



City of Newport Beach

Workplace Violence Prevention Plan

Plan last updated: **January 28, 2026**

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1. COMMITMENT TO PREVENTING AND ADDRESSING WORKPLACE VIOLENCE

The City of Newport Beach (“City”) is committed to creating a positive, caring, and safe work environment, which includes taking initiative to maintain a secure work environment and practice safe work habits. This Workplace Violence Prevention Plan (“Plan”) is designed with City values in mind while complying with the applicable law and operates along with other City policies relating to workplace safety including, but not limited to, the City’s Emergency Action Plan.

The purpose of the Plan is to protect employees, visitors and customers from any threat of violence or workplace violence and effectively address such incidents should they arise. The Plan does not apply to employees who are teleworking from a location of their choice, which is not under the City’s control. The Plan does not apply to employees of the Newport Beach Police Department.

You should be familiar with the Plan and your role in preventing and addressing incidents of workplace violence. If you have questions, your supervisor, the WVPP Administrator, WVPP Coordinator, or the management team are all available to answer them.

Thank you for all you do to create and foster a safe and secure work environment.

2. IMPORTANT DEFINITIONS

“Engineering Control” means 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. For purposes of reducing workplace violence hazards, engineering controls include, but are not limited to:

- Electronic or mechanical access controls to employee occupied areas;
- Weapon detectors (installed or handheld);
- Enclosed workstations with shatter-resistant glass;
- Deep service counters;
- Spaces configured to optimize employee access to exits, escape routes, and alarms;
- Separate rooms or areas for high risk persons;
- Locks on doors;
- Furniture affixed to the floor;
- Opaque glass (protects privacy, but allows employees to see where potential risks are);
- Improving lighting in dark areas, sight-aids, improving visibility, and removing sight barriers;

- Video monitoring and recording; and
- Personal and workplace alarms.

"Emergency" means unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.

"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.

"Workplace violence" means 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; and
- 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.

There are four types of workplace violence:

- **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, or visitors;
- **Type 3 Violence:** workplace violence against an employee by a present or former employee, supervisor, or manager; and
- **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.
- Note: workplace violence does not include lawful acts of self-defense or defense of others.

Examples of workplace violence hazards include, but are not limited to the following:

- Employees working alone or in locations isolated from other employees;
- Areas with poor illumination or blocked visibility (e.g. blind spots) of surrounding areas;
- Entries to places of employment where unauthorized access can occur;

- Work locations, areas, or operations that lack effective escape routes;
- Presence of money or valuable goods;
- Frequent or regular contact with the public;
- Working late at night or early morning; and
- Selling, distributing, or providing alcohol, marijuana, or pharmaceutical drugs.

“Work practice controls” means procedures, rules, and staffing which are used to effectively reduce workplace violence hazards. Work practice controls include, but are not limited to:

- Appropriate staffing levels;
- Provision of dedicated security personnel;
- An effective means to alert employees of the presence, location, and nature of a security threat;
- Control of visitor entry;
- Methods and procedures to prevent unauthorized firearms and weapons in the workplace;
- Employee training on workplace violence prevention methods; and
- Employee training on procedures to follow in the event of a workplace violence incident or emergency.

3. RESPONSIBILITY FOR IMPLEMENTING THE PLAN

The Plan summarizes individual responsibilities and procedures to safeguard employees, visitors and customers while ensuring continuity of operations. While compliance is critical, the overarching goal is employee safety.

The WVPP Administrator identified below has overall authority and responsibility for implementation of the provisions of the Plan. The WVPP Administrator can be reached at the contact information below. The WVPP Administrator, or designee, works closely with management in the formation and support of the WVPP Review Group, which will be responsible for addressing workplace violence issues at the individual facility level.

Function	Name/Title	Contact Information
WVPP Administrator	Caroline Hua, Senior Human Resources Analyst	949-270-8143
WVPP Coordinator	Gracie Setter, Assistant Human Resources Analyst	949-644-3304
WVPP Legal Counsel	Joseph Meeks, Deputy City Attorney	949-644-3136
City Attorney	Aaron Harp, City Attorney	949-644-3131

The additional roles work closely with the WVPP Administrator in the formation and implementation of the Plan:

Local Facility Managers or Supervisors		
City Hall	Sarah Rodriguez, Deputy Director of Human Resources	949-644-3301
Harbor - Marina Park	Matt Cosyion, Deputy Harbormaster	949-270-8164
Fire Stations 1-8	Adam Novak, Administrative Services Division Chief	949-644-3368
Library - Central	Rebecca Lightfoot, Library Services Manager	949-717-3819
Library - CDM	Nadia Dallstream, Branch Librarian	949-644-3075
Library - Mariners	Alex Johnkins, Branch Librarian	949-717-3840
Library - Balboa	Evelyn Rogers, Branch Librarian	949-644-3076
Lifeguard HQs	Clay Rinker, Lifeguard Captain	949-644-3177
Lifeguard JGHQ	Gary Conwell, Training Lifeguard Captain	949-644-3177
RSS - NCCC	Cesar Armas, Supervisor	949-270-8109
RSS - CYC	Molly Patience, Supervisor	949-644-3145
RSS - Oasis	Melissa Gleason, Manager	949-644-3247
RSS - Marina Park	Racquel Valdez, Manager	949-270-8156
RSS - MBAC	Brian Cordeiro, Manager	949-644-3156
RSS - Bonita Creek	Brason Alexander, Manager	949-644-3150
Utilities Yard	Casey Parks, Superintendent	949-718-3477
Public Works Corp Yard	John Salazar, Superintendent	949-718-3460

WVPP Administrator. The WVPP Administrator will:

- Ensure the Plan is complete and updated as required;
- Ensure the Plan is available to all employees;
- Oversee workplace violence hazard assessment and inspections, as appropriate, to evaluate the work tasks of all employees to determine the presence of hazards, conditions, operations, and other situations which might place employees at risk of workplace violence incident in the workplace;
- Review previous incidents of violence or threats of violence in the workplace and other records identifying patterns that may indicate causes and severity of incidents and identify changes necessary to correct hazards; and
- Provide any recommendations for changes or updates to City policies and procedures to WVPP Legal Counsel for review and approval as to form and seek approval for implementation of changes from the City Attorney.

WVPP Coordinator. The WVPP Coordinator will:

- Implement the provisions of the Plan with assistance from the management/supervisory team, Safety Committee, and all employees; and
- Ensure all managers and supervisors are trained in their individual safety responsibilities related to the Plan.

WVPP Legal Counsel. WVPP legal counsel will provide legal review, legal advice and legal assistance to the WVPP Administrator and WVPP Coordinator regarding:

- Implementation of the WVPP;
- City policies and procedures pertaining to workplace violence;
- Compliance with state law; and
- Other legal issues pertaining to workplace violence.

City Attorney. The City Attorney is the department head for the Office of the City Attorney, which includes Risk Management. The City Attorney will, after review and approval as to form by the WVPP Legal Counsel:

- Review for approval recommended changes from the WVPP Administrator regarding City policies and procedures related to workplace violence and safety.

Managers and Supervisors. Managers and Supervisors must:

- Inform team members of the Plan and enforce compliance;
- Perform a comprehensive workplace hazard inspection and assessment for workplace violence prevention when the Plan is first established, after each workplace violence incident, and whenever the City is made aware of a new or previously unrecognized hazard;
- Communicate the provisions of the WVPP to all employees and supervisors;
- Ensure records of workplace violence hazard assessment and correction, training, and violent incidents and investigations are properly maintained;
- Train employees, supervisors, and managers of the provisions of the WVPP when the Plan is first established, and annually thereafter;
- Train all new employees and all employees given a new job assignment of the provisions of the WVPP when they are hired;
- Ensure employees know specific procedures for dealing with workplace threats and emergencies, and how to contact police, fire, and other safety and security officials;
- Ensure employees with special needs are aware of emergency evacuation procedures and have assistance (as necessary) regarding emergency evacuation situations;
- Respond to potential threats and escalating situations by utilizing proper resources from local law enforcement and medical services, Risk Management staff, and the Employee Assistance Program (EAP);
- Coordinate policies, plans, and procedures with state agencies as applicable;
- Promote positive behavior and lead by example through modeling appropriate behavior and by treating employees and customers with respect and dignity;
- Contribute to creating a workplace where established standards of conduct are clear, communicated, and consistently enforced, and where corrective action, including discipline, is used fairly to deal with instances of unacceptable behavior;
- Treat all reports of violence or threats of violence seriously;
- Understand that individuals participating in or tolerating workplace violence or retaliation are subject to discipline up to and including termination; and
- Report all potential violence or acts of violence to Risk Management.

4. EMPLOYEE ACCESS

A copy of this WVPP is available and accessible to employees electronically on the Staff Intranet. In addition, the WVPP is available to employees, employees' authorized associations, and the Division of Occupational Safety and Health upon request to the WVPP Administrator or identifiable local official on site where employees work.

5. INVOLVEMENT OF EMPLOYEES

The City encourages active involvement of employees and their authorized associations in developing and implementing the Plan. The City's WVPP Review Group is responsible for reviewing the Plan and overseeing the development and implementation of the Plan.

The WVPP Review Group, led by the WVPP Administrator or designee, includes one or more non-management employees or otherwise seeks input from employees and their authorized association representatives. The WVPP Review Group oversees the identification, evaluation and correction of workplace violence hazards, design and implementation of training, and the reporting and investigation of workplace violence incidents. To participate in the WVPP Review Group, contact the WVPP Administrator.

The City communicates with authorized employee representatives and employees how to report incidents and incident investigation procedures in the Plan. To file a workplace violence complaint or learn the results of workplace violence investigations, contact the WVPP Administrator or WVPP Coordinator.

6. COORDINATION WITH OTHER EMPLOYERS

The City will coordinate implementation of the Plan with any other employers whose employees work in the workplace to ensure that those employers and employees understand their respective roles under this Plan. The employees of such other employers must complete training on workplace violence prevention, and such employers shall ensure that workplace violence incidents involving any employees are reported, investigated, and recorded.

7. ACCEPTING AND RESPONDING TO REPORTS OF WORKPLACE VIOLENCE

Employees are required to report threats or acts of workplace violence to a manager or supervisor, or the WVPP Administrator. The City will take appropriate measures in response. See incident procedures below. The City strictly prohibits retaliation against any employee for making a report of workplace violence.

8. COMPLIANCE

Managers and supervisors are responsible for ensuring that all safety and health policies and procedures related to workplace violence prevention are clearly communicated and understood by all employees. **All employees** are responsible for using safe work practices, for following all directives, policies, and procedures for assisting in maintaining a safe work environment, and, for promoting safety whenever and wherever possible. Managers and supervisors are trained, and retrained as appropriate, on the WVPP. Managers and supervisors are expected to enforce the rules and expectations

fairly and uniformly and without any retaliation. The following is our system of ensuring that all employees comply with the work practices designed to prevent against workplace violence incidents, ensure they are properly addressed when they occur, and maintain a safe work environment:

- Inform employees, supervisors and managers of the provisions of the Plan;
- Train employees, supervisors, and managers of the provisions of the Plan when the Plan is first established, and annually thereafter;
- Train all new employees and all employees given a new job assignment of the provisions of the Plan when they are hired;
- Provide training to instruct employees on general safe and healthy work practices and provide specific instruction with respect to hazards specific to each employee's job assignment;
- Evaluate the performance of all employees in complying with our City's workplace security measures;
- Identify and evaluate workplace hazards, including scheduling periodic inspections to identify unsafe conditions and work practices and promptly correct any unsafe or unhealthy conditions or work practices;
- Recognize employees who perform safe and healthful work practices;
- Provide retraining to employees who do not meet expectations relating to the Plan;
- Provide a system for communicating with employees about occupational health and safety matters, including a means that employees can use to inform the employer of hazards at the worksite without fear of reprisal;
- Provide special precautions for employees exposed to external workplace violence; and
- Disciplining employees for failure to adhere to the Plan.

9. COMMUNICATION

The City recognizes that to maintain a safe and secure work environment it must maintain communication on matters of workplace violence with all employees, including the employees of other employers that work in the facility. The following is our system of communication, designed to facilitate a continuous flow of two-way (management, supervisor, and employees) safety, health, and security information in a form that is readily understandable to and between all affected site personnel, and maintained free from fear of reprisal:

- Workplace-specific training on the Plan;
- Effective documentation and communication of information regarding conditions that increase the potential for workplace violence to other employees and between shifts and locations;

- Post and distribute safety information, including current safety news and activities, safety reading materials, using a variety of means such as signs, posters, memos, flyers, and bulletin boards for easy access to information;
- A system for reporting workplace violence incidents and concerns, including that violent incidents, threats, or other concerns related to workplace violence be directly reported to a manager or supervisor, or the WVPP Administrator;
- Employees will not be prevented from accessing their mobile or other communication device to seek emergency assistance, assess the safety of a situation, or communicate with a person to verify their safety;
- **Retaliation against any employee for reporting an incident, threat, or other workplace violence concern is strictly prohibited;**
- A system for protecting employees who report threats of retaliation by the person making threats of violence;
- Employees who report incidents of workplace violence will be protected from the person making the threats by City immediately taking the appropriate actions including, but not limited to, removing the person making the threats from the work area until the situation is resolved;
- The City will maintain records of workplace violence complaints and keep the reporting employees' or authorized employee representatives' identities confidential unless they expressly request that their identity be shared; and
- For serious threats or acts of violence, police may be called.

10. PROCEDURE FOR REPORTING THREATS OR ACTS OF WORKPLACE VIOLENCE

An important part of the communication component of workplace violence prevention is reporting any threats or acts of workplace violence. Employees are required to report such incidents and should do so in accordance with the following:

- Immediately report all violent incidents, threats or other workplace violence concerns to your supervisor or manager, or the manager on duty, including removing yourself from the unsafe condition when necessary, without fear of reprisal;
- The manager, supervisor or manager on duty will contact law enforcement, if appropriate, and coordinate with law enforcement on the reporting and investigation in the workplace violence incident;
- Risk Management will complete a Violent Incident Log (Appendix A) and give it to the WVPP Administrator and WVPP Coordinator; and
- The WVPP Administrator will inform the reporting employee of the results of the investigation and any resulting corrective actions taken.

11. INCIDENT RESPONSE

The WVPP Administrator is responsible for developing procedures for responding to actual or potential workplace violence emergencies including effective methods to alert employees of the presence, location, and nature of workplace violence emergencies, evacuation or sheltering plans as appropriate and feasible, and how to communicate with and obtain help from staff assigned to respond to workplace violence emergencies, security personnel or law enforcement, as applicable. The City will adhere to the following procedures when responding to actual or potential workplace violence emergencies, including, but not limited to, all of the following:

- Alerting employees of the presence, location, and nature of workplace violence emergencies, and communication practices during such an event by using Citywide email correspondence;
- Enforcing evacuation or sheltering plans that are appropriate and feasible for the worksite;
- Communicating how to obtain help from staff assigned to respond to workplace violence emergencies with information posted in breakrooms; and
- If there is immediate danger, calling for emergency assistance by dialing **9-1-1**, and then notifying management.

The City's procedures when responding to a violent act where one or more persons are injured include:

- Anyone involved in a violent attack or who witnesses an attack resulting in an injury that requires more than first aid will contact emergency services;
- The injured will be transported to medical care facilities;
- The incident will be reported to police and other authorities as required by law;
- The area where the violent actions occurred will be secured to protect evidence and minimize any disturbance during the post-incident response process;
- A **Violent Incident Log** will be prepared; and
- Injured employees, witnesses to the incident, and other affected employees will be offered psychological assistance and counseling to reduce trauma and stress.

Active Shooter Incidents

An Active Shooter is an individual who is actively engaged in killing or attempting to kill people in a confined and populated area. Typically, there is no discernable pattern or method to the shooter's selection of victims. Active shooter situations are unpredictable by nature and typically evolve quickly; therefore, situational awareness and preparedness are key in safely responding to an active shooter situation. If an active shooter is detected in your vicinity, law enforcement and the federal government recommend that you remember: **RUN - HIDE - FIGHT**, as described below.

1. If it is safe to do so, the first course of action that should be taken is to RUN. Be aware of the nearest exits point at the facility.

- Run out of the facility or away from the area under attack;
- Leave personal belongings behind;
- Encourage others to exit the facility with you, but once safely away from the area, do not run back into the facility under any circumstances;
- Remain in the designated location until law enforcement arrives, unless it becomes unsafe and you have to leave the area for a safer location;
- Designate a team member to call 911 as soon as you are in a safe location far away from the attack; and
- The team member should be prepared to give the address of the facility, the approximate number of suspects and the approximate number of occupants, and any other pertinent information about the attack, if known.

2. If running is not a safe option, or the shooter(s) is blocking the facility exits, you should HIDE in as safe of a place as possible. If you are in an administrative office or training room, stay. If you are on the exposed floor of the facility, quickly move towards the nearest office or training room. Once inside the room, take the following steps:

- Encourage others that may be in the hallways or exposed floor area to quickly enter the sheltered room, using gestures and eye contact, **do not draw attention to the area by shouting or making noise;**
- Once people in the immediate vicinity are inside the sheltered room, do not exit the room to retrieve other team members or open the door for any reason until given the “all clear” by recognizable law enforcement officials;
- Do not exit the room, even if the fire alarm is triggered, as this may have been done by the shooter to encourage evacuation;
- Lock the doors to the room and close any blinds/shades;
- Turn off the lights in the shelter room and stay out of view of hallways/windows;
- Silence electronics and remain quiet;
- Barricade the door with any available furniture or equipment and take shelter behind any cover available; the goal is to put as many obstacles between yourself and the shooter as possible;
- Identify and retrieve items that may be used as improvised weapons; and
- Remain in place until given the all clear by identifiable law enforcement.

3. If running and/or hiding is not an option, and you are confronted with the shooter, as a last resort you should FIGHT.

- Don't seek out the shooter for a confrontation;
- Don't fight unless you must (e.g., to save your life or another's life);
- If you don't have a weapon, look for an improvised weapon (e.g., scissors, heavy lamp, fire extinguisher, chair, letter opener, keys, chemical sprays, etc.);
- If you are with others and have the time, quickly plan a simple coordinated attack;
- Be extremely aggressive and try to incapacitate the aggressor as quickly as possible;
- Go for vulnerable areas (e.g., eyes, groin, throat, knees) and don't stop until the shooter is down and out; and
- If the shooter is subdued or injured, your focus should then be on exiting the facility as swiftly as possible.

4. Cooperate and do not interfere with the first responders on the scene (police officers, EMT technicians, firefighters, etc.). When law enforcement arrives:

- Put your hands up and keep them up; the police won't know the good guys from the bad guys;
- Accept the fact that you're not in control; listen, don't argue with the police, and obey orders as quickly as you can;
- Stay calm; the police will have guns, they'll be yelling, and they'll be acting aggressively;
- Provide any information you can, but stop talking if the police are too busy to listen to you; and
- Stay where they tell you to go, until they say it's okay to leave.

Once the event is over, supervisors/managers need to remain in the designated safe locations and assist management with accounting for all team members and delivering information to employees.

Threats of Violence or Violence by Co-Workers, Customers, Clients, or Vendors

The City has a zero-tolerance policy for violent acts or threats of violence against our employees, customers, clients, or vendors. The City does not allow fighting, threatening words or threatening conduct. Guns or any other weapons are strictly prohibited and not permitted on the premises. Any employee found with any of these items in their possession may be subject to severe disciplinary action, up to and including termination of employment. No employee should commit or threaten to commit any violent act against a co-worker, customer or vendor. This includes discussions of the use of dangerous weapons, even in a joking manner. Any employee who is subjected to or

threatened with violence by a co-worker, customer, client, or vendor, or is aware of another individual who has been subjected to or threatened with violence, must immediately report this information to the employee's supervisor or manager or Risk Management. All threats must be taken seriously. Employees are not required to, nor encouraged to confront persons suspected of committing criminal acts or persons suspected of engaging in workplace violence. If a condition arises in which an employee feels unsafe due to a workplace violence threat, they may remove themselves from the condition without fear of reprisal.

Theft

Theft is a sensitive issue and, if handled improperly, may create potential safety concerns and be costly to the City. The City values the safety of its employees above all. It is the policy of the City that under no circumstances should an employee stop an ongoing theft. Further, employees should not take any action to detain a suspected thief on their own. It is not in the City's or the employee's best interest to approach or detain an individual suspected of taking property belonging to an employee or the City. Violating this policy places both the City and the employee at risk and will not be tolerated. If an employee suspects an individual stealing any equipment, the employee must notify any on duty manager immediately. Employees should document any identifying information regarding the alleged thief to share with management and/or law enforcement.

12. TRAINING

All employees at the workplace, including management employees will receive training on workplace violence prevention when the Plan is first established, and annually thereafter. This training includes:

- The Plan, how to obtain a copy of the Plan, and how to participate in the development and implementation of the Plan;
- A review and definitions and requirements under the Plan;
- How to report workplace violence incidents or concerns to the City or law enforcement without fear of reprisal;
- Workplace violence hazards specific to employee jobs, the corrective measures the City 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 workplace violence hazard identification, evaluation and correction records, training records, and violent incident logs; and
- An opportunity for interactive questions and answers with a person knowledgeable about the City's Plan.

Additional training and instruction will be provided to all personnel when a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the Plan.

13. EFFECTIVE PROCEDURES TO IDENTIFY AND EVALUATE WORKPLACE VIOLENCE HAZARDS

The City conducts hazard assessments to identify and evaluate workplace violence hazards and threats of workplace violence. Inspections are conducted as appropriate after the development of the Plan.

Hazard Assessments

The WVPP Administrator, or designee, performed a comprehensive workplace hazard assessment for workplace violence prevention by completing the **Workplace Violence Hazard Assessment Checklist (Appendix C)** when the Plan was developed.

Inspections

After the implementation of the Plan, the WVPP Administrator, or designee, conducts inspections using the **Workplace Violence Hazard Assessment (Appendix C)** with the supplemental categories to identify and evaluate workplace violence hazards and threats of workplace violence. Inspections are performed according to the following schedule:

- After each workplace violence incident;
- When new or previously unidentified workplace violence/security hazards are recognized, or when new substances, processes and procedures, or equipment are introduced to the workplace that represent a new hazard; and
- Periodic inspections scheduled to occur semi-annually.

Inspections for violence prevention/security hazards consist of identification and evaluation of workplace hazards and changes in business practices and may require assessing for more than one type of workplace violence. These inspections evaluate risk factors for workplace violence in each unit and area of the facility, including areas surrounding the facility such as parking lots and outdoor areas. Environmental risk factors include, but are not limited to:

- Employees working in locations are isolated from other employees (including employees engaging with the public) because of being assigned to work alone or in remote locations, during night or early morning hours, or where an assailant could prevent entry into the work area by responders or other employees;
- Poor illumination or blocked visibility of areas where possible assailants may be present;

- Lack of physical barriers between employees and persons at risk of committing workplace violence;
- Lack of effective escape routes;
- Obstacles and impediments to accessing alarm systems;
- Locations within the facility where alarm systems are not operational;
- Entryways where unauthorized entrance may occur, such as doors designated for staff entrance or emergency exits; and
- Presence of any objects that can be used as weapons in the areas where the public has access.

Inspections for Type 1 Violence security hazards assess:

- The exterior and interior of the workplace for its attractiveness to robbers;
- The need for security surveillance measures, such as mirrors or cameras;
- Posting signs notifying the public that limited cash is kept on the premises;
- Procedures for employee response during a robbery or other criminal act;
- Procedures for reporting suspicious persons or activities;
- Posting of emergency telephone numbers for law enforcement, fire and medical services where employees have access to a telephone with an outside line; and
- Limiting the amount of cash on hand and using time access safes for large bills.

Inspections for Type 2 Violence security hazards assess:

- Access to, and freedom of movement within, the workplace;
- Adequacy of workplace security systems, such as door locks, security windows, physical barriers and restraint systems;
- Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment;
- Employees skillset in safely handling threatening or hostile service recipients;
- Effectiveness of systems and procedures to warn others of a security danger or to summon assistance, e.g., alarms;
- The use of work practices such as “buddy” systems for specified emergency events; and
- The availability of employee escape routes.

Inspections for Type 3 Violence security hazards assess:

- How well our City’s anti-violence policy has been communicated to employees, supervisors and managers;
- How well our City’s management and employees communicate with one another;
- Our employees,’ supervisors,’ and managers’ knowledge of the warning signs of potential workplace violence;

- Access to, and freedom of movement within, the workplace by non-employees, including recently discharged employees or persons with whom one of our employees is having a dispute;
- Frequency and severity of employee reports of threats of physical or verbal abuse by managers, supervisors or other employees;
- Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace; and
- How well our City's restraining order policy has been communicated to employees, supervisors or managers.

Inspections for Type 4 Violence workplace security assess:

- The factors for Type 3 Violence above;
- Frequency and severity of employee reports of threats of physical or verbal abuse by a person who has a personal relationship with the employee;
- Frequency and severity of employee reports of threats by individuals with a history of violent/threatening behavior;
- Frequency and severity of domestic violence situations brought to work; and
- Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of violence by a person who has a personal relationship with an employee.

14. EFFECTIVE PROCEDURES TO CORRECT IDENTIFIED WORKPLACE VIOLENCE HAZARDS

The City will, under the authority of the WVPP Administrator or designee, correct unsafe 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 required to correct the hazardous condition shall be provided the necessary safeguards. Engineering and work practice controls appropriate for the workplace shall be implemented to eliminate or minimize employee exposure to identified workplace violence hazards. If an identified corrective measure cannot be implemented within this timeframe, the City will take interim measures to address any imminent or serious hazard while completing the permanent control. Corrective measures may include, but are not limited to:

Type 1 Violence

Corrective measures for Type 1 Violence security hazards may include, but are not limited to:

- Making the workplace unattractive to robbers and other criminal acts;
- Utilizing security guards or surveillance measures, such as cameras or mirrors, to provide information as to what is going on outside and inside the workplace;
- Reporting procedures for notifying designated employees of suspicious persons or activities;
- Posting emergency telephone numbers for law enforcement, fire and medical services where employees have access to a telephone with an outside line;
- Posting signs saying cash register contains minimal cash;
- Limiting cash on hand and using a drop safe, limited access safe, or similar.
- Using armed services to pick-up cash;
- Training on emergency action procedures for employees, supervisors, and managers;
- Using alarm systems and access control systems;
- Addressing adequate lighting;
- Addressing employee isolation factors;
- Using alarm systems and access control systems;
- Increasing police patrol in the area; and
- Posting laws against assault, stalking, or other violent acts.

Type 2 Violence

Corrective measures for Type 2 Violence security hazards may include, but are not limited to:

- Controlling access to the workplace and freedom of movement within it, consistent with business necessity;
- Examining and addressing employee geographical isolation;
- Ensuring adequate workplace security/access control systems, such as door locks, security windows, physical barriers, and restraint systems;
- Providing employee training in recognizing and handling threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment;
- Placing effective systems to warn others of a security danger or to summon assistance, e.g., alarms or panic buttons;
- Providing procedures for a “buddy” system for specified emergency events;
- Ensuring adequate emergency escape routes;
- Eliminating access to potential weapons;
- Providing security personnel;

- Maintaining an accurate history of problem clients and notifications to employees; and
- Posting laws against assault, stalking, or other violent acts.

Type 3 Violence

Corrective measures for Type 3 Violence security hazards may include, but are not limited to:

- Communicating effectively our City's workplace violence prevention policy to all employees, supervisors, and managers;
- Enforcing a policy of no tolerance for workplace violence;
- Improving how well our City's management and employees communicate with each other;
- Increasing employees', supervisors', and managers' awareness of the warning signs of potential workplace violence;
- Controlling access to, and freedom of movement within, the workplace by non-employees, including recently discharged employees or persons with whom one of our employees is having a dispute;
- Providing counseling to employees, supervisors or managers who exhibit behavior that represents strain or pressure which may lead to physical or verbal abuse of co-workers;
- Ensuring all reports of violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace are handled effectively by management and that the person making the report is not subject to retaliation by the aggressor;
- Ensuring employee disciplinary and discharge procedures address the potential for workplace violence;
- Providing security;
- Posting laws against assault, stalking, or other violent acts; and
- Applying crime prevention measures through environmental design and administrative measures.

Type 4 Violence

Corrective measures for Type 4 Violence security hazards include, but are not limited to:

- Providing domestic violence training;
- Enforcing policies on handling and preventing violent situations;
- Restraining orders;
- Controlling access to the workplace and freedom of movement within it, consistent with business necessity;
- Enforcing policy prohibiting weapons;
- Reporting procedures;

- Relocating an employee's work site or staggering work hours;
- Necessary staff notifications on restraining orders or potential threats;
- Personnel security; and
- Posting laws against assault, stalking, or other violent acts.

15. EFFECTIVE PROCEDURES FOR POST-INCIDENT RESPONSE AND INVESTIGATION

When a violent incident takes place, the WVPP Administrator, or designee, will promptly conduct a post-incident response and investigation.

Post-Incident Response

The procedures for post-incident response include:

- Providing immediate medical care or first aid to employees who have been injured in the incident;
- Taking any measures necessary to prevent others from being injured;
- Identifying all employees involved in the incident (names, and other personal identifiable information shall not be included in the written investigation report);
- Assessing whether any additional threats could arise because of or in conjunction with the incident;
- Conducting a post-incident debriefing session as soon as possible after the incident with all employees, supervisors, and security involved in the incident;
- Checking in with affected team member(s) by asking how they are doing and what they need, including connecting them with the employee assistance program (EAP), as needed for individual trauma counseling;
- Following Risk Management and any agency procedures for reporting and filling out forms; and
- Evaluating the incident for gaps or deficiencies in emergency response plans;
- Identifying and evaluating workplace violence hazards that may have contributed to the incident;
- Identifying and evaluating whether appropriate corrective measures developed under the Plan were effectively implemented and if any new or additional corrective measures are recommended; and
- Soliciting from employees involved in the incident their opinions regarding the cause of the incident, and whether any measure would have prevented the incident.

Once a threat has subsided and immediate safety and health concerns have been addressed, the attention of the City's leadership, managers, supervisors, and Risk Management staff should turn to the well-being of team members. If an incident is severe enough to cause team members to leave the workplace, provide guidance on when and where work will resume. The EAP is a useful resource when communicating with and

providing support to team members on a group or individual basis. Individuals respond differently to stressful situations and EAP is available to help navigate these dynamics. EAP can help address the mental and emotional well-being of team members once all physical threats are resolved. To access the EAP information, visit the Staff Intranet.

Investigative Procedures

The incident investigation is a systematic method for collecting factual information that makes it possible to accurately reconstruct the workplace violence incident and help determine the underlying reasons for the cause of the incident. Once the root causes for the incident have been determined, corrective actions and preventative measures can be identified and effectively instituted. The basic steps in conducting an incident investigation include:

- Visiting the scene of the incident as soon as possible;
- Involving employees who work in the area or worksite where the event occurred in the incident investigation as they may have some special insight into potential causes and solutions;
- Identifying root causes of the incident. Ask “why” the perpetrator acted, “why” the employee responded in a certain way, etc.;
- Interviewing involved employees and any witnesses;
- Collecting and reviewing relevant information, including records related to training, maintenance, inspections, audits, and past incident reports;
- Collecting facts on what, where, when, and how incident occurred;
- Examining the area for security risk factors associated with the incident, including any reports of previous inappropriate or violent behavior from the perpetrator;
- Obtaining any reports completed by law enforcement;
- Determining the cause of the incident and identifying contributing causes;
- Recording the findings and corrective actions taken;
- Completing the **Investigation Report Form** (See Appendix B) and **Violent Incident Log** (Appendix A); and
- Reviewing and revising the Plan as needed.

When conducting an investigation, it is important to:

- Investigate in an objective, fact-finding manner using probing, open-ended questions;
- Take pictures and preserve all evidence as appropriate; and
- Protect the privacy of the individual(s) involved.

Once the incident investigation is completed, take corrective action to prevent the incident from recurring and record the findings and corrective actions taken on Investigation Report Form.

For each workplace violence incident, prepare a written investigation report, which shall include all of the following:

- Description of how the employer complied with the Effective Procedures for Post-Incident Response and Investigation;
- All information the employer received or produced regarding identifying and evaluating or soliciting from employees involved in each workplace violence incident; and
- Results and recommendations of the incident investigation.

Violent Incident Log

Risk Management will complete a **Violent Incident Log (Appendix A)** for all reports or incidents of workplace violence. A copy will be provided to the WVPP Administrator and WVPP Coordinator, and to any controlling employer (if not the City) at any multi-employed worksites.

16. REVIEW OF THE PLAN

The City will periodically review the effectiveness of the Plan, including the Violent Incident Logs, and revise the Plan as needed. The Plan will be reviewed with all managers, supervisors, and employees. The Plan will be reviewed annually, when a deficiency is observed or becomes apparent, and after a workplace violence incident.

The WVPP Administrator will coordinate the review and development of this Plan. The Plan will be reviewed on an annual basis. Changes may also be made due to information or guidance received from the California Division and Standards Board. Changes will be tracked using a record of changes table. Comments or suggestions for improving this Plan may be provided to Risk Management or the WVPP Administrator. We encourage active involvement of all employees and authorized employee representatives in reviewing, developing and implementing the Plan. Facilitating active involvement by all employees through their participation in identifying, evaluating, and correcting workplace violence hazards, in designing and implementing training, and in reporting and investigating workplace violence incidents is encouraged.

17. RECORDKEEPING

The City maintains records as follows:

- Records of workplace violence hazard identification (including scheduled and periodic inspections), evaluation, and correction measures (whether considered or implemented) must be created and maintained for a minimum of five years.
- Every incident, post-incident response, and workplace violence injury investigation shall be recorded in a Violent Incident Log. The log will be reviewed annually in conjunction with the review of the Plan. It must be maintained for a minimum of five years.
- Records of workplace violence training must be maintained for a minimum of one year. Training records will include the dates that training was conducted, the 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.
- Records of violent incident logs shall be maintained for a minimum of five years.
- Records of workplace violence incident investigations must 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.

All records required by this subdivision will be made available to the California Division and Standards Board upon request for examination and copying. The following records will be made available to employees and their authorized employee 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 Corrections
- Training records
- Violent Incident Logs

VIOLENT INCIDENT LOG - APPENDIX A

The information in this log should be elicited from employees who experience workplace violence and be based on any investigative findings, including any witness statements relied upon.

The log must omit personal identifying information of any person involved in the violent incident (e.g., name, address, phone number, etc.)

Violent Incident Log	
Date and Time of Incident: _____ am/pm	Location of Incident:
Detailed description of the incident:	
Workplace Violence Type (<i>check all that apply</i>)	
<input type="checkbox"/> Type 1 Violence: workplace violence committed by a person who has no legitimate business at the workplace but to commit a robbery or other crime <input type="checkbox"/> Type 2 Violence: workplace violence directed at employees by customers, clients, or visitors	<input type="checkbox"/> Type 3 Violence: workplace violence against an employee by present/former employee, supervisor, or manager <input type="checkbox"/> 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

Who committed the violence?		
<input type="checkbox"/> Client/customer <input type="checkbox"/> Family/friend of client/customer <input type="checkbox"/> Stranger with criminal intent <input type="checkbox"/> Co-worker	<input type="checkbox"/> Supervisor/Manager <input type="checkbox"/> Partner or spouse (current or former) <input type="checkbox"/> Parent or relative <input type="checkbox"/> Other: _____	
At the time of the incident was the employee(s)?		
<input type="checkbox"/> Completing usual job duties <input type="checkbox"/> Working in poorly lit area <input type="checkbox"/> Rushed <input type="checkbox"/> Working during low staffing level <input type="checkbox"/> Working in an unfamiliar or new location	<input type="checkbox"/> Isolated or alone <input type="checkbox"/> Unable to get help or assistance <input type="checkbox"/> Working in a community setting <input type="checkbox"/> Other circumstances (describe): _____	
Where did the incident occur?		
<input type="checkbox"/> In the workplace <input type="checkbox"/> Restroom <input type="checkbox"/> Breakroom/cafeteria	<input type="checkbox"/> Parking lot/other area outside premises <input type="checkbox"/> Other workplace area: _____	
Type of incident (check all that apply)		
Physical Assault <input type="checkbox"/> Biting <input type="checkbox"/> Choking <input type="checkbox"/> Grabbing <input type="checkbox"/> Hair pulling <input type="checkbox"/> Kicking <input type="checkbox"/> Punching <input type="checkbox"/> Slapping <input type="checkbox"/> Pushing <input type="checkbox"/> Pulling <input type="checkbox"/> Scratching <input type="checkbox"/> Spitting <input type="checkbox"/> Other: _____	Attack with weapon or object <input type="checkbox"/> Firearm <input type="checkbox"/> Knife <input type="checkbox"/> Other object: _____ Sexual assault or threat <input type="checkbox"/> Rape or attempted rape <input type="checkbox"/> Sexual Assault <input type="checkbox"/> Physical display <input type="checkbox"/> Other unwanted verbal/physical sexual contact <input type="checkbox"/> Other: _____	Physical intimidation <input type="checkbox"/> Stalking <input type="checkbox"/> Threat of physical force <input type="checkbox"/> Threat of use of weapon/other object <input type="checkbox"/> Animal attack <input type="checkbox"/> Other: _____
Did the employee receive medical treatment for the injury?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Was security or law enforcement contacted?	<input type="checkbox"/> Yes Agency: _____ Report Number: _____	<input type="checkbox"/> No

Actions taken to protect employees from a continuing threat or from other hazards identified as a result of the incident:

Report Completed By (Name):

Title:

Date Completed:

INVESTIGATION REPORT - APPENDIX B

Workplace location/department:		Specific location/department where incident occurred:	
Name of impacted employee(s):			
Employee's occupation:			Date of incident:
Did employee leave work due to incident?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date: Time: AM PM	Time of incident: AM PM
Did employee return to work?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date reported to you:	Time reported: AM PM
Name of witnesses:			
Name and address of doctor or hospital where injured party was treated:			
What was employee doing during the incident? (Please be specific):			
How did the incident occur? (Please describe fully the events that resulted in injury. Describe what happened and how it happened. Use a separate sheet if necessary.):			
Was the employee injured? (If so, the object or individual that directly injured employee):			
Describe the injury (part of the body affected):			
Possible contributing factors for incident:			
What corrective actions have or will be taken to address condition and prevent recurrence?			
1.			
2.			
3.			
Investigation conducted by:			
Name: _____		Title: _____	
Date: _____			

WORKPLACE VIOLENCE PREVENTION HAZARD ASSESSMENT CHECKLIST - APPENDIX C

This checklist should be used as part of its initial assessment of environmental and risk factors for workplace violence, in developing the Plan. In the “Notes” column, explain the specific circumstances of risk factors identified and/or indicate follow up required on a specific item. Beyond observing the physical environment, this assessment may require review of documents and consultation with employees. In the “Comments” section at the end, indicate what actions are being taken to address the risk factors.

CITY LOCATION:

	YES	NO	NOTES
STAFFING			
Is there someone responsible for building security? If “yes,” identify that individual.			
Do employees work alone or in isolation?			
Do employees work late at night or during early morning hours?			
Do employees work in remote locations of the facility?			
Is there sufficient staffing to permit those who are assigned (or their designee) to assist with a workplace violence incident to respond to an incident?			
JOB DUTIES			
Do employees handle cash?			
Do employees work off site, at customer or other locations (other than remotely from home)?			
Do employees work at shared/co-working locations?			
FACILITY DESIGN			
Are there enough exits and adequate routes of escape?			
Are exits accessible and clearly marked?			
Can exit doors be opened only from the inside to prevent unauthorized entry?			
Is the lighting adequate to see clearly in indoor areas?			
Are there any areas of blocked visibility?			
Are there employee-only work areas that are separate from public areas?			

	YES	NO	NOTES
Is access to work areas only through a reception area?			
Are reception and work areas designed to prevent unauthorized entry?			
Are there physical barriers between employees and potential assailants?			
Could someone hear an employee call for help?			
Are work areas free of objects that could be used as weapons?			
Is furniture in work areas arranged to prevent employees from becoming trapped?			
Is there adequate lighting within the worksite?			
Is there a designated safe area where employees can go to in an emergency?			
SECURITY MEASURES			
Does the workplace have?			
Security cameras or closed-circuit TV in high-risk areas?			
Door locks?			
Internal phone system to activate emergency assistance?			
Secured entry (buzzers)?			
Communication devices?			
OUTSIDE THE FACILITY			
Have employees expressed safety concerns about walking to and from the workplace?			
Do employees work in high crime areas?			
Are the entrances to the building clearly visible from the street?			
Is the area surrounding the building free of bushes or other hiding places?			
Is video surveillance provided outside the building?			
Is there enough lighting to see clearly outside the building?			
Are all exterior walkways visible to personnel?			
Is there a nearby parking lot reserved for employees only?			
Is the parking lot secure?			
Is the parking lot free of hiding places?			

	YES	NO	NOTES
Is there enough light to see clearly in the parking lot and when walking to the building?			
Is there offsite parking that employees use?			
Have neighboring facilities and businesses experienced violence or crime?			
Are there any entryways where unauthorized entrance may occur?			
Is the employee parking garage secure when arriving, leaving, and during changes of shift?			
WORKPLACE PROCEDURES			
Are employees given maps and clear directions in order to navigate the areas where they will be working?			
Is public access to the building controlled?			
Are floor plans posted showing building entrances and exits?			
Are these floor plans visible only to staff and not to outsiders?			
Is other emergency information posted, such as the telephone numbers?			
Are security measures being taken to protect employees late at night (escorts, locked entrances, etc.)?			
Are access and freedom of movement within the workplace restricted to those persons who have a legitimate reason for being there?			
Are visitors escorted to offices for appointments (if applicable)?			
Is there an established procedure for signing in visitors?			
Are authorized visitors to the building required to wear ID badges?			
Are identification tags required for staff (omitting personal information other than first name)?			
Is there a procedure for reporting suspicious persons or criminal acts to law enforcement?			
Is there an established liaison with local police and counseling agencies?			
Are broken windows and locks repaired promptly?			

	YES	NO	NOTES
Are alarm systems (panic button alarms, silent arms, personal electronic alarm systems, etc.) being used for prompt security assistance?			
Are security devices (locks, cameras, etc.) tested on a regular basis and repaired promptly when necessary?			
Are escorts or "buddies" provided for people who work in potentially dangerous situations?			
Do employees know how to use security escort service after hours?			
After hours, is the building locked down with only one access point?			
Do employees use the "buddy system" when leaving work after hours?			
Are employees able to locate emergency equipment (fire alarm boxes, emergency generator outlets, etc.)?			
Is emergency equipment accessible and free from obstruction?			
Are employees able to locate cellular phones, power failure phones, and/or radios for emergency communication?			
Do employees know proper procedures if a firearm threat is announced?			
Is the employee emergency call back list up to date and available?			
Do employees have access to a telephone with an outline line in the workplace?			
Do employees use the "buddy system" to work together if problems arise?			
Do employees working in the field have cellular phones or other communication devices to enable them to request aid?			
Is there an evacuation or shelter plan for workplace emergencies (fire, earthquake, etc.)?			
Are reference manuals up-to-date and available to employees?			
Is there an established procedure to administer employee discipline?			
Is there an established procedure to discharge a employee?			

	YES	NO	NOTES
Is there a grievance policy available to employees?			
Is there a Safety Committee available as a resource to staff for any hazard concern?			
INCIDENT HISTORY			
Has the worksite experienced violent behavior or threats from strangers?			
Has the worksite experienced violent behavior or threats from customers or clients?			
Has the worksite experienced violent behavior or threats from other employees?			
Has the worksite experienced violent behavior or threats from former employees?			
Has the worksite experienced domestic violence issues?			
Comments			

Checklist Completed By: _____ Date: _____

Department/Unit: _____

INSPECTIONS –CATEGORIES IN ADDITION TO THOSE IDENTIFIED ABOVE

In addition to the factors identified in the above assessment, the following categories are considered as part of the inspection of environmental and risk factors for workplace violence, after each workplace violence incident, whenever the employer is made aware of a new or previously unrecognized hazard, and as otherwise scheduled periodically.

MANAGEMENT COMMITMENT AND EMPLOYEE INVOLVEMENT	YES	NO	NOTES
Do managers, supervisors, or employees accept violence or threats of violence as “part of the job”?			
Do employees communicate information about potentially threatening customers or visitors to appropriate staff?			
Does management communicate information to employees about workplace violence incidents?			
Are employees familiar with the City’s workplace violence prevention policy/ procedures?			
TRAINING			
Have employees received training on the Plan?			
Are employees trained in the emergency response plan (i.e., escape routes, notifying proper authorities)?			
Are employees trained on how to ask for assistance by phone or alerting other staff?			
Are employees trained to report violent incidents, threats, or other workplace violence concerns?			
Have employees been trained on the workplace hazards specific to their jobs?			
Are employees trained in how to handle difficult customers or visitors?			
Are employees trained in how to recognize and handle threatening, aggressive, or violent behavior?			
Are employees trained in ways to prevent or defuse potentially violent situations?			
Have employees been trained in verbal de-escalation techniques?			
Are employees trained in personal safety?			

Are employees assigned to respond to incidents of workplace violence adequately trained?			
REPORTS/COMMUNICATION			
Has the Plan been effectively communicated to employees and their supervisors?			
Do employees, supervisors, and managers have sufficient knowledge of warning signs of potential workplace violence?			
Is there a notification system for alerting employees of emergencies or potential danger?			
Are violent incidents or threats being reported frequently?			
Are employees and their managers aware of how they should report violent incidents, threats, or other workplace violence concerns?			
Are employees required to report incidents or threats of violence, regardless of injury or severity?			
Is the incident reporting system clear?			
Were medical and psychological counseling services offered to employees who have been assaulted or threatened?			
Comments			

Checklist Completed By: _____ Date: _____

Department/Unit: _____