/OSHA template and has been maintained. |
| ***BLACK ITALIC BOLDED*** | **STATUTORY LANGUAGE (California Labor Code)** | ***Throughout the template there are citations to the Labor Code provisions that apply.*** |
| RED | **Cal/OSHA Examples/Instructions** | Red text is examples and instructions that come from the Cal/OSHA document. |
| BLUE | **RECOMMENDED** | Blue text is content that Firestorm recommends including to meet best practices. You can edit the language to fit your culture and your organization. This content is NOT required to satisfy SB 553/California Labor Code 6401.9 but is part of a best-practices Workplace Violence Prevention Plan. You can choose to use or delete from your WVPP. |
| GREEN | **COACHING** | **GREEN** underlined text is Firestorm coaching content to help you complete the sections. Once your WVPP is completed, this content should be deleted. |
| [ ] < > \_\_\_\_\_ | **TO BE FILLED IN TO CUSTOMIZE YOUR PLAN** | **PLACEHOLDER BRACKETS**, such as **[ ]** or **< >**, indicate the need for content to be inserted to customize your plan. |

Your final Workplace Violence Prevention Plan (WVPP) document will be used to outline general principles, responsibilities and actions regarding EMPLOYER’s commitment to workplace violence prevention.

**Remember** – a written plan is just a ‘document on the shelf.’ It doesn’t become actionable until employees and other stakeholders are trained on the plan, and the plan is tested through either real-life scenarios, drills or table-top exercises.

# OVERVIEW

NOTE: Providing an OVERVIEW, PURPOSE and OBJECTIVE in your plan document is recommended.

This Workplace Violence Prevention Plan (WVPP) is intended to direct the prevention of and response to acts of violence within [EMPLOYER]. This document is one of several documents that make up [EMPLOYER]’s Workplace Violence Prevention Program. It serves as a repository for information, activities, and tasks necessary for prevention and response to workplace violence.

### Purpose

The purpose of this WVPP is to enable [EMPLOYER] to prevent, respond, communicate, and manage incidents of workplace violence in the most efficient and effective way possible regardless of the circumstances.

This document is intended to:

* + Document the [EMPLOYER]’s workplace violence plan.
	+ Identify Workplace Violence Oversight Committee [and Threat Assessment Team(s)].
	+ Clarify roles and responsibilities.
	+ Establish procedures to obtain active involvement of all stakeholders in the development and implementation of the WVPP.
	+ Define ongoing schedules for assessment, evaluation, prevention, or potential Workplace Violence Prevention Program initiatives.

### Objective

The fundamental objective of a WVPP is to help detect and deal with incidents or threats thereof, quickly – before they can significantly impact [EMPLOYER] employees, and thereby minimize the damage to the organization and its employees.

# INTRODUCTION TO WORKPLACE VIOLENCE PREVENTION PLAN (WVPP)

NOTE: Providing an INTRODUCTION to your WVPP is recommended. There is no INTRODUCTION section in the Cal/OSHA template. Customize this section to meet your culture and workplace violence prevention program. Once you finalize this section, remove all Notes in green font and turn remaining content to black.

In order to fulfill [EMPLOYER]’s mission, it is essential that our employees are able to work in an environment that is safe and free from acts of intimidation, threats of violence or actual violence.

Workplace violence is a serious problem for which there are no easy answers or solutions. Since no person or instrument can accurately predict someone’s potential for violence, all reasonable precautions should be carefully considered and implemented where appropriate and necessary.

While every act of violence can’t be prevented, it is also critical that our employees know how to respond when faced with violence across the spectrum, ranging from verbal threats to an active assailant.

[EMPLOYER] is committed to the safety and health of its employees and will make every effort to prevent violent incidents from occurring by implementing a Workplace Violence Program (WVP).

Pursuant to Labor Code 6401.9(c)(2)(A) [EMPLOYER] has designated [name of individual/title or name of team]to oversee and manage the WVPP. [They] have been trained to handle the prevention of and response to incidents or potential incidents of workplace violence at [EMPLOYER] and will also coordinate employee education and awareness programs so that everyone will better understand how to handle a threatening situation should one arise.

This WVPP incorporates the requirements of California Labor Code 6401.9 as well as content within the “Model Written Workplace Violence Prevention Plan For General Industry” distributed by Cal/OSHA Publications Unit, February 2024, and other best-practice content. The WVPP addresses the hazards known to be associated with the four types of workplace violence as defined by California Labor Code (LC) Section 6401.9.

A WVPP Employee Handbook has been prepared to accompany our WVPP, and it is readily available to all employees through [examples: Human Resources, your supervisor/manager, intranet].

Note: The list below includes requirements of the Labor Code. We recommend listing them here in the Introduction. They are also referenced throughout this template. The black text are principals stated in the Labor Code or Model template. Blue text reflects Firestorm principals we recommend including.

The items listed below are important principals our workplace violence prevention program rests on:

* We require employee participation in implementing our program.
* We require prompt and accurate reporting of all incidents, whether or not physical injury has occurred, whether through traditional reporting channels or anonymously.
* We encourage the reporting of warning signs exhibited by anyone that causes an employee concern in the workplace.
* We will investigate all reports promptly.
* We will not discriminate against victims or those who report workplace violence.
* We will track all reports in a Violent Incident Log.
* We will conduct an annual hazard/risk assessment at all locations, or more frequently when events warrant.
* Our program is designed to ensure that all employees, including supervisors/managers, as well as employers of facilities where our employees may be working, adhere to work practices that are designed to make the workplace more secure, and do not engage in verbal threats or physical actions which create a security hazard for others in the workplace.
* All employees, including supervisors and managers, are responsible for using safe work practices, for following all directives, policies and procedures, and for assisting in maintaining a safe and secure work environment.
* The management of our organization and the [NAME OF TEAM] are responsible for ensuring that all safety and health policies and procedures involving workplace security are clearly communicated to and understood by all employees. Supervisors and managers are expected to enforce the rules fairly and uniformly.

# WORKPLACE VIOLENCE PROGRAM – DOCUMENTS & AUDIENCES

Note: Inclusion of the tables below are not required by the Labor Code, nor is one included in the Cal/OSHA Model template. It is a Firestorm recommendation to include a table or listing of all documents that are included within your Workplace Violence Program, along with their purpose. As most documents are written for specific audiences, the intended audience should also be identified. Once you have determined which documents will be included as part of your overall workplace violence program, list them here. Once the WVPP is finalized, list the sections in the second table below.

|  |
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| **WORKPLACE VIOLENCE PROGRAM (WVP) DOCUMENTS** |
| **Document** | **Purpose** | **Audience** |
| Firestorm SB 553: Inventory Checklist | Assist [EMPLOYER} in aggregating information, policies, plans already in place that meet requirements of SB 553 | WVPP Planning team |
| WVPP Instructional Manual | Provides guidance to leadership on how to implement the WVP | Senior leadership and Workplace Violence Task Force |
| WVPP Employee Handbook  | Sets forth policies to follow and training on many topics set forth in the WVPP | All Employees |
| Workplace Violence Prevention Plan (WVPP) | Compliance with Labor Code 6401.9 | Workplace Violence Task Force; Managers, Employees |

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| **WORKPLACE VIOLENCE PREVENTION PLAN (WVPP) COMPONENTS & DESCRIPTION** |
| **Document** | **Components** | **Overview** |
| [WVPP, Section 6](#_DEFINITIONS) | Definitions | Documents risk terminology |
| [WVPP, Section 7](#_RESPONSIBILITY) | Responsibilities | Defines responsibilities of WVPP Administrator, HR, Security, and other functions |
| [WVPP, Section 8](#_EMPLOYEE_ACTIVE_INVOLVEMENT) | Employee Active Involvement | Defines employee responsibilities |
| [WVPP, Section 9](#_EMPLOYEE_COMPLIANCE) | Employee Compliance | System to ensure that employees comply with the rules and work practices that are designed to make the workplace more secure |
| [WVPP, Section 10 & WVPP Employee Handbook](#_COMMUNICATION_WITH_EMPLOYEES) | Communication with Employees | Sets forth process for how management will communicate with employees in an emergency |
| [WVPP, Section 11](#_COORDINATION_WITH_OTHER) | Coordination with Other Employers | Sets forth how Employer will coordinate with other job sites where its employees are working |
| [WVPP, Section 12](#_WORKPLACE_VIOLENCE_INCIDENT) | Workplace Violence Incident Reporting Procedure | Sets forth a reporting structure |
| [WVPP, Section 13](#_EMERGENCY_RESPONSE_PROCEDURES) & WVPP Employee Handbook | Emergency Response Procedures | Documents emergency communications and response protocols to use when faced with the threat of violence |
| [WVPP, Section 14](#_WORKPLACE_VIOLENCE_HAZARD) | Hazard Identification and Evaluation | Sets forth process of identifying hazards and potentially violent situations |
| [WVPP, Section 15](#_WORKPLACE_VIOLENCE_HAZARD) | Hazard Correction | Documents procedures to timely evaluate and correct workplace violence hazards that are identified/reported |
| [WVPP, Section 16](#_PROCEDURES_FOR_POST) | Procedures for Post Incident Response and Investigation | Sets forth investigation and response procedures to be applied |
| [WVPP, Section 17](#_PREVENTIVE_ACTIONS) | Preventive Actions | Key elements that may prevent violence |
| [WVPP, Section 18](#_TRAINING_AND_INSTRUCTION) | Training and Instruction | Documents training and instruction offered to employees and stakeholders |
| [WVPP, Section 19](#_EMPLOYEE_ACCESS_TO) | Employee Access to WVPP | Sets forth how employees can access the WVPP |
| [WVPP, Section 20](#_RECORDKEEPING) | Record Keeping | Sets forth record keeping requirements of employer related to violence |
| [WVPP, Section 21](#_REVIEW_AND_REVISION) | Review & Revisions of WVPP | Sets forth a maintenance approach to the WVPP |
| [WVPP, Section 22](#_EMPLOYER_REPORTING_RESPONSIBILITIES) | Employer Reporting Responsibilities | Sets forth Cal/OSHA requirements for reporting by Employer |
| [WVPP, Section 23](#_APPROVAL_OF_WVPP) | Approval of WVPP | Statement of authorization indicating approval of the WVPP, with signature, date, and name of a top management representative or owner of the company. |
| WVPP [APPENDIX A](#_APPENDIX_A:_CALIFORNIA) | Labor Code Section 6401.9 | New statute |
| WVPP [APPENDIX B](#_APPENDIX_B:_) | Cal/OSHA Model Template | Guidance on what to include in WVPP |
| WVPP [APPENDIX C](#_APPENDIX_C:_) | Training Guidance | Documents various training programs and tools |
| WVPP [APPENDIX D](#_APPENDIX_D:_WORKPLACE) | Workplace Violence Prevention Policy | A policy statement evidencing your commitment to violence prevention and safety of employees and other stakeholders |
| WVPP [APPENDIX E](#_APPENDIX_E:_VIOLENT) | Violent Incident Log | Log to be used to record every workplace violence incident that occurs in the workplace. At a minimum, as required by Labor Code Section 6401.9(d) |
| WVPP [APPENDIX F](#_APPENDIX_F:_HAZARD)– Physical Security Self-Assessment Tool | Hazard Assessment Tools | Describes how hazards will be identified, documented, mitigated and the tools available to assist with the process. |
| WVPP [APPENDIX G](#_APPENDIX_G:_INVESTIGATING) | Investigating Reports of Workplace Violence | Describes investigation procedures |
| WVPP [APPENDIX H](#_APPENDIX_H:_DOMESTIC) | Domestic Violence | Training materials and resources regarding domestic violence |
| WVPP [APPENDIX I](#_APPENDIX_I:_) | Additional Policies | Best-Practice policies to consider implementing in support of your workplace violence prevention program |
| WVPP [APPENDIX J](#_APPENDIX_J:_WVPP) | WVPP Employee Handbook | Copy of WVPP Employee Handbook |

# [EMPLOYER] WORKPLACE VIOLENCE POLICY

Note: Having a Workplace Violence Policy is a best practice. It is not required by the Labor Code, nor is it mentioned in the Cal/OSHA Model template. The content below is offered as SAMPLE text and will need to be customized to your policies and procedures, as well as legal and regulatory environment. Please review all new policies with legal counsel prior to adoption.

It is the responsibility of every employee to assist and cooperate in making our workplace as safe as possible.

Adherence to [EMPLOYER]’s Workplace Violence Prevention Program is required of all employees.

In order to accomplish this, all employees need to fully understand and abide by [EMPLOYER]’s Workplace Violence Policy.

The [EMPLOYER] Workplace Violence Policy is provided to every employee within the [EMPLOYER] WVPP Employee Handbook.

Each employee must read and acknowledge their understanding of this policy. See[**APPENDIX D**](#_APPENDIX_J:_WVPP) for a copy of [EMPLOYER]’s Workplace Violence Policy*.*

# DEFINITIONS

**Labor Code 6401.9(a) requires the definitions in black to be included in your WVPP.**

Cal/OSHA Template has a section entitled DEFINITIONS.

Firestorm recommends adding other definitions in blue.

Legend: **Required** | Cal/OSHA | Recommended

***Abuse*** – The intentional attempt to cause bodily injury, sexual assault, threatening behavior, harassment, stalking, bullying, cyber-bullying, hostile actions towards another person.

***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 California Labor Code Section 6401.9.

***Plan*** – The workplace violence prevention plan required by California Labor Code 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.

***Weapon*** – Any object used with the intent to harm another person or property or any object which has been designated through misuse to inflict harm to another person or property.

***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.

*Workplace violence* does not include lawful acts of self-defense or defense of others.

***Work practice controls*** – Procedures and rules used to effectively reduce workplace violence hazards.

***Workplace Violence Program (WVP) –*** Demonstrates leaderships commitment to employee safety and health through the implementation of clear policies and a supportive program relating to the detection, intervention, and prevention of workplace violence.

***Workplace Violence Prevention Plan (WVPP)*** *–* Outlines employer’s general principles, responsibilities and actions regarding the commitment to workplace violence prevention.

***[NAME OF YOUR TEAM, e.g., Workplace Violence Prevention Taskforce] –*** Responsible for creating policies and procedures for preventing, identifying, and responding to acts of workplace violence, providing stakeholders with training and resources, conducting hazard impact analysis, overseeing preventive measures, etc.

***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.**

# RESPONSIBILITY

**Labor Code 6401.9(c)(2)(A) requires the listing of names or job titles of persons responsible for implementing the plan. If there are multiple persons responsible for the plan, their roles shall be clearly described.**

Cal/OSHA Template has a section entitled RESPONSIBILITY that references a WVPP administrator (not referenced in the Labor Code) with the authority for implementing the provisions of the WVPP.

Firestorm recommends more than one individual be responsible for the WVPP and that a multi-disciplinary approach be taken in the form of a Workplace Violence Prevention Taskforce.

Legend: **Required** | Cal/OSHA | Recommended

The most effective response to workplace violence requires a multidisciplinary approach, drawing on different skills, perspectives and knowledge within the management structure.

Listed below are the members of [EMPLOYER]’s [NAME OF TEAM/INDIVIDUAL]. They are responsible for overseeing the development and implementation of the Company’s Workplace Violence Prevention Plan.

In developing workplace violence prevention and response strategies, [EMPLOYER]’s [NAME OF TEAM/INDIVIDUAL] will be responsible for:

* Developing and implementing the WVPP
* Participating in identification, evaluation and correction of workplace hazards
* Participating in designing and implementing training
* Participating in responding to and investigating workplace violence incidents
* Communicating [EMPLOYER]’s Workplace Violence Prevention Program internally
* Creating policies and procedures for preventing, identifying, and responding to acts of workplace violence.
* Authorizing and funding employee training programs on workplace violence.
* Audit of [EMPLOYER]’s Workplace Violence Prevention Program.
* Ongoing review of incidents to identify patterns and develop additional prevention strategies.

We have also assigned a WVPP Administrator, [enter the name of the WVPP Administrator or the job title], whohas the authority and responsibility for implementing the provisions of this plan on behalf of [EMPLOYER] [NAME OF TEAM/INDIVIDUAL].

Listed below are the people responsible for implementing [EMPLOYER]’s Workplace Violence Prevention Program.

Note: Firestorm recommends team members be included who represent Executive Management, Facilities, HR, Legal, Communications, Risk, Security, etc. The Labor Code does not specify who must be on your team. It is highly recommended you appoint a multi-disciplinary team as opposed to one individual. If you want to designate a WVPP Administrator, it is recommended that this individual provide support to the entire team and be authorized to implement team decisions. If your workplace is small, include at least 2-3 people. This is important for cross training purposes, as well as knowledge preservation in the event of turnover of employees.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Responsible Persons** | **Job Title/Position** | **WVPP Responsibilities** | **Phone #** | **Email** |
| [Name] | WVPP Administrator | Authority and responsibility for implementation of the provisions of the WVPP |  |  |
| [Joe Smith] | [CEO] | **[Overall responsibility for the plan;** *John approves the final plan and any major changes*.] |  |  |
| [Joe White] | [HR Manager] | **[Responsible for employee involvement and training, investigation strategies].** *Joe organizes safety meetings, updates training materials, and handles any reports of workplace violence.]*  |  |  |
| [Semore Joes] | [Security Manager] | **[Responsible for emergency response, hazard identification, and coordination with other employers;** Semore *conducts safety inspections, coordinates emergency response procedures, and communicates with other employers about the plan.]* |  |  |
| NOTE: RECOMMENDED |
| [Name] | [Risk Manager] | **[Responsible for risk assessment, hazard identification, and coordination with other WVPP functions.** Name conducts annual risk assessments, hazard assessments and communicates with other employers about the plan.] |  |  |
| [Name] | [Emergency Response] | **[Responsible for emergency response and coordination with other employers;** Name coordinates emergency response procedures and communicates with other employers about the plan.] |  |  |
| [Name] | [Recipient of Anonymous Reports] | **[Responsible for reviewing and responding to all anonymous reports received]** |  |  |
| All Managers & Supervisors | All managers and supervisors are responsible for implementing and maintaining the WVPP in their work areas and for answering employee questions about the WVPP.  |
| All Employees | All employees are responsible for maintaining personal and workplace safety, following security and safety procedures, reporting concerns about violence to supervisors/managers or through anonymous reporting channels, attending scheduled training on WVPP policies and procedures. |
| Threat Assessment Team | While HR will be responsible for addressing all reports of violence, threats, harassment or other events or conduct that may frighten an employee, the Threat Assessment Team members will be brought together to consult and strategize on specific case situations. They will receive special training in risk evaluation, threat assessment, conflict resolutions and procedures to monitor, document and develop a response to all cases brought to their attention. They will also review previous incidents of violence and existing records identifying patterns that may indicate causes and severity of assault incidents and identify changes necessary to correct these hazards. They will also review the survey of employees and management to identify the potential for violence incidents and to identify or confirm the need for improved security measures. As needed, the Threat Assessment Team may be comprised of key personnel from: * HR
* Security/Police Department
* Labor Relations
* Legal
* Other departments or professionals as deemed necessary
 |

# EMPLOYEE ACTIVE INVOLVEMENT

**Labor Code 6401.9(c)(2)(B) requires you to have procedures to obtain active involvement of employees in developing, implementing, and participating in the identification, evaluation, correction of workplace violence hazards and in the design and implementation of training and reporting and investigation of workplace violence incidents.**

The Cal/OSHA Template has a section entitled EMPLOYEE ACTIVE INVOLVEMENT. The content below incorporates both the Labor Law requirements and the Cal/OSHA content in their Model template.

Legend: **Required** | Cal/OSHA | Recommended

Management not only requires, but also values employee involvement in identifying, evaluating, and determining corrective measures to prevent workplace violence.

To accomplish this, Management has implemented the following policies and procedures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the plan:

* **Identification of workplace violence related concerns/hazards, evaluate those hazards and/or concerns, and how to correct them**. [For example, hold regular safety meetings with employees and their representatives to discuss These meetings could involve brainstorming sessions, discussions of recent incidents, and reviews of safety procedures.]
* **Design and implementation of training programs.** [Provide details on what those policies and procedures are. EXAMPLE – Employees are encouraged to participate in designing and implementing training programs, and their suggestions are incorporated into the training materials. For example, an employee might suggest a new training scenario based on a recent incident.]
* **Investigation of reported workplace violence incidents** and grievances. [Provide details on what those policies and procedures are and how you will involve employees in the process.]
* **Clear communications of all workplace violence policies and procedures within this WVPP and a process to ensure they are understood by all employees.** [Provide details on what those policies and procedures are.]
* **Fair and uniform enforcement of the rules.**
* **Ensuring all employees follow workplace violence prevention plan directives, policies, and procedures, and assist in maintaining a safe work environment**. [Provide details on what those policies and procedures are.] See [**APPENDIX I**](#_APPENDIX_I:_) for policies and procedures, which are also included in the WVPP Employee Handbook.
* Provide all employees with the WVPP Employee Handbook (See [**APPENDIX J**](#_APPENDIX_J:_WVPP_1)

**The WVPP shall be in effect at all times and in all work sites and shall be specific to the hazards and corrective measures for each work site and operation.**

# EMPLOYEE COMPLIANCE

**Labor Code 6401.9 does not provide any instructions on ‘how to’ create a WVPP.**

This section contains the exact content included in the Cal/OSHA Model Template, under EMPLOYEE COMPLIANCE.

Legend: **Required** | Cal/OSHA | Recommended

This section will require the insertion of significant customized content from [EMPLOYER]. Remember- an underlying theme of this law is ‘employee engagement.’ Work closely with your multi-disciplinary taskforce to ensure you insert content from different departments, i.e., HR, Safety, Training. If you have an existing Injury and Illness Prevention Plan (IIPP) (already required in California), look for content from that plan to insert here. In this section, you should also incorporate your current disciplinary and corrective action procedures when policy violations occur.

Our system to ensure that employees comply with the rules and 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, includes:

* Training employees, supervisors, and managers in the provisions of [EMPLOYER] Workplace Violence Prevention Plan (WVPP).
* Procedures to ensure that supervisory and nonsupervisory employees comply with the WVPP [Describe how this will be accomplished]. [When incidents of violence are reported, they will be documented in the Violent Incident Log and a corrective action plan for involved employees will be documented. Human Resources, working with the employee’s supervisor, will set up a monitoring process of the employee’s conduct to ensure it is in compliance with the corrective action plan. HR will also check in with the impacted employee/victim to determine how they are doing and whether any support is needed.]
* Retraining of employees whose safety performance is deficient with the WVPP.
* Recognizing employees who demonstrate safe work practices that promote the WVPP in the workplace by [describe how this will be done, for instance by memos/emails or certificate of recognition from the owner/management of the company)]. If you already have recognition procedures for other aspects of your business, like for exemplary customer service, extend those to employees who demonstrate safe work practices.
* Disciplining employees for failure to comply with the WVPP. (You can either refer to [EMPLOYER] existing discipline process or outline specific steps for the WVPP) [Enter information on additional means of ensuring employee compliance]
* In addition to any disciplinary action, [EMPLOYER] may refer the employee to treatment or counseling for violent behavior. In situations considered to be potentially volatile or where fitness for duty concerns exist, management has the option to consider the use of a management-directed referral to an Employees' Assistance Program or similar resource. Employees referred to such a program by SBI must consent to periodic reviews and must comply with all conditions of the treatment or counseling program and disciplinary action. After successful completion of all requirements of this program, the employee will again be subject to periodic reviews. Management will determine whether an employee referred to treatment or counseling because of workplace violence should be reassigned to another position.
* Management will promptly terminate any employee who has a repeated offense of workplace violence while undergoing or after completing treatment or counseling, when such treatment or counseling is required by [EMPLOYER].
* [List and explain other procedures for ensuring employee compliance with the WVPP]

# COMMUNICATION WITH EMPLOYEES

**Labor Code 6401.9** does not provide any instructions on ‘how to’ communicate with employees.

This section (black text) contains the exact content included in the Cal/OSHA Model Template, under COMMUNICATION WITH EMPLOYEES.

Firestorm recommends including the content below in your WVPP. Blue content has been supplemented by Firestorm.

Legend: **Required** | Cal/OSHA | Recommended

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:

Insert additional opportunities that exist for communication with employees. Delete the ones that aren’t in place.

* All employees are provided with a copy of the [EMPLOYER] WVPP Employee Handbook **(See** [**APPENDIX J**](#_APPENDIX_J:_WVPP)**).**
* New employee orientation includes a review of workplace violence prevention and emergency response policies and procedures.
* Workplace violence prevention training programs.
* Regularly scheduled meetings that address security issues and potential workplace violence hazards. [Describe what you will cover in those meetings. For example, *during those meetings, WVPP updates, recent incidents, and upcoming training sessions may be discussed*.]
* Effective communication between employees and supervisors about workplace violence prevention and violence concerns. [Describe how this will be accomplished. *For example, ensure that supervisors and employees can communicate effectively and in the employees’ first language.*]
* Posted or distributed workplace violence prevention information [INDICATE WHERE POSTED]
* Procedures for how employees can report a violent incident, threat, or other workplace violence concern to employer or law enforcement without fear of reprisal or adverse action. See Section 12 for Reporting Procedures]
* Access to mobile or other communication devices to seek emergency assistance, assess the safety of a situation, or communicate with a person to verify their safety. NOTE: Some employers prohibit mobile devices for various reasons in the workplace. The Labor Code doesn’t require you to allow employees to have their devices. The content in this bullet was in the Cal/OSHA Model template and it should be removed if you prohibit all/some employees from having their cell phones at work.
* Procedures to ensure employees’ concerns will be investigated in a timely manner and they will be informed of the results of the investigation and any corrective actions to be taken. [Describe how this will be accomplished]
* Sharing training materials and incident report forms with other employers to ensure a coordinated response to any incidents.
* WVPP Employee Handbook, [**APPENDIX J**](#_APPENDIX_J:_WVPP_1), which includes communications methodologies.
* [Enter other methods of effective communication

 Example:

Updates on the status of investigations and corrective actions are provided to employees through email and at safety meetings. These updates could include information about the progress of investigations, the results of investigations, and any corrective actions taken.

Example:

Updates during daily/weekly/monthly/quarterly meetings with other employers in the building (at or near and around the same worksite) to discuss the plan and any updates. These meetings could involve sharing updates to the plan, discussing recent incidents, and coordinating training sessions.

Example:

Sharing training materials and incident reports with other employers to ensure a coordinated response to any incidents. This could involve sending copies of training materials and incident reports to other employers.]

# COORDINATION WITH OTHER EMPLOYERS

**Labor Code 6401.9(c)(2)(C)** contains specific language to be complied with related to coordination with other employers.

This section contains almost the exact content included in the Cal/OSHA Model Template; section entitled COORDINATION WITH OTHER EMPLOYERS. Blue content has been supplemented by Firestorm.

Firestorm recommends including the content below in your WVPP. Blue content has been supplemented by Firestorm.

Legend: **Required** | Cal/OSHA | Recommended

[EMPLOYER] will coordinate implementation of this WVPP with other employers to help ensure the safety of its employees working at non-controlled worksites.

* All [EMPLOYER] employees working off-site will receive the same workplace violence training as employees on-site.
* Employees will be trained on how to report violence incidents at non-controlled sites.
* [EMPLOYER] will ensure those incidents are investigated and recorded in a Violent Incident Log. A copy of that Log will be provided to the other Employer.
* [EMPLOYER] will ensure that if its employees experience workplace violence incident at a multiemployer worksite, [EMPLOYER], once advised of the incident, will record the information in a violent incident log and shall provide a copy of that log to the controlling employer.

The table below reflects the locations where [EMPLOYER] has employees at off-site, non-controlled locations, as well as confirmation that those locations are aware of their Labor Code requirements related to reporting, investigation, and documentation of violent incidents.

It is recommended that [EMPLOYER] document the efforts made to confirm that OTHER EMPLOYERS are SB 553 compliant. That confirmation should be documented somewhere. If not in this WVPP, include a reference in this section as to where the information is maintained and which department is responsible for it.

|  |
| --- |
| **Non-Controlled Locations Where Our Employees are Working** |
| Name of Company/ Organization | Contact Name, Phone, Email | Location/Address | # of [EMPLOYER] Employees on site | SB 553 Requirements Confirmed With Other Employer |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

# WORKPLACE VIOLENCE INCIDENT REPORTING

**Labor Code 6401.9(c)(2)(D) and (F)(i) contains specific language that requires an employer to have an effective procedure to ensure threats and acts of workplace violence are reported to employer or law enforcement.**

The Cal/OSHA Model Template section entitled WORKPLACE VIOLENCE INCIDENT REPORTING PROCEDURE contains very limited information about ‘how to do that.’

Firestorm has supplemented this section significantly as reporting is the key to prevention.

Legend: **Required** | Cal/OSHA | Recommended

Note: The primary consideration in developing a reporting procedure is to make sure that it encourages employees to report all incidents, and potential incidents of workplace violence, even minor ones. In addition to whatever reporting procedure you have, an anonymous reporting mechanism should also be in place.

Credibility for any reporting system will be dependent upon whether reports are handled timely and effectively. Word spreads quickly among employees when a report is made and nothing is done, when a report is handled improperly, or when the allegations are not treated confidentially. Therefore, before a reporting procedure is announced to employees, ensure that the team responding to reported incidents is trained and able to handle any reported incidents.

Take threats seriously. Employees may not step forward with their concerns if they think that management will minimize these concerns. Ensure you have a non-retaliation policy in place. Below you will need to indicate where that policy can be found. We recommend adding it to [**APPENDIX I**](#_APPENDIX_I:_)**,** Additional Policies.

Also important to the success of any reporting system is management's encouragement for reporting incidents. Supervisors/Managers must create an environment that shows that management will always respond to reports of incidents and to employee concerns. Incident reports should be reviewed on a periodic basis to provide feedback on the effectiveness of existing intervention strategies and prevention efforts.

[EMPLOYER] has implemented the procedures outlined below to ensure that all threats or acts of workplace violence are reported. There are several ways to report. Regardless of the method of reporting, a strict non-retaliation policy is in place [as stated in \_\_\_\_\_\_\_\_], and any instances of retaliation will be dealt with swiftly and decisively. [Describe how this will occur: For example, an employee who retaliates against a coworker for reporting an incident could be disciplined or terminated.]

## How an Employee Can Report a Violent Incident

Note: It is recommended that your WVPP include a defined escalation path for reporting so everyone understands the process that occurs and what they can expect. This is not a section included in the Cal/OSHA Model template. The content that follows can be adapted to your procedures.

[EMPLOYER] *has defined a progressive escalation path for reporting any possible workplace violence threat or concerns about situations that may become violent.*  The procedures described below have been created to ensure that each incident receives an appropriate, timely, and effective response.

## Escalation Path

**If it is a co-worker,** notify the co-worker’s supervisor/manager immediately of your observations, who will inform the WVPP administrator by sending an email to \_\_\_\_\_\_\_\_\_ or calling \_\_\_\_\_\_\_\_\_\_\_.

**If it is a customer** notify your supervisor/manger immediately, who will inform the WVPP administrator by sending an email to \_\_\_\_\_\_\_\_\_ or calling \_\_\_\_\_\_\_\_\_\_\_.

**If it is your subordinate**, evaluate the situation by taking into consideration what may be causing the employee’s problems. Report the issue to HR, who will inform the WVPP administrator by sending an email to \_\_\_\_\_\_\_\_\_ or calling \_\_\_\_\_\_\_\_\_\_\_.

**If it is your supervisor/manager**, notify that person’s manager or HR, who will inform the WVPP administrator by sending an email to \_\_\_\_\_\_\_\_\_ or calling \_\_\_\_\_\_\_\_\_\_\_.

**If it is your domestic partner/spouse/family member,** notify your supervisor/manager or HR, who will inform the WVPP administrator by sending an email to \_\_\_\_\_\_\_\_\_ or calling \_\_\_\_\_\_\_\_\_\_\_.

While it is recommended that the escalation path flow consistently upstream (as defined below), ***an******employee has the right to circumvent the defined levels of escalation if not comfortable with the reporting process.***

**If you work at an off-site location, controlled by another Employer,** notify [fill in procedure] …

## Anonymous Reporting:

Note: The Labor Code does not require an employer to have an anonymous reporting capability. That said, the Cal/OSHA Model template references anonymous reporting when they give examples in three sections of their template: COMMUNICATION WITH EMPLOYEES, WORKPLACE VIOLENCE INCIDENT REPORTING PROCEDURE, and WORKPLACE VIOLENCE HAZARD IDENTIFICATION AND EVALUATION. Firestorm highly recommends that an anonymous reporting capability be included within your workplace violence program. The text below, if maintained, should be customized to match what you have in place.

Employees can also report anonymously. If an employee prefers to remain anonymous, the employee can utilize [EMPLOYER]’s anonymous reporting procedure by [INSERT METHOD. This may include a text #, app, suggestion box.] Note: There should be no ability to trace/track the caller.

There may be instances where you would prefer to remain anonymous with your reporting. [EMPLOYER] will make every effort to honor requests for anonymity and provide you with an anonymous reporting process, as appropriate.

No matter who receives the report of workplace violence, they will notify [EMPLOYER]’s WVPP administrator who will ensure the Violent Incident Log is completed. All reported incidents of workplace violence will be documented in the Violent Incident Log by the WVPP administrator. (See [**APPENDIX E**](#_APPENDIX_E:_VIOLENT) – Violent Incident Log form)

A strict non-retaliation policy is in place, and any instances of retaliation are dealt with swiftly and decisively. An employee who retaliates against a coworker for reporting an incident will be disciplined or terminated.

***[THIS IS A SAMPLE – MAKE IT YOUR OWN. THEN TURN FONT TO BLACK]***

| **EMPLOYEE REPORTING PROCEDURES****All reported incidents of violence, whether verbal or physical, will be documented in a Violent Incident Log.** |
| --- |
| **Urgent Threat**An urgent threat is where there is actual violent behavior, or where it appears that violent behavior is likely to take place, such as a verbal altercation that appears to be escalating **NOTE:** **Any threat of violence or act of violence should be immediately reported to law enforcement.** |  **Step 1**: Call 9-1-1 **and then contact the Emergency number**  **1-XXX-XXX-XXXX (OR SECURITY #)****Step 2:** Once safe, employee must immediately report the situation to his/her supervisor /manager or follow the designated reporting structure. |
| **Suspected Emerging or Potential Threat**An emerging or potential threat is one where you believe a situation has the potential for becoming violent over time.**”If you see something, say something.”****Information sharing** is the key to prevention and intervention | **Step 1:** Report the situation following the defined reporting structure or anonymously by \_\_\_\_\_\_\_\_\_.**Step 2:** If reported through the defined reporting structure, you will be asked by [your supervisor/manager or HR] to complete a Violent Incident Report Form. The WVPP administrator will also complete a Violent Incident Log form. |
| **Order for Victim Protection**Orders for Victim Protection include the following types of court orders:Protection Order Restraining Order No Contact Order No Trespass Order Anti-Harassment Order **Note: Although not required, it is highly recommended that the procedures here be followed, even if the protective order does not include the [EMPLOYER] location.** | If you have obtained a protective court order that includes an [EMPLOYER] location:Alert your supervisor/manager of the protective order. Immediately provide a copy of the protective order to your supervisor/manager who will forward it to HR.Provide a photo, vehicle identification (make, model, license plate number) of Perpetrator to HR who will forward the information to the appropriate departments (Security, TAT, Reception).Report any unusual situations to your supervisor/manager, or through the defined reporting structure. |
| **Supervisor/Manager Receives****a Complaint or Report** **OR** **Supervisor/Manager Recognizes** **Behavioral Warning Signs** | **Step 1:** Review Violent Incident Report Form completed by complainant. **Step 2:** Document any incidences where the Subject/Offender may have engaged in inappropriate behavior or used [EMPLOYER] resources such as work time, computer, etc., to engage in harassing, threatening or abusive behavior.**Step 3:** Contact [HR] to discuss the reported or suspected improper conduct and determine the course of action that is most appropriate. Keep information the employee has shared confidential, except for reporting requirements. Follow all reporting requirements. |
| **ANONYMOUS REPORTING PROCEDURES****All reported incidents of violence, whether verbal or physical, will be documented in a Violent Incident Log.** |
| **Anonymous Reporting** | There may be instances where you would prefer to remain anonymous with your reporting. [EMPLOYER] will make every effort to honor requests for anonymity and provide you with an anonymous reporting process, as appropriate. {**Insert anonymous reporting structure here. This may include a text #, app, suggestion box. There should be no ability to trace/track the caller.}** |
| A strict **Non-Retaliation Policy** is in place, and any instances of retaliation are dealt with swiftly and decisively. Any employee who retaliates against a coworker for reporting an incident will be disciplined or terminated. |

# EMERGENCY RESPONSE PROCEDURES

**The Labor Code Section 6401.9(c)(2)(G) contains specific, but limited language to be complied with. It states: *“(2)The plan shall include the following: (G) Effective procedures to respond to actual or potential workplace violence emergencies, including, but not limited to all of the following: (i) Effective means to alert employees of the presence, location, and nature of workplace violence emergencies (ii) Evacuation or sheltering plans that are appropriate and feasible for the worksite (iii) How to obtain help from staff assigned to respond to workplace violence emergencies, if any, security personnel, if any, and law enforcement.”***

The Cal/OSHA Model Template, section entitled EMERGENCY RESPONSE PROCEDURES also contains very limited language and is included below. It states that contact information for response staff and local law enforcement should be posted in common areas and that you should describe what those procedures are. This information could include phone numbers, email addresses, and physical locations.

Firestorm recommends using the language as supplemented by Firestorm, which meets the Labor Code Requirements.

Legend: **Required** | Cal/OSHA | Recommended

Note: If you do not already have an Emergency Response Plan that contains critical incident communications procedures or emergency response protocols, the content in this section will facilitate your development. The content that follows must be tailored to reflect the actual tools and resources that are available. Please delete all sections that don’t apply, and/or add others that do. If you already have emergency plans and procedures that meet the Labor Code as required in this section, insert them in this part of your WVPP.

Note: Firestorm never recommends using the term ‘shelter’ for a response protocol to a man-made threat. Shelter, in Firestorm’s opinion, should be reserved for events such as tornado and other weather emergencies. We instead recommend the term ‘**Lockdown**’ for the response to the threat of an assailant who is in the premises, and ‘**Lockout/Secure**’ when the threat of an assailant is still outside the premises and the perimeter can be secured (This is language recommended by the [Standard Response Protocol](https://iloveuguys.org/The-Standard-Response-Protocol.html).)

Firestorm recommends sharing copies of your emergency response plans and site maps/blueprints with your local first responders so they become familiar with your facility and procedures in the event they are responding to an active assailant scenario. In many locations, police and fire are willing to participate in drills at your location. If the foregoing arrangements are made, reference them in this section.

[EMPLOYER] has **Emergency Response Procedures in place to respond to actual or potential workplace violence emergencies** that are outlined in detail below, as well as in the WVPP Employee Handbook.

## Alert/Critical Incident Communications Procedures

Make this section your own and list all communications methods/procedures. This is an example only.

**An** **effective means to alert employees** of the presence, location, and nature of workplace violence emergencies [are in place].

Below you will find critical information about how we will communicate during an emergency.

**AUDIENCE: INTERNAL EMERGENCY RESPONSE PERSONNEL. A SUBSET OF THIS INFORMATION (EXCLUDING CONTENT FOR INTERNAL RESPONDERS ONLY) IS CONTAINED WITHIN THE WVPP EMPLOYEE HANDBOOK.**

**IMPORTANT EMERGENCY PHONE NUMBERS**

Fire, Police, Ambulance **9-1-1**

Main Office/Reception <Insert Number>

Electric: <Insert company name> <Insert Number> (24 hrs.)

Water: <Insert company name> <Insert Number>

Natural Gas: <Insert company name> <Insert Number> (Emergency Services)

<Other> <Insert Number>

**2-WAY RADIOS**

Employees with responsibilities in leading a critical incident or emergency response are equipped with 2-way radios; 2-way radios are kept on at all times, ready to receive any questions, information, or directions. Communications during an emergency will be on **radio channel X**.

**P.A. SYSTEM**

The P.A. system is located in \_\_\_\_\_\_\_\_\_\_\_ and is used to quickly notify building occupants of emergency situations. P.A. system announcements can be heard throughout the building(s), as well as the outside perimeter area.

As directed by [ ], the [ ]will make a [P.A. announcement] to alert building occupants of the critical incident and the response actions required.

**PHONE INTERCOM SYSTEM**

The phone intercom system allows a critical incident announcement to be heard through all telephone intercoms. Employees are instructed to use the telephone in their offices/classrooms if they see an intruder that appears to be dangerous, or there is a reason to believe that a lockdown is necessary. Instructions:

Pick up the receiver to open the line.

Press the “feature” button, then dial “<insert number code>”, then press the button under “ALL” on the display.

The line is now open at every phone.

Make a very brief, clear, concise, and specific announcement avoid code words or colors.

**PANIC BUTTONS**

**Panic buttons** will be used as a means of rapid alert to notify the [security monitoring company] when immediate notification is necessary. Panic button locations are as follows:

|  |  |  |
| --- | --- | --- |
| **Panic Button** | **Building Location** | **Specific Location**  |
| *Panic Button #1* | *Sample Main Office/Reception Entrance* | *Under the reception desk* |
| *Panic Button #2* | *Sample Main Office/Receptionist Entrance* | *Under the reception desk* |
| *Others*  | *Insert Information* |  |

If an employee thinks a 9-1-1 call is necessary due to a threatening situation, THIS WILL BE THE TRIGGER TO PUSH THE PANIC BUTTON.

**NOTE: ANY EMPLOYEE MAY PUSH THE PANIC BUTTON NEAREST TO THEIR LOCATION.**

When a panic button is pushed, the following notifications will happen:

*[A text message will automatically be sent to all employees.*

*The police department will be automatically notified.]*

**ALARM SIGNALS & ALERTS**

A critical incident alert will be announced via 2-way radio and P.A./intercom. Alarms will sound, as needed. Alert signals are as follows:

|  |  |  |
| --- | --- | --- |
| **THREAT** | **ALERT MESSAGE** | **RESPONSE PROTOCOL** |
| **Armed Intruder / Active Assailant** | **P.A./Intercom:** “Armed Intruder on premises. Follow **LOCKDOWN** protocol now!”**2-way Radio:** “Armed Intruder on premises. Follow **LOCKDOWN** protocol now!” | **LOCKDOWN** **RUN/HIDE/FIGHT** Note: Fill in your terminology. We never recommend the use of ‘shelter’ for an armed intruder)*(See* ***Lockdown*** *procedures)* |
| **Trespasser** | **P.A./Intercom:** N/A **2-way Radio:** “Unidentified person on premises seen at XX location OR whereabouts unknown. Stay aware and alert.” | Be on the alert for unauthorized person and report sightings to the Main Office/Reception immediately. |
| **Threat in Area Nearby** | **P.A./Intercom:** “**Lockout/SECURE**. Proceed indoors immediately.” **2-way Radio:** “**Lockout/SECURE**. Proceed indoors immediately.” | **Lockout/SECURE** (FILL IN YOUR TERMINOLOGY)*(See* ***Lockout/secure*** *procedures)* |
| **ALL CLEAR** |  “All Clear.” | Resume normal activities |

**MASS NOTIFICATION SYSTEM**

Our organization utilizes a mass notification system <(Insert name of system)> to send mass push notifications to employees to communicate decisions affecting your organization and daily programs, such as closures or delays.

Once a protocol is initiated, \_\_\_\_\_\_\_\_\_\_\_\_, or\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in his/her absence, will be responsible for executing the message to alert employees.

Instructions for using the <(Insert name of system)> mass notification system are located with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**EMAIL & TELEPHONE PHONE TREE COMMUNICATION**

Our organization utilizes a mass notification system <(Insert name of system)> to send mass push notifications to employees to communicate decisions affecting your organization and daily programs, such as closures or delays.

Depending on the situation, Leadership will notify employees via email or telephone tree system of impending closures or delays.

<Insert title> is responsible for crafting all messages.

<Insert title> is responsible for approving all messages.

<Insert title> is responsible for executing the message to the appropriate audience.

Assure that backups are identified for each of the actions above.

Leadership is responsible for maintaining up-to-date contact information of their direct reports and utilizing their internal telephone trees, as directed.

## How to Obtain Help From Staff

This is not a separate sub-section in the Cal/OSHA template. Rather, it is a bullet point under EMERGENCY RESPONSE PROCEDURES. We recommend calling it out as we have done here.

Our Emergency Response Protocolsalso include information on **how to obtain help from staff, security personnel, law enforcement,** and other subject-matter experts that may be necessary.

**INTERNAL EMERGENCY RESPONSE PERSONNEL**

***Internal emergency response personnel will communicate via [2-way radio, text message], and/or in person during all emergencies.***

*See Roles & Responsibilities tab for details.*

| **Responsible Persons** | **Job Title/Position** | **WVPP Responsibilities** | **Phone #** | **Email** |
| --- | --- | --- | --- | --- |
| [Semore Joes] | [Security Manager] | **[Responsible for emergency response, hazard identification, and coordination with other employers;** Semore *conducts safety inspections, coordinates emergency response procedures, and communicates with other employers about the plan.]* | [(562) 123-4567] | [semorej@company.com] |
| **SECURITY** |  |  |  |  |
| **LAW ENFORCEMENT** |  |  |  |  |
| NOTE: Positions listed below are recommended for inclusion. Not listed in Cal/OSHA template |
| WVPP ADMINISTRATOR |  |  |  |  |
| INSERT OTHER TASKFORCE MEMBER NAMES |  |  |  |  |
| INSERT OTHER TASKFORCE MEMBER NAMES |  |  |  |  |
| **OTHER SUBJECT-MATTER EXPERTS** |
| Name | **Expertise** | **WVPP Responsibilities** | **Phone #** | **Email** |
|  | CRISIS MANAGEMENT/ CRISIS COMMUNICATIONS |  |  |  |
|  | INSURANCE BROKER |  |  |  |
|  | LEGAL COUNSEL |  |  |  |
|  | CONSTRUCTION/BUILDINGS |  |  |  |
|  | TECHNOLOGY |  |  |  |

## Medically Trained Personnel

In the event of a medical incident or emergency:

* Call 9-1-1 in any medical emergency situation.
* Cooperate with the first responders at the scene and obtain the name, badge number, and jurisdiction of the officer taking the report, along with the report number

The following individuals have been trained.

| **[EMPLOYER] Medically Trained Personnel** |
| --- |
| **Status** | **Name** | **Bldg. Location** | **Contact Number**  | **AED** | **First Aid** | **CPR** | **Other** |
|  |  |  |  |  |  |  |  |
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## Emergency Response Protocols

**Labor Code 6401.9 (c)(2)(G) requires *“evacuation or sheltering plans that are appropriate and feasible for the worksite.”***

The Cal/OSHA Model template does not offer response protocols to active assailant.

Firestorm includes content below for your consideration and adoption. These types of plans are referred to by Firestorm as Critical Incident Response Protocols used to respond to an active assailant.

Legend: **Required** | Cal/OSHA | Recommended

NOTE: Within this section Firestorm offers response protocols/procedures to address an active assailant as well as verbally and physically threatening situations. THIS CONTENT IS NOT IN THE Cal/OSHA TEMPLATE and the Labor Code, itself, is not clear on what they are expecting an employer to do: **Labor Code 6401.9 (c)(2)(G) requires *“evacuation or sheltering plans that are appropriate and feasible for the worksite.”***

It is recommended that the information below be included and stakeholders receive training on these subject areas. If you already have critical incident/emergency response procedures that address active assailant, include them in this section.

Firestorm recommends the term ‘**Lockdown**’ be used as the response protocol for active assailant as opposed to ‘Shelter.’ A **Lockdown** protocol includes 3 choices – evacuate if you can; secure yourself somewhere while you are waiting for help to arrive; engage with the assailant if you have no other choice. Words like ‘shelter’ and ‘hide’ are passive words and don’t convey, in and of themselves, the true response that is needed. That said, any word choice can be used as long as people are trained to know what to do when seconds count.

Recognizing that every act of violence can’t be prevented, it is important to know what to do and how to respond if the threat of violence, or actual violence occurs in any of our facilities.

[NAME OF EMPLOYER] has response protocols and notification procedures in place to address the threat of violence posed by an individual who is:

* Verbally Threatening
* Physically Threatening
* An Active Assailant

These protocols are listed below as well as in the WVPP Employee Handbook.

### How to React to Verbal Threatening Behavior

**A verbal threatening situation** is defined asa situation where a person, through intimidating words or gestures, has induced fear and apprehension of physical or other harm in another person, but there is no immediate danger of such harm being inflicted.

| **RESPONSE PROCEDURES FOR VERBAL THREATS AND ESCALATING BEHAVIORS****All reported incidents of violence, whether verbal or physical, will be documented in a Violent Incident Log.** |
| --- |
| **ESCALATING BEHAVIORS** | **ACTIONS** |
| **VERBAL THREAT** **SHOUTING** **SWEARING*** The person makes offensive or threatening comments.
* Comments may be direct or indirect in nature.
 | * Stay calm by taking deep, slow breaths.
* If you’re in doubt about whether to call for help, call.
* Keep yourself at a safe distance.
* Listen attentively.
* Maintain **casual** eye contact, **not in a confrontational manner.**
* Maintain a calm, quiet tone of voice.
* Avoid arguing or making statements that might intensify the individual’s demeanor.
* If necessary, ask a bystander to assist you in getting help.

Once the situation is over, immediately contact your supervisor/manager or other appropriate level of the defined reporting structure. |
| **ANGRY / HOSTILE ENCOUNTER*** The person may show visible change in body posture.
* Actions may include pounding fists, pointing fingers, shouting, or screaming.

**THIS SIGNALS VERY RISKY BEHAVIOR** | * Stay calm by taking slow, deep breaths.
* If you’re in doubt about whether to call for help, call.
* Signal a co-worker or bystander that you need help
* Have someone call security personnel
* If no one is around to help – **immediately leave the area.**
* Maintain **casual** eye contact, not in a **confrontational manner.**
* Attempt to avoid arguing or making statements that might intensify the individual’s hostile demeanor.
* Don’t offer solutions.
* Disengage.

Once the situation is over, immediately contact your supervisor/manager or other appropriate level of the defined reporting structure.  |
|  **CONFRONTATION*** Physical actions or threats appear imminent.
* There is immediate danger of physical harm or property damage.
* Out-of-control behavior signals the person has crossed the line.
 | * If necessary, evacuate.
* Maintain a calm and controlled demeanor.
* Keep yourself at a safe distance. Allow for an avenue of escape.
* Do not challenge.
* Disengage.
* Do not physically try to remove an individual; this is a police responsibility.

Once the situation is over, immediately contact your supervisor/manager or other appropriate level of the defined reporting structure. |

### How to React to Physical Acts of Violence

**A workplace violence emergency** is definedas a situation where an injury has occurred or there is an immediate threat of physical harm or injury**.**

|  |
| --- |
| **RESPONSE PROCEDURES FOR PHYSICAL ACTS OF VIOLENCE****All reported incidents of violence, whether verbal or physical, will be documented in a Violent Incident Log.** |
| **Person** | **Actions** | **Other Considerations** |
| **Employee or First Person on Scene** | 1. **DIAL 9-1-1 IMMEDIATELY**

(If necessary, ask a bystander to assist you in getting help)- Identify yourself.- State the nature of the emergency.- Provide details about persons injured and the Perpetrator.- Stay on the phone until police arrive and the dispatcher tells you it is okay to hang up. | * Keep yourself safe
* Remain calm
* Think rationally
* Don’t overreact
* Do not attempt to physically remove the Perpetrator(s) - Let the police handle It
 |
| **Supervisor/Manager at the Scene** | 1. Notify internal security - **(1-XXX-XXX-XXXX)** (if not already done)
2. Have a designated person to meet with any responders (Police /EMS) so they can direct the responders quickly to the scene.
3. Assist in any efforts to defuse the situation.

Try to determine:* What’s happening?
* Who’s involved? How many?
* How dangerous is the situation currently?
* How quickly can it escalate?
* How many are involved?
* Are weapons involved? What kind?
1. Try to restore order and safety to work area.
2. Preserve the scene; **do not** allow **anyone** to touch anything.
3. Notify HR of the incident. HR will convene the Threat Assessment Team for investigation, as appropriate.
 | * Remain non-judgmental about who’s right and wrong.
* Help the individual to remain calm and do not ask the individual any questions.
* Do not physically try to remove an individual; this is a police responsibility.
* Identify witnesses, especially if they cannot or will not remain at the scene.
* Place involved employees in separate rooms. Instruct/Order involved employees to leave the area, if appropriate. If employee refuses, call the police.
* Obtain telephone number and address of each participant.
* To the extent possible, ensure that information received remains confidential.
 |

###

### 3. How to Respond to an Active Assailant

[EMPLOYER] has response protocols and notification procedures in place to address the threat of an armed individual with a deadly weapon. When possible, you will be alerted of such a threat via [EMPLOYER]’s [INSERT DETAILS ABOUT ALERT SYSTEM]. Follow response protocol below when you hear/see this alert.

Be sure to include your existing response protocol for Active Assailant here. If you don’t have one, consider the proposed approach below. If you choose to implement, emergency plans will require updating and employees will require training – which is a requirement of Labor Code 6401.9. Remove any language that does not represent your emergency response procedures/protocols. Prior to implementing and training on your protocol, consult an emergency planning expert or local law enforcement to ensure the protocol you are using will be effective in the facilities you operate in and for the individuals you employ/serve. **Organizations serving children or vulnerable adults require very customized response protocols for the threat of active assailant.** There is no ‘one size fits all’ approach that can be taken.

Once a [LOCKDOWN] is announced, there are three potential choices to make: [1) Evacuate (RUN) 2) Protect (HIDE) yourself in a safe room or location until help arrives 3) Engage (FIGHT) with an assailant – as a last resort only.] The choice you make will hinge on where you are in relation to the assailant at the time you learn of the assailant.

| **HOW TO REACT TO AN ACTIVE ASSAILANT****All reported incidents of violence, whether verbal or physical, will be documented in a Violent Incident Log.** |
| --- |
| **THESE ACTIONS ARE FOR ALL PERSONNEL WHO ARE *NOT* RESPONSIBLE FOR GUIDING CHILDREN OR VULNERABLE ADULTS TO SAFETY****WHEN AN ACTIVE ASSAILANT IS IN YOUR VICINITY****Determine the most reasonable way to protect building occupants.** **Independent judgment must be made by all employees.** |
| **When the Active Assailant Alert is Given, take the Following Action:****If it is safe to EVACUATE – Do so immediately!****If it is not safe to evacuate, follow PROTECT/HIDE procedures below.** |
| **If You RUN (Evacuate)**  |
| **If you are located outside, away from the building** (e.g., parking lot) move to closest place of refuge (woods, town, nearby business or home, etc.) Be sure to:* Evacuate as quickly as possible, away from the direction of the threat.
* If being fired upon, run in a zigzag pattern.
* Leave all belongings behind.

**If outside and unable to run away, seek cover and concealment:*** Hide behind a brick wall (or anything that may stop a bullet)
 | * Call 9-1-1
* Follow the instructions of any police officers.
* Keep your hands visible to police.
 |
| **If You HIDE (Protect Yourself – “LOCKS, LIGHTS, OUT OF SIGHT”)** |
| **If you are inside, and evacuation is not possible,** find a secure place to protect yourself, where the assailant is less likely to get in. If in a room, to prevent an intruder from entering:* Barricade and/or lock the door, if possible.
* Turn off lights and close blinds/curtains (only if time allows).
* Silence cell phone.
* Lie down on the floor or crouch below the window sight line.
* Call 9-1-1, if possible.
* Remain silent.
 | The hiding place should (if possible):* Be out of the assailant’s view.
* Provide protection if shots are fired in your direction.
* Not trap or restrict options for movement or escape.
 |
| **If you can’t Evacuate or Protect Yourself**  |
| * Try to remain calm.
* Dial 9-1-1 if possible **–** If you cannot speak, leave the line open and allow dispatcher to listen.
 |
| **If You must FIGHT the Active Intruder**  |
| Per Department of Homeland Security Protocol, as a last resort, and only when lives are in imminent danger and you cannot evacuate, your chance of survival is much greater if you try to incapacitate the intruder.* **Act as aggressively as possible** against the intruder.
* **Yell** **and throw items** and improvising weapons.
* **Commit to your actions**.
* **Continue** untilhelp arrives or attacker is stopped.
 |

### Lockdown Drills

**PLEASE NOTE:** If your organization serves children or vulnerable adults, or invites the public inside, specialized training that is audience and facility specific is required, as your employees will be guiding others to safety. Any drill that involves minors requires parental consent.

It is only through training on response protocols [and drills] that our stakeholders can prepare for an active assailant. While statistically this is a low probability event, the outcome can be catastrophic thereby warranting our organization’s focus on and preparedness for this threat.

We offer training to our stakeholders on the applicable response protocols for the threat of violence. (LOCKDOWN, LOCKOUT/SECURE) This is how they will develop muscle memory to fall back on if an actual active assailant presents. [*Describe the training and drills. Frequency. Locations. Who participates.]*

Any drill to be conducted:

* Will be planned, structured, and guided by trained individuals.
* Announced in advance.
* Will not involve sensorial components or elements which mimic real-life shooting.
* Will have an opt-out ability.
* Will be followed by an opportunity to debrief with trained professionals.

We will consult law enforcement or a third-party consulting firm to assist with the drill to ensure these steps and resources are included in the process.

**Evacuation Wardens and Assistant Wardens**

NOTE: If your emergency response plans (ERP) have established Evacuation Wardens and Disability Aids (typically used for other emergencies, such as fire) list them here. if not, either add to your ERP or delete this content from here. The roles of Evacuation Wardens are not customarily activated during or after a violence event. That said, the Labor Code 6401.9 and Cal/OSHA specifically state that evacuation procedures are required. We therefore include this content.

|  |
| --- |
| **EVACUATION WARDENS AND ASSISTANT WARDENS**Updated <Month/Year> |
| **Sweep Zone** | **Area Description** | **Evacuation Warden** | **Asst. Evacuation Warden** |
| **Zone 1 (Red)** | **First Floor Administrative offices** | <Insert name> | <Insert name> |
| **Zone 2 (Orange)** | **First Floor, Rooms** | <Insert name> | <Insert name> |
| **Zone 3 (Green)** | <Insert specify floor, rooms, etc.> | <Insert name> | <Insert name> |
| **Zone 4 (Blue)** | <Insert specify floor, rooms, etc.> | <Insert name> | <Insert name> |
| **Zone 5 (Yellow)** | <Insert specify floor, rooms, etc.> | <Insert name> | <Insert name> |

**Searchers and Disability Aides**

| **SEARCHERS AND DISABILITY AIDES**Updated <Month/Year> |
| --- |
| **Sweep Zone** | **Area Description** | **Searcher** | **Disability Aide** |
| **Zone 1 (Red)** | **First Floor Administrative offices** | <Insert name><Insert name> | <Insert name> |
| **Zone 2 (Orange)** | **First Floor, Rooms** | <Insert name><Insert name> | <Insert name> |
| **Zone 3 (Green)** | <Insert specify floor, rooms, etc.> | <Insert name><Insert name> | <Insert name> |
| **Zone 4 (Blue)** | <Insert specify floor, rooms, etc.> | <Insert name><Insert name> | <Insert name> |
| **Zone 5 (Yellow)** | <Insert specify floor, rooms, etc.> | <Insert name><Insert name> | <Insert name> |

# WORKPLACE VIOLENCE HAZARD IDENTIFICATION AND EVALUATION

**The Labor Code Section 6401.9(c)(2)(I) requires employer to develop procedures to *“identify and evaluate workplace hazards, including, but not limited to, scheduled periodic inspections to identify unsafe conditions and work practices and employee reports and concerns. Inspections shall be conducted when the plan is first established, after each workplace violence incident, and whenever the employer is made aware of a new or previously unrecognized hazard.”***

The Cal/OSHA Model template section entitled WORKPLACE VIOLENCE HAZARD IDENTIFICATION AND EVALUATION references two methods of hazard assessment: 1) Inspections and 2) Review of submitted/reported concerns of potential hazards as methods of Hazard Identification. It includes an extensive list of what to inspect.

Firestorm has incorporated what Cal/OSHA included in their template for inspections and review, along with other best-practice methods for Hazard Identification and risk assessment. Blue text is recommended by Firestorm.

Legend: **Required** | Cal/OSHA | Recommended

EMPLOYER has enacted policies and procedures to ensure that workplace violence hazards and risks are identified, evaluated, and planned for.

It is critical that our employees be involved in the process of identifying hazards and potentially violent situations to determine the best ways to prevent workplace violence.

[EMPLOYER]’s hazard assessment process is accomplished with a multi-disciplinary focus that includes *[security/facilities/human resources/emergency response teams]*. Periodic inspections to identify and evaluate workplace violence and hazards will be performed by the following designated personnel in the following areas of the workplace:

| **Specific Person Name/Job Title** | **Area/Department/Specific location** | **Site/Location** |
| --- | --- | --- |
| [Enter name] | [Enter name of area observed] | [Enter addresses of [EMPLOYER] locations |
|  |  |  |
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|  |  |  |

The [Workplace Violence Prevention Taskforce] (as identified in WVPP Section 7) will identify situations where employees and stakeholders may be subjected to workplace violence. To do so, we may use any number of the following tools:

[LIST TOOLS YOU WILL USE]:

Note: The Firestorm tools included in this section are representative of those that can be used as part of a Hazard/Risk assessment process. Adopt what you like; delete what you don’t intend on using. We include:

* Records Review Checklist included in [**APPENDIX F**](#_APPENDIX_F:_HAZARD).
* Physical Security Site-Assessment Checklist included in [**APPENDIX F**](#_APPENDIX_F:_HAZARD).
* Employee & Management Surveys included in [**APPENDIX F**](#_APPENDIX_F:_HAZARD).
* Hazard Impact Matrix included in [**APPENDIX F**](#_APPENDIX_F:_HAZARD). We also offer this tool in excel format, where there are built in formulas that will calculate risk. This tool can be found on the CrisisRisk SB 553 website, where you originally downloaded this WVPP Plan template.

These tools are intended to help [EMPLOYER] identify situations where employees, [customers/clients and visitors to the workplace] may be subjected to workplace violence or physical injury. They include:

* **Periodic Inspections**: Conducting periodic inspections of workplace violence hazards to identify unsafe conditions and workplace practices. These inspections will be conducted **when this WVPP is first established,** **after each workplace violence incident, and whenever [EMPLOYER] is made aware of a new or previously unrecognized hazard.** The inspection process will utilize a Physical Security Site-Assessment Checklist, included in [**APPENDIX F**](#_APPENDIX_F:_HAZARD). The inspections include [Describe factors specific to workplace that may result in risk of workplace violence. Examples:] The Cal/OSHA template has a list of Examples under the heading WORKPLACE VIOLENCE HAZARD IDENTIFICATION AND EVALUATION, Periodic Inspections. These can be found in [**APPENDIX F**](#_APPENDIX_F:_HAZARD). We present a Firestorm list below. Be sure to consider both lists and make this section your own. The goal is to create a representative list of what you will be including in your inspections.
* Access Controls (Employees, General Public, Vendors, Visitors)
* Alarm Systems
* Cash Procedures
* Central Repository – Frequency and Severity of Reported Abuse by Any/All Employees, Supervisors, Manager
* Door Locking
* Emergency Communications
* Emergency Response Protocols (Procedures for lockdown: Run/Hide/Fight; Safe Areas)
* Exterior Landscaping
* Hiring, Discipline and Termination Practices (including post-termination security procedures)
* Interior Common Spaces (bathrooms, stairwells, reception)
* Lighting – Interior and Exterior
* Maintenance
* Notification Technology (Panic Buttons, Alerts, Call Boxes, Cell Service) and Availability of Emergency Notification Information
* Parking Access
* Policies, Plans, Procedures, Exercise, Drills and Training
* Reporting Suspicious Persons, Packages, Activities
* Signage
* Surveillance
* Security Post Orders/Integration with Emergency Response Procedures/Capabilities in De-escalation and Response to Hostile Persons
* Threat Assessment Procedures

See [**APPENDIX F**](#_APPENDIX_F:_HAZARD)for Physical Security Site Self-Assessment Checklist.

* **Review of all previously submitted/reported employee concerns**. [These submittals/reports include those submitted through [EMPLOYER] documented reporting protocols, as outlined in Section 12, including anonymous reporting.]
* **Employee and Management Surveys**: Surveying employees to identify the potential for violent incidents and to identify or confirm the need for improvements in procedures, equipment, policies.
* **Hazard Impact Matrix**: Using this tool, we can evaluate probability, likelihood of harm, seriousness of harm/injury, number of people who will likely be affected, and intensity of specific threats to the workplace related to violence. It also helps to assess the impacts: Human, Property, and Business Operations. The matrix enables us to assess workplace harm according the four types of violence: Stranger/Criminal, Domestic/Personal Relationship, Co-Worker, Customer/Client. After completing the matrices, we will be positioned to better evaluate those risks to turn our attention towards and prioritize resources for prevention and response. Some risks will have a high probability of occurring, with low impacts, where others will have a low probability of occurrence, but such severe impacts that our attention must also focus on those.

Upon completion of the Hazard Identification and Evaluation process, exposures will be documented, and we will prioritize those with the highest exposure and develop a plan to address them over time. The results from the assessment will be documented in this WVPP, Section 14.

# WORKPLACE VIOLENCE HAZARD CORRECTION

**The Labor Code Section 6401.9(c)(2)(I) and (J) require employer to have a WVPP that includes *“Procedures to correct workplace violence hazards identified and evaluated in subparagraph (I) in a timely manner consistent with paragraph (6) of subdivision (a) of Section 3203 of Title 8 of the California Code of Regulations.”* The California Code of Regulations, Title 8, Section 3203 (a)(6) states *“(a) Effective July 1, 1991, every employer shall establish, implement and maintain an effective Injury and Illness Prevention Program (Program). The Program shall be in writing and, shall, at a minimum: …(6) Include methods and/or procedures for correcting unsafe or unhealthy conditions, work practices and work procedures in a timely manner based on the severity of the hazard: (A) When observed or discovered; and, (B) When an imminent hazard exists which cannot be immediately abated without endangering employee(s) and/or property, remove all exposed personnel from the area except those necessary to correct the existing condition. Employees necessary to correct the hazardous condition shall be provided the necessary safeguards.”***

The Cal/OSHA Model template section entitled WORKPLACE VIOLENCE HAZARD CORRECTION addresses the timely evaluation and correction of hazards, as required by the Labor Code. Below, we include the Cal/OSHA wording in black text, along with the portions to be customized in red text. It also includes a list of Examples as to how an employer may correct identified hazards. The Cal/OSHA list can be viewed with the Cal/OSHA Model template appended hereto in [**APPENDIX B**](#_APPENDIX_B:_).

Firestorm recommends adding text in blue.

Legend: **Required** | Cal/OSHA | Recommended

[EMPLOYER] has implemented the following procedures to timely evaluate and correct workplace violence hazards that are identified and/or reported:

* If an imminent workplace violence hazard exists that cannot be immediately abated without endangering employee(s), all exposed employee(s) will be removed from the situation except those necessary to correct the existing condition. Employees necessary to correct the hazardous condition will be provided with the necessary protection. [Explain which workers this applies to, why they are necessary, and what protections will be provided] This section is not entirely clear to us, as it sounds more applicable to a workplace hazard that is not a threat posed by a human. That said, one could list here their designated team of internal emergency responders and any security personnel.
* All corrective actions taken will be documented and dated on the appropriate forms. [Include procedures for what forms to use and how to document the corrective actions taken.] Note: Sample Firestorm forms are included in [**APPENDIX F**](#_APPENDIX_F:_HAZARD). If you choose to use them, reference them here.
* Corrective measures for workplace violence hazards will be specific to a given work area.

Note: The Cal/OSHA template includes a list of Examples of corrective measures. Take a look at their examples in [**APPENDIX B**](#_APPENDIX_B:_). They are looking for you to state what your corrective measures will be. For example, if robbery occurs, it may be determined that lighting should be improved, more surveillance cameras may be needed, access controls may require enhancement, access to cash or other attractive items need to be removed. The forms, located in [**APPENDIX F**](#_APPENDIX_F:_HAZARD), if you choose to use them, should be completed and the results listed in Section 15, Hazard Correction, below. They include Records Review, Workplace Security Hazard Inspection, Employee/Management Surveys

The findings and recommendations resulting from the Hazard Identification and Evaluation process will be documented annually, and updated more often as events warrant, in the **Hazard Identification, Evaluation & Correction Forms located in** [**APPENDIX F**](#_APPENDIX_F:_HAZARD)**.**

In assessing the level of risk related to an identified hazard, [EMPLOYER] takes into account both the likelihood and the potential consequences of each violent situation. [EMPLOYER] will ensure enough information is gathered to understand the factors which could escalate violent behavior and make the situation worse.

Risk could be high, medium or low in different areas of the workplace. Focus will be on the situations likely to occur most frequently and which could cause the worst injuries. These will have a high priority and will be addressed immediately.

Once existing or potential hazards are identified and risks are assessed, prevention and control measures will be identified and implemented. These measures may include [security/engineering controls, such as locks and alarms; administrative controls, such as sign-in procedures for visitors; and personal protective equipment, such as bullet-proof vests for security personnel.] Note: Fill in your own examples here.

## Results of the Hazard Identification and Evaluation

Note: After completing the Records Review and the Hazard Identification process required by Labor Law 6401.9(c)(2)I), Firestorm recommends documenting your findings in this section of the WVPP. As referenced above, within [**APPENDIX F**](#_APPENDIX_F:_HAZARD)you will find several tools to help you with hazard identification and record review. [**APPENDIX F**](#_APPENDIX_F:_HAZARD)includes a Physical Security Site Self-Assessment form, sample Employee/Management Surveys, and a Record Review Checklist. If you have a different method of performing these tasks, incorporate your methods/results in this section that suit your process. Record Review and Hazard Identification are required by law. How you accomplish these tasks is not specified in the Labor Law.

### Records Review

| **Hazard Identification, Evaluation & Correction Form: Records Review** |
| --- |
| A Hazard Identification and Evaluation was performed/update on \_\_\_\_\_\_\_\_\_\_\_\_. The following representatives of the [*Workplace Violence Prevention Task Force*] participated.Representative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Representative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Representative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Records Review** On **<Date(s)>**, the representatives reviewed the following records [check all that apply]:\_\_\_\_ *Accident Reports or Investigations* *\_\_\_\_ Assault or Near Assault Reports or Information Gathered* *\_\_\_\_ Employee Evaluations* *\_\_\_\_ Grievances* *\_\_\_\_ Incident Reports* *\_\_\_\_ Insurance Records* *\_\_\_\_ Medical Records* *\_\_\_\_ Police Reports* *\_\_\_\_ Violent Incident Logs (From <Date> to <Date>)**\_\_\_\_ Training Records* *\_\_\_\_ Workers’ Compensation Records**\_\_\_\_ Other Relevant Records or Information:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Based on the documents reviewed:The following issues were identified that need to be addressed:1. 2.3. What does the *[Workplace Violence Prevention Taskforce]* believe were/are the main factors contributing to violence in our workplace? 1.2.3.Are there any important patterns or trends among the incidents? 1.2.3.The *[Workplace Violence Prevention Taskforce]* recommends the following measures to reduce or eliminate the problems identified:1.2.3. |
| **Corrective Actions Taken**The following corrective actions were taken: |
| **ACTION** | **DATE** | **RESPONSIBLE MANAGER/SUPERVISOR** |
|  |  |  |

### Physical Security Site Self-Assessment & Correction Forms

| **Physical Security Site Self-Assessment Report & Correction Form***Inspections to identify and evaluate workplace security hazards and threats of workplace violence were performed by the following representatives of the [Workplace Violence Prevention Taskforce] in the following areas of our workplace:* |
| --- |
| Representative:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Area\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Representative:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Area\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Representative:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Area\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**WORKPLACE SECURITY ANALYSIS**On <Date>, the representatives completed the workplace security hazard inspection. This consisted of a physical inspection of the interior and exterior of the workplace. From this inspection, the following issues have been identified:1.2.3.**Review of Tasks –** The *[Workplace Violence Prevention Taskforce]* also reviewed the work tasks of our employees to determine the presence of hazards, conditions, operations and situations which might place employees at risk of occupational assault incidents. The following factors were considered:* *[Exchange of money with the public*
* *Working alone or in small numbers*
* *Working late at night or early in the morning hours*
* *Working in a high crime area*
* *Guarding valuable property or possessions*
* *Working in community settings*
* *Staffing levels]*

**From this analysis, the following issues have been identified:**1.2.3. |
| **The** *[Workplace Violence Prevention Taskforce]* **recommends the following measures to reduce or eliminate the problems identified:**1.2.3. |

| **Physical Security Controls Correction Form** |
| --- |
| **The following controls have been recommended as a result of the Physical Security Site Self-Assessment.** |
| **Area** | **Recommendation** | **Action Taken** | **Target Date** | **If Deferred, State Reason Here**  |
|  |  |  |  |  |
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### Employee and Management Survey & Recommendations Form

If Employee and Management surveys were conducted, document the results and recommendations on a form like this and include it here in your plan. Be sure to follow through on what was learned in the survey. **Ignoring hazards/risk that were identified in the survey process can increase your exposure in the aftermath of a violence event.**

| **WORKPLACE SURVEY(S) RESULTS & RECOMMENDATIONS FORM***Surveys were distributed to employees and management to identify and evaluate workplace security hazards, and threats and concerns of workplace violence. The following representatives of the [Workplace Violence Prevention Taskforce] were responsible for distribution, collection, and evaluation of surveys:* |
| --- |
| Representative:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Representative:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Representative:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **WORKPLACE SURVEY**From that survey, the following issues have been identified:1.2.3.The *[Workplace Violence Prevention Taskforce]* recommends the following measures to reduce or eliminate the problems identified:1.2.3. |

# **PROCEDURES FOR POST INCIDENT RESPONSE AND INVESTIGATION**

**Labor Code 6401.9(c)(2)(F)(ii) and (c)(2)(K) states *“An employer shall establish, implement, and maintain an effective workplace violence plan. The plan shall include the following…***

***(F) Effective procedures to communicate with employees regarding workplace violence matters, including, but not limited to, both of the following (i) How an employee can report….. and (ii) How employee concerns will be investigated as part of the employer’s responsibility in complying with subparagraph (I) [HAZARD IDENTIFICATION], and how employees will be informed of the results of the investigation and any corrective actions to be taken as part of the employer’s responsibility in complying with subparagraph (J) [HAZARD CORRECTION]…***

***(K) Procedures for post incident response and investigation...”***

The Cal/OSHA template offers the text in black below.

Firestorm, in [**APPENDIX G**](#_APPENDIX_G:_INVESTIGATING), provides guidance on INVESTIGATING REPORTS OF WORKPLACE VIOLENCE. Like with all guidance provided by Firestorm, your legal counsel should review prior to adoption. The guidance should not be interpreted as legal advice.

Legend: **Required** | Cal/OSHA | Recommended

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 ensure corrective actions are taken.
* Obtain any reports completed by law enforcement.
* Review all previous incidents.
* The Violent Incident Log will be used for every workplace violence incident and will include information specified therein: [See attached Violent Incident Log in [**APPENDIX C**](#_APPENDIX_C:_)].Note: The list of what the Violent Incident Log captures that Cal/OSHA includes in this section of their Model template, has been removed, as it is captured in the Violent Incident Log form in [**APPENDIX C**](#_APPENDIX_C:_).

We will not document or record personal identifying information 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.

# PREVENTIVE ACTIONS

NOTE: This section, entitled PREVENTIVE ACTIONS, is not referenced in the Labor Code or the Cal/OSHA Model template. Firestorm recommends including the PREVENTIVE ACTIONS to make stakeholders aware of steps you are taking to make the workplace safe. You may choose to include or remove this section in your WVPP. If you include this section, be sure it accurately reflects the preventive actions that are part of your program. **DON’T LIST SOMETHING YOU WON’T BE/AREN’T DOING!!!!**

Preventing workplace violence from occurring is a goal of the workplace violence prevention program [EMPLOYER] has adopted.

There are several key elements that may prevent a potentially violent situation from occurring, which include:

* Recognizing the early warning signs (often there is a change in a person’s behavior preceding an episode of violence)
* Recognizing issues or events that may trigger violence
* Intervening early to prevent a violent incident from occurring
* Implementing physical security and access controls
* Having Administrative controls in place *[screening all new hires, vendors, contractors, volunteers; establishing stress free environment, creating a culture of recognition and respect, proper handling of terminations, policy enforcement]*

The following is a list of prevention activities adopted by [EMPLOYER]:

***SAMPLE TEXT (REMOVE WHAT ISN’T IN PLACE)***

* Clear workplace violence policy that is fairly enforced and specifies unacceptable behaviors
* Weapons prohibition (as stated in [EMPLOYER]’S workplace violence policy)
* Clear reporting procedures through the defined reporting structure
* Means to conduct threat assessments and determine appropriate interventions
* Work site risk analysis of both the organizational climate and the workplace environment
* Hazard prevention and control
* Education and training on warning signs, conflict resolution, communication skills, proper disciplinary practices, stress and self-esteem
* Record keeping
* Evaluation and improvement

# TRAINING AND INSTRUCTION

**The Labor Code, 6401.9(c)(2)(H) and 6401.9(e) address the requirement of training for employees as part of your WVPP. All bolded black text is a training requirement under these provisions of the Labor Code.** The full Labor Code text can be read in [**APPENDIX A**](#_APPENDIX_A:_CALIFORNIA).

Cal/OSHA Model template includes examples of additional training which are listed below.

Firestorm also offers recommendations for training topics. Materials for some of these topics are included in [**APPENDIX C**](#_APPENDIX_C:_).

Legend: **Required** | Cal/OSHA | Recommended

**Employee Training**

All employees, including managers and supervisors, will have training and instruction on general and job-specific workplace violence practices. See [**APPENDIX C**](#_APPENDIX_C:_) for details. These sessions could involve presentations, discussions, and practical exercises. Training and instruction will be provided as follows:

* When the WVPP is first established.
* Annually to ensure all employees understand and comply with the WVPP.
* Whenever a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the plan. The additional training may be limited to addressing the new workplace violence hazard or changes to the plan.

[EMPLOYER] will provide its employees with training and instruction on the definitions found within this plan and the requirements listed below:

**Required:**

* **How to obtain a copy of NAME OF EMPLOYER’s WVPP** at no cost, and how to participate in development and implementation of the employer’s plan.
* **Explanation of the Workplace Violence Prevention Program and Workplace Violence Policy**
* **Definitions and requirements within Labor Code 6401.9**
* **How to report workplace violence incidents** **or concerns to the employer or law enforcement without fear of reprisal.**
* **Workplace violence hazards** **specific to the employees’ jobs, the corrective measures [EMPLOYER] has implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm.**
* The **Violent Incident Log** **and how to obtain copies of records** pertaining to hazard identification, evaluation and correction, training records, and violent incident logs.
* **Opportunities [EMPLOYER] for** **interactive questions and answers with a person knowledgeable about the [EMPLOYER] plan.**

NOTE: Other Examples listed in the Cal/OSHA Model template are:

* Strategies to avoid/prevent workplace violence and physical harm such as:
* How to recognize workplace violence hazards including the risk factors associated with the four types of workplace violence.
* 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 (NOTE: Firestorm does not recommend the use of the word ‘sheltering.’ Instead, Lockdown). See Section 13, EMERGENCY RESPONSE PROCEDURES.
* Employee routes of escape
* Emergency medical care provided in the event of any violent act upon an employee
* Post-event trauma counseling for employees desiring such assistance
* Use of the ‘buddy system’ (Per OSHA, this is a safety practice that organizes employees into workgroups such that each employee is designated to be observed by at least one other employee in the work group. Purpose is to provide rapid assistance to employees in the event of emergency).

NOTE: Additional training recommended by Firestorm:

* Crime awareness
* How to recognize behavioral warning signs related to a person who may be on a path to violence. Note: Firestorm content for this training can be found on the SB553 CrisisRisk Resource page. Reminder: the delivery of any training must be interactive, giving employees the opportunity to engage with the instructor.
* Self-Protection: Note: Firestorm content for this training is provided in Section 13, Emergency Response Procedures, in this WVPP, as well as in the Employee Handbook, [**APPENDIX J**](#_APPENDIX_J:_WVPP_1)**.** Reminder: the delivery of any training must be interactive, giving employees the opportunity to engage with the instructor.
* How to recognize and react to verbal threatening behavior
* How to recognize and react to physical acts of violence
* How to recognize and react to an active assailant
* How to recognize and prevent domestic violence in the workplace
* Location and operation of alarm systems, panic buttons and other protective devices.
* Policies and procedures for obtaining medical care, counseling, workers' compensation or legal assistance after a violent episode or injury.
* Specific instructions to all employees regarding workplace security hazards unique to their job assignment, to the extent that such information was not already covered in other training.

SEE [**APPENDIX J**](#_APPENDIX_J:_WVPP), WVPP Employee Handbook NOTE: Delete if not creating a WVPP Employee Handbook.

**Management Training**

[EMPLOYER] will provide its managers with the training all employees receive, as designated herein, along with training on:

* Managing with respect and consideration for employee wellbeing.
* What to do when an employee makes an allegation of harassment, discrimination, and/or retaliation. Supervisors/Managers will be trained on what constitutes harassment, discrimination, and/or retaliation. [HR] will be trained on how to investigate such reports.
* Pre-employment screening practices.

The training to be provided:

* Will occur on [EMPLOYER] time.
* Uses easily understood terminology.
* Is given in languages spoken by the employees.
* Provides sufficient time for questions and answers.
* Gives an opportunity for interactive questions and answers with trainers knowledgeable about [EMPLOYER]’s WVPP
* Is conducted by trainers knowledgeable or qualified in their field of expertise; and
* Is conducted before taking a new job assignment, annually or when laws or procedures change, or when a new hazard has been identified and changes are made to the plan.

**SEE** [**APPENDIX C**](#_APPENDIX_C:_) **FOR TRAINING GUIDANCE**

# EMPLOYEE ACCESS TO THE WRITTEN WVPP & RECORDS

**Labor Code 6401.19(f)(6) provides that *“all records required by paragraphs (1) to (3), inclusive, 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. Reference to (1) above refers to records of workplace violence hazard identification, evaluation, and correction; (2) refers to training records; and (3) refers to Violent Incident Logs.”***

Cal/OSHA offers text for compliance with this section of the Labor Code in their Model template entitled EMPLOYEE ACESS TO THE WRITTEN WVPP and that text is incorporated below.

Legend: **Required** | Cal/OSHA | Recommended

The [EMPLOYER] WVPP is a written document available electronically or in print to all employees, authorized employee representatives, and representatives of Cal/OSHA at all times.

This will be accomplished by [making a request for the WVPP via INSERT WAYS TO OBTAINS WVPP].

[Whenever 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 also provide unobstructed access through [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.

In addition to the WVPP, 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

# RECORDKEEPING

**California Labor Code 6401.9(f)(1) requires the maintenance of records of workplace violence hazard identification, evaluation, and correction, training, Violent Incident Logs, and investigation for specified time frames, as indicated in the Firestorm chart located in the section below.**

Cal/OSHA includes a section entitled RECORDKEEPING that includes the content below.

Legend: **Required** | Cal/OSHA | Recommended

[EMPLOYER] will:

* 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.
* Make these records available to employees and their representatives upon request.

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 [Labor Code Section 6401.9(f)](https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=6401.9.&lawCode=LAB), shall be made available to Cal/OSHA upon request for examination and copying.

The chart that follows was created by Firestorm to summarize the Records and Maintenance Terms required by the Labor Code.

|  |
| --- |
| **California Labor Code 6401.9(f)(1)** |
| **Record Type** | **Maintenance Term** | **Notes:** |
| Workplace violence hazard identification, evaluation, and correction | 5 years | Accessible to employees and their representatives within 15 calendar days of a request. |
| Training Records | 1 year | Records must 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.

Accessible to employees and their representatives within 15 calendar days of a request |
| Violent Incident logs | 5 years | Accessible to employees and their representatives within 15 calendar days of a request |
| Investigations | 5 years | **Discuss accessibility with legal counsel prior to sharing any investigatory records.** |

# REVIEW AND REVISION OF THE WVPP

The Cal/OSHA Model template provides the language below in section entitled REVIEW AND REVISION OF THE WVPP:

Legend: **Required** | Cal/OSHA | Recommended

The [EMPLOYER] 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 [EMPLOYER]’s 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.]
* [Other review and revision procedures]

# EMPLOYER REPORTING RESPONSIBILITIES

The Cal/OSHA Model template provides the language below in section entitled EMPLOYER REPORTING RESPONSIBILITIES:

Legend: **Required** | Cal/OSHA | Recommended

As required by [California Code of Regulations (CCR), Title 8, Section 342(a). Reporting Work-Connected Fatalities and Serious Injuries](https://www.dir.ca.gov/title8/342.html), [EMPLOYER] will immediately report to Cal/OSHA any serious injury or illness (as defined by [CCR, Title 8, Section 330(h)](https://www.dir.ca.gov/title8/330.html)), or death (including any due to Workplace Violence) of an employee occurring in a place of employment or in connection with any employment.

# APPROVAL OF WVPP

The Cal/OSHA Model template provides EXAMPLES of language on the last page of the Model template that indicates top management has formally approved of the WVPP. They also state “Please note: These are just examples and should be customized to fit the specific needs of your company. It is important to ensure that the statement of authorization is approved, signed, and dated by a top management representative or owner of the company.” Cal/OSHA, on the last page of the Model template, also offers some EXAMPLES of language to use above the signature of top management. That language is in red text below and can also be found in [**APPENDIX B**](#_APPENDIX_B:_).

Firestorm offers alternative language in blue text.

Legend: **Required** | Cal/OSHA | Recommended

NOTE: What is most important is that the language included below reflect your commitment to workplace violence prevention and the words you use should be adapted to your culture and reflect the *actual* commitment you are making. Red font below is from the Cal/OSHA template.

**[Type Title of owner or top management representative formally approving these procedures and have them sign and date**

Example:

[“I, [Name], [Job Title] of [Employer], hereby authorize and ensure, the establishment, implementation, and maintenance of this written workplace violence prevention plan and the documents/forms within this written plan. I believe that these policies and procedures will bring positive changes to the workflow, business operations, and overall health and safety as it relates to workplace violence prevention.”]

Example:

[“I, [Name], [Job Title] of [Employer], hereby authorize and ensure, the establishment, implementation, and maintenance of this written workplace violence prevention plan and the documents/forms within this written plan. I am committed to ensuring the safety and well-being of our employees and believe that these policies and procedures will help us achieve that goal.”]

Example:

[“I, [Name], [Job Title] of [Employer], hereby authorize and ensure, the establishment, implementation, and maintenance of this written workplace violence prevention plan and the documents/forms within this written plan. I am committed to promoting a culture of safety and violence prevention in our workplace and believe that these policies and procedures will help us achieve that goal.”]

**Please note:** These are just examples and should be customized to fit the specific needs of your company. It is important to ensure that the statement of authorization is approved, signed, and dated by a top management representative or owner of the company.]

[Name and title of person authorizing this WVPP]

Alternative Firestorm Sample Language:

[EMPLOYER]is concerned with and committed to its employees' safety and health. In an effort to ensure the safety and well-being of our employees and stakeholders, we have established a Workplace Violence Prevention Plan (WVPP) to address the hazards known to be associated with four types of workplace violence as defined by OSHA and California Labor Code (LC) Section 6401.9.

Our program seeks to ensure that all employees, including supervisors/managers, as well as employers of facilities where our employees may be working, adhere to work practices that are designed to make the workplace more secure.

All employees, including supervisors and managers, are responsible for using safe work practices, for following all directives, policies and procedures, and for assisting in maintaining a safe and secure work environment.

Our WVPP will be overseen and managed by a designated [Workplace Violence Prevention Taskforce (WVPT)], responsible for ensuring that all safety and health policies and procedures involving workplace security are clearly communicated and understood by all employees.

Supervisors and managers are expected to enforce the rules fairly and uniformly.

Our Program will be reviewed and updated annually, or more often as events warrant.

We are committed to a culture of safety and violence prevention in our workplace and believe the policies and procedures outlined herein will help us achieve that goal.

**[Please note:** The above is SAMPLE TEXT and should be customized to fit the specific needs of your company. It is important to ensure that the statement of authorization is approved, signed, and dated by a top management representative or owner of the company.]

[Name and title of person authorizing this WVPP]

[Signature of person authorizing this WVPP] [Date of Signature]

# APPENDIX A: CALIFORNIA LABOR CODE 6401.9

LABOR CODE - LAB

DIVISION 5. SAFETY IN EMPLOYMENT [6300 - 9254]

(Division 5 enacted by Stats. 1937, Ch. 90.)

PART 1. OCCUPATIONAL SAFETY AND HEALTH [6300 - 6725]

*(Heading of Part 1 amended by Stats. 1973, Ch. 993.)*

##### CHAPTER 3. Responsibilities and Duties of Employers and Employees [6400 - 6413.5]

*(Chapter 3 repealed and added by Stats. 1973, Ch. 993.)*

###### 6401.9.

(a) For purposes of this section, the following definitions apply:

(1) “Emergency” means unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.

(2) “Engineering controls” mean an aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between the worker and the hazard.

(3) “Log” means the violent incident log required by this section.

(4) “Plan” means the workplace violence prevention plan required by this section.

(5) “Threat of violence” means 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.

(6) (A) “Workplace violence” means any act of violence or threat of violence that occurs in a place of employment.

(B) “Workplace violence” includes, but is not limited to, the following:

(i) 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.

(ii) 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.

(iii) The following four workplace violence types:

(I) “Type 1 violence,” which means 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 workers with the intent to commit a crime.

(II) “Type 2 violence,” which means workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.

(III) “Type 3 violence,” which means workplace violence against an employee by a present or former employee, supervisor, or manager.

(IV) “Type 4 violence,” which means 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.

(C) “Workplace violence” does not include lawful acts of self-defense or defense of others.

(7) “Work practice controls” means procedures and rules which are used to effectively reduce workplace violence hazards.

(b) (1) Except as provided in paragraph (2), this section applies to all employers, employees, places of employment, and employer-provided housing.

(2) Subject to paragraph (3), the following employers, employees, and places of employment are exempt from this section:

(A) Health care facilities, service categories, and operations covered by Section 3342 of Title 8 of the California Code of Regulations.

(B) Employers that comply with Section 3342 of Title 8 of the California Code of Regulations.

(C) Facilities operated by the Department of Corrections and Rehabilitation, if the facilities are in compliance with Section 3203 of Title 8 of the California Code of Regulations.

(D) Employers that are law enforcement agencies that are a “department or participating department,” as defined in Section 1001 of Title 11 of the California Code of Regulations and that have received confirmation of compliance with the Commission on Peace Officer Standards and Training (POST) Program from the POST Executive Director in accordance with Section 1010 of Title 11 of the California Code of Regulations. However, an employer shall be exempt pursuant to this subparagraph only if all facilities operated by the agency are in compliance with Section 3203 of Title 8 of the California Code of Regulations.

(E) Employees teleworking from a location of the employee’s choice, which is not under the control of the employer.

(F) Places of employment where there are less than 10 employees working at the place at any given time and that are not accessible to the public, if the places are in compliance with Section 3203 of Title 8 of the California Code of Regulations.

(3) Notwithstanding paragraph (1), the division may, by issuance of an order to take special action, require an employer that is exempt pursuant to paragraph (1) to comply with this section or require an employer to include employees or places of employment that are exempt pursuant to paragraph (1) in their compliance with this section.

(c) (1) (A) An employer shall establish, implement, and maintain an effective workplace violence prevention plan.

(B) The plan shall be in writing and shall be available and easily accessible to employees, authorized employee representatives, and representatives of the division at all times. 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. The written plan may be incorporated as a stand-alone section in the written injury and illness prevention program required by Section 3203 of Title 8 of the California Code of Regulations or maintained as a separate document.

(2) The plan shall include all of the following:

(A) Names or job titles of the persons responsible for implementing the plan. If there are multiple persons responsible for the plan, their roles shall be clearly described.

(B) Effective procedures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the plan, including, but not limited to, through their participation in identifying, evaluating, and correcting workplace violence hazards, in designing and implementing training, and in reporting and investigating workplace violence incidents.

(C) Methods the employer will use to coordinate implementation of the plan with other employers, when applicable, to ensure that those employers and employees understand their respective roles, as provided in the plan. These methods shall ensure that all employees are provided the training required by subdivision (e) and that workplace violence incidents involving any employee are reported, investigated, and recorded.

(D) Effective procedures for the employer to accept and respond to reports of workplace violence, and to prohibit retaliation against an employee who makes such a report.

(E) Effective procedures to ensure that supervisory and nonsupervisory employees comply with the plan in a manner consistent with paragraph (2) of subdivision (a) of Section 3203 of Title 8 of the California Code of Regulations.

(F) Effective procedures to communicate with employees regarding workplace violence matters, including, but not limited to, both of the following:

(i) How an employee can report a violent incident, threat, or other workplace violence concern to the employer or law enforcement without fear of reprisal.

(ii) How employee concerns will be investigated as part of the employer’s responsibility in complying with subparagraph (I), and how employees will be informed of the results of the investigation and any corrective actions to be taken as part of the employer’s responsibility in complying with subparagraph (J).

(G) Effective procedures to respond to actual or potential workplace violence emergencies, including, but not limited to, all of the following:

(i) Effective means to alert employees of the presence, location, and nature of workplace violence emergencies.

(ii) Evacuation or sheltering plans that are appropriate and feasible for the worksite.

(iii) How to obtain help from staff assigned to respond to workplace violence emergencies, if any, security personnel, if any, and law enforcement.

(H) Procedures to develop and provide the training required in subdivision (e).

(I) Procedures to identify and evaluate workplace violence hazards, including, but not limited to, scheduled periodic inspections to identify unsafe conditions and work practices and employee reports and concerns. Inspections shall be conducted when the plan is first established, after each workplace violence incident, and whenever the employer is made aware of a new or previously unrecognized hazard.

(J) Procedures to correct workplace violence hazards identified and evaluated in subparagraph (I) in a timely manner consistent with paragraph (6) of subdivision (a) of Section 3203 of Title 8 of the California Code of Regulations.

(K) Procedures for post incident response and investigation.

(L) Procedures to review the effectiveness of the plan and revise the plan as needed, including, but not limited to, procedures to obtain the active involvement of employees and authorized employee representatives in reviewing the plan. The plan shall be reviewed at least annually, when a deficiency is observed or becomes apparent, and after a workplace violence incident.

(M) Procedures or other information required by the division and standards board as being necessary and appropriate to protect the health and safety of employees, pursuant to subdivision (h).

(d) (1) (A) The employer shall record information in a violent incident log for every workplace violence incident.

(B) Information that is recorded in the log for each incident shall be based on information solicited from the employees who experienced the workplace violence, on witness statements, and on investigation findings. The employer shall omit any element of personal identifying information sufficient to allow 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. The log shall be reviewed during the periodic reviews of the plan required in subparagraph (L) of paragraph (2) of subdivision (c).

(C) For purposes of this section, at a multiemployer worksite, the employer or employers whose employees experienced the workplace violence incident shall record the information in a violent incident log pursuant to subparagraph (A) and shall also provide a copy of that log to the controlling employer.

(2) The information recorded in the log shall include all of the following:

(A) The date, time, and location of the incident.

(B) The workplace violence type or types, as described in clause (iii) of subparagraph (B) of paragraph (6) of subdivision (a), involved in the incident.

(C) A detailed description of the incident.

(D) A classification of who committed the violence, including whether the perpetrator was a client or customer, family or friend of a client or customer, stranger with criminal intent, coworker, supervisor or manager, partner or spouse, parent or relative, or other perpetrator.

(E) A classification of circumstances at the time of the incident, including, but not limited to, whether the employee was completing usual job duties, working in poorly lit areas, rushed, working during a low staffing level, isolated or alone, unable to get help or assistance, working in a community setting, or working in an unfamiliar or new location.

(F) A classification of where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area.

(G) The type of incident, including, but not limited to, whether it involved any of the following:

(i) Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.

(ii) Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object.

(iii) Threat of physical force or threat of the use of a weapon or other object.

(iv) Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.

(v) Animal attack.

(vi) Other.

(H) Consequences of the incident, including, but not limited to:

(i) Whether security or law enforcement was contacted and their response.

(ii) Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident.

(I) Information about the person completing the log, including their name, job title, and the date completed.

(e) (1) The employer shall provide effective training to employees, as specified in paragraphs (2) and (3). Training material appropriate in content and vocabulary to the educational level, literacy, and language of employees shall be used.

(2) The employer shall provide employees with initial training when the plan is first established, and annually thereafter, on all of the following:

(A) The employer’s plan, how to obtain a copy of the employer’s plan at no cost, and how to participate in development and implementation of the employer’s plan.

(B) The definitions and requirements of this section.

(C) How to report workplace violence incidents or concerns to the employer or law enforcement without fear of reprisal.

(D) Workplace violence hazards specific to the employees’ jobs, the corrective measures the employer has implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm.

(E) The violent incident log required by subdivision (d) and how to obtain copies of records required by paragraphs (1) to (3), inclusive, of subdivision (f).

(F) An opportunity for interactive questions and answers with a person knowledgeable about the employer’s plan.

(3) Additional training shall be provided when a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the plan. The additional training may be limited to addressing the new workplace violence hazard or changes to the plan.

(f) (1) Records of workplace violence hazard identification, evaluation, and correction shall be created and maintained for a minimum of five years.

(2) Training records shall be created and maintained for a minimum of one year and include training dates, contents or a summary of the training sessions, names and qualifications of persons conducting the training, and names and job titles of all persons attending the training sessions.

(3) Violent incident logs required by subdivision (d) shall be maintained for a minimum of five years.

(4) Records of workplace violence incident investigations conducted pursuant to subparagraph (K) of paragraph (2) of subdivision (c) shall be maintained for a minimum of five years. These records shall not contain “medical information,” as defined in subdivision (j) of Section 56.05 of the Civil Code.

(5) All records required by this subdivision shall be made available to the division upon request for examination and copying.

(6) All records required by paragraphs (1) to (3), inclusive, 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.

(g) The division shall enforce this section by the issuance of a citation alleging a violation of this section and a notice of civil penalty in a manner consistent with Section 6317. Any person who receives a citation and penalty may appeal the citation and penalty to the appeals board in a manner consistent with Section 6319.

(h) The division shall propose, no later than December 31, 2025, and the standards board shall adopt, no later than December 31, 2026, standards regarding the plan required by this section. The standards shall include, at a minimum, the requirements of this section and any additional requirements the division deems necessary and appropriate to protect the health and safety of employees.

(i) Subdivisions (b) to (g), inclusive, shall be operative on and after July 1, 2024.

*(Added by Stats. 2023, Ch. 289, Sec. 4. (SB 553) Effective January 1, 2024.)*

# APPENDIX B: Cal/OSHA MODEL WRITTEN WORKPLACE VIOLENCE PREVENTION PLAN FOR GENERAL INDUSTRY (Non-Health Care Settings)

Link:

[Model Written Workplace Violence Prevention Plan for General Industry (Non-Healthcare Settings)](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.dir.ca.gov%2Fdosh%2Fdosh_publications%2FModel-WPV-Plan-General-Industry.docx&wdOrigin=BROWSELINK).

*This is a fillable template that the employer must complete. Instructions in red font enclosed in brackets indicate where you must enter your worksite-specific information.*



# APPENDIX C: TRAINING GUIDANCE

**YOUR FIRST LINE OF DEFENSE IS TRAINING AND EDUCATION**

A well-written plan is of little use if employees are not routinely trained. For example, security professionals will tell you that security skills – including knowledge of procedures, alertness, and attention to detail and change – degrade over time. This decrease of skill may occur quite rapidly. Moreover, without constant training, testing and evaluation, plans will quickly become stale and outdated.

Ongoing training has another advantage: it reinforces the vitally important message to employees and stakeholders alike that management remains dedicated to the long-term safety of those who work in or utilize your facilities.

A training program should not be regarded as the sole prevention strategy but as a component in a comprehensive approach to reducing workplace violence. To increase vigilance and compliance with stated violence-prevention policies, training should emphasize adherence to security and administrative controls, as well as increased knowledge and awareness of the risk of workplace violence.

Per the Labor Code, training must address hazards associated with specific tasks or work sites and relevant prevention strategies, as well as training on-violent response. This should include critical incident response training (lockdown/run-hide-fight) in the event an active assailant presents in the environment. We also recommend de-escalation and conflict resolution training to reduce the risk that volatile situations will escalate to physical violence.

The training program should include an evaluation process after completed. At least annually, the team responsible for the program should review its content, methods and the frequency of training. Program evaluation may involve supervisor and employee interviews, testing and observing and reviewing reports of behavior of individuals in threatening situations.

**This section provides some of the training content that will be helpful in educating stakeholders on prevention and response.** Utilize what fits according to your needs and environment and incorporate a reference to the training being delivered within this **WVPP Section 18.**

**Remember- Per the Labor Code, YOU MUST MAKE THE TRAINING INTERACTIVE AND GIVE PARTICIPANTS THE OPPORTUNITY TO INTERACT WITH THE INSTRUCTOR, GIVE INPUT AND ASK QUESTIONS.** Speak with your legal counsel about how to incorporate CrisisRisk/Firestorm training materials in a way that complies with the Labor Code 6401.9 requirements.

## Employee Training

**People Skills**

Incidents of workplace violence can be reduced if employees are effective in their interactions with co-workers, clients, and visitors. Since not all employees join the workforce with the necessary "people skills," the following skills should be taught, as needed:

* Customer service
* Communication
* Team building
* Problem solving
* Conflict resolution
* Non-violent response

**Behavioral Risk Awareness Training**

Individuals who perpetrate violence often exhibit behavioral warning signs that if recognized and reported, can prevent violence from occurring. Employees should receive "awareness training" on:

* Types of workplace violence
* Stressors that contribute to violence
* Role workplace environment plays in an individual’s trajectory towards violence.
* Behaviors that range from high-risk to those that are concerning. All of these behaviors, if detected, afford an opportunity for prevention.
* How to recognize and report incidents of violent, intimidating, threatening and other disruptive behavior.
* How to report their concerns – both through normal supervisory channels and anonymously.

Links to behavioral risk training can be found on the SB553 CrisisRisk Resource page. **Remember- per the Labor Code, YOU MUST MAKE THE TRAINING INTERACTIVE AND GIVE PARTICIPANTS THE OPPORTUNITY TO INTERACT WITH THE INSTRUCTOR, GIVE INPUT AND ASK QUESTIONS.** Speak with your legal counsel about how to incorporate the CrisisRisk/Firestorm training materials in a way that complies with the Labor Code 6401.9 requirements.

**Training on Violence Policies and Consequences for Non-Compliance**

* The EMPLOYER’s position on workplace violence (WPV Policy and additional policies such as harassment/bullying, hostile workplace, weapons, etc.)
* Behaviors that are prohibited by the EMPLOYER’s workplace violence policies.
* Disciplinary action that will result from policy violations.

**Training on Reporting and Investigation**

* Procedures for reporting, including anonymous reporting
* Who will receive the reports?
* How their report will be documented (See **Violent Incident Log, WVPP** [**APPENDIX E)**](#_APPENDIX_E:_VIOLENT)
* What the investigation will entail following a report of threats, violent acts, and unsafe conditions.
* Measures that will be taken to ensure confidentiality.

**Training on Security and Employee Role in Maintaining Safe Environment**

* Steps the EMPLOYER has taken to increase security.
* Proper use of security features.
* Personal security measures.
* Steps employees need to take to keep the environment secure, e.g., not allowing trailing visitors in when entering the workplace; not propping open exterior doors, not sharing access cards, keeping workspace free of obstacles that could block an emergency evacuation, etc.

Employees with job tasks or locations that place them at higher risk for violent incidents, (e.g., working alone, handling cash, late night hours, serving alcohol) should receive specialized training in addition to those topics outlined above.

**Critical Incident Response Training**

Every employee needs to know what to do if an armed assailant threatens their environment.

* They need to know about their physical environment ***before*** something happens, so they know what their options are if a threat presents.
* How to signal for help – notification procedures, e.g., the location and operation of alarm systems, panic buttons.
* The response protocols available to them when a lockdown is triggered: Run-Hide-Fight.
* How to know when it is safe after an active assailant event
* Reunification procedures
* Messaging/communication tools that will be used by [EMPLOYER]

This training provides important guidance that you can share with your employees. ***Please note, this training is geared toward individuals who are not responsible for leading others to safety*.** It instructs each individual on how they can be their own first responder when faced with an event involving a deadly weapon.

If your organization/institution serves children or vulnerable adults, customized training is needed.

Links to Critical Incident Response Training can be found on the SB553 CrisisRisk Resource page. **Remember- per the Labor Code, YOU MUST MAKE THE TRAINING INTERACTIVE AND GIVE PARTICIPANTS THE OPPORTUNITY TO INTERACT WITH THE INSTRUCTOR, GIVE INPUT AND ASK QUESTIONS.** Speak with your legal counsel about how to incorporate the CrisisRisk/Firestorm training materials in a way that complies with the Labor Code 6401.9 requirements.

### Employee Training Schedule

The following is a suggested training schedule and strategies that should be modified for your needs and work environment.

**Yearly and/or Semi-Annual Major Drills**

Once a year, or more frequently if necessary, employees and management will spend some time participating in a security discussion and/or drills. Drills may be conducted in conjunction with local emergency management personnel.

Topics might include:

* Bomb threats
* Evacuation (similar to a fire drill)
* Lockdown procedures
* Swatting threats
* Security procedures review

**Regular Webinars/Seminars and Role-Playing Sessions**

Each month – perhaps at a monthly staff meeting – engage employees in shorter (10 minutes or so), information sharing, policy discussion, and role-playing sessions.

Topics, depending upon the [EMPLOYER]’s needs, may include:

* Closing procedures
* Handling phone threats
* Key and lock security
* Lock-down procedures
* Making an effective 911 call
* Bomb threat procedures
* Swatting procedures
* Procedures for reporting security violations
* Visitor restrictions

**Training: Weekly Security Refresher Discussions, Notices, & Reminders**

Employers can utilize varying methods (posters, discussions at weekly meetings, e-mailed security “tips of the week,” etc.) to achieve ongoing training and may help keep skills sharp.

One idea is to email short scenarios to employees. Explain the purpose of these scenarios beforehand to avoid unnecessary anxiety among staff. For instance:

* “If you received a bomb threat by e-mail, what would you do right away?”
* “A man in a phone company uniform and a valid-appearing photo ID badge comes to your desk asking for access to your phone and computer; what do you do?”
* “You look out a window and see a person taking photographs of the building; what do you do?”

While employees need not respond to the message, it is an opportunity to think through responses. These scenarios might also be presented for discussion at staff meetings.

## Supervisory/Management Training

The same approaches that create a healthy, productive work environment can also help prevent potentially violent situations. Additionally, when employees feel they are respected and their concerns and grievances are addressed in a fair and timely manner, they are far less likely to resort to violence as a way of responding to conflicts. Creating this type of caring and harmonious work environment requires that supervisors/managers:

* Treat all employees fairly and respectfully
* Are clear and consistent in their expectations
* Involve employees in the decision-making process
* Provide assignments that will keep employees interested and challenged
* Provide assignments that are appropriate for the employees' skill levels
* Set realistic workloads, deadlines, and performance standards
* Ensure employees have the resources they need to complete assignments
* Permit flexibility in working conditions for employees experiencing difficult times
* Acknowledge and follow-through on employee requests and concerns
* Provide regular and constructive feedback
* Give recognition for a job well-done
* Keep employees informed of what is going on in the organization
* Provide opportunities for professional growth

Special attention must be given to general supervisory/management training. Supervisors/Managers need to learn to recognize high-risk situations, so they can ensure that employees are not placed in assignments that compromise their safety. They must reinforce the Company’s Workplace Violence Prevention Plan and ensure employees receive additional training as the need arises.

It is important that supervisory/management training include basic leadership skills such as setting clear standards, addressing employee problems promptly, and using the probationary period, performance counseling, discipline, and other management tools conscientiously. These interventions can keep difficult situations from turning into major problems.

To help supervisors/managers improve their overall effectiveness in these areas, they should receive periodic training on the following management skills:

* Communication

*Note: Training sessions conducted by your Employee Assistance Program, Security, and HR, Training staff are particularly helpful, enabling employees to get to know experts within the company who can help them when potentially violent situations arise.*

* Conflict Resolution
* De-Escalation Techniques
* Crisis Management
* Disciplinary Procedures
* Mentoring
* Problem Solving
* Team Building

Supervisory training covers the following:

* Ways to encourage employees to report incidents in which they feel threatened for any reason by anyone inside or outside the organization
* Skills in behaving compassionately and supportively towards employees who report incidents
* Skills in conflict resolution & de-escalation
* Skills in taking disciplinary actions
* Basic skills in handling crisis situations
* Basic incident response procedures

Following training, supervisors/managers should be able to recognize a potentially hazardous situation and to make or recommend any necessary changes in the physical environment, Workplace Violence Prevention Program and/or policy and procedures to reduce or eliminate the hazards.

## Threat Assessment Team Training

If [EMPLOYER] designates a Threat Assessment Team, they can assist in maintaining a high level of awareness and training. Alternatively, your *[Workplace Violence Prevention Taskforce]* could have responsibility for ongoing maintenance of security procedures and training and can help devise and implement your Company’s training regimen.

A Threat Assessment Team provides an excellent opportunity for involving supervisors/managers in the security of your organization. Members of the Threat Assessment Team need to be competent in their own skills in order to recognize and respond to violent or potentially violent incidents. Members of this team must be trained in threat assessment and de-escalation techniques, **and** **they need to know when to call for outside resources.** Participating in programs and training sessions sponsored by professional organizations, reading professional journals and other literature, and networking with others are all helpful in dealing with workplace violence situations.

Much of the Threat Assessment Team training can be accomplished by practicing responses to different scenarios of workplace violence. Practice exercises can help the Team understand each other's responses to various situations so that there is no confusion or misunderstanding during an actual incident. In addition, practice exercises can prepare the team to conduct the supervisory/management training, as outlined above.

Team members also need to consult regularly with other personnel within the organization who may be involved in dealing with potentially violent situations.

## Training and Education Tracking Form

It is important to document the training you have delivered. Below is a sample form that can be used to track training.

|  |
| --- |
| **Training and Education – Sample Tracking Form**Training for <all employees, managers and supervisors> was given on <Date> to address <insert topic>. This training will be repeated every <\_\_\_\_\_\_\_\_>. |
| Training included:A review and definition of workplace violence:* A full explanation and full description of our program [*all employees were given a copy of the WVPP Employee Handbook at orientation]*
* Instructions on how to report all incidents including threats and verbal abuse
* Methods of recognizing and responding to workplace security hazards
* Training on how to identify potential workplace security hazards (such as no lights in parking lot while leaving late at night, unknown person loitering outside the building, etc.)
* Review of measures that have been instituted in this organization to prevent workplace violence including:
* Use of security equipment and procedures
* How to attempt to diffuse hostile or threatening situations
* How to summon assistance in case of an emergency or hostage situation
* Post-incident procedures, including medical follow-up and the availability of counseling and referral]

Additional specialized training was given to:* + Name, Department, Job Title
	+ Name, Department, Job Title
	+ Name, Department, Job Title

This training was conducted by **< \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_>** on **<Date>** and will be repeated every **<\_\_\_>**.Trainers will be qualified and knowledgeable. Our trainers are professionals **<list type of certification>**. At the end of each training session, employees will be asked to evaluate the session and make suggestions on how to improve the training. All training records will be filed with **<\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_>**. |

# APPENDIX D: WORKPLACE VIOLENCE PREVENTION POLICY

note. this is **sample policy language**. Create your own policy that aligns with your culture and program you implement. Make sure your policy aligns with the content in your WVPP.

**CONFER WITH YOUR LEGAL COUNSEL BEFORE FINALIZING AND IMPLEMENTING YOUR POLICY.**

**Statement of Need**

Our organization has a strong commitment to the health, safety, and welfare of our stakeholders, employees, and visitors. The safety and well-being of every person that enters our location is a high priority. Our commitment to maintaining a safe and secure workplace requires a clear policy and supportive program relating to the detection, intervention, and prevention of workplace violence. It is the policy of the organization to commit the resources necessary to achieve and maintain a violence-free and hostility-free environment.

Our organization needs the full support of all employees and stakeholders. It is the responsibility of every one of us to assist and cooperate in making our organization, [employees, visitors, and vendors safe]. In order to accomplish this goal, everyone needs to fully understand and abide by this Workplace Violence Prevention Policy.

**Goal**

The goal of our organization’s Workplace Violence Prevention Policy is to provide a safe and productive environment to our [employees, stakeholders, visitors, and those within our organization community] that utilize our facilities. The policy is intended to offer assistance to those in need, while sending a clear message that violence in the workplace will not be tolerated and will be dealt with swiftly.

**Scope**

This policy applies to all [employees, stakeholders, employees, vendors and visitors] of our organization while on site, and to situations where stakeholders and employees are involved in organizational business off-premises.

**Definitions**

**Abuse –** The intentional attempt to cause bodily injury, sexual assault, threatening behavior, harassment, stalking, bullying, cyber-bullying, hostile actions towards another person.

**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.

**Weapon –** Any object used with the intent to harm another person or property or any object which has been designated through misuse to inflict harm to another person or property.

**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.

*Workplace violence* does not include lawful acts of self-defense or defense of others.

**Policy Guidelines**

The workplace environment shall remain free of behavior, actions, and language causing or contributing to workplace violence. All reports of concerning behaviors or threats/incidents will be taken seriously and will be dealt with appropriately. Such behavior can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical or emotional harm, as well as behaviors that are concerning. Individuals who commit such acts may be subject to disciplinary action, termination, removal from the premises, and/or criminal penalties.

**[THE FOLLOWING LANGUAGE IS SUBJECT TO STATE LAW. MAY NOT BE PERMITTED IN ALL STATES. CONFER WITH LEGAL COUNSEL]**

**Weapons**

It is a violation of this Workplace Violence Prevention Policy to illegally possess a dangerous weapon in the workplace or in an organization owned vehicle. [Leadership reserves the right to make exceptions on an ‘as needed’ basis.] Knives, hooks, box cutters, letter openers, chemicals, vehicles, or other job-related tools are appropriate when used for their intended purpose. It is inappropriate to refer to or threaten the use of these items in a violent act or manner contrary to their normal use. Such a threat is unacceptable and will not be tolerated.

**Prohibited Behavior – Hostile Work Environment**

The organization does not tolerate any type of acts or threats of violence or physical or verbal intimidation by any stakeholder, employee, vendor, or visitor against any person in or about the organization’s premises. Stakeholders, employees, vendors, and visitors are prohibited from any type of activity, attitude or conduct that creates an intimidating, hostile or offensive work environment, including the making of threats or engaging in violent activities. The following is a listing of concerning behavior, while not inclusive, provides examples of prohibited conduct:

* Making any threatening communication by verbal, written, electronic, or any other means
* Causing or attempting to cause any physical injury to another person
* Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another reasonable individual to emotional distress
* Cyber-bullying (disparaging comments using social media outlets)
* Stalking
* Sexually harassing an employee, stakeholder, or the public
* Commission of a violent felony or misdemeanor on our property or at an organization event
* Intentionally damaging or attempting to damage our property or property of another person
* Possessing any weapon (e.g., gun, explosive, knife, or anything intended to be used as a weapon), regardless of any government licensing or authority, while on our premises or at an organization event
* Any other act that a reasonable person would perceive as constituting a threat of violence

**Reporting Acts or Threats of Violence**

**NOTE: Threats or assaults that require immediate attention by security or police should be reported to 911.**

An employee or anyone who is the victim of violence or harassment, or believes they have been threatened with violence, or witnesses an act or threat of violence towards anyone else, shall take the following steps.

**If an emergency exists and the situation is one of immediate danger**, the employee or stakeholder shall contact the local police officials by dialing 9-1-1 and may take whatever emergency steps are available and appropriate to protect him/her-self from immediate harm, such as leaving the area.

**If the situation is not one of immediate danger**, the employee or stakeholders shall report the incident to the appropriate supervisor or manager or other level of the defined reporting structure, immediately, or no later than [24 hours] following the incident. Delays in reporting the event greatly hinder future abilities to prevent or correct behaviors.

Employees are not required to – and should not – approach the perpetrator, and they should bypass any offending member of management. The person the incident is reported to will take the necessary steps to initiate an investigation of the claim.

**Workplace Violence Investigation**

The organization will investigate in as confiden­tial a manner as possible. Interviews, allegations, statements, and identities will be kept confidential to the extent possible; however, the organization will not allow the goal of confidentiality to be a deterrent to an effective investigation. A timely resolution of each complaint will be reached and communicated to the employee. Appropriate corrective action, up to and including termination, will be taken promptly against any employee engaging in volatile behavior. The corrective action issued will be proportional to the severity of the conduct. The alleged person’s organization or employment his­tory and any similar complaints of prior volatile behavior will be taken into consideration.

The organization reserves the right to determine whether any type of behavior violates this policy or is injurious to the morale of the organization.

The organization prohibits retaliation of any kind against stakeholders, visitors, vendors, or employees, who, in good faith, report a concerning behavior or threat/incident or assist in investigating such complaints. If anyone feels they have been subjected to any form of retaliation, they should report that conduct to their immediate supervisor or manager or other level of the defined reporting structure within 24 hours of the incident.

Employees and stakeholders should not approach the person who is retaliating against them and should bypass any offending person or employee when making a report of retaliatory conduct.

**Consequences for Violation of the Workplace Violence Policy**

Any unacceptable personal conduct that constitutes a violation of this Workplace Violence Prevention Policy shall subject the employee to disciplinary action up to and including expulsion or termination, at the sole discretion of the organization. The organization may, at its sole discretion, refer the employee to treatment or counseling for violent behavior. In situations considered to be potentially volatile or where fitness for duty concerns exist, the organization may consider the use of an Employees Assistance Program or similar outside resource for assistance with a behavioral risk assessment evaluation and/or counseling. Employees referred to such a program by the organization must consent to periodic reviews and must comply with all conditions of the treatment or counseling program. After successful completion of all requirements of this program, the employee will again be subject to periodic reviews. The organization’s Leadership will determine whether an employee referred to treatment or counseling because of workplace violence should be reassigned to another position.

The organization will promptly expel or terminate any employee, stakeholder, or vendor who has a repeated offense of workplace violence while undergoing or after completing treatment or counseling, when such treatment or counseling is required by the organization.

I have read, understand and will comply with [EMPLOYER]’s policy on workplace violence.

Signature:

# APPENDIX E: VIOLENT INCIDENT LOG

This log must be used for every workplace violence incident that occurs in [EMPLOYER] workplace**, pursuant to** LC Section 6401.9(d).

The log will be maintained by the WVPP Administrator.

The information that is recorded will be based on:

Information provided by the employees who experienced the incident of violence.

Witness statements.

All other investigation findings.

All information that personally identifies the individual(s) involve will be omitted from this log, such as:

Names

Addresses – physical and electronic

Telephone numbers

Social security number

|  |  |
| --- | --- |
| **Date of Incident** | Day, Month, Year |
| **Time of Incident** | a.m./p.m. |
| **Location(s) of Incident** | Enter location(s) where the incident occurred |
| **Where on Location Incident Occurred** | Such as in the workplace, parking lot or other area outside the workplace, or other area. |
| **Workplace Violence Type (Indicate which type(s) (Type 1, 2,3,4)** | [Enter the workplace violence type(s)***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 Committed By:** | **(Check One Classification. DO NOT PROVIDE A NAME)** |  |
| Client/Customer |  |
| Family/Friend of Client/Customer |  |
| Stranger With Criminal Intent |  |
| Coworker |  |
| Supervisor  |  |
| Manager |  |
| Partner/Spouse |  |
| Parent/Relative |  |
| Other Perpetrator |  |
| **Witnesses:** | **(Check All Classifications. DO NOT PROVIDE A NAME)** |  |
| Client/Customer |  |
| Family/Friend of Client/Customer |  |
| Coworker |  |
| Supervisor  |  |
| Manager |  |
| Parent/Relative |  |

|  |  |
| --- | --- |
| **Check** | **Type of Incident (Nature or Characteristics of Incident Being Logged)** |
|  | Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting. |
|  | Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object. |
|  | Threat of physical force or threat of the use of a weapon or other object. |
|  | Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact. |
|  | Animal Attack |
|  | Other |
| **Describe in Detail:** [Provide a detailed description of the incident and any additional information on the violence incident type and what it included. Continue on separate sheet of paper if necessary] |
| **Circumstances at the time of the incident:** [what was happening at the time of the incident, including, but not limited to, whether the employee was completing usual job duties, working in poorly lit areas, rushed, working during a low staffing level, isolated or alone, unable to get help or assistance, working in a community setting, or working in an unfamiliar or new location.] |
| **Response/Consequences of the Incident:** | **Check if Applies** |
| Security Responded |  |
| Law Enforcement Responded |  |
| Ambulance Responded |  |
| On-Site Medical Care Provided by First-Aid Certified Personnel |  |
| Psychological First Aid/Counseling Provided |  |
| Fire Department/Paramedics Responded |  |
| Other: [Describe] |
| **Were There Injuries? If Yes, Explain.** |

|  |  |
| --- | --- |
| **Did the severity of the injuries require reporting to Cal/OSHA?** If yes, document the date and time this was done, along with the name of the Cal/OSHA representative contacted. |  |
| **Date this Incident Log was provided to Employer**Indicate Date and Name of Person Who Received the Report |  |
| **Name of Person Completing this Log** |  |
| **Title of Person Completing this Log** |  |
| **Signature of Person Completing this Log** | **Date of Signature**  |

# APPENDIX F: HAZARD ASSESSMENT TOOLS

There is often a combination of human and environmental factors influencing a violent situation, and therefore a range of strategies is required to appropriately manage the risk of violence. If the reason for the potential violence can be identified, and if it can be changed, there is a greater chance that the amount of violent and aggressive behavior can be mitigated.

[EMPLOYER] employees involvement is required by the Labor Code in identifying potentially violent situations and determining the best ways to prevent workplace violence. It may be necessary to also seek specialist advice and assistance, e.g., security firms, law enforcement.

Different sources of information will be used to identify situations where violence may occur. For example:

* Review [EMPLOYER] incident reports and injury records to identify previous incidents.
* Inspect all premises.
* Talk to employees and allow them to communicate their concerns regarding workplace violence.
* Survey employees, in confidence, regarding any incidents that have caused discomfort and any situations that had the potential to become violent.
* Collect information about the risks of violence in workplaces similar to <EMPLOYER>’s.
* Talk to people who have experience with workplace violence in your industry.
* Observe work practices and inspect parts of your workplace where violence may be a problem.

This section provides the tools needed to conduct a thorough assessment of current risks/hazards and level of preparedness, as it applies to workplace violence.

Sample text is provided throughout. Modify this content for your needs and environment and incorporate it in your workplace violence plan.

## Records Review

The Labor Code requires record reviews. The Cal/OSHA template does not offer a way to evidence those reviews. We offer a form below. Make it your own. Delete what doesn’t apply. Add what is missing.

A review and analysis of existing records is necessary to develop a baseline, by identifying patterns that may indicate the causes and severity of violence incidents, identifying changes necessary and developing an appropriate plan to correct these hazards. When the records are available, the Workplace Violence Taskforce will use the following checklist to track the review.

| **Records Review Checklist** |
| --- |
| **Document** | **Available** | **Received** | **Reviewed By** |
| **Yes** | **No** | **Yes** | **No** |
| Accident Reports or Investigations |  |  |  |  |  |
| Assault or Near Assault Reports or Information Gathered |  |  |  |  |  |
| Employee Evaluations |  |  |  |  |  |
| Grievances |  |  |  |  |  |
| Incident Reports |  |  |  |  |  |
| Insurance Records |  |  |  |  |  |
| Medical Records |  |  |  |  |  |
| Police Reports |  |  |  |  |  |
| Other (Specify) |  |  |  |  |  |
| **From these records, the following questions must be asked and documented in the Reporting Section** |
| How many incidents occurred in the last 2 years? What kind(s) of incidents occurred most often (assault, threats, robbery, vandalism, etc.)? Where did incidents occur most often? When did incidents occur most often (day of week, shift, time, etc.)? What job task was usually being performed when an incident occurred?Which employees were victimized most often (gender, age, ethnicity, job classification, etc.)? What type of weapon was used most often? Are there any similarities among the assailants? What other incidents, if any, are you aware of that are not included in the records? Of those incidents you reviewed, which one or two were most serious? |

## Hazards Inspection

Neither the Labor Code or the Cal/OSHA template offer any tools or strategies for Hazard Inspection, other than referencing need to review past incidents and inspect for hazards. This section serves to make you aware of tools available for your use. Delete what you won’t put into practice.

The Workplace Violence Taskforce will inspect the workplace and evaluate the work tasks of all employees to determine the presence of hazards, conditions, operations and other situations with might place our employees at risk of occupational assault incidents.

It is important to consider WPV hazards both within [EMPLOYER] premises and surrounding community. Historical, geographic, facility, and human factors will be considered.

For example:

**Historical**

* Types of crimes that have occurred in the community, at EMPLOYER’s premises and other premises in the area
* Area’s history of violence

**Geographic**

* Proximity to high crime areas
* Proximity to entities that attract criminal activity
* Proximity to high-profile targets of terrorism, e.g., nuclear power plants, embassies, entertainment venues, political events, controversial businesses that attract extremist protests.

**Facility and Equipment**

Consider the physical security features, or lack thereof, related to your premises, e.g.:

* Facility access controls
* Evacuation routes and exits
* Lighting
* Parking lot
* More (See Physical Security Site Self-Assessment Checklist)

The **tools available to perform the Hazards Inspection** include:

* Physical Security Site Self-Assessment Checklist
* Hazard Impact Matrix (In this Word document, as well as in an excel format on the CrisisRisk SB 553 Resource site. The excel version will do the risk calculations for you)
* Records Review
* Employee/Management Surveys

### Physical Security Site Self-Assessment Checklist

Note: This checklist includes examples of what your Hazard Inspection should include as listed in the Cal/OSHA template, and more, as indicated by best practices. You can delete what you don’t want to include in your inspection prior to commencing the hazard identification process.

| **Deadly Weapons Protection: Site And Program Self-Assessment** |
| --- |
| **ACCESS** |
| **ACCESS CONTROL** |
| **Questions**  | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Do the property entrance points have gates?  |  |  |
|  | Is authorized access controlled? |  |  |
|  | Are property entrance points staffed during operating hours? |  |  |
|  | Is the property surrounded by fencing? Type? Height? |  |  |
|  | Are the number of keys/entry cards outstanding tracked? |  |  |
|  | Are locks, approvals, or codes changed immediately if keys/cards are lost or misplaced? |  |  |
|  | Is there a process to inventory control badges and access passes? |  |  |
| **Recommendations:** |
| **ACCESS: EMPLOYEES & STAFF** |
| **Questions**  | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Is employee access through a gate using an automatic keypad or remote control? |  |  |
|  | Is there a procedure for employees to return access keys/cards upon termination or resignation? |  |  |
|  | Are all employees required to wear picture identification badges? |  |  |
|  | Are there sign out procedures for employees who remain after regular hours? |  |  |
|  | Do regulations exist regarding access control of personnel using the building after hours? |  |  |
|  | Are terminated employees restricted from accessing the facility? |  |  |
| **Recommendations:** |
| **ACCESS: General** |
| **Questions**  | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Are restricted areas properly identified? |  |  |
|  | Are there written regulations/policies restricting access to unauthorized grounds and buildings? |  |  |
|  | Is there a receiving process for deliveries that ensures packages are not left unattended?  |  |  |
|  | Are individuals restricted from entering unoccupied space/vacant rooms? |  |  |
| **Recommendations:**  |
| **ACCESS: VENDORS** |
| **Questions**  | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Are vendors issued ID cards by the organization? |  |  |
|  | Are vendors required to sign in at a central point/reception desk? |  |  |
|  | Are vendors escorted while on the premises and inside the buildings? |  |  |
|  | Is vendor access separated from employee areas? |  |  |
| **Recommendations**: |
| **ACCESS: SIGNAGE & VISITORS** |
| **Questions**  | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Does signage direct visitors to a reception area?  |  |  |
|  | Is signage clearly posted in multiple locations and all entrances? |  |  |
|  | Are visitors required to sign in? |  |  |
|  | Do visitors receive visitor badges? |  |  |
|  | Are visitors required to show and leave ID when obtaining visitor badges? |  |  |
|  | Are visitors required to state purpose upon entry? |  |  |
|  | Are visitors required to have an escort while moving around the location and buildings? |  |  |
|  | Are visitors required to sign out when leaving? |  |  |
|  | Are visitors issued a disposable badge? |  |  |
|  | Are no-weapons policies posted on the premises? |  |  |
|  | Does signage notify the public that the premises are being monitored inside and outside? |  |  |
|  | Does signage notify the public that limited or no cash is kept on the premises? |  |  |
| **Recommendations**: |
| **ACCESS: EXTERIOR DOORS** |
| **Questions**  | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Are doors accessing internal courtyards securely locked from the inside? |  |  |
|  | Do exterior building double doors have hardware that would not allow someone to lock you in (e.g., with chain, rope)? |  |  |
|  | Do all exterior doors, not used for access, have flush hardware? |  |  |
|  | Are there access controls on all entrances to buildings? |  |  |
|  | Are coded cards or keys used to control access to the building? |  |  |
|  | Are coded cards or keys used to control access to sensitive areas within the building? |  |  |
|  | Is there a system in place to track the number of keys/entry cards given out? |  |  |
|  | Are locks and codes changed immediately if keys or cards are lost or misplaced? |  |  |
|  | Do you record who has access to exterior points of entry? |  |  |
| **Recommendations**: |
| **ACCESS: EXTERIOR LANDSCAPING** |
| **Questions**  | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Does the location have some type of border landscaping or fencing to help control access? |  |  |
|  | Are trash cans located away from buildings? |  |  |
|  | Are shrubs and foliage trimmed to allow for good line of sight? |  |  |
|  | Have shrubs near building been trimmed “up” to allow view of bottom of building? |  |  |
| **Recommendations:** |
| **ACCESS: EXTERIOR LIGHTING** |
| **Questions**  | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Is the location adequately lighted? |  |  |
|  | Are entrances over doors lighted? |  |  |
|  | Is lighting adequate around each building? |  |  |
|  | Is directional signage lighted? |  |  |
|  | Are all lights functioning? |  |  |
|  | Is the outside perimeter lighting periodically inspected at night to see which areas need additional lighting and/or lighting replaced? |  |  |
| **Recommendations**: |
| **ACCESS: EXTERIOR PARKING AND VEHICLES** |
| **Questions**  | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Does the parking lot have signs with security reminders (e.g., ‘lock your car,’ ‘security patrolled’)? |  |  |
|  | Is the parking lot well-lit and are all lights functioning? |  |  |
|  | Is the parking lot inspected at different time intervals at night to see which areas need additional lighting? |  |  |
|  | Are pass cards used to access parking? |  |  |
|  | Are vehicles required to display non-transferable permits (stickers)? |  |  |
|  | Are vendors issued parking permits? |  |  |
|  | Are employees issued parking permits? |  |  |
|  | Is access to parking areas restricted to arrival and departure times? |  |  |
|  | Has visitor parking been designated? |  |  |
|  | Is the parking lot fenced in or secure from trespassers?  |  |  |
|  | Is parking lot visible from reception/security desk? |  |  |
|  | Does parking lot have video surveillance? |  |  |
|  | Are organization-owned vehicles securely parked? |  |  |
| **Recommendations**: |
| **ACCESS: EXTERIOR SURROUNDING AREA** |
| **Questions**  | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Is the location in a neighborhood away from buildings or businesses that are at greater risk to violent crime/terrorism (e.g., bars, banks, malls, embassies)? |  |  |
|  | Has your facility been free of violent, criminal, drunk/ drugged persons entering the premises? |  |  |
|  | Is the location away from a high-crime area? |  |  |
|  | Is the location free of signs of vandalism? |  |  |
| **Recommendations:** |
| **ACCESS: INTERIOR BATHROOMS** |
| **Questions**  | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Do employees have separate bathrooms from visitors? |  |  |
|  | Do bathrooms have key/card only access? |  |  |
|  | Are bathrooms checked before building is vacated each day? |  |  |
| **Recommendations:** |
| **ACCESS: INTERIOR DOORS** |
| **Questions** | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Is locking hardware in working order? |  |  |
|  | Are there offices/rooms that can be locked? |  |  |
|  | Are there locks to protect utility/electrical/IT rooms? |  |  |
|  | Are there locks to protect hazardous storage areas? |  |  |
|  | Are employees required to lock sensitive rooms upon leaving? |  |  |
| **Recommendations:** |
| **ACCESS: INTERIOR STAIRWELLS, ELEVATORS & EXITS** |
| **Questions** | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Are stairwells protected where no one can hide under the bottom? |  |  |
|  | Are stairwells well-lighted?  |  |  |
|  | Are lights in stairwells controlled with key/computer as opposed to switches? |  |  |
|  | Are there multiple exit routes? |  |  |
|  | Do stairwell doors lock behind you during regular hours of operation? |  |  |
|  | Do stairwell doors lock behind you after regular hours of operation? |  |  |
|  | Are vendors and employees aware of the response procedure for elevator emergencies? |  |  |
| **Recommendations** |
| **ACCESS: Interior Lighting** |
| **Questions** | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Are hallways adequately lighted? |  |  |
|  | Are bathrooms adequately lighted? |  |  |
|  | Are stairwells adequately lighted? |  |  |
|  | Are all lights in working order? |  |  |
|  | Are light control switches access controlled? |  |  |
| **Recommendations** |
| **ACESS: OFFICE/RECEPTION AREA** |
| **Questions** | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Is the office/reception area easily seen and easy to access by a visitor or vendor? |  |  |
|  | Can the receptionist clearly see incoming visitors/vendors? |  |  |
|  | Is the reception area visible to fellow employees? |  |  |
|  | Is the office/reception area always staffed? |  |  |
|  | Are outsiders prohibited from entering the building when there is no receptionist present? |  |  |
|  | Is the office/reception area the first stop for visitors? |  |  |
|  | Is there a policy for receiving, escorting, and identifying visitors? |  |  |
|  | Does the office/reception area function as a security screening area for all visitors? |  |  |
|  | Is reception desk located among other employees? |  |  |
|  | Is there is an emergency call button at the reception area? |  |  |
|  | Have response procedures been developed if the call button is used? |  |  |
|  | Does the receptionist have more than one exit from his/her workstation? |  |  |
| **Recommendations** |
| **ACCESS: SIGNAGE** |
| **Questions** | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Is directional signage visible upon entry to property? |  |  |
|  | Are there location signs which identify, to the visitor, where they are on the property? |  |  |
|  | Are there signs inside the building showing where to get emergency assistance if needed? |  |  |
|  | Are additional signs needed? |  |  |
|  | Are visitor areas and private areas clearly marked? |  |  |
|  | Are rules for visitors clearly posted? |  |  |
|  | Are exit signs clearly visible? |  |  |
|  | Are hours of operation clearly posted? |  |  |
|  | Are Emergency Exit signs posted, along with evacuation routes? |  |  |
| **Recommendations** |
| **POLICIES, PLANS, PROCEDURES, EXERCISES, DRILLS, AND TRAINING** |
| **DRILLS** |
| **Questions** | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Are **Lockdown** (assailant is in the building) drills performed? |  |  |
|  | Are **Lockout** (secure the perimeter) drills performed? |  |  |
|  | Are **Shelter** **In** **Place** (weather, earthquake) drills performed? |  |  |
|  | Are **Evacuation** (fire, gas) drills performed? |  |  |
|  | Are **Evacuation routes** mapped out and are maps posted? |  |  |
|  | Are drills performed at various times of day to test different capabilities? |  |  |
|  | Are drills performed at the changing shifts times? |  |  |
|  | Have ‘safe’ rooms been identified and marked, where employees can secure themselves during a lockdown? |  |  |
|  | Do local law enforcement and first responders participate in drills? |  |  |
| **Recommendations** |
| **EMERGENCY COMMUNICATIONIS** |
| **Questions** | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Are panic buttons installed to warn others of a threat of violence or to summon assistance? If so, where are they located? |  |  |
|  | Do you have an Alert System/Method to alert facility occupants of an active threat, e.g., PA system, annunciator panel, intercom, siren? |  |  |
|  | Does the Alert System/Method incorporate pre-scripted messaging for differing threats? |  |  |
|  | Have you avoided the use of codes words when sending an alert that requires people to respond with Lockdown, Lockout, Shelter in Place, or Evacuation (clear language is preferred)? |  |  |
|  | Is a PA system in place that is audible in all buildings/locations? |  |  |
|  | Is the PA system tested regularly? |  |  |
|  | Is the PA system used during all drills? |  |  |
|  | Are two-way radios used? |  |  |
|  | Are two-way radios issued to Security personnel? |  |  |
|  | Are two-way radios issued to Maintenance personnel? |  |  |
|  | Are two-way radios issued to Receptionist? |  |  |
|  | Are two-way radios issued to Management? |  |  |
|  | Are two-way radios issued to Others? Who? |  |  |
|  | Are emergency numbers posted on phones/signage for regular and after hour emergencies? |  |  |
|  | Is there an automated Mass Notification System in place? |  |  |
|  | Does the Mass Notification System provide voice messages? |  |  |
|  | Does the Mass Notification System provide for text messages? |  |  |
|  | Does the Mass Notification System provide emails? |  |  |
|  | Are all employees included in the Mass Notification System? |  |  |
|  | Have all employees opted-in to receive notifications? |  |  |
|  | Are vendors in the Mass Notification System? |  |  |
|  | Are emergency communications procedures shared with internal and external responders? |  |  |
|  | Do all employees have access to a telephone with an outside line?  |  |  |
|  | Are emergency telephone numbers posted for law enforcement, fire, and medical services |  |  |
|  | Are emergency communications procedures and systems tested? |  |  |
| **Recommendations** |
| **MAINTENANCE/FACILITIES** |
| **Questions** | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Is there a maintenance schedule for outdoor lighting? |  |  |
|  | Is there a maintenance schedule for locks/hardware? |  |  |
|  | Is there a maintenance schedule for Storage Shed and other exterior buildings? |  |  |
|  | Is there a maintenance schedule for windows? |  |  |
|  | Are records preserved related to maintenance on doors, windows, and other areas? |  |  |
|  | Are the grounds free from trash or debris? |  |  |
|  | Is the building free of graffiti? |  |  |
|  | Are switches and controls properly located and protected? |  |  |
|  | Is access to electrical panels restricted? |  |  |
| **Recommendations** |
| **POLICIES** |
| **Questions** | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Are background checks done of all employees? |  |  |
|  | Do background checks include credit checks? |  |  |
|  | Do background checks include finger printing? |  |  |
|  | Is there a Bullying Policy in place? |  |  |
|  | Is there a No-Weapons Policy in place? |  |  |
|  | Is an Anonymous Reporting Policy in place re: see something/say something/behaviors of concern? |  |  |
|  | Is there an anonymous reporting method? |  |  |
|  | Is there a no retaliation policy for reporting? |  |  |
|  | Is there a Cash Policy regarding handling of cash in place? |  |  |
|  | Is the amount of cash on hand limited and are time access safes used for large bills? |  |  |
|  | Does the organization have a documented termination policy along with documented termination procedures?  |  |  |
|  | Does the organization’s disciplinary and discharge procedures address the potential for workplace violence? If yes, describe how. |  |  |
| **Recommendations** |
| **PLANS - CRISIS MANAGEMENT & CRISIS COMMUICATIONS PLAN** |
| **Questions** | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Does the organization have a crisis management plan? |  |  |
|  | Does the plan designate team members with defined roles and responsibilities? |  |  |
|  | Is the plan reviewed annually and after each crisis event? |  |  |
|  | Is the plan tested through table-top exercises and simulations? |  |  |
|  | Does the organization have a crisis communications plan with pre-scripted messaging?  |  |  |
|  | Does the organization have a trained spokesperson? |  |  |
| **Recommendations** |
| **PLANS - EMERGENCY RESPONSE PLAN**  |
| **Questions** | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Does the organization have written evacuation procedures in place? |  |  |
|  | Does the organization have written shelter-in-place procedures in place? |  |  |
|  | Does the organization have written lockdown procedures in place? |  |  |
|  | Does the organization have written lockout procedures in place? |  |  |
|  | Does the organization maintain a list of employees trained in First Aid? |  |  |
|  | Does the organization maintain a list of employees trained in CPR? |  |  |
|  | Does the organization maintain a list of employees trained in AED? |  |  |
|  | Does the organization have written procedures in place for handling medical emergencies on site? |  |  |
|  | Does the organization have written procedures in place for weather-related emergencies (tornado, earthquake, etc.) that may threaten your region? |  |  |
|  | Does the organization have written procedures in place for responding to nuclear/biological/chemical threats? |  |  |
|  | Does the organization have written procedures in place for handling a telephoned bomb threat? |  |  |
|  | Does the organization have written procedures in place for identifying suspicious packages/items found on site and are all employees trained on those procedures? |  |  |
|  | Does the organization avoid the use of ‘muster points’ following evacuation? (These become secondary targets for a person who wants to bring many people to a location and then cause harm). |  |  |
| **Recommendations** |
| **SECURITY – ALARM SYSTEM** |
| **Questions** | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Is there a central alarm system in place? |  |  |
|  | Is the system tested on a regular basis (e.g., at least monthly)? |  |  |
|  | Is the current security system adequate? |  |  |
|  | Are signs posted indicating that there is a security system in use? |  |  |
|  | Are security cameras placed in locations that would deter potential intruders? |  |  |
|  | Are security cameras monitored while open?  |  |  |
|  | Is there a system in place to alert security if intruders trespass on the property? |  |  |
|  | Is there a system in place to alert security and other employees if an intruder enters the building? |  |  |
|  | Are there are separate alarms/signals for security and fire? |  |  |
| **Recommendations** |
| **SECURITY – END OF DAY CHECK** |
| **Questions** | **Yes/No/NA** | **List observations & describe current conditions** |
|  | At the end of the day, is one person designated and accountable to perform security checks for all rooms and offices and assure they are locked? |  |  |
|  | At the end of the day, is one person designated and accountable to perform security checks for all restrooms and assure they are empty? |  |  |
|  | At the end of the day, is one person designated and accountable to perform security checks for all exterior entrances and assure they are locked? |  |  |
|  |  At the end of the day, is one person designated and accountable to perform security checks for all night lights are working? |  |  |
| **Recommendations** |
| **SECURITY - LAW ENFORCEMENT AND FIRE DEPARTMENT COLLABORATION** |
| **Questions** | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Are positive, active relationships with local law enforcement and fire departments in place? |  |  |
|  | Are joint exercises and drills conducted with Law Enforcement and the Fire Department? |  |  |
|  | Is key contact information provided to local law enforcement and the Fire Department? |  |  |
|  | Does local law enforcement periodically monitor the grounds after hours? |  |  |
|  | Are incidents of crime reported to local law enforcement? |  |  |
|  | Is law enforcement an integral part of the organization’s planning process. |  |  |
|  | Do law enforcement and fire departments have current location maps, floor plans, diagrams showing the location and use of all rooms and critical materials such as chemicals and utility shut-off valves? |  |  |
|  | Have police and fire departments had tours of the buildings and opportunities to familiarize themselves with the location? |  |  |
|  | Does the organization have an effective partnership with law enforcement? |  |  |
|  | Does law enforcement provide a visible presence during organization hours and at organization-related events? |  |  |
| **Recommendations** |
| **SECURITY – PERSONNEL/GUARDS** |
| **Questions** | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Does the organization have on-site security? |  |  |
|  | Does the organization have on-site armed security? |  |  |
|  | Has security received training in their responsibilities? |  |  |
|  | Are security guards or safety walking services present on site? |  |  |
|  | Are they knowledgeable of the organization’s workplace violence policy? |  |  |
|  | Do they provide exterior building patrol along the outside perimeter? |  |  |
|  | Do they provide interior building patrol? |  |  |
|  | Are they posted at entrance(s)? |  |  |
|  | Are pre-employment background checks conducted for security personnel? |  |  |
|  | Do security personnel meet a standard for training and qualifications as mandated by your state? |  |  |
|  | Do security personnel have clearly defined roles and responsibilities? |  |  |
|  | Are security personnel involved in the organization’s planning process? |  |  |
|  | Are buildings inspected by security personnel upon closing and opening? |  |  |
|  | Are evening lock-down procedures documented and used in a check-list format? |  |  |
|  | Is basic security & emergency response training provided to security personnel? |  |  |
|  | Are all areas of the buildings and grounds accessible to patrolling security vehicles? |  |  |
|  | Do security guards have access to technology to remotely monitor the location (iPhone, iPad, etc.)? |  |  |
|  | Are all post orders documented? |  |  |
|  | Are security guards trained in handling hostile persons? |  |  |
|  | Does security maintain a log of all events? |  |  |
|  | Do security staff receive regular weekly/monthly review and evaluations? |  |  |
| **Recommendations** |
| **TECHNOLOGY** |
| **Questions** | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Is content filtering in place to monitor the use of email for inappropriate text, images, and attachments? |  |  |
|  | Is there 24/7 social/digital media monitoring program that takes into account high-risk behavior/key words? |  |  |
|  | Is there an established Conference Bridge line/Teams/Zoom in place for Crisis Management Team to come together? |  |  |
|  | Is there a Social Media Policy in place for employees? |  |  |
|  | Is there a Technology Usage Policy in place for employees? |  |  |
|  | Is there a Cyber Security Plan in Place? |  |  |
|  | Does the organization have a cyber insurance policy? |  |  |
| **Recommendations** |
| **THREAT ASSESSMENT** |
| **Questions** | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Do you have contracted services with an EAP (Employee Assistance Provider) or other resource that provides anger management/drug and alcohol services? |  |  |
|  | Do you have contracted services with an EAP (Employee Assistance Provider) or other resource that provides conflict resolution services? |  |  |
|  | Do you have contracted services with an EAP (Employee Assistance Provider) or other resource that provides services to at-risk employees (substance abuse, domestic violence)? |  |  |
|  | Is bullying recognized as something that won’t be tolerated within your organization? |  |  |
|  | Are employees aware of how to report a concern involving themselves or others? |  |  |
|  | Is there an anonymous reporting program in place? |  |  |
|  | Is training available on warning signs and behaviors of concern that a person may exhibit who is on a path to violence? |  |  |
|  | Do you have a designated multi-disciplinary Threat Assessment Team (e.g., operations, risk, security, and counseling personnel)? |  |  |
|  | Have you identified any resources to assist with conducting a threat assessment of an employee exhibiting concerning behavior? |  |  |
| **Recommendations** |
| **TRAINING** |
| **Questions** | **Yes/No/NA** | **List observations & describe current conditions** |
|  | Are managers made aware of their responsibility to comply with and enforce safety rules, policies, and federal and state safety regulations and laws? |  |  |
|  | Is violence prevention information provided as part of orientation or employee development? |  |  |
|  | Is suicide awareness/prevention training given to employees? |  |  |
|  | Do employee development/training opportunities extend to support staff (e.g., maintenance, custodial, grounds, food service)? |  |  |
|  | Are employees instructed on their role in workplace violence prevention and anonymous reporting? |  |  |
|  | Are all employees trained on emergency response procedures related to violence? |  |  |
| **Recommendations** |
| **PRIOR ACTS OF VIOLENCE, THREATS OR SIGNS OF STRAIN OR PRESSURE IN THIS LOCATION/SITE** |
| **Questions** | **NA** | **List observations & describe current conditions** |
|  | List all reported prior acts of violence on this site. |  |  |
|  | List all reported verbal threats on this site. |  |  |
|  | List prior property damage on this site caused by a perpetrator. |  |  |
|  | List indications that there are signs of strain or pressure in the workplace at this site. |  |  |
|  | List any concerns about how management and employees communicate with one another at this location. |  |  |
|  | List any concerns about the culture at this site and how it may contribute to violence. |  |  |
| **Recommendations** |

### Workplace Hazard Impact Matrix

NOTE: There is an excel version of the Hazard Impact Matrix on the CrisisRisk SB 553 Resource site. The excel version will do the risk calculations for you. This tool can assist with evaluating probability, likelihood of harm, seriousness of harm/injury, number of people who will likely be affected, and intensity of specific threats to the workplace related to four types of violence. It also helps to assess the impacts: Human, Property, and Business Operations. The matrix enables the assessment of workplace harm according the four types of violence: Stranger/Criminal, Domestic/Personal Relationship, Co-Worker, Customer/Client. After completing the matrices, [EMPLOYER] will be positioned to better evaluate those risks and turn their attention towards and prioritize resources for prevention and response. Some risks will have a high probability of occurring, with low impacts, where others will have a low probability of occurrence, but such severe impacts that our attention must also focus on those.

#### Violence by Stranger

|  |
| --- |
|  **Workplace Hazard Impact Matrix Form** |
| **EVENT** | **Probability of Occurrence** | **Likelihood of Injury or Harm** | **Seriousness of Injury or Harm** | **Number of People Likely Affected** | **Intensity** | **HUMAN IMPACT** | **PROPERTY IMPACT** | **BUSINESS IMPACT** | **TOTAL IMPACT** | **RELATIVE RISK** |
| SCORE | 1 Very Low 2 Low 3 Medium 4 High 5 Very High | 1 Low 2 Medium3 High | 1 Minor 2 Moderate3 Serious | 1 One 2 Two-Ten3 Greater than Ten | 1 Low 2 High | 1 Negligible 2 Low 3 Medium 4 High 5 Severe | 1 Negligible 2 Low 3 Medium 4 High 5 Severe | 1 Negligible 2 Low 3 Medium 4 High 5 Severe | Average of Three Impact Ratings. | Higher Values indicate Higher Risk of Event Impact |
| **VIOLENCE BY STRANGER** |
| Bombing | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Bullying | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Intimidation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Loud, Disruptive Behavior | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Physical Restraint | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Nuclear/Biological/Chemical Attack at Site | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Physical Assault with Weapon | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Physical Assault Without Weapon | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Discrimination/Extremism | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Sexual Harassment | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Stalking | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Unauthorized Entry | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Vandalism | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Verbal Abuse/Threat | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |

#### Violence by Customer/Client

NOTE: There is an excel version of the Hazard Impact Matrix on the CrisisRisk SB 553 Resource site. The excel version will do the risk calculations for you.

|  |
| --- |
|  **Workplace Hazard Impact Matrix Form** |
| **EVENT** | **Probability of Occurrence** | **Likelihood of Injury or Harm** | **Seriousness of Injury or Harm** | **Number of People Likely Affected** | **Intensity** | **HUMAN IMPACT** | **PROPERTY IMPACT** | **BUSINESS IMPACT** | **TOTAL IMPACT** | **RELATIVE RISK** |
| SCORE | 1 Very Low 2 Low 3 Medium 4 High 5 Very High | 1 Low 2 Medium3 High | 1 Minor 2 Moderate3 Serious | 1 One 2 Two-Ten3 Greater than Ten | 1 Low 2 High | 1 Negligible 2 Low 3 Medium 4 High 5 Severe | 1 Negligible 2 Low 3 Medium 4 High 5 Severe | 1 Negligible 2 Low 3 Medium 4 High 5 Severe | Average of Three Impact Ratings. | Higher Values indicate Higher Risk of Event Impact |
| **VIOLENCE BY CUSTOMER/CLIENT** |
| Bombing | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Bullying | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Intimidation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Loud, Disruptive Behavior | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Physical Restraint | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Nuclear/Biological/Chemical Attack at Site | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Physical Assault with Weapon | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Physical Assault without Weapon | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Discrimination/Extremism | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Sexual Harassment | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Stalking | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Unauthorized Entry | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Vandalism | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Verbal Abuse/Threat | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |

#### Violence by Co-Worker

NOTE: There is an excel version of the Hazard Impact Matrix on the CrisisRisk SB 553 Resource site. The excel version will do the risk calculations for you.

|  |
| --- |
|  **Workplace Hazard Impact Matrix Form** |
| **EVENT** | **Probability of Occurrence** | **Likelihood of Injury or Harm** | **Seriousness of Injury or Harm** | **Number of People Likely Affected** | **Intensity** | **HUMAN IMPACT** | **PROPERTY IMPACT** | **BUSINESS IMPACT** | **TOTAL IMPACT** | **RELATIVE RISK** |
| SCORE | 1 Very Low 2 Low 3 Medium 4 High 5 Very High | 1 Low 2 Medium3 High | 1 Minor 2 Moderate3 Serious | 1 One 2 Two-Ten3 Greater than Ten | 1 Low 2 High | 1 Negligible 2 Low 3 Medium 4 High 5 Severe | 1 Negligible 2 Low 3 Medium 4 High 5 Severe | 1 Negligible 2 Low 3 Medium 4 High 5 Severe | Average of Three Impact Ratings. | Higher Values indicate Higher Risk of Event Impact |
| **VIOLENCE BY CO-WORKER** |
| Bombing | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Bullying | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Intimidation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Loud, Disruptive Behavior | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Physical Restraint | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Nuclear/Biological/Chemical Attack at Site | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Physical Assault with Weapon | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Physical Assault without Weapon | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Discrimination/Extremism | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Sexual Harassment | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Stalking | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Unauthorized Entry | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Vandalism | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Verbal Abuse/Threat | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |

#### Violence by Personal Relationship

NOTE: There is an excel version of the Hazard Impact Matrix on the CrisisRisk SB 553 Resource site. The excel version will do the risk calculations for you.

|  |
| --- |
|  **Workplace Hazard Impact Matrix Form** |
| **EVENT** | **Probability of Occurrence** | **Likelihood of Injury or Harm** | **Seriousness of Injury or Harm** | **Number of People Likely Affected** | **Intensity** | **HUMAN IMPACT** | **PROPERTY IMPACT** | **BUSINESS IMPACT** | **TOTAL IMPACT** | **RELATIVE RISK** |
| SCORE | 1 Very Low 2 Low 3 Medium 4 High 5 Very High | 1 Low 2 Medium3 High | 1 Minor 2 Moderate3 Serious | 1 One 2 Two-Ten3 Greater than Ten | 1 Low 2 High | 1 Negligible 2 Low 3 Medium 4 High 5 Severe | 1 Negligible 2 Low 3 Medium 4 High 5 Severe | 1 Negligible 2 Low 3 Medium 4 High 5 Severe | Average of Three Impact Ratings. | Higher Values indicate Higher Risk of Event Impact |
| **VIOLENCE BY PERSONAL RELATIONSHIP** |
| Bombing | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Bullying | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Intimidation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Loud, Disruptive Behavior | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Physical Restraint | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Nuclear/Biological/Chemical Attack at Site | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Physical Assault with Weapon | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Physical Assault without Weapon | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Discrimination/Extremism | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Sexual Harassment | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Stalking | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Unauthorized Entry | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Vandalism | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |
| Verbal Abuse/Threat | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0 |

## Employee & Management Surveys

NOTE: The Labor Code requires employee engagement in hazard identification. This tool is one method of seeking such input from employees. Edit the questions to conform with your program/environment.

Employees and management will be surveyed to identify the potential for violent incidents and to identify or confirm the need for improved security measures. These surveys shall be reviewed, updated and distributed as needed.

| **Employee Workplace Security Assessment Survey**Periodically surveying employees on workplace violence can be a valuable tool for evaluating our workplace violence prevention efforts and gathering suggestions for improving our program. This survey will help detect security issues within [EMPLOYER]. It will provide an opportunity for us to review and see where the potential for major security problems exist.**All employees are encouraged to complete the survey. Your responses are confidential.** Please complete this form and email to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ by <Date>. Thank you, in advance, for your cooperation. | **Yes** | **No** | **Not Sure** | **N/A** |
| --- | --- | --- | --- | --- |
| **Date**:  |
| **GENERAL** |
| 1 | Are you aware that there are written policies & procedures to follow for addressing general problems or concerns related to violence?  |  |  |  |  |
| 2 | Does your workplace have written policies & procedures specific to workplace violence? |  |  |  |  |
| 3 | Do you feel comfortable with the following:[EMPLOYER] procedures on how to report a verbal threat?  |  |  |  |  |
| EMPLOYER procedures on how to report a physical threat of violence?  |  |  |  |  |
| What to do about co-worker or supervisor harassment /hostile work environment?  |  |  |  |  |
| Working alone?  |  |  |  |  |
| [EMPLOYER] security provided in and outside of the building?  |  |  |  |  |
| [EMPLOYER] security in parking lot or garage? |  |  |  |  |
| 4 | Have you ever noticed a situation that could lead to a violent incident?  |  |  |  |  |
| 5 | Has anything happened recently at your workplace that could have led to violence? |  |  |  |  |
| 6 | To your knowledge have threats of violence ever occurred involving your co-workers?  |  |  |  |  |
| 7 | To your knowledge have incidents of physical assault ever occurred involving your co-workers?  |  |  |  |  |
|  | Are you aware of alarm systems such as panic buttons, silent alarms, or personal electronic alarm systems that are being used for prompt security assistance within this company? |  |  |  |  |
| 8 | Where in the building or workplace would a violence-related incident most likely to occur?[ ]  stairwells [ ] elevators [ ]  private offices [ ] parking lot [ ]  bathrooms [ ] entrances/exits [ ]  lobbyOther (specify)       |
| **PERSONAL** |
| 9 | Have you personally experienced verbal abuse (swearing, insults, teasing, or bullying) while an employee of [EMPLOYER]? |  |  |  |  |
| 9a | If yes, did you report the incident(s)? |  |  |  |  |
| 9b | What was the relationship of the abuser to you?[ ]  co-worker [ ]  client/customer [ ]  supervisor [ ]  other (describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 10 | Have you experienced verbal or written threats (e.g., “If you don’t get off my back, you’ll regret it.”) while an employee of [EMPLOYER]? |  |  |  |  |
| 10a | If yes, did you report the incident(s)? |  |  |  |  |
| 10b | What was the relationship of the abuser to you?[ ]  co-worker [ ]  client/customer [ ]  supervisor [ ]  other (describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 11 | Have you been threatened with physical harm (e.g., someone shaking a fist, throwing objects, committing vandalism) while an employee of [EMPLOYER]? |  |  |  |  |
| 11a | If yes, did you report the incident(s)? |  |  |  |  |
| 11b | What was the relationship of the abuser to you?[ ]  co-worker [ ]  client/customer [ ]  supervisor [ ]  other (describe)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 12 | Have you ever experienced a physical assault or attack while an employee of [EMPLOYER]? |  |  |  |  |
| 12a | If yes, did you report the incident(s)? |  |  |  |  |
| 12b | What was the relationship of the abuser to you?[ ]  co-worker [ ]  client/customer [ ]  supervisor [ ] other (describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 13 | Do you ever work alone or with a small number of co-workers?  |  |  |  |  |
| 14 | Do you ever work late at night or early in the morning? |  |  |  |  |
| 15 | Are you concerned about work rage on the job? |  |  |  |  |
| 16 | If so, what is the source of your concern? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |
| 17 | Do you believe that work rage in your workplace is a[ ]  high risk? [ ]  medium risk? [ ]  low risk? |
| 18 | Do you feel the employee parking garage is secure when arriving, leaving and throughout the day? |  |  |  |  |
| 19 | Do you feel safe walking throughout your building? |  |  |  |  |
| 20 | Do you feel safe using bathrooms in your building? |  |  |  |  |
| 21 | Are bathrooms kept locked and only accessible with keys? |  |  |  |  |
| 22 | Do you have any other safety concerns? Explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |
| **TRAINING & EDUCATION** |
| 23 | Do you know how to ask for assistance by phone or by alerting other staff? |  |  |  |  |
| 24 | Do you know that [EMPLOYER] has a trained Threat Assessment Team? |  |  |  |  |
| 25 | Have you received training on [EMPLOYER]’s Workplace Violence Prevention Program?  |  |  |  |  |
| 26 | Have you been trained by [EMPLOYER] to recognize and handle threatening, aggressive, or violent behavior?  |  |  |  |  |
| 27 | Have you been trained in self-defense/restraint procedures? |  |  |  |  |
| **MISCELLANEOUS** |
| 28 | The managers here support the Workplace Violence Prevention Program –[ ]  Strongly agree [ ]  Agree [ ]  No opinion [ ]  Disagree [ ]  Strongly disagree |
| 29 | My supervisor makes safety a priority in our business unit –[ ]  Strongly agree [ ]  Agree [ ]  No opinion [ ]  Disagree [ ]  Strongly disagree |
| 30 | I do/would feel comfortable talking to my supervisor about a safety issues/concerns –[ ]  Strongly agree [ ]  Agree [ ]  No opinion [ ]  Disagree [ ]  Strongly disagree |

Add further questions as needed. These are representative only**.**

**CAUTION: IF YOU MOVE FORWARD WITH A SURVEY, BE PREPARED TO ADDRESS THE FEEDBACK YOU RECEIVE. FAILURE TO ACT AFTER RECEIVING NOTIFICATION OF AN ISSUE/CHALLENGE/PROBLEM CAN CREATE LEGAL LIABILITY WERE AN ACT OF VIOLENCE TO OCCUR. CONFER WITH LEGAL COUNSEL BEFORE SENDING OUT THE SURVEY.**

| **Management Workplace Security Assessment Survey**Taking proactive measures to safeguard sensitive areas, limit access, establish key control measures, issue photo identification and monitor computer usage are risk management practices. How safe is your organization? How prepared are employees and management to respond to security related incidents or acts of violence in the workplace? Please assess your department/business unit over the last year. Indicate **Yes**, **No**, or **Not Sure**, or **Not Applicable (N/A)**. *Thank you for your honest assessment.* | **Yes / True** | **No / False** | **Not Sure** | **N/A** |
| --- | --- | --- | --- | --- |
| **MANAGEMENT COMMITMENT & EMPLOYEE INVOLVEMENT**  |
|  | Are you familiar with [EMPLOYER]’s Workplace Violence Prevention Plan and Policy. |  |  |  |  |
|  | Do you believe the employees who report to you are familiar with the EMPLOYER’s Workplace Violence Prevention Plan and Policy. |  |  |  |  |
|  | [EMPLOYER] provides specific WPV awareness & prevention education and training. |  |  |  |  |
|  | Employees communicate information about potentially assaultive/threatening clients or visitors to appropriate staff (supervisor/manager). |  |  |  |  |
|  | Employees feel they are treated with dignity and respect by other employees and management. |  |  |  |  |
|  | Background checks are completed as part of the hiring process. |  |  |  |  |
|  | Employees in your area of responsibility are, for the most part, satisfied with their jobs. |  |  |  |  |
|  | Employees in your area of responsibility are, for the most part, satisfied with management. |  |  |  |  |
|  | Employees in your area of responsibility are, for the most part, satisfied with the organization (i.e., mission, vision, goals). |  |  |  |  |
| **POTENTIAL RISK FACTORS** |
| 11. | Employees do not work in isolated work areas. |  |  |  |  |
| 12. | Employees do not work with cash. |  |  |  |  |
| 13. | Employees do not work with drugs. |  |  |  |  |
| 14. | Employees do not work in high-crime areas. |  |  |  |  |
| **HAZARD PREVENTION & CONTROL**  |
| 15. | The department/business unit has adequate lighting to, from, and within the work area. |  |  |  |  |
| 16. | The employee parking garage is secure when arriving, leaving and throughout the day. |  |  |  |  |
| 17. | Access and freedom of movement within the workplace are restricted to those persons who have a legitimate reason for being there. |  |  |  |  |
| 18. | Alarm systems such as panic alarm buttons, silent alarms, or personal electronic alarm systems are being used for prompt security assistance. |  |  |  |  |
| 19. | After hours, the building is locked down with only one access point. |  |  |  |  |
| 20. | Visitors are signed in and out. |  |  |  |  |
| 21. | Exits are accessible and clearly marked. |  |  |  |  |
| 22. | Employees are aware of the locations of emergency equipment such as fire alarm boxes or emergency-generator outlets. |  |  |  |  |
| 23. | Emergency equipment is accessible and free from obstruction. |  |  |  |  |
| 24. | Employees know proper procedures if a bomb threat is called in.  |  |  |  |  |
| 25. | Staffing levels are appropriate for department/business unit functions. |  |  |  |  |
| 26. | Reference manuals are up-to-date and available to employees. |  |  |  |  |
| 27. | There is a Threat Assessment Team available as a resource and to address WPV concerns. |  |  |  |  |
| **INCIDENTS & REPORTING** |
| 28. | This department/business unit has not experienced violent behavior and assaults or threats from strangers. |  |  |  |  |
| 29. | This department/business unit has not experienced violent behavior and assaults or threats from clients or customers. |  |  |  |  |
| 30. | This department/business unit has not experienced violent behavior and assaults or threats from others employed in the organization. |  |  |  |  |
| 31. | This department/business unit has not experienced domestic violence issues. |  |  |  |  |
| 32. | Employees are required to report incidents or threats of violence, regardless of injury or severity; the reporting system is clear. |  |  |  |  |
| 33. | Employees are aware and conscious of how to report behaviors of concern. |  |  |  |  |
| 34. | Medical and psychological counseling services are offered to employees who have been assaulted or threatened. |  |  |  |  |
| **TRAINING** |
| 35. | Employees receive training on the [EMPLOYER]’s Workplace Violence Prevention Program. |  |  |  |  |
| 36. | Employees are trained to recognize and handle threatening, aggressive, or violent behavior. |  |  |  |  |
| 37. | Employees are trained in verbal de-escalation techniques. |  |  |  |  |
| 38. | Employees are trained in self-defense/restraint procedures. |  |  |  |  |

Add further questions as needed. These are representative only**.**

**CAUTION: IF YOU MOVE FORWARD WITH A SURVEY, BE PREPARED TO SHARE AND ADDRESS THE FEEDBACK YOU RECEIVE. FAILURE TO ACT AFTER RECEIVING NOTIFICATION OF AN ISSUE/CHALLENGE/PROBLEM CAN CREATE LEGAL LIABILITY WERE AN ACT OF VIOLENCE TO OCCUR. CONFER WITH LEGAL COUNSEL BEFORE SENDING OUT THE SURVEY.**

### Analyzing the Results

Determine which violent situations are more likely to occur and cause injury or harm to employees, clients/customers and visitors, and how serious the injuries or harm might be. Firestorm recommends the following report, or something similar, should be completed and inserted in your WVPP.

#### Records Review

| **Hazard Identification, Evaluation & Correction Form: Records Review** |
| --- |
| A Hazard Identification and Evaluation was performed/update on \_\_\_\_\_\_\_\_\_\_\_\_. The following representatives of the [*Workplace Violence Prevention Task Force*] participated.Representative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Representative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Representative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Records Review** On **<Date(s)>**, the representatives reviewed the following records [check all that apply]:\_\_\_\_ *Accident Reports or Investigations* *\_\_\_\_ Assault or Near Assault Reports or Information Gathered* *\_\_\_\_ Employee Evaluations* *\_\_\_\_ Grievances* *\_\_\_\_ Incident Reports* *\_\_\_\_ Insurance Records* *\_\_\_\_ Medical Records* *\_\_\_\_ Police Reports* *\_\_\_\_ Violent Incident Logs (From <Date> to <Date>)**\_\_\_\_ Training Records* *\_\_\_\_ Workers’ Compensation Records**\_\_\_\_ Other Relevant Records or Information:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Based on the documents reviewed:The following issues were identified that need to be addressed:1. 2.3. What does the *[Workplace Violence Prevention Taskforce]* believe were/are the main factors contributing to violence in our workplace? 1.2.3.Are there any important patterns or trends among the incidents? 1.2.3.The *[Workplace Violence Prevention Taskforce]* recommends the following measures to reduce or eliminate the problems identified:1.2.3. |
| **Corrective Actions Taken**The following corrective actions were taken: |
| **ACTION** | **DATE** | **RESPONSIBLE MANAGER/SUPERVISOR** |
|  |  |  |

#### Physical Security Site Self-Assessment & Correction Forms

| **Physical Security Site Self-Assessment Report & Correction Form*****Inspections to identify and evaluate workplace security hazards and threats of workplace violence were performed by the following representatives of the [Workplace Violence Prevention Taskforce] in the following areas of our workplace:*** |
| --- |
| **Representative:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Area\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Representative:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Area\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Representative:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Area\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_****WORKPLACE SECURITY ANALYSIS****On <Date>, the representatives completed the workplace security hazard inspection. This consisted of a physical inspection of the interior and exterior of the workplace. From this inspection, the following issues have been identified:****1.****2.****3.****Review of Tasks – The Threat Assessment Team also reviewed the work tasks of our employees to determine the presence of hazards, conditions, operations and situations which might place employees at risk of occupational assault incidents. The following factors were considered:*** ***[Exchange of money with the public***
* ***Working alone or in small numbers***
* ***Working late at night or early in the morning hours***
* ***Working in a high crime area***
* ***Guarding valuable property or possessions***
* ***Working in community settings***
* ***Staffing levels]***

**From this analysis, the following issues have been identified:****1.****2.****3.** |
| **The team recommends the following measures to reduce or eliminate the problems identified:****1.****2.****3.** |

| **Physical Security Controls Correction Form** |
| --- |
| **The following controls have been recommended as a result of the Physical Security Site Self-Assessment.** |
| **Area** | **Recommendation** | **Action Taken** | **Target Date** | **If Deferred, State Reason Here**  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

#### Employee and Management Survey & Corrections Form

| **EMPLOYEE AND MANAGEMENT SURVEY(S) RESULTS & CORRECTIONS FORM***Surveys were distributed to employees and management to identify and evaluate workplace security hazards, and threats and concerns of workplace violence. The following representatives [ ] were responsible for distribution, collection, and evaluation of surveys:* |
| --- |
| Representative:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Representative:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Representative:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **WORKPLACE SURVEY**From that survey, the following issues have been identified:1.2.3.The team recommends the following measures to reduce or eliminate the problems identified:1.2.3. |

# APPENDIX G: INVESTIGATING REPORTS OF WORKPLACE VIOLENCE

The credibility of any reporting system will be dependent upon whether reports are investigated quickly and effectively. Word spreads rapidly among employees when a report is made and nothing is done, when a report is handled improperly, or when the allegations are not treated confidentially. Therefore, before a reporting procedure is announced to employees, ensure that the team responding to reported incidents is trained and able to investigate and respond to any reported incidents. Take threats seriously. Employees may not step forward with their concerns if they think that management will minimize these concerns.

Neither the Labor Code nor the Cal/OSHA Model template offer guidance on investigation strategies or techniques.

**NOTE: This content contained herein is offered by Firestorm as guidance only. Always confer with legal counsel and HR to ensure your investigation approach is consistent with all applicable policies, procedures, laws, regulations.**

**PLEASE CONFIRM ALL INVESTIGATION PROCEDURES WITH YOUR LEGAL COUNSEL.**

**Conducting Interviews**

In an effort to cloak attorney client privilege around any investigation, involve [EMPLOYER]’s legal counsel. If there is no internal legal resource, retain outside counsel with experience in employment practices and violent incidents and investigations. **Retain counsel as soon as possible** – ideally prior to conducting interviews with witnesses, alleged perpetrator.

* **Interview the Complainant (Target/Victim)**

Follow the Violent Incident Log form to ensure all Labor Code required information is obtained.

There may be occasions when an incident is reported by a third party (witness). In this case, the interview guidelines might be modified for a fact-finding interview with the third-party reporting the offense.

* Review the Violent Incident Log if one has been completed. If one has not been submitted, start a Victim Incident Log form.
* Listen but express no opinion and make no commitment.
* Have a witness in the room to assist with taking notes of the conversation. If the incident involves allegations of sexual harassment/misconduct, consider having the note taker be the same gender as the employee. This may help make the employee more comfortable in discussing intimate or sexual matters.
* Acknowledge the witness’ statements and paraphrase them to ensure understanding.
* Get specific facts of the incident(s), as required by the Violent Incident Log.
* Determine whether the witness kept any notes and if so, whether you can make a copy of them.
* Ask if there is anything else that the witness believes you should know to investigate the matter.
* Assure the witness that [EMPLOYER] considers the complaint a serious matter and that appropriate action will be taken as quickly and confidentially as possible.
	+ **Interview the Alleged Perpetrator/Offender (Subject)**

As with the interview with the complainant, [HR] will conduct the initial interview(s), unless it is deemed necessary to include [ ]. All documentation will be maintained in [ ]. [HR] will ensure all interviews will be conducted in private areas.

The accused offender should have the right to hear and respond to the allegations in detail.

* Conduct the interview in the same straight-forward, unbiased manner as your interview with the complainant.
* Have a witness in the room with you to assist in taking notes of the conversation. If the investigation involves sexual harassment/misconduct consider having the note taker/witness be of the same gender as the employee being interviewed.
* Be serious and to the point.
* Focus on the alleged offender’s actual behavior. Ask the alleged offender to respond to each allegation separately.
* Find out whether the alleged offender and the complainant socialize together (alone or in a group). If so, obtain details of the situations in which they have socialized.
* If the alleged offender admits the behavior, state that the behavior must stop immediately, and consider what would be appropriate disciplinary action.
* If the alleged offender denies the behavior, explain that you will be investigating further before making any determination. Caution the alleged offender not to speak with co-workers at this time regarding the allegation.
* Advise the alleged offender that the complaint and investigation will be kept as confidential as possible.
* Caution the alleged offender strongly that you will not tolerate retaliation against the complainant or witnesses, if any.
	+ **Gathering Additional Information (Investigating the Complaint)**
* Try to speak with any witnesses who may have relevant information and the offender’s supervisor (if an employee at the company) as soon as possible (within the same day, if possible). Be as discreet as possible.
* If there are no witnesses, consider speaking with one or two trusted, long-term employees who may be able to provide insight into the behavior of both parties.
* Inform any witnesses that the investigation is confidential and that discussing the matter may result in disciplinary action.
* Try to ask open-ended questions to determine what the witness knows, rather than obtaining yes/no confirmation of events you recite.
* Interview former employees, friends, and relatives of both parties, if appropriate.
* Review and consider the personnel and supervisory files of both parties.
* Complete Risk Screening Form to determine the level of risk offender presents in the workplace.
* **Interviewing Tips and Techniques**

***Interview Environment***

Since the interviewer is conducting an official investigation, s/he should conduct as many interviews as possible in an official environment (i.e., in [EMPLOYER] workspace; instead of restaurants, cars, or private homes). There are times, however, where a witness may not be willing to meet at the [EMPLOYER] premises, and accommodations should then be made. Privacy and security are the most important considerations in selection of an interview site. The interviewer should guarantee that the room will be available for the entire interview, so that there is no disruption of the interview once it begins. The interview room should be comfortably furnished with as few distractions as possible.

* + Never interview the subject alone. Always interview in pairs.
	+ Consider holding the interview in a neutral conference area, away from occupied office space.
	+ Keep yourself between the individual and the door so that you have a means to escape if the discussion escalates to violence.
	+ Give the individual sufficient space so they do not feel trapped, crowded or threatened.
	+ Have a panic button available or have a way to signal for help.
	+ Establish “model” behavior. Act calm, stable, and in control (even if you do not feel calm).

***Scheduling the Interview***

Depending on the circumstances of the situation, the person who will conduct the interview may or may not want to contact the individual in advance. In either case, advise the individual of the general nature and purpose of the interview. If the individual declines the interview, attempt to change their mind, and, if unsuccessful, ascertain and record the reasons for the declination. If the individual refusing the interview is the alleged perpetrator/offender, immediate termination may be warranted. If the individual fails to appear more than once for the interview, the investigator should follow whatever policy has been decided upon ahead of time (termination, suspension, etc.).

***Taking Notes***

Since watching someone take notes can be intimidating to some people, it is important to establish rapport before beginning to take notes. The team member conducting the interview should concentrate on observing the individual during the interview. Note-taking should not unduly interfere with observation. Note taking materials should be positioned inconspicuously and not become a focus of attention. The investigator should learn and exercise the skill of taking adequate notes while still observing the individual and without distracting the person being interviewed. In some cases, it may even be useful to have a second team member present to take notes.

Should note taking have a materially adverse effect on the interview process, explain the purpose of note taking. The notes are intended for use in preparing a report and are not a verbatim transcript of the interview. The investigator can modify or cease notetaking so long as the information can be recorded in adequate detail after the interview.

***Maintaining Control of the Interview***

Questions developed ahead of time can be memorized, but they should never be read verbatim from a list. Know in advance the topics of concern to be covered. It is important to resist any efforts to shorten the interview or drift from topics of concern.

***Developing a Rapport***

It is important to demonstrate a comfortable style that projects professionalism and competence. The style should generate rapport with the person being interviewed. An open approach that conveys a willingness to communicate generally fosters rapport. Rapport is evident when the individual appears comfortable with the situation and is willing to confide personally sensitive information. Continuing rapport can oftentimes be maintained if the interviewer does not become judgmental when disagreeable conduct or information is disclosed. Project empathy, but in no way get personally involved with the case.

***Handling Hostility***

**If the interviewer feels threatened by the individual being interviewed, stop the interview immediately and report the situation to the appropriate authorities.**

Investigators may encounter argumentative individuals. When this type of hostility is encountered, seek to defuse the situation by explaining the purpose of the interview and that the interview is a required part of the investigation. Reminding the interviewee that you have been given full authority to conduct the interview by the Workplace Violence Oversight Committee, and that the interviewee is required to cooperate may lessen the reluctance.

Recognizing and acknowledging the person's hostility and the reason for it will sometimes let both parties reach the mutual understanding that the interview will proceed (whether or not the topics under discussion are related to the hostility).

If, after repeated attempts in various ways, an individual refuses to answer a specific question, attempt to learn the reason. Record the refusal to answer any question and the reason. If the individual wants to terminate the interview, attempt to learn the reason and to dissuade the individual by addressing the concerns. If the individual persists, the interview should end.

***Questioning Techniques***

Questioning usually proceeds from general areas to specific issues. For example, comments on the dates and location of the incident are usually obtained before comments on the circumstances surrounding the event.

Frame questions that require a narrative answer. Soliciting "Yes" or "No" responses restricts the individual from providing information. Such responses are helpful when summarizing or verifying information, but they should be avoided when seeking to elicit new information.

Use questioning techniques that result in the most productive responses from the person being investigated. This requires judgment, based on observation of attitude, demeanor, and actions during the interview. These may change at times during the interview. Continuously be alert to such changes and modify questioning techniques accordingly.

**Non-confrontational approach:** The non-confrontational approach is best. Some examples include:

* If a person refuses to answer follow-up questions about an issue, note the refusal to answer and move on to the next area of questioning. Come back to the issue later, if appropriate.
* If the person raises his or her voice in the interview, maintain a calm, level voice, or lower your voice.

**Direct and non-direct questions:** A direct question calls for a factual or precise answer. Direct questions are ordinarily used when covering background data. Some examples include:

* What were the circumstances surrounding the argument?
* Who told you that a threat was made?

Non-direct questions are usually more appropriate in discussing opinions and feelings because they allow more latitude in responding. Some examples include:

* What led you to say that?
* What made that unusual?
* Has this happened before to anyone?
* What was your reaction when he yelled at you?

**Assumptive questions:** Assumptive questions assume involvement in the activity under discussion. Use assumptive questions when involvement has already been admitted, either at some other time or earlier in the interview. Assumptive questions assist the individual in describing the degree of involvement, particularly when it is difficult to respond narratively. Some examples include:

* Have you made similar statements to others?
* Is it fairly routine for you to carry a knife to work?

**Summarizing questions:** Summarizing questions are used to verify what has been said in summary form. Use summarizing questions to give the individual an opportunity to hear what the interviewer understood. In concluding each segment of the interview, pause after asking a summarizing question to allow the individual to respond and verify, correct, disagree with, or amplify a previous response. Some examples include:

* In other words, it was not what he said, but the tone of his voice that scared you?
* You're telling me that you were only joking when you said you'd blow up the place?
* Have I got this straight? You did not think he would actually carry out his threat?

***Listening Techniques***

Careful attention to each response provides the basis for the next appropriate question.

The person being interviewed may be signaling a problem with the area under discussion by not immediately responding to a question. Be patient and let the person respond. The urge to complete a statement for the person with an assumption of what the person was going to say should be suppressed.

Listen to the whole response for its substance, inferences, suggestions, or implications that there is more to be said, or some qualification to the answer. Answers that are really non-answers, such as *that's about right*, or *you know how it is*, are not helpful because they are not definitive. Do not accept this type of response. Press for more specificity. Some people may attempt to avoid responding by blaming a faulty memory. Follow-up questions that can stimulate responses are: *Do you mean you're just not sure?* and, *But you remember* ***SOMETHING*** *about it, don't you?*

Listen and think intensely throughout the interview, measuring what is being said with what is known from a review of what is already known. Compare new information to other statements made in the interview, and any other information in the investigator's possession.

***Observing Techniques***

Body movement, gestures, and other observable manifestations provide clues to truth and deception. Be alert to behavior changes throughout the interview and assess the significance of those changes. While no single behavior indicates truth or deception, clusters of behavior patterns may be valuable clues to the truth of what is being said. These patterns should prompt a certain or broader line of questioning.

# APPENDIX H: DOMESTIC VIOLENCE

Domestic violence/homicide in most years is the leading cause of death of women in the workplace. The threat of domestic violence exists in every workplace. It is Firestorm’s recommendation that all employees receive training on domestic violence behavioral warning signs. The guidance that follows can be shared with all employees in the WVPP Employee Handbook.

Existing California law authorizes any employer, whose employee has suffered unlawful violence or a credible threat of violence from any individual that can reasonably be construed to be carried out or to have been carried out at the workplace, to seek a temporary restraining order.

**NOTE:** California SB 553 amends the Civil Code of Procedure, commencing January 1, 2005, to authorize a collective bargaining representative of an employee to also seek a temporary restraining order on behalf of the employee and other employees at the workplace. Be sure to update any policy you have related to restraining orders to comply with SB 553. Review with legal counsel prior to implementation.

**Background and Overview**

Domestic violence is widely understood to be a pattern of behavior used by one person to gain power and control over another person with whom s/he has or has had an intimate relationship. This pattern of behavior may include the intentional reckless attempt to cause physical injury, sexual, emotional, or psychological intimidation, verbal abuse, stalking, or use of electronic devises to harass and control a person who is in any of the following relationships:

* Spouse or former spouse
* Domestic partner or former domestic partner
* Cohabitant or former cohabitant and or other household members
* A person with whom the victim is having, or has had, a dating or engagement relationship
* A person with whom the victim has a child

Domestic Violence, while often originating in the home, can significantly impact workplace safety and the productivity of victims as well as co-workers. A person who has a personal relationship with a worker – such as a spouse, current or former intimate partner or family member – may attempt to threaten to physically harm that employee at work. In these situations, domestic violence is considered workplace violence.

**Domestic Violence in the Workplace – Statistics**

* Violence is the leading cause of workplace death for women, with @ 1/3 of deaths attributable to violence. OSHA
* The Department of Labor notes that 27% of all violent events in the workplace are tied to some form of domestic violence.
* Homicide is the leading cause of death for women in the workplace, accounting for @41% of all occupational injury deaths among women, compared to 10% among men.
* 21% of full-time employed adults report being victims of domestic violence.
* 96% of employed domestic violence victims experienced problems at work due to the abuse.
* 40% of mass shootings started with the assailant targeting their girlfriend, spouse, or ex-spouse.
* Only 4% of employers provide training on domestic violence for their employees.
* Domestic violence costs $8.3 billion in expenses annually, much due to lost productivity at work.
* Nearly 8 million days of paid work each year is lost due to domestic violence issues, the equivalent of over 32,000 full-time jobs.
* More than two-thirds of domestic violence survivors believe their abusers actively attempted to get them fired.

<https://worldmetrics.org/domestic-violence-in-the-workplace-statistics/> With sources from: iwpr.org, ncadv.org, benefitspro.com, ncbi.nlm.nih.gov and many more.

**Recognizing Domestic Violence in the Workplace**

***Employers need to be aware of factors that increase a victim’s risk of harm or murder. Threats and early warning signs must be taken seriously and acted upon immediately.***

It is imperative to be able to recognize the signs of domestic violence in order to keep employees safe. While there are numerous signs of domestic violence, the most common sign in the workplace is harassment, either in person, over the phone, or via email or text messaging. The dangers may be greater if:

|  |  |
| --- | --- |
| **Abuser** | **Victim** |
| * Has access to victim and his/her children.
* Has access to weapons.
* Has a history of abuse with victim or others.
* Has threatened to harm or kill victim if s/he leaves him, saying things like, "If I can't have you, no one will."
* Threatens to harm victim’s children, pets or property.
* Has threatened suicide.
* Has hit and/or choked victim.
* Is going through major life changes (e.g., job, separation, depression).
* Is convinced victim is seeing someone else.
* Blames victim for ruining his/her life.
* Doesn’t seek help for his/her behavior.
* Watches victim’s actions, listens to telephone conversations, reads emails and follows victim.
* Has trouble keeping a job.
* Takes drugs or drinks every day.
* Has little or no respect for the law.
 | * Has just separated or is planning to leave.
* Fears for own life and for children’s safety.
* Is in a custody battle or has children from a previous relationship.
* Is involved in another relationship.
* Is hiding injuries.
* Has no access to a phone outside work.
* Faces other obstacles (e.g., does not speak the language, lives in a remote area, etc.).
* Does not have family or friends outside work.
 |

**General warning signs that a co-worker may be suffering from abuse:**

* Receives frequentpersonal phone calls during work hours
* Absent or late more often than usual; Unexplained absences from the workplace during the day
* A noticeable decline in job performance; Has trouble concentrating on a task
* Avoids colleagues or co-workers
* Becomes withdrawn socially; is sad, lonely, and afraid
* Displays unexplained injuries or injuries that do not correlate with the explanation of how they occurred such as bruises, black eyes, broken bones and hearing loss, often attributed to *“falls,” “being clumsy,”* or *“accidents”*
* Dresses inappropriately for the season (i.e., long sleeves in warm weather or wearing sunglasses inside)
* Becomes agitated, angry, or cries when talking on the phone
* Apologizes for the abuser’s behavior
* Is nervous talking when the abuser is present
* Makes last-minute excuses/cancellations
* Lacks confidence and exhibits very low self-esteem
* Use drugs or alcohol to cope

***See below for other specific warning signs and supervisor/manager responses.***

Some victims may not realize that the actions they are enduring are domestic violence. Those working closely with the victim and/or abuser may also not recognize the signs. The list below provides some examples of abusive behavior and the impact on the victim.

**Attempts to prevent the victim from getting to work or looking for work, such as:**

* Interfering with transportation by hiding or stealing the victim’s car keys or transportation money
* Hiding or stealing the victim’s identification cards
* Failing to show up to care for children
* Physically restraining the victim

**Interfering with the victim while at work by:**

* Repeatedly phoning or emailing the victim
* Stalking and/or watching the victim
* Showing up at the workplace and pestering co-workers with questions about the victim (where is s/he, who is s/he with, when will s/he be back, etc.)
* Lying to co-workers (s/he’s sick today, s/he’s out of town, s/he’s home with a sick child, etc.)
* Threatening co-workers (if you don’t tell me, I’ll…)
* Verbally abusing the victim or co-workers
* Displaying jealous and controlling behaviors
* Destroying the victim’s or organization’s property
* Physically harming the victim and/ or co-workers

**Reasonable Precautions**

**SAMPLE TEXT THAT COULD BE INCLUDED IN WVPP EMPLOYEE HANDBOOK (CONFIRM WITH LEGAL COUNSEL BEFORE PUBLISHING. ENSURE COMPLIANCE WITH ALL APPLICABLE LAWS, INCLUDING SB 553.)**

*Once it becomes evident that domestic violence has occurred or could enter the workplace, [EMPLOYER] will take steps to minimize that risk. Those steps will depend on the circumstances of each situation.*

*It is important to deal with each situation on a case-by-case basis, taking into account the needs of the individuals involved. An employee’s specific circumstances must be evaluated to determine how measures and procedures in the existing program could be used to support the development of reasonable precautions for the employee. This may involve creating an individual safety plan for the employee while they are in the workplace. The safety plan would be developed in consultation with the targeted victim. In developing the plan, police, courts, or other organizations that may be already involved, may be consulted. The safety plan would look at increased safety measures that can be implemented in the workplace for the employee.*

*Employers must work closely with the targeted worker to develop reasonable precautions to address the situation, while attempting to respect the employee’s privacy and sensitivity to the issue.*

*Once the employee has made it known they are a victim of domestic violence, a number of strategies will be implemented to ensure their safety. This list of security measures is not meant to be a specific or complete list for prevention. Every case will require specific review and determination of applicable protection measures.*

**Secure the Workplace:**

* *Seek advice of an experienced and trained security consultant*
* *Distribute information regarding the description of the abuser (include a photo), and their vehicle make, model, and color to security and front desk personnel*
* *Request increased patrols from local law enforcement*
* *Obtain copy of protective order for security and/or management if available*
* *Limit access to building; if feasible, use one entrance*
* *Lock all entrances to facility, screening all visitors (ensure easy egress)*
* *Provide buzzer alarms and/or panic buttons*
* *Increase security measures, such as fencing, additional lighting and cameras*
* *Hire off-duty law enforcement officers for security*
* *Hire private investigator services to track abuser*

**Protect the Victim:**

* *Change victim’s workstation and/or schedule*
* *Change victim’s parking spot to a safer location, closer to the front door of the building*
* *Provide security escort for the victim to and from her/his car*
* *Reassign the victim to a different shift, workspace, or duties*
* *Provide emergency cell phones*
* *Remove the victim's e-mail address and telephone extension from public directories*
* *Have another employee, or third party, screen the victim's telephone calls and e-mail messages*
* *Keep/record abuser’s messages as evidence*
* *Change payroll addresses, direct deposit information or beneficiaries, as needed*
* *Remove victim from facility to work remotely or allow time off*

**Initiate Response Plan if Abuser Approaches the Workplace:**

* Call Law Enforcement and/or notify security if available. If there is a restraining order in place, or it is believed violence could be imminent, call 9-1-1.
* Lock all entrances to the facility
* Warn the targeted victim(s)
* Notify all necessary personnel, including management and security

**Supervisor/Manager Responsibilities**

**NOTE:** Supervisors/Managers must be educated and trained on domestic violence and its impact on the workplace in order to support and provide resources to a victim of a domestic violence situation.

There are several ways to help an employee who is in a domestic violence situation:

* Provide emotional support.
* Encourage the victim to discuss his/her circumstances.
* Encourage the victim to seek professional help.
* Provide information on community resources.

Identifying these problems and providing assistance can improve health and safety for the employee and the workplace and increase productivity.

To help ensure a positive outcome, there are several support networks available that include counseling services, hotlines, support groups, legal resources, and shelters that can give support, advice, financial assistance, counseling, and legal help. It is important for the supervisor/manager to maintain regular communication with the victim about expectations, performance, and adjustment issues. Those adjustment issues might include co-workers who will be interacting with the employee. ***(Insert a local resource list at the end of this document)***

**Guidelines for Effective Supervision/Management**

* *Be attentive and observant:* Supervisors/Managers are in a unique position to observe employees’ day-to-day performance, appearance, and attendance and, therefore, may recognize behavior that signals the presence of a possible personal problem including domestic violence. Observations and discussion must be balanced with the employee’s privacy rights. There should be no appearance of interfering in an employee’s private life and/or creating potential problems by presuming the employee is impaired in some way.
* *Know your role:* Supervisors/Managers must be able to identify and address job performance issues. They are not expected to diagnose domestic violence or to provide treatment or counseling. The role is only to observe and help improve performance, to document work problems and successes, and to apply the policies and procedures as needed.
* If the employee is in immediate danger and needs emergency help, contact the Police. Do not attempt to “rescue” the victim; but do encourage the victim to seek professional help, provide emotional support, and encourage the victim to discuss the circumstances.
* You may attempt to talk to the employee about your concerns. Do not push the employee to talk. If s/he does not disclose anything about home, then a supervisor/manager must respect the employee’s privacy and remind the employee of resources available if assistance is ever needed. Reassure the person that you are available if or when s/he wants to talk, provide your contact information, offer him/her information about the EMPLOYER’s EAP and encourage them to speak confidentially to an advocate to learn more about available options and safety.

Example of questions to ask:

* + - I’ve noticed a change in your work over the past few months. You are not meeting your productivity goals, are frequently late for work, often leave early, and have missed the past two meetings. I am concerned about you and about your work performance – is there anything bothering you?
		- I see that you have been upset lately – would you like to talk about it?
		- I’ve noticed that you have been distracted at work. Is there anything I can do to help you improve your job performance or get you back on track?
* *Document:* Keep records of job performance and observations. Immediately report concerns to the Human Resources Department. HR will follow-up with appropriate measures, as outlined in the workplace violence plan.
* *Maintain confidentiality.*All job performance issues should be discussed privately and only with those “who have a need to know.”
* *Be consistent:* Follow the same procedures for all employees.

Since most domestic violence victims tend to display classic problems and symptoms over time in the workplace, the total picture needs to be reviewed when evaluating a situation. Although the indicators listed below may not necessarily mean an employee is a victim of domestic violence, they could indicate other personal problems that are affecting performance. Observance of more than one of these signs, or if several instances have occurred over a period of time, the following responses may be in order.

| **Indicators/Warning Sign** | **Supervisor/Manager Response** |
| --- | --- |
| **Attendance Issues*** + - * Absent or late more than usual
			* Unexplained absences from work
			* Frequently leaves work early
			* Experiences repeated hospitalizations
 | * Inform the employee of punctuality and attendance expectations.
* Document excessive tardiness and occurrences of absenteeism. Try to find out the reason for absenteeism.
 |
| **General Behavior*** Complains of not feeling well
* Overreacts to real or imagined criticism
* Avoids colleagues or co-workers
* Encounters financial problems or garnishment of salary
* Is hospitalized more than average
* Incurs repeated minor injuries on and off the job
* Minimizes or denies extent of injuries
* Refuses to discuss problems
* Becomes undependable
* Fellow workers complain about behavior or performance
 | * Make observations and discuss with the employee.
* Inform the employee that it is your responsibility to address performance issues.
* Be careful to keep the focus of discussion on how behavior is affecting work and the employee’s responsibilities.
* Have documentation or examples ready and keep the conversation focused on expectations and performance issues.
 |
| **Job Performance*** Misses deadlines
* Makes mistakes through inattention or poor judgment
* Displays decreased efficiency and general deterioration in work performance
* Falls far below expected level of job performance
 | * Remain focused on job performance. If the employee reacts emotionally, reschedule the meeting.
* Be straightforward yet thoughtful.Focus on specific aspects of performance. Stick to the facts about job performance; avoid diagnosing or judging.
* Maintain confidentiality.All job performance issues should be discussed privately and only with those “who have a need to know.”
* Referral for assistance.Encourage employees with performance problems to seek help from EAP or community resources as appropriate.
 |

**Options for Employees who are Victims of Domestic Violence**

The following are options for employees who are victimsof domestic violence

* Tell a trusted co-worker, supervisor/manager, and ask for help
* Contact the HR department for assistance
* Contact the Employee Assistance Program (EAP) resource, or other equivalent
* Call the local police
* Notify your supervisor/manager of a possible need to be absent. Find out what work schedule or leave options are available to you. Be clear about your plans to return to work and maintain communications with your supervisor during your absence.
* Submit a recent photograph of the abuser and a copy of your protection order to your supervisor/manager who will distribute it to the appropriate people (security, receptionist, HR, etc.). This will assist in identifying the abuser should s/he appear in the workplace.

**If the Abuser & Victim Share the Same Work Environment**

In some cases of domestic violence, the victim and the abuser will both work for the EMPLOYER. Keeping the victim safe will require immediate action to respond effectively to the worker who is abusive. It is important to hold the abuser accountable for any unacceptable behavior in the workplace.

In some instances, the violence may appear mutual, but there is usually one person who is exerting power and control over the other to cause fear. Victims may act defensively or reactively to the violence. Keep this dynamic in mind as you address domestic violence in the workplace.

Steps to take to respond to an employee who is abusive and who works in the same organization as the victim may include:

* Calling the police to investigate and requesting restraining orders that keep the abuser away from the workplace and the victim.
* Ensuring that co-workers do not try to intervene physically to prevent or stop the violence themselves, and that police or counselors are involved.
* Following disciplinary steps that hold the abuser accountable for any unacceptable behavior and ensuring that the victim and co-workers are protected.
* Setting up alternative work arrangements so the abuser does not have access to the victim.
* Providing information on the Employee Assistance Program (EAP) or equivalent.

**[EMPLOYER] Domestic Violence Workplace Policy**

**SAMPLE TEXT – MAKE IT YOUR OWN. REVIEW WITH AND OBTAIN SIGN OFF FROM LEGAL COUNSEL.**

***Policy Statement***

*[EMPLOYER]recognizes that domestic violence may occur in relationships regardless of the marital status, age, race, or sexual orientation of the parties.*

*[EMPLOYER] will not tolerate domestic violence including harassment of any employee or client while in our facilities, vehicles, on our property, or while conducting business. This includes the display of any violent or threatening behavior (verbal or physical) that may result in physical or emotional injury or otherwise places one's safety and productivity at risk.*

*Any employee that threatens, harasses, or abuses someone at our workplace or from the workplace using any company resources such as work time, workplace communications devices (i.e., computers, cell phones) or methods (i.e., email, texting, mail) may be subject to corrective or disciplinary action, up to and including dismissal. Corrective or disciplinary action may also be taken against employees who are arrested, convicted or issued a permanent injunction as a result of domestic violence when such action has a direct connection to the employee's duties in our company.*

*[EMPLOYER] is committed to working with employees who are victims of domestic violence to prevent abuse and harassment from occurring in the workplace. No employees will be penalized or disciplined solely for being a victim of harassment in the workplace. [EMPLOYER] will provide appropriate support and assistance to employees who are victims of domestic violence. This includes confidential means for coming forward for help, resource and referral information, work schedule adjustments or leave as needed to obtain assistance, and workplace relocation as feasible.*

*Employees who are perpetrators of domestic violence are also encouraged to seek assistance. Our company will provide information regarding counseling and certified treatment resources and make work schedule arrangements to receive such assistance.*

***Special Instructions for Employees* (REVIEW WITH LEGAL COUNSEL)**

*It is important that all employees know how best to respond to the effects of domestic violence in the workplace. In addition, they also should be aware of physical or behavioral changes in other employees and know who – personnel officer, manager, and or employee advisory service/resource – they can contact for advice. They should not attempt to diagnose the employee.*

*Any employee who has obtained an order or protection or restraining order against an individual should notify their [supervisor/manager and HR]. Security personnel will be notified, and appropriate personnel will be provided with a picture of that individual, along with their vehicle make, model, and color. In cases where there is a clear threat to workplace safety, HR will determine if the Threat Assessment Team needs to be convened. Employees who are victims of domestic violence can contact the EAP counselor or their supervisor/manager for assistance. Co-workers who suspect an employee is being abused at home can contact the HR director for assistance.*

*Managers/supervisors or human resource professionals in our [EMPLOYER] will receive domestic violence training. [EMPLOYER] will also:*

* *Be responsive when an employee who is either the victim or perpetrator of domestic violence asks for help.*
* *Advise and assist supervisors and managers in taking corrective or disciplinary actions against perpetrators of domestic violence.*
* *Maintain confidentiality. Information about the employee will only be given to others on a need-to-know basis.*
* *Work with the victim, HR, manager, Employee Assistance Program (EAP), available security staff, law enforcement, and community domestic violence programs, if necessary, to assess the need for and develop a specific workplace safety plan for the victim. If it is determined that other employees or clients are at risk, appropriate measures will be taken to provide protection for them.*
* *Adjust the employee's work schedule and/or grant leave if the employee needs to take time off for medical assistance, legal assistance, court appearances, counseling, relocation, or to make other necessary arrangements to create a safe situation. Applicable HR policies apply.*
* *Maintain communication with the employee during the employee's absence. Confidentiality of the employee's whereabouts will be maintained.*
* *Post information about domestic violence in work areas.*
* *Information will be made available where employees can obtain it without having to request it or be seen removing it – such as restrooms, lunchrooms, or where other employee resource information is located.*
* *Honor all civil protection orders. As appropriate, [EMPLOYER] will participate in court proceedings in obtaining protection orders on behalf of the employee.*
* *Maintain a list of services available to victims and perpetrators of domestic violence. This list may include Employee Assistance Program (EAP), local shelters, certified domestic violence treatment programs available to perpetrators, information on how to obtain civil orders of protection and any available community resources.*

**Resources**

***U.S. State & Territory Domestic & Sexual Violence Coalitions*** –Provides*a complete list of up-to-date contact information for all domestic and sexual violence coalitions across the United States and its Territories.*

<https://nnedv.org/content/state-u-s-territory-coalitions/>

***Violence Against Women Organizations*** – Provides *an extensive collection of external web site links compiled by the National Resource Center on Domestic Violence (NRCDV) providing access to organizations working to end sexual and domestic violence.*

<https://vawnet.org/>

***Government Agencies*** – Provides *a list of federal government agencies and offices addressing violence against women and related issues.*

<https://www.dol.gov/agencies/wb/federal-agency-resources>

**https://www.justice.gov/ovw/grant-programs**

# APPENDIX I: ADDITIONAL POLICIES

In addition to having a Workplace Violence Policy, there are additional ‘best practice’ policies to consider implementing. Below are examples. Any policy [EMPLOYER] adopts must be reviewed by legal counsel to ensure compliance with federal, state, and local laws and regulations.

INSERT YOUR ADDITIONAL POLICIES HEREIN. The following are representative only.

**IF YOU CHOOSE TO ADD SOME OR ALL OF THE POLICIES BELOW, HAVE THE REVIEWED AND APPROVED BY LEGAL COUNSEL.**

## Background Checks

The nature of your business, and the position to be filled, will determine what checks need to be undertaken. This policy encompasses the minimum recommended background check to protect your organization. If sufficient resources exist, you should consider expanding the groups subject to these various background checks.

A few states have statutes regarding what must be shared with a candidate and/or potential employee regarding a reference check. Make certain to check the laws of the states in which the organization does business.

Ideally, screening would include criminal background checks – both nationally and locally (county level), and an interview and employment verification. It is recommended that a potential employee’s claim to have a college degree or advanced degree(s) be checked. After the offer is made, the indi­vidual’s date of graduation should be sought so that there is no liability for seeking age information. It often occurs that once potential employees are told to disclose their year of graduation in order to verify their education, they will confess to having lied about obtaining a degree.

There are very stringent requirements for how credit checks can be done and what must be disclosed to the employee when this is done. Legal advice should be sought regarding how to set up a procedure that complies with all federal and state laws and regulations, including the Fair Credit Report­ing Act.

Let prospective employees know that the organization conducts thorough checks; this may result in some applicants taking themselves out of consideration immediately.

Where lawful, and in accordance with any collective bargaining agreements in place, the employee release should permit updated checks at the employer’s discretion, as an individual’s circumstances may have changed since the first background check, making the individual no longer suitable for employment or to have access to your facility.

It is also a best practice to ensure that other adults with regularly permitted access to your facilities, e.g., vendors, contractors, volunteers, have been screened by your organization or their respective organizations, as they too create a vulnerability for your organization.

If your organization is vulnerable to violence involving gangs, ensure this is factored into your hiring process. Some businesses are targeted by gang members for employment, as they believe they have an opportunity to conduct illicit activity from within your location.If your organization has high inherent risk, e.g., it is located in a high-crime area or is vulnerable to gang activity, traditional background checks may not be sufficient and deeper searches must be done.

**Effective:**

 **Revised:**

**Background Checks Policy**

*INSERT YOUR POLICY HERE*

## Harassment

This policy can be distributed in conjunction with your EMPLOYER’s more comprehensive workplace violence policy. A harassment policy addresses specific behaviors related to unwelcome sexual advances, requests for sexual favors, or other verbal, visual, or physical conduct of a harassing nature.

Check the federal and state and local laws where [EMPLOYER] does business to ensure your policy aligns.

 **Effective:**

 **Revised:**

**Harassment / Anti-Bullying Policy**

***SAMPLE TEXT***

***Note: This policy is in accordance with [EMPLOYER]’s broader workplace violence policy.******Reporting and investigating incidents, as well as corrective actions, remain in line with the details of [EMPLOYER]’s workplace violence policy.***

*[EMPLOYER] strives to maintain a workplace that fosters mutual employee respect and promotes harmonious, productive working relationships. [EMPLOYER] believes that harassment, bullying, and/or retaliation in any form constitutes miscon­duct, which undermines the integrity of the employment relationship. Therefore, [EMPLOYER] prohibits bullying or harassment that is sexual, racial, or religious in nature or is related to anyone’s gender, national origin, age, sexual orienta­tion, disability, or any other basis protected by federal, state, or local law.*

*"Harassment or bullying" is any gesture or written, verbal, graphic, or physical act (including electronically transmitted acts – i.e. internet, cell phone, personal digital assistant, or wireless hand held device) that is reasonably perceived as being motivated either by any actual or perceived characteristic, such as race, color, religion, ancestry, national origin, gender, sexual orientation, gender identity and expression; or a mental, physical, or sensory disability or impairment; or by any other distinguishing characteristic. Such behavior is considered harassment or bullying whether it takes place on or off company property.*

***“Harassment”*** *is conduct that meets all of the following criteria:*

* *Is directed at one or more employees*
* *Substantially interferes with an employee’s ability to perform his or her work responsibilities*
* *Adversely affects the ability of an employee to participate in work related operations or activities because the conduct, as reasonably perceived by the employee, is so severe, pervasive, and objectively offensive as to have this effect*
* *Is based on an employee’s actual or perceived distinguishing characteristic (see above) or is based on an association with another person who has or is perceived to have any of these characteristics*

***“Bullying”*** *is conduct that meets all of the following criteria:*

* *Is directed at one or more employees*
* *Substantially interferes with ability to perform one’s work responsibilities*
* *Adversely affects the ability of an employee to participate in work related operations or activities by placing the employee in reasonable fear of physical harm or by causing emotional distress*
* *Is based on an employee’s actual or perceived distinguishing characteristic (see above) or is based on an association with another person who has or is perceived to have any of these characteristics*

*Unwelcome sexual advances, requests for sexual favors, or other verbal, visual, or physical conduct of a harassing will constitute harassment when the person involved feels compelled to submit to that misconduct in order to keep his/her position, to receive appropriate pay, or to ben­efit from certain employment decisions. Employees are prohibited from acting in ways that could be construed as harassment or that could create a hostile, offensive, intimidating or demeaning environment. Harassment includes, for example, using racial or religious slurs, as well as abusive, demeaning or derogatory comments made about age, religion, gender, pregnancy, ethnicity or disability. Sexual harassment includes, for example, displaying sexually suggestive material in the workplace, unwelcome flirting or advances, requests for sexual favors, or using offensive words or gestures of a sexual nature.*

*The focus of this policy is on the effect of an individual’s action, not the intent. Consequently, if the actions of an employee have the effect of intimidating or demeaning others, it is a violation of this policy, even if the employee believes he or she was “just kidding around” or “didn’t mean any harm.”*

*[EMPLOYER] expects that everyone will act responsibly to establish a pleasant and friendly work environment.* *However,**anyone who believes they have been subjected to, witnessed or been informed of actions that may violate this policy should promptly advise their supervisor or manager, or Human Resources, so that [EMPLOYER] can promptly investigate the situation and take corrective action where appropriate.*

*Employees are not required to approach the person who is harassing or bullying them, and they may bypass any offending member of management. The person the incident is reported to will take the necessary steps to initiate an investigation of the claim by the [HR Department].*

*[EMPLOYER] prohibits retaliation of any kind against employees, who, in good faith, report harassment and/or discrimi­nation or assist in investigating such complaints. Anyone reporting a possible violation of this policy will be treated with courtesy and discretion. Any reprisal or retaliatory act against anyone who reports a possible violation of this policy would itself be a violation of this policy, and subject to disciplinary action. Violation of this policy will result in disciplinary action, up to and including termination, and could, in addition to any discipline, subject those involved to legal action.*

*If an employee feels they have been subjected to any form of retaliation, the employee should report that conduct to their immediate supervisor or manager, or other levels of the defined reporting structure, within 24 hours of the offense.*

## Visitors

Visitors’ access on your EMPLOYER’s premises must be strictly controlled to ensure employees’ security to minimize any exposure to premises liability claims, and to protect <EMPLOYER>’s trade secrets and proprietary information.

 **Effective:**

 **Revised:**

**Visitors Policy**

***SAMPLE TEXT***

*No visitors are allowed on [EMPLOYER] property without proper authorization. [EMPLOYER] premises include [offices, production areas, labs, cafeterias, warehouses, storage areas, and parking lots]. All authorized visitors are required to sign IN and OUT on the Visitor's Log in the reception area and notify the person they are visiting upon their arrival.*

*An identification badge is to be issued to each visitor. All visitors are required to wear that badge and follow all rules and regulations. Any visitor refusing to follow any rules, regulations, instructions or directions will be escorted from the premises.*

***Optional language:*** *No one under 18 years old is allowed in the [---- areas] at any time for any reason.*

***Optional language:*** *Employees bringing unauthorized personnel into the [ ] areas will be subject to corrective action up to and including termination.*

***Optional language:*** *Any visitor entering “privileged & confidential” areas must sign a Confidentiality Agreement and must remain with an escort or within an identified area. Tours given to anyone other than for a legitimate business purpose must first be approved by the [Insert title of the highest-level person in the organization that will have this responsibility.]*

***Optional language:*** *No digital recording or photography is allowed on the premises unless approved by management.]*

## Employee Identification Badges

Identification badges are a means to permit employees to enter and leave the buildings and premises. The purpose of an Identification Badge Policy is to ensure a consistent method of identification and to ensure an additional means of establishing a safe workplace for employees, clients, and visitors.

 **Effective:**

 **Revised:**

**Employee Identification Badge Policy**

***SAMPLE TEXT***

*In order to protect the safety and maintain the security of all employees, every employee is required to wear a picture identifica­tion badge (ID badge) at all times while on EMPLOYER premises. Failure to do so will subject the employee to corrective action.*

*Human Resources will issue an ID badge to all new employees dur­ing orientation on their first day of employment. Loss or damage of the ID badge should be reported to Human Resources immediately in order for the badge to be deactivated in the system. There will be a replacement fee for lost badges. The badge is the property of [EMPLOYER] and must be returned upon termination of employ­ment.*

*Employee identification badges will be imprinted with the employee’s name, their photograph, and the name of their employing department. If an employee’s name changes or the employee transfers to another department, a new employee identification badge must be issued. Employees are responsible for notifying <insert Title> of any changes.*

***Instructions for Use of Identification Badges:***

* *Wear your ID badge while at work in any [EMPLOYER] facilities, unless exception granted.*
* *Wear your ID badge in plain view, above your waist, so it is observable under normal conditions.*
* *Do not lend your ID badge to any other person for any reason.*
* *Report a lost ID badge to your supervisor or manager immediately.*
* *Return found ID badges to your supervisor or manager immediately.*
* *If you have a name change or transfer to another department, a new employee identification badge must be issued. Employees are responsible for notifying <Insert Title> of any changes.*
* *If you leave <company> employment or begin an extended leave of absence, return your ID badge to your supervisor or manager.*
* *You must surrender your ID badge to your supervisor or manager upon request.*
* *Do not alter the ID badge or apply adornments. The information and photograph cannot be obstructed.*

***Note:*** *Employees who have safety/privacy concerns can choose to use their first initial of last name only and/or first name only on the ID badge.*

## Weapons

State and local laws must be checked to determine whether there are any special requirements for having a no-weapons policy. Some states require that signs be prominently displayed prohibiting weapons on the premises in order for the policy to be enforceable. A few states have limited employers’ ability to ban firearms from the workplace entirely, usually permitting employees to keep them locked in their cars in the parking lot.

If [EMPLOYER] conducts business in a state which permits bans on firearms, it is highly recommended that all weapons be banned from the premises, coupled with a very broad search policy. This would limit the opportunity for something to occur on the premises and underscores your [EMPLOYER]’s efforts to prevent violence in the workplace.

NOTE: There are many lawsuits filed against companies that violate a citizen’s right to lawfully possess a firearm, bow & arrow or knife in their personal vehicles. There are also many legitimate reasons an individual has a weapon in their vehicle (they may go hunting or fishing before or after work). If the vehicle is parked on a public street, the employer has no legal right to circumvent state or federal law. However, a vehicle on private property can be subjected to [EMPLOYER] policy. Confer with your legal counsel in drafting this policy.

  **Effective:**

 **Revised:**

**Weapons Policy**

***SAMPLE TEXT***

***Note: This policy is in accordance with [EMPLOYER]’s broader workplace violence policy.******Reporting and investigating incidents, as well as corrective actions, remain in line with the details of [EMPLOYER]’s workplace violence policy.***

*Despite some laws that allow people to carry firearms in public, [EMPLOYER] prohibits anyone from possessing or carrying weapons of any kind on [EMPLOYER] property, in [EMPLOYER] vehicles, or while on [EMPLOYER] time. This includes:*

* *Any form of weapon or explosive*
* *All firearms*
* *All illegal knives i.e., (switchblades, metal knuckle knives, kung fu stars, knives longer than 4”) and a dangerous knife which may be inferred by possession*
* *Any dagger, dirk, stiletto, machete*
* *Other weapons where intent to cause harm may be inferred*

*Regardless of whether an employee possesses a concealed weapons permit or is allowed by law to possess a weapon, weapons are prohibited on any company property or in any location in which the employee represents the [EMPLOYER] for business purposes, including those listed above. (See [EMPLOYER]workplace violence policy for exceptions)*

*If an employee is unsure whether an item is covered by this policy, please contact Human Resources. Employees are individually responsible for making sure that any item they possess is not prohibited by this policy. Police officers, security guards, members of the military, and other individuals who have been given consent by [EMPLOYER]to carry a weapon on the property will be allowed to do so.*

*Employees who violate this policy will be subject to disciplinary actions, up to and including employment termination.*

## Domestic Violence

 **Effective:**

 **Revised:**

**[EMPLOYER] Domestic Violence Workplace Policy**

**SAMPLE TEXT – NEEDS TO BE UPDATED TO BE CONSISTENT WITH SB 553**

**REVIEW WITH LEGAL COUNSEL PRIOR TO IMPLEMENTING POLICY.**

***Policy Statement***

*[EMPLOYER] recognizes that domestic violence may occur in relationships regardless of the marital status, age, race, or sexual orientation of the parties.*

*[EMPLOYER] will not tolerate domestic violence including harassment of any employee or client while in our facilities, vehicles, on our property, or while conducting business. This includes the display of any violent or threatening behavior (verbal or physical) that may result in physical or emotional injury or otherwise places one's safety and productivity at risk.*

*Any employee that threatens, harasses, or abuses someone at our workplace or from the workplace using any company resources such as work time, workplace phones, fax machines, mail, email, or other means may be subject to corrective or disciplinary action, up to and including dismissal. Corrective or disciplinary action may also be taken against employees who are arrested, convicted or issued a permanent injunction as a result of domestic violence when such action has a direct connection to the employee's duties in our company.*

*[EMPLOYER] is committed to working with employees who are victims of domestic violence to prevent abuse and harassment from occurring in the workplace. No employees will be penalized or disciplined solely for being a victim of harassment in the workplace. [EMPLOYER] will provide appropriate support and assistance to employees who are victims of domestic violence. This includes confidential means for coming forward for help, resource and referral information, work schedule adjustments or leave as needed to obtain assistance, and workplace relocation as feasible.*

*Employees who are perpetrators of domestic violence are also encouraged to seek assistance. Our company will provide information regarding counseling and certified treatment resources and make work schedule arrangements to receive such assistance.*

***Special Instructions for Employees***

*It is important that all employees know how best to respond to the effects of domestic violence in the workplace. In addition, they also should be aware of physical or behavioral changes in other employees and know who – personnel officer, manager, and or employee advisory service/resource – they can contact for advice. They should not attempt to personally intervene.*

*Any employee who has obtained an order or protection or restraining order against an individual should notify their supervisor/manager and HR. Security personnel will be notified, and appropriate personnel will be provided with a picture of that individual, along with their vehicle make, model, and color. In cases where there is a clear threat to workplace safety, HR will determine if the [Threat Assessment Team] needs to be convened. Employees who are victims of domestic violence can contact the EAP counselor or their supervisor/manager for assistance. Co-workers who suspect an employee is being abused at home can contact the HR director for assistance.*

*Managers/supervisors or human resource professionals in [EMPLOYER] will receive domestic violence training. [EMPLOYER]will also:*

* *Be responsive when an employee who is either the victim or perpetrator of domestic violence asks for help.*
* *Advise and assist supervisors and managers in taking corrective or disciplinary actions against perpetrators of domestic violence.*
* *Maintain confidentiality. Information about the employee will only be given to others on a need-to-know basis.*
* *Work with the victim, HR, manager, Employee Assistance Program (EAP), available security staff, law enforcement, and community domestic violence programs, if necessary, to assess the need for and develop a specific workplace safety plan for the victim. If it is determined that other employees or clients are at risk, appropriate measures will be taken to provide protection for them.*
* *Adjust the employee's work schedule and/or grant leave if the employee needs to take time off for medical assistance, legal assistance, court appearances, counseling, relocation, or to make other necessary arrangements to create a safe situation. Applicable HR policies apply.*
* *Maintain communication with the employee during the employee's absence. Confidentiality of the employee's whereabouts will be maintained.*
* *Post information about domestic violence in work areas.*
* *Information will be made available where employees can obtain it without having to request it or be seen removing it – such as restrooms, lunchrooms, or where other employee resource information is located.*
* *Honor all civil protection orders. As appropriate, and in accordance with all applicable laws, [EMPLOYER] will participate in legal proceedings in obtaining protection orders on behalf of the employee and/or the employer.*
* *Maintain a list of services available to victims and perpetrators of domestic violence. This list may include Employee Assistance Program (EAP), local shelters, certified domestic violence treatment programs available to perpetrators, information on how to obtain civil orders of protection and any available community resources.*

## Non Retaliation Policy

 **Effective:**

 **Revised:**

**[EMPLOYER] Non Retaliation Policy**

**INSERT HERE**

# APPENDIX J: WVPP EMPLOYEE HANDBOOK

Insert copy of your completed WVPP Employee Handbook here.