

Overview and directions for using the model program

Who is this model program for?

- This model program is intended to provide guidance to all state administrative units.

What does the model program include?

- Everything you need to create a new program or evaluate an existing one is attached
- The model program includes all of the elements that would be used by Cal/OSHA and the CHP to evaluate the completeness and effectiveness of your program.
- The attached model program is designed so that you can fill in the blanks to create a program for your unit.

How should you put the model program to use?

- Turn the page and work your way through the model program. Either create your new program or use the model to evaluate your existing program.
- Implement your program and periodically evaluate its effectiveness and update it as needed.

Workplace Violence Prevention Program for

(Department Name)

(Date Issued)

Workplace Violence Prevention Guidelines and Model Program

For State of California Administrative Units

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WORKPLACE VIOLENCE PREVENTION

MODEL PROGRAM

INTRODUCTION

In this ever-changing society, Workplace Violence has become an all too frequent occurrence. Thousands of employees each year are subjected to threats or acts of violence, ie damaged or destroyed property in the workplace from co-workers, as well as threats from outside individuals, with ties to the workplace such as vendors, clients, spouses, and other acquaintances and strangers without ties to the workplace.

The State of California must strive to maintain a workplace free of threats and acts of violence. This is the responsibility of all employees at every level, at every worksite in every Department of the State of California. While it has always been the policy of the State to conduct business, provide services and protect its employees and the public by providing a safe and secure work environment, the State now must demonstrate its commitment to a Workplace Violence Prevention Program (WVPP) through the development of written policies and procedures.

Each Department has a lawful and moral obligation to provide and maintain a safe and healthy workplace for all employees. You will find a model program attached to assist in developing your department WVP Program. You may use your existing Workplace Violence Prevention Program if it contains all of the following elements: Workplace Violence Policy, Purpose, Legal Authority, Definitions, Responsibility, Compliance/Discipline, Communication , Incident Reporting, Hazard Assessment, Incident Investigation, Hazard Correction, Training & Instruction, Reporting and Record keeping. The WVP Program can be combined with your Injury and Illness Prevention Program or your Crime Prevention Program.

The first step to developing your program is to assess what you already have, what you need, and develop a plan to include in your program. You may already have policies and procedures in place as part of your Crime Prevention and Injury and Illness Prevention Programs. You can combine these programs.

With your assistance and awareness, we can recognize, confront, and deal with inappropriate behavior and eliminate or minimize threatening incidents to maintain a secure, safe and healthy work environment for all of us.

POLICY

It shall be the policy of the (department name) to provide all employees and members of the public with a safe and healthful work environment.

It shall be the policy of the (department name) to take appropriate actions to protect, as fully as possible, state employees and members of the public from acts_of violence, threats, intimidation and harassment which may occur at state_workplaces, and during the performance of state duties.

The (department name) shall also take action, including involving state or local law enforcement, in pursuing prosecution through judicial or other appropriate administrative remedies when such incidents occur.

PURPOSE

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

LEGAL AUTHORITY (Appendix B)

California Labor Code Section 6400:

Requires every employer to furnish a safe and healthful place of employment.

California Government Code Section 19572:

Prohibits workplace violence, discourteous treatment, negligence and/or recklessness, and constitutes cause for discipline.

California Penal Code Section 171(b):

Prohibits any person from bringing or possessing within any state or local public building firearms and other weapons as described in this section. Any person who brings or possesses any of these items is guilty of a public offense punishable by imprisonment in a county jail for not more than one year, or in the state prison.

California Penal Code Section 71:

Prohibits any person from threatening or inflicting unlawful injury upon any public officer or employee, which would cause the public officer, or employee to refrain from doing any act in the performance of his/her duties.

DEFINITIONS

Act of Violence - An act of violence is the attempt (coupled with the ability), or actual use of force of violence with the intent to threaten, harass, intimidate, commit a violent injury, or damage/destroy property.

Threat - A threat is a statement (verbal, written or physical) which is intended to intimidate by expressing the intent to either harass, hurt, take the life of another person, or damage/destroy property. This includes threats made in jest but which others could perceive as serious.

Harassment - The creation of a hostile work environment through unwelcome words, actions, or physical contact not resulting in physical harm. Verbal harassment may include disparaging or derogatory comments or slurs, unreasonable or excessive criticism, or name calling.

Intimidate - To make afraid; to frighten, alarm, annoy, or scare. To force a person into, or deter them from, some action by inducing fear by, or as if by, threats.

Stalking - Stalking occurs when any person willfully, maliciously and repeatedly follows or harasses another and makes a credible threat with the intent to place that person in reasonable fear for his/her safety or the safety of his/her immediate family.

State Workplace - A state workplace shall be anywhere a state employee is conducting authorized state business, or enroute to and from (excluding normal commute) a location where state business is, will be, or has been, conducted.

Workplace Violence - The three major types of workplace violence are:

Type I - The aggressor has no legitimate business relationship to the workplace and usually enters the affected workplace to commit a robbery or other criminal act such as robbery.

Type II - The aggressor is either the recipient or the object, of a service provided by the affected workplace or the victim, such as a current or former client, patient, customer, passenger, criminal suspect, inmate or prisoner.

Type III - The aggressor has some employment-related involvement with the affected workplace such as a current or former employee, supervisor, manager; a current/former spouse or significant other, a relative, friend; or some other person who has a dispute with an employee of the affected workplace.

RESPONSIBILITY

All state work sites are required to maintain a “Workplace Violence Prevention Program,” which may in some cases be included as part of the Injury and Illness Prevention Plan (IIPP). The IIPP is required by Cal/OSHA Title 8.

Crime/Workplace Violence Prevention Coordinators - For the names of those individuals responsible for the administration of this facility’s Workplace Violence Prevention Program and/or IIPP, refer to the form STD 621, "Notice to State Employees"(Revised 5-99). This form should be posted in your work area. This Form includes emergency contacts and phone numbers.

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

Employee - State employees are expected to act professionally, courteously, and responsibly at all times, which ensures compliance with the State of California’s work place violence policy requirement (Government Code Section 19572). It is the responsibility of each and every employee to immediately report any and all acts of workplace violence to their supervisor or manager without fear of reprisal. All reports must be taken seriously. The initial verbal report must be followed up with

written documentation which should include the following critical information: Names of the involved parties (i.e. perpetrator, victim and witnesses), exactly what occurred, when the incident occurred, where the event took place, and if known why it happened.

COMPLIANCE

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

1. Training employees, supervisors, and managers of the provisions of the Department's Workplace Violence Prevention Program (WVPP) when they are hired and periodically through memos, electronic mail, staff meetings, and training.)
2. Evaluating employees to ensure compliance with the Department's WVPP.
3. Recognizing employees who demonstrate work practices that promote the WVPP in the workplace by (example: memos of accommodation from the director).
4. Providing training and/or Employee Assistance Program services to employees whose compliance is deficient with the WVPP.
5. Disciplining employees for failure to comply with WVPP. (You can either refer to the department's existing discipline process or outline specific steps for the WVPP)
6. Ensuring proper public notice of WVPP.

COMMUNICATION

The Department recognizes that to maintain a safe, healthy and secure workplace we must communicate to all employees, including managers and supervisors, all workplace safety, health and security issues. We have a communication system designed to encourage a continuous flow of safety, health and security information between management and our employees without fear of reprisal and in a form that is readily understandable. We will communicate the WVPP policies and procedures through:

1. New employee orientation.
2. Periodic (designate weekly, monthly, quarterly, yearly based on the frequency and severity of workplace violence incidents) review of our WVPP with all employees.
3. Training programs designed to address specific aspects of workplace violence prevention and security unique to our location. [The following training is offered: (list training). You can call your Crime/Workplace Violence Prevention Coordinator for more information.]
4. Posting and distributing workplace violence prevention information.
5. Reporting workplace violence/security hazards or threats of violence. (Talk to your supervisors first, if that isn't possible, call your (Crime/Workplace Violence Prevention Coordinator or the Personnel Office)
6. Protecting employees who report incidents of workplace violence from retaliation by the person making the threats. Employees who report incidents of workplace violence will be protected from the person making the threats by the Department immediately taking the appropriate actions such as removing the person, making the threats, from the work area until the situation is resolved. For serious threats or acts of violence, Security and/or the local police will be called. See the posted Std. 621, rev 5/99 in your work area for emergency phone numbers.
7. Addressing security issues at our workplace violence prevention/security team meetings. (Security issues will be discussed at safety/workplace violence/joint Labor Management safety committee meetings. The committee will recommend solutions to management . The Crime/Workplace Violence Prevention Coordinator will implement approved solutions.
8. Ensuring proper public notice of WVPP.
9. Other: (Departments may address specific departmental requirements here)

Incident Reporting Procedures

1. Call (access number, usually 9 in state buildings) + 911 if there is a conflict or emergency situation or if someone has been seriously injured.
2. Report all threats or acts of workplace violence to your supervisor or manager. If that's not possible, report incidents to your (name or office).

3. The supervisor or manager should complete an Incident Report Form and give it to (name or office). You can get these forms from (name, office or electronic file location).

HAZARD ASSESSMENT

The Department will perform workplace hazard assessment for workplace violence prevention/security in the form of periodic inspections. Periodic inspections to identify and evaluate workplace violence/security hazards and threats of workplace violence are performed by: (area/location specific person's name)

Periodic inspections are performed according to the following schedule:

1. No less than once a quarter, (see Appendix C)
2. When the Workplace Violence Prevention Program is implemented;
3. When new, previously unidentified workplace violence/security hazards are recognized;
4. When occupational injuries or threats of injury occur; and
5. Whenever workplace conditions warrant an inspection.
6. Within 30 days of reported incident a follow-up inspection is warranted.

Periodic inspections for violence prevention/security hazards consist of identification and evaluation of workplace hazards and changes in business practices, and may require assessing for more than one type of workplace violence. Our establishment performs inspections for each type of workplace violence by using the methods specified below to identify and evaluate workplace hazards.

Inspections for Type I workplace security hazards include assessing:

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

Inspections for Type II workplace security hazards include assessing:

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

Inspections for Type III workplace security hazards include assessing:

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

(See Attachment E for sample hazard assessment forms)

INCIDENT INVESTIGATIONS

We have established the following policy for investigating incidents of workplace violence. Our procedures for investigating incidents of workplace violence, which includes threats and acts of violence, include:

1. Reviewing all previous incidents.
 2. Visiting the scene of an incident as soon as possible.
 3. Interviewing involved employees and witnesses.
 4. Examining the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
 5. Determining the cause of the incident.
 6. Taking corrective action to prevent similar incidents from occurring.
 7. Recording the findings and ensuring corrective actions are taken.
 8. Obtain any reports completed by law enforcement.
 9. Other: _____
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(See Attachment D for a sample incident report form)

HAZARD CORRECTION

Hazards, which threaten the security of employees, shall be corrected based on severity when they are first observed or discovered. Corrective measures for Type I workplace security hazards can include:

1. Making the workplace unattractive to robbers and other criminal acts.
2. Utilizing security guards and surveillance measures, such as cameras or mirrors, to provide information as to what is going on outside and inside the workplace.
3. Reporting procedures for notifying designated employees of suspicious persons or activities.
4. Posting emergency telephone numbers for law enforcement, fire and medical services where employees have access to a telephone with an outside line.
5. Posting signs to notify the public that limited cash is kept on the premises.
6. Limiting cash on hand and using time access safes and armored car services for large amounts of cash..
7. Training on emergency action procedures for employees, supervisors and managers.
8. Using alarm systems and access control systems.

9. Applying Crime Prevention through Environmental Design practices.
 10. Other: (Departments are encouraged to site specific hazards here).
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Corrective measures for Type II workplace security hazards include:

1. Controlling access to the workplace and freedom of movement within it, consistent with business necessity.
 2. Ensuring adequate workplace security/access control systems, such as door locks, security windows, physical barriers, and restraint systems.
 3. Providing worker training in recognizing and handling threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.
 4. Placing effective systems to warn others of a security danger or to summon assistance, e.g., alarms or panic buttons.
 5. Providing procedures for a "buddy" system for specified emergency events.
 6. Ensuring adequate emergency escape routes.
 7. Other: _____
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Corrective measures for Type III workplace security hazards include:

1. Communicating effectively our department's workplace violence prevention policy to all employees, supervisors, and managers.
2. Improving how well our establishment's management and employees communicate with each other.
3. Increasing employees, supervisors', and managers' awareness of the warning signs of potential workplace violence.
4. Controlling access to, and freedom of movement within, the workplace by non-employees, including recently discharged employees or persons with whom one of our employee's is having a dispute.
5. 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.
6. 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.

7. Ensuring worker disciplinary and discharge procedures address the potential for workplace violence.
8. Applying crime prevention measures through environmental design and administrative measures including but not limited to:
 - A. well lighted areas
 - B. security/controlled access to work area
 - C. Employees must visibly display employee ID badge at all times while in a Department facility
 - D. code word recognized by coworkers to indicate you need help
 - E. visitor sign-in
 - F. visitor badges
 - G. well lighted parking lots and area surrounding the building
 - H. buddy system for walking to car or locations away from the building
 - I. security cameras
 - J. bullet resistant glass
 - K. mounted area mirrors
 - L. onsite security guards
 - M. eliminate hiding places in areas surrounding the building, i.e. overgrown shrubs, dark areas
 - N. panic buttons
 - O. locks on restroom doors
 - P. remove sharp objects from view that could be used as a weapon (offices with public access)
 - Q. caller ID on phones
 - R. field staff check in (cell phones)
 - S. cash locked in vault

TRAINING AND INSTRUCTION

We have established the following policy with respect to training all employees on workplace security. All employees, including managers and supervisors, shall have training and instruction on general and job-specific workplace security practices. Training and instruction shall be provided when the Workplace Violence Prevention Program (WVPP) is first established and periodically thereafter. Training shall also be provided to all new employees, to other employees for whom training has not previously been provided and to all employees, supervisors, and managers given new job assignments for which specific workplace security training for that job assignment has not previously been provided. Additional training and instruction will be provided to all personnel whenever the employer is made aware of new or previously unrecognized security hazards.

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

1. Specific WVPP and crime prevention training for the Department Crime/Workplace Violence Prevention Coordinator to develop and maintain the workplace violence/crime prevention program.
2. Explanation of the WVPP including measures for reporting any violent acts or threats of violence.
3. Recognition of workplace security hazards including the risk factors associated with the three types of workplace violence.
4. Measures to prevent workplace violence, including procedures for reporting workplace security hazards or threats to managers and supervisors.
5. Ways to defuse hostile or threatening situations.
6. Measures to summon others for assistance.
7. Routes of escape.
8. Notification of law enforcement authorities when a criminal act may have occurred.
9. Emergency medical care to be provided to a victim of any violent act upon a worker;
10. Post-event trauma counseling for those employees desiring such assistance.
11. California Victim Compensation and Government Claims Board.
12. Department of Personnel Administration Rules.
13. Union Contracts.

In addition, we provide specific instructions to all employees regarding workplace security hazards unique to their job assignment, to the extent that such information was not previously covered in other training.

We have chosen the following checked items for Type I training and instruction for managers, supervisors, and employees:

- Crime awareness.
- Location and operation of alarm systems.
- Communication procedures.
- Proper work practices for specific workplace activities, occupations, or assignments, such as late night customer service representatives, couriers, or security guards.
- Other:

We have chosen the following checked items for Type II training and instruction for managers, supervisors and employees:

- Self-protection.
- Dealing with angry, hostile or threatening individuals.
- Location, operation, care, and maintenance of alarm systems and other protective devices.
- Communication procedures.
- Determination of when to use the "buddy" system or other assistance from co-employees.
- Awareness of indicators that lead to violent acts by service recipients.
- Other:

We have chosen the following checked items for Type III training and instruction for managers, supervisors and employees:

- Pre-employment screening practices.
- Employee Assistance Programs.
- Awareness of situational indicators that lead to violent acts.
- Managing with respect and consideration for worker well being.
- Review of the workplace violence policy and procedures.
- Other:

REPORTING

CHP Reporting **(Please see Appendix B)**

Cal/OSHA Reporting **(Please see Appendix C)**

RECORDKEEPING

An effective record keeping system helps in selecting the appropriate level of controls to prevent recurrence and in determining required training. Records should be kept up to date

- **OSHA 200** - Pursuant to Title 8 California Code of Regulations, Sections 14300 through 14400, employers are required to record on their OSHA 200 Log all fatalities and illnesses and specified injuries which occur as a result of work related injuries or illnesses including workplace violence:

Those injuries which are recordable are those which result in the following:

1. Loss of consciousness;
2. Restriction of work or motion;
3. Transfer to another job or termination of employment; or
4. Medical treatment beyond first aid.

Workplace violence includes assaults that take place on the employer's premises and at other locations where employees are engaged in work-related activities or are present as a condition of employment.

The following records should be kept in a separate file for Workplace Violence Prevention Incident Reports in accordance with departmental policies:

- **Incident Reports** - any acts of aggression should be recorded; they may be threatening to the worker, but may not result in injury, (i.e. pushing or shouting). The report should describe who was threatened or assaulted, the type of activity, (i.e. unprovoked sudden attack), and all other circumstances of the incident. The records should include a description of the location/environment, potential or actual costs, lost time, nature of injuries sustained, etc.
- **Minutes of safety meetings** - should be taken and should contain findings, corrective actions recommended relative to workplace violence, along with department's response and completion dates for action items.
- **Employee questionnaires** - which should that assess employee views of high risk work areas and activities.

The following records should be maintained.

- **Training records** - which should include dates that training was conducted, type of training given, employees trained, etc.
- **Inspection records** - which should include dates of inspection, areas inspected, all findings and recommendations, any control measures implemented, etc.

MESSAGE FROM THE DIRECTOR

Sample Written Policy Statement

It is the *[insert Department or Agency name]*'s policy to provide a safe, secure and healthy environment for its employees. The Department is committed to working with its employees to maintain a work environment free from acts of violence, threats of violence, harassment, intimidation, and other disruptive behavior. While this kind of conduct is not pervasive at our Department, no agency is immune. Disruptive behavior at one time or another will affect every agency.

Acts of violence, threats, harassment, intimidation, and other disruptive behavior in our workplace will not be tolerated; that is, all reports of 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 harm. Individuals who commit such acts may be removed from the premises and may be subject to disciplinary action, criminal penalties, or both.

We need your cooperation to implement this policy effectively and maintain a safe, secure and healthy working environment. Do not ignore violent, threatening, harassing, intimidating, or other disruptive behavior. If you observe or experience such behavior by anyone on agency premises, whether he or she is a Department employee or not, report it immediately to a supervisor or manager. Supervisors and managers *[insert position of person responsible]* who receive such reports should seek advice from the *[Employee Relations Office]* at *[phone number]* or email *[e-mail address]* regarding investigating the incident and initiating appropriate action. **[PLEASE NOTE: For emergency situations call (9) 911]**

I will support all efforts made by managers/supervisors and Department specialists in dealing with acts of violence, threatening, harassing, intimidating or other disruptive behavior in our workplace and will monitor whether this policy is being implemented effectively. If you have any questions about this policy statement, please contact (Name) at (Phone).

For more information on Workplace Violence Prevention, refer to the *[Department name]*'s Program. Other sources are Cal/OSHA, Federal OSHA, and the National Institute of Safety and Health (NIOSH). Here are the web sites:

Federal OSHA

<http://www.osha-slc.gov/SLTC/workplaceviolence/index.html>

slc.gov/whttp://www.cdc.gov/niosh/violent.html?orkplace_violence/wrkplaceViolence.T
able.html

Cal/OSHA

http://www.dir.ca.gov/DOSH/dosh_publications/worksecurity.html

NIOSH

<http://www.cdc.gov/niosh/violcont.html?>

Laws and Regulations

Employees required to furnish safe, healthful work place.

Labor Code sections 6400-6401.

6400. (a) Every employer shall furnish employment and a place of employment which is safe and healthful for the employees therein.

6401. Every employer shall furnish and use safety devices and safeguards, and shall adopt and use practices, means, methods, operations, and processes which are reasonably adequate to render such employment and place of employment safe and healthful. Every employer shall do every other thing reasonably necessary to protect the life, safety, and health of employees.

Grounds for discipline of a state worker.

Government Code section 19572.

Each of the following constitutes cause for discipline of an employee, or person whose name appears on any employment list:

- (a) Fraud in securing appointment.
- (b) Incompetence.
- (c) Inefficiency.
- (d) Inexcusable neglect of duty.
- (e) Insubordination.
- (f) Dishonesty.
- (g) Drunkenness on duty.
- (h) Intemperance.
- (i) Addiction to the use of controlled substances.
- (j) Inexcusable absence without leaves.
- (k) Conviction of a felony or conviction of a misdemeanor involving moral turpitude.

A plea or verdict of guilty, or a conviction following a plea of nolo contendere, to a charge of a felony or any offense involving moral turpitude is deemed to be a conviction within the meaning of this section.

- (l) Immorality.
- (m) Discourteous treatment of the public or other employees.
- (n) Improper political activity.
- (o) Willful disobedience.
- (p) Misuse of state property.
- (q) Violation of this part or board rule.
- (r) Violation of the prohibitions set forth in accordance with Section 19990.
- (s) Refusal to take and subscribe any oath or affirmation which is required by law in connection with the employment.

(t) Other failure of good behavior either during or outside of duty hours which is of such a nature that it causes discredit to the appointing authority or the person's employment.

(u) Any negligence, recklessness, or intentional act which results in the death of a patient of a state hospital serving the mentally disabled or the developmentally disabled.

(v) The use during duty hours, for training or target practice, of any material which is not authorized therefor by the appointing power.

(w) Unlawful discrimination, including harassment, on the basis of race, religious creed, color, national origin, ancestry, disability, marital status, sex, or age, against the public or other employees while acting in the capacity of a state employee.

(x) Unlawful retaliation against any other state officer or employee or member of the public who in good faith reports, discloses, divulges, or otherwise brings to the attention of, the Attorney General, or any other appropriate authority, any facts or information relative to actual or suspected violation of any law of this state or the United States occurring on the job or directly related thereto.

**Prohibition against bringing weapons into any state or public building.
Penal Code section 171(b).**

(A) Any person who brings or possesses within any state or local public building or at any meeting required to be open to the public pursuant to Chapter 9 (commencing with Section 54950) of Part 1 of Division 2 of Title 5 of, or Article 9 (commencing with Section 11120) of Chapter 1 of Part 1 of Division 3 of Title 2 of, the Government Code, any of the following is guilty of a public offense punishable by imprisonment in a county jail for not more than one year, or in the state prison:

(1) Any firearm.

(2) Any deadly weapon described in Section 653k or 12020.

(3) Any knife with a blade length in excess of four inches, the blade of which is fixed or is capable of being fixed in an unguarded position by the use of one or two hands.

(4) Any unauthorized tear gas weapon.

(5) Any taser or stun gun, as defined in Section 244.5.

(6) Any instrument that expels a metallic projectile, such as a BB or pellet, through the force of air pressure, CO₂ pressure, or spring action, or any spot marker gun or paint gun.

(B) Subdivision (A) shall not apply to, or affect, any of the following:

(1) A person who possesses weapons in, or transports weapons into, a court of law to be used as evidence.

(2) (a) A duly appointed peace officer as defined in Chapter 4.5 (commencing with Section 830) of Title 3 of Part 2, a retired peace officer with authorization to carry concealed weapons as described in subdivision (a) of Section 12027, a full-time paid peace officer of another state or the federal government who is carrying out official duties while in California, or any person summoned by any of these officers to assist in making arrests or preserving the peace while he or she is actually engaged in assisting the officer.

(b) Notwithstanding subparagraph (A), subdivision (a) shall apply to any person who brings or possesses any weapon specified therein within any courtroom if he or she is a party to an action pending before the court.

(3) A person holding a valid license to carry the firearm pursuant to Article 3 (commencing with Section 12050) of Chapter 1 of Title 2 of Part 4.

(4) A person who has permission to possess that weapon granted in writing by a duly authorized official who is in charge of the security of the state or local government building.

(5) A person who lawfully resides in, lawfully owns, or is in lawful possession of, that building with respect to those portions of the building that are not owned or leased by the state or local government.

(6) A person licensed or registered in accordance with, and acting within the course and scope of, Chapter 11.5 (commencing with Section 7512) or Chapter 11.6 (commencing with Section 7590) of Division 3 of the Business and Professions Code who has been hired by the owner or manager of the building if the person has permission pursuant to paragraph (5).

(7) (a) A person who, for the purpose of sale or trade, brings any weapon that may otherwise be lawfully transferred, into a gun show conducted pursuant to Sections 12071.1 and 12071.4.

(b) A person who, for purposes of an authorized public exhibition, brings any weapon that may otherwise be lawfully possessed, into a gun show conducted pursuant to Sections 12071.1 and 12071.4.

(c) As used in this section, "state or local public building" means a building that meets all of the following criteria:

(1) It is a building or part of a building owned or leased by the state or local government, if state or local public employees are regularly present for the purposes of performing their official duties. A state or local public building includes, but is not limited to, a building that contains a courtroom.

(2) It is not a building or facility, or a part thereof, that is referred to in Section 171c, 171d, 626.9, 626.95, or 626.10 of this code, or in Section 18544 of the Elections Code.

(3) It is a building not regularly used, and not intended to be used, by state or local employees as a place of residence.

Threatening public employee.

Penal Code section 71.

71. Every person who, with intent to cause, attempts to cause, or causes, any officer or employee of any public or private educational institution or any public officer or employee to do, or refrain from doing, any act in the performance of his duties, by means of a threat, directly communicated to such person, to inflict an unlawful injury upon any person or property, and it reasonably appears to the recipient of the threat that such threat could be carried out, is guilty of a public offense punishable as follows:

(1) Upon a first conviction, such person is punishable by a fine not exceeding ten thousand dollars (\$10,000), or by imprisonment in the state prison, or in a county jail not exceeding one year, or by both such fine and imprisonment.

(2) If such person has been previously convicted of a violation of this section, such previous conviction shall be charged in the accusatory pleading, and if such previous conviction is found to be true by the jury, upon a jury trial, or by the court, upon a court trial, or is admitted by the defendant, he is punishable by imprisonment in the state prison. As used in this section, "directly communicated" includes, but is not limited to, a communication to the recipient of the threat by telephone, telegraph, or letter.

Telephone/Electronic Communication Device Harassment

Penal Code section 653m

653m. (a) Every person who, with intent to annoy, telephones or makes contact by means of an electronic communication device with another and addresses to or about the other person any obscene language or addresses to the other person any threat to inflict injury to the person or property of the person addressed or any member of his or her family, is guilty of a misdemeanor. Nothing in this subdivision shall apply to telephone calls or electronic contacts made in good faith. (b) Every person who makes repeated telephone calls or makes repeated contact by means of an electronic communication device with intent to annoy another person at his or her residence, is, whether or not conversation ensues from making the telephone call or electronic contact, guilty of a misdemeanor. Nothing in this subdivision shall apply to telephone calls or electronic contacts made in good faith. (c) Every person who makes repeated telephone calls or makes repeated contact by means of an electronic communication device with the intent to annoy another person at his or her place of work is guilty of a misdemeanor punishable by a fine of not more than one thousand dollars (\$1,000), or by imprisonment in a county jail for not more than one year, or by both the fine and imprisonment. Nothing in this subdivision shall apply to telephone calls or electronic contacts made in good faith. This subdivision

applies only if one or both of the following circumstances exist: (1) There is a temporary restraining order, an injunction, or any other court order, or any combination of these court orders, in effect prohibiting the behavior described in this section. (2) The person makes repeated telephone calls or makes repeated contact by means of an electronic communication device with the intent to annoy another person at his or her place of work, totaling more than 10 times in a 24-hour period, whether or not conversation ensues from making the telephone call or electronic contact, and the repeated telephone calls or electronic contacts are made to the workplace of an adult or fully emancipated minor who is a spouse, former spouse, cohabitant, former cohabitant, or person with whom the person has a child or has had a dating or engagement relationship or is having a dating or engagement relationship. (d) Any offense committed by use of a telephone may be deemed to have been committed where the telephone call or calls were made or received. Any offense committed by use of an electronic communication device or medium, including the Internet, may be deemed to have been committed where the electronic communication or communications were originally sent or first viewed by the recipient. (e) Subdivision (a), (b), or (c) is violated when the person acting with intent to annoy makes a telephone call requesting a return call and performs the acts prohibited under subdivision (a), (b), or (c) upon receiving the return call. (f) If probation is granted, or the execution or imposition of sentence is suspended, for any person convicted under this section, the court may order as a condition of probation that the person participate in counseling. (g) For purposes of this section the term "electronic communication device" includes, but is not limited to, telephones, cellular phones, computers, video recorders, fax machines, or pagers. "Electronic communication" has the same meaning as the term defined in Subsection 12 of Section 2510 of Title 18 of the United States Code.

**Reporting of Crimes and Criminally Caused Property Damage to CHP
Government Code 14613.7.**

(a) Each state agency that is protected by the Department of the California Highway Patrol, those state agencies currently being protected by contract private security companies, or those state agencies currently under contract with a local governmental law enforcement agency for general law enforcement services, excluding all current mutual aid agreements, shall, as soon as practical, report to the Department of the California Highway Patrol all crimes and criminally caused property damage on state-owned or state-leased property where state employees are discharging their duties. This section shall not apply to incidents that result in the filing of Incidence Memoranda issued by the Parole Divisions of the Department of Corrections and the Department of the Youth Authority. (b) The Department of the California Highway Patrol shall compile the information received pursuant to subdivision (a) and shall report to the Legislature, as necessary, on the status of criminal activity on state-owned and leased properties as specified in subdivision (a).

Authority of CHP to establish regulations concerning the protection of state employees, properties, buildings and grounds, and occupants of state properties. Government Code 14685.

(a) The director shall appoint assistants, clerks, and employees as may be necessary to maintain the state buildings and grounds. The employees shall not have or perform the duties or functions of peace officers. The department may establish rules and regulations for the government and maintenance of the state buildings and grounds. Every person who violates or attempts to violate the rules and regulations is guilty of a misdemeanor.

(b) Information regarding missing children provided by the Department of Justice pursuant to Section 11114.1 of the Penal Code shall be posted in public areas of all state-owned or leased buildings that have at least 20,000 square feet of office space, or that are staffed by at least 50 employees, or where service is provided to the general public and in other public areas of state-owned or leased buildings as determined by the department to be reasonable.

(c) (1) The Department of the California Highway Patrol may establish rules and regulations pertaining to the protection of state employees, properties, buildings and grounds, and occupants of state properties, including, but not limited to, the issuance of permits concerning the use of state buildings, properties, and grounds.

(2) A violation of any rule or regulation adopted pursuant to paragraph (1) is a misdemeanor.

(3) This subdivision does not apply to state buildings or grounds owned, leased, rented, controlled, used, or occupied by the University of California, the California State University, Hastings College of the Law, the California Exposition and State Fair, the state hospitals of the State Department of Mental Health or the State Department of Developmental Services, the institutions and camps of the Department of Corrections or the Department of the Youth Authority, and the parks and beaches of the Department of Parks and Recreation.

Disqualification of candidates for employment in state civil service. Government code 18935

The board may refuse to examine or, after examination, may refuse to declare as an eligible or may withhold or withdraw from certification, prior to appointment, anyone who comes under any of the following categories:

(a) Lacks any of the requirements established by the board for the examination or position for which he or she applies.

(b) At the time of examination has permanent status in a position of equal or higher class than the examination or position for which he or she applies.

- (c) Is physically or mentally so disabled as to be rendered unfit to perform the duties of the position to which he or she seeks appointment.
- (d) Is addicted to the use of intoxicating beverages to excess.
- (e) Is addicted to the use of controlled substances.
- (f) Has been convicted of a felony, or convicted of a misdemeanor involving moral turpitude.
- (g) Has been guilty of infamous or notoriously disgraceful conduct.
- (h) Has been dismissed from any position for any cause which would be a cause for dismissal from the state service.
- (i) Has resigned from any position not in good standing or in order to avoid dismissal.
- (j) Has intentionally attempted to practice any deception or fraud in his or her application, in his or her examination or in securing his or her eligibility.
- (k) Has waived appointment three times after certification from the same employment list.
- (l) Has failed to reply within a reasonable time, as specified by the board, to communications concerning his or her availability for employment.
- (m) Has made himself or herself unavailable for employment by requesting that his or her name be withheld from certification.
- (n) Is, in accordance with board rule, found to be unsuited or not qualified for employment.
- (o) Has engaged in unlawful reprisal or retaliation in violation of Article 3 (commencing with Section 8547) of Chapter 6.5 of Division 1, as determined by the board or the court.

California Code of Regulations, Title 13, Division 2, Chapter 11, Article 3, Section 1861, Prohibited Conduct

No person shall remain in or upon any state property after having been ordered or directed by a member of the California Highway Patrol or the person having charge of the facility to leave said property, provided, said order or direction to leave is issued after the determination that one or more of the following has occurred:

- (a) *Creating Loud and Unusual Noises.* Said person, alone or in conjunction with others, is creating loud and unusual noises which impede or disturb the state employees in the performance of their duties or which otherwise impede or disrupt the general public transacting business with the state agency(ies) located within, about, or upon state property.
- (b) *Obstructing or Interfering with the Usual Use of State Property.* Said person, alone or in conjunction with others, is obstructing or interfering with the usual use of entrances, foyers, corridors, offices, elevators, stairways, garages, or parking lots, or is creating a health and/or safety hazard in such use within, about, or upon state property.

(c) *Present In or Upon State Property when Closed to Public.* Said person is in or on state property, or area thereof, during the hours when said state property is not open to the general public, and said person does not have a permit, the authority or lawful reason to be there.

(d) *Emergency Order.* Said person refuses to comply with an emergency order.

Note: Authority cited: Section 14685, Government Code. Reference: Section 14685(c), Government Code and California Penal Code 646.9 – Anti-Stalking Law.

Workplace Violence Prevention

Employee Awareness Information

This appendix describes the different types of workplace violence and what can be done to prevent or minimize incidents of violence, threats, harassment intimidation, and other disruptive behavior.

Definitions and Examples

The California Occupational Safety and Health Administration (Cal/OSHA) has categorized violence into three types. For purposes of this policy and related procedures, the Department may use these three type categories, which are defined as follows:

Type I – The aggressor has no legitimate business relationship to the workplace and usually enters the affected workplace to commit a robbery or other criminal act such as robbery.

Type II – The aggressor is either the recipient or the object, of a service provided by the affected workplace or the victim, such as a current or former client, patient, customer, passenger, criminal suspect, inmate or prisoner.

Type III – The aggressor has some employment-related involvement with the affected workplace such as a current or former employee, supervisor, manager; a current/former spouse or significant other, a relative, friend; or some other person who has a dispute with an employee of the affected workplace.

EXAMPLES OF WORKPLACE VIOLENCE

- Hitting or shoving an individual;
- Verbal harassment, directly or indirectly, in person or by phone;
- Threatening an individual or his/her family, friends, associates, or property with harm;
- The intentional destruction or threat of destruction of State property;
- Harassing surveillance or stalking;
- The suggestion or intimidation that violence is appropriate; and/or

- Unauthorized possession or inappropriate use of firearms or weapons.
- Terrorist threats.

Prevention - Before an Incident Happens:

- ☐ Know the warning signs. Research into incidents of workplace violence shows the presence of at least **several** of the following characteristics in the potentially violent individual. **Clearly, not every one who exhibits one or more of these warning signs is potentially violent.** Understanding these signs, recognizing them when they occur and acting on that knowledge and recognition are vital steps in heading off possible tragedy:



GENERAL WARNING SIGNS

- Making direct or veiled threats;
- Intimidating, belligerent, harassing, bullying, or other inappropriate and aggressive behavior;
- Numerous conflicts with supervisors and other employees;
- Bringing a weapon to the workplace, brandishing a weapon in the workplace, making inappropriate references to guns, or fascination with weapons;
- Statements showing fascination with incidents of workplace violence, statements indicating approval of the use of violence to resolve a problem, or statements indicating identification with perpetrators of workplace homicides;
- Statements indicating desperation (over family, financial, and other personal problems) to the point of suicide;
- Extreme changes in behavior.



TYPE I WARNING SIGNS

- Purposeful Attitude. There are few warnings signs for a Type I incident. Usually, someone who is about to commit a robbery or some other violent act enters the premises looking very purposeful, knowing what they want to accomplish and where they must go to accomplish the act.
- Lingerer/Stalker/Suspicious Person. Pay attention to anyone who may linger around the premises who seems to be checking out the building, the actions of employees, or the routine of the office.
- Familiar Vehicle. Notice if someone has been driving around the building on several occasions casing out the area.



TYPE II WARNING SIGNS

- Easily Irritated. Notice if the customer is showing signs of irritability or anger, or if their temper flares up easily when dealing with an employee or with another customer.
- Combative Attitude. A combative customer may glare at another customer or an employee, use threatening remarks, or make physical gestures. This attitude may be caused by personal disagreements or gang-related issues.
- Fatigue. Customers may become tired of waiting in long lines for long periods of time. They may show signs of fatigue, which will increase the possibility of an uneasy demeanor.
- Anger. Just plain anger over bureaucracy or government in general where they may want to verbally express their discontent.



TYPE III WARNING SIGNS

- Attendance Problems. Excessive sick leave or tardiness, leaving work early, peculiar or improbable excuses for absences, higher absentee rate than other employees, leaving the work site without notice.
- Decreased Productivity. Be aware of any employee with a satisfactory performance record in the past whose work performance suddenly changes or deteriorates.
- Inconsistent Work Patterns. Alternating periods of high and low productivity may indicate substance abuse or alcohol abuse. Monitor degrees of productivity to see if there is a pattern.
- Poor Co-worker Relationships. Warning signs include belligerent behavior, overreaction to criticism, mood swings, verbal harassment of others.
- Concentration Problems. A troubled employee is usually distracted and often has difficulty recalling job instructions, project details, deadline requirements.
- Safety Issues. Becoming more accident-prone is a clear indicator of stress.
- Poor Health and Hygiene. Marked deterioration in personal grooming habits is a warning sign of internal conflict.
- Unusual or Changed Behavior. This can include emotional outbursts, physical violence such as hitting a wall or a piece of equipment, inappropriate remarks or threats, delusional statements such as the end of the world, being spied on, secretive behavior.
- Fascination with Guns or Weapons. Talks frequently about guns and obsessed with the power of guns.
- Evidence of Possible Drug/Alcohol Abuse. Employee may act secretly around his personal workspace, meet other employees or visitors in remote areas, or take long lunches.
- Evidence of Serious Stress in the Employee's Personal Life. Crying, excessive personal phone calls, bill collectors, recent separation or death of a loved one.
- Continual Excuses/Blame. Inability to accept responsibility for even the most inconsequential errors.

- Unshakable Depression. Demonstrates depressed behavior for long periods of time. Low energy, little enthusiasm, expresses cynicism or despair.

Do's & Don'ts when confronted with potential violence:

ACTIVE STAGE

- ☐ When a potential or actual violent incident occurs, follow these do's and don'ts:

DO

- Your best to stay calm;
- Speak to the other person quietly and calmly;
- Try to put some space between yourself and the perpetrator;
- Create physical barriers of protection, using objects, movement and communication to stop the perpetrator;
- Obey the perpetrator's orders as in a robbery;
- Evacuate the area, if possible; or
- Try to take cover, such as under a desk, if it is not possible to evacuate the area and you are not the immediate victim;
- Notify your manager/supervisor when it is safe to do so;
- Document conversations immediately, perpetrator's description, and what occurred, obtaining names and any identification (driver's license or registration), if possible;
- If you are a supervisor/manager and your employee has reported a violent act, report it to the proper authorities, then to your manager, and then notify (Department Crime/Workplace Violence Prevention Coordinator and Phone number);

- If there is immediate danger, call for emergency assistance by dialing **(9) 9-1-1**, (dial outside access number first if applicable) and then notify the (Department Crime/Workplace Violence Prevention Coordinator and Phone number);
- If there is no immediate danger, report the incident to your supervisor/manager, and, if available, a Security Guard. Your supervisor/manager will then notify the (Department Crime/Workplace Violence Prevention Coordinator and Phone number);
- If an employee has been injured, file a SCIF 3067 Employer's Report of Occupational Injury or Illness form with the (Department Personnel Officer or Workers' Compensation Claims Coordinator).
- If you work in a field office, immediately telephone your (Department Crime/Workplace Violence Prevention Coordinator and Phone number); and
- Provide critical incident or personal counseling through the Employee Assistance Program (EAP). EAP provides an employee with free, easily accessible and confidential resource for addressing personal concerns; and

DO NOT

- Try to out shout the other person or make any aggressive moves toward him/her;
- Argue with the perpetrator;
- Use defensive sprays or weapons;
- Fight with the perpetrator;
- Chase the perpetrator; or
- Try to break up or intervene in a violent act unless you are specially trained. Do not risk getting hurt yourself.

RESPONSIBILITIES

MANAGERS/SUPERVISORS

PREVENTIVE STAGE

- ❑ Managers and supervisors are accountable for recognizing a potentially threatening situation. Before a potential or actual violent incident occurs, managers and supervisors shall:
 - Foster a supportive, harmonious work environment. Mutual respect can help reduce harassment and hostility in the workplace;
 - Communicate openly and give employees support and recognition;
 - Train managers, supervisors and employees on how to resolve conflicts;
 - Develop skills in effective communications, team building and resolving disputes;
 - Check with the divisional Training Coordinator or the State Training Center for classes;
 - In the field, keep the building free of potential hiding places and maintain clear views of lobbies and work places; and
 - Know the available community resources, building ingress and egress, and geographical layout of the building.

- ❑ In order to reduce or eliminate any violent incidents from occurring, the following guidelines should be adhered to by managers/supervisors:
 - New Employee: Conduct a pre-employment screening on each candidate. Check references if more than one previous employer;
 - New and Current Employees: Review the application and resume for inconsistencies in employment; and
 - Note questions by the interviewee during an interview that may indicate a problem or violent behavior.

EMPLOYEES

- Support and comply with the workplace violence program by:
 - Understanding, supporting and complying with the department's Workplace Violence Prevention policy;
 - Reporting any witnessed threat, harassment, assault, intimidation, or activity which he/she feels could lead to violence, promptly to his/her immediate superior; i.e., supervisor, manager, chief, etc.; and
 - Recognizing and reporting potential trouble. This is not just the job of supervisors and managers. Case studies of workplace violence have found repeatedly that co-staff usually see the problem developing before management does.

Who Do I Report Incidents to?

You should report or incidents to your supervisor or manager. If that's not possible, call your Department Crime/Workplace Violence Prevention Prevention Coordinator.

PART II - INCIDENT DIRECTED AT:

Person(s): _____

Place: _____

Structure: _____

PART III - INCIDENT INITIATED BY:

Person(s): _____

Male Female Employee Classification: _____

Worksite: _____

PART IV - TYPE/LOCATION INCIDENT OCCURRED

Section A

Type of Contact:

In person Telephone Mail Observation Recording Electronic Mail
 Fax Other _____

Was the employee alone? Yes No

PART IV - TYPE/LOCATION INCIDENT OCCURRED (CONT.)

Section B

Location of Incident:

Worksite Employee's Residence Other _____

Section C

Address/Location where incident occurred:

Street _____ City _____ State _____ Zip Code _____

Section D

What type of incident was it? Type I Type II Type III

Were any threats made before the incident occurred? Yes No

Did the employee(s) ever report to the department that he/she was threatened, harassed, or suspicious that the attacker may become violent? Yes No

Was the perpetrator a stranger, client/patient, co-worker, or other wise familiar person? _____

Was a weapon used? Yes No

If yes, what type of weapon? _____

Section E

Were there injuries? Yes No

If yes, who was injured?

Name: _____ Phone: _____

Injury Description: _____

Name: _____ Phone: _____

Injury Description: _____

Name: _____ Phone: _____

Injury Description: _____

Witnesses(s) to the incident:

Name: _____ Phone Number: _____

Address: _____
Street City State Zip Code

Name: _____ Phone Number: _____

Address: _____
Street City State Zip Code

Name: _____ Phone Number: _____

Address: _____
Street City State Zip Code

PART V - ACTION TAKEN-REPORTING SUPERVISOR

Law enforcement or other outside agencies contacted? Yes No

Agency Name: _____

Case Number If Applicable: _____

Were Employee Assistance Program services provided? Yes No

PART VI - ADMINISTRATIVE ACTION:

Post Incident Assessment

1. Were there any physical injuries?

Yes No

2. If yes, please describe. (employee/person's name, type of injury, type of care provided)

Name: _____

Type of Injury: _____

3. Type of Care Provided:(First Aid, Occupational Clinic, Emergency Room)

4. Where did the incident occur?

5. Was the employee(s) alone?

Yes No

6. Was a security guard on duty?

Yes No

If yes, was security notified and did he/she respond?

Yes No

7. What time did the incident occur? _____

8. Was the perpetrator a stranger, client/patient, co-worker or otherwise familiar person?

9. Were any threats made before the incident occurred?

Yes No

10. Did the worker(s) ever report to the employer that he/she was threatened, harassed, or suspicious that the attacker may become violent?

Yes No

If yes, what was the employer's response?

11. What type of weapon did the attacker use against the worker?

12. How did the perpetrator obtain the weapon?

13. Did the worker ever receive training in workplace violence issues?

Yes No

14. What were the main factors that contributed to the incident?

15. Was "Critical Incident Stress Debriefing and Post-Trauma Counseling services provided?

Yes No

If yes, describe:

16. What can be done to prevent future incidents?

17. What new prevention measures were put into place as a result of this incident?

Prevention Measure	Date Completed

WORKPLACE VIOLENCE PREVENTION ENVIRONMENTAL HAZARD ASSESSMENT & CONTROL CHECKLIST

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

1. RISK FACTORS FOR WORKPLACE VIOLENCE

Cal/OSHA and NIOSH have identified the following risk factors that may contribute to violence in the workplace. If you have one or more of these risk factors in your workplace, there may be a potential for violence.

YES	NO		NOTES/FOLLOW-UP ACTION
		Do employees have contact with the public?	
		Do they exchange money with the public?	
		Do they work with, guard, or transport valuable items like money, jewelry, or other property?	
		Do they work alone?	
		Do they work late at night or during early morning hours?	
		Is the workplace often understaffed?	
		Is the workplace located in an area with a high crime rate?	
		Do employees enter areas with a crime rate?	
		Do they have a mobile workplace (CHP vehicle, work van, etc)?	
		Do they deliver passengers or goods?	
		Do employees perform public safety functions that might put them in conflict with others?	
		Do they ever perform duties that could upset people (deny benefits, turn off utilities, collect debts, confiscate property, terminate child custody, etc.)?	
		Do they deal with people known or suspected to have a history of violence?	
		Do any employees or supervisors have a history of assault, verbal abuse, harassment, or other threatening behavior?	

Other risk factors (please describe):

2. INSPECTING WORK AREAS

- Who is responsible for building security? _____
- Are employees told who is responsible for security? Yes No

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

All Areas	Some Areas	Few Areas	No Areas		NOTES/FOLLOW-UP ACTION
				Are nametags, ID cards required for employees (omitting personal information such as home address)?	
				Are employees notified of past violent acts in the workplace?	
				Are there trained security personnel, accessible to employees in a timely manner?	
				Do security personnel have sufficient authority to take all necessary action to ensure employee safety?	
				Is there established liaison with CHP and/or local police?	
				Are bullet resistant windows or similar barriers used when money is exchanged with the public?	
				Are areas where money is exchanged visible to others who could help in an emergency? (For example, you can see cash register areas from outside)?	

All Areas	Some Areas	Few Areas	No Areas		NOTES/FOLLOW-UP ACTION
				Is a limited amount of cash kept on hand, with appropriated signs posted?	
				Could someone hear a employee who called for help?	
				Can employees observe patients or clients in waiting areas?	
				Do areas used for patient or client interviews allow co-employees to observe any problems?	
				Are waiting areas and work areas free of objects that could be used as weapons?	
				Are chairs and furniture secured to prevent use as weapons?	
				Is furniture in waiting areas and work areas arranged to prevent entrapment of employees?	
				Is patient or client waiting areas designed to maximize comfort and minimize stress?	
				Are patients or clients in waiting areas clearly informed how to use the department's services so they will not become frustrated?	
				Are waiting times for patient or client services kept short to prevent frustration?	
				Are private, locked restrooms available for employees?	
				Is there a secure place for employees to store personal belongings?	

3. INSPECTING EXTERIOR BUILDING AREAS

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

4. INSPECTING PARKING AREAS

Yes	No		NOTES/FOLLOW-UP ACTION
		Is there a nearby parking lot reserved for employees only?	
		Is the parking lot attended or otherwise secured?	
		Is the parking lot free of blind spots and is landscaping trimmed back to prevent hiding places?	
		Is there enough lighting to see clearly in the parking lot and when walking to the building?	
		Are security escorts available to employees walking to and from the parking lot?	

5. SECURITY MEASURES

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

6. COMMENTS

Checklist completed by: _____ Date: _____

Department/Location: _____ Phone Number: _____

Workplace Violence Prevention Program Assessment Checklist

Use this checklist as part of a regular safety and health inspection or audit that is conducted by the Health & Safety, Crime/Workplace Violence Prevention Coordinator, or joint labor/management committee. If a question does not apply to the workplace, then write "N/A" (not applicable) in the note column. Add any other questions that may be appropriate.

Yes	No	STAFFING	NOTES
		Is there someone responsible for building security?	
		Who is it?	
		Are employees told who is responsible for security?	
		Is adequate and trained staffing available to protect employees against assaults or other violence?	
		Is there a "buddy system" for when employees are in potentially dangerous situations?	
		Are there trained security personnel accessible to employees in a timely manner?	
		Do security personnel have sufficient authority to take all necessary action to ensure employee safety?	
		Are security personnel provided outside the building?	
		Is the parking lot attended or otherwise secure?	
		Are security escorts available to walk employees to and from the parking lot?	
		TRAINING	
		Are employees trained in the emergency response plan (for example, escape routes, notifying the proper authorities)?	
		Are employees trained to report violent incidents or threats?	
		Are employees trained in how to handle difficult clients or patients?	
		Are employees trained in ways to prevent or defuse potentially violent situations?	
		Are employees trained in personal safety and self-defense?	

Yes	No	FACILITY DESIGN	
		Are there enough exits and adequate routes of escape?	
		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 employee-only work areas that are separate from public areas?	
		Is access to work areas only through a reception area?	
		Are reception and work areas designed to prevent unauthorized entry?	
		Could someone hear a employee call for help?	
		Can employees observe patients or clients in waiting areas?	
		Do areas used for patient or client interviews allow coemployees to observe any problems?	
		Are waiting and work areas free of objects that could be used as weapons?	
		Are chairs and furniture secured to prevent use as weapons?	
		Is furniture in waiting and work areas arranged to prevent employees from becoming trapped?	
		Are patient or client areas designed to maximize comfort and minimize stress?	
		Is a secure place available for employees to store their personal belongings?	
		Are private, locked restrooms available for staff?	
		SECURITY MEASURES - Does the workplace have?	
		Physical barriers (Plexiglas partitions, elevated counters to prevent people from jumping over them, bullet resistant customer windows, etc.)?	
		Security cameras or closed circuit TV in high-risk areas?	
		Panic buttons -(portable or fixed)?	

Yes	No	SECURITY MEASURES - Does the workplace have? (cont.)	
		Alarm systems?	
		Metal detectors?	
		X-ray machines?	
		Door locks?	
		Internal phone system to activate emergency assistance?	
		Phones with an outside line programmed to call 911?	
		Security mirrors (convex mirrors)?	
		Secured entry (buzzers)?	
		Personal alarm devices?	
		OUTSIDE THE FACILITY	
		Do employees feel safe walking to and from the workplace?	
		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 security personnel?	
		Is there a nearby parking lot reserved for employees only?	
		Is the parking lot free of bushes or other hiding places?	
		Is there enough lighting to see clearly in the parking lot and when walking to the building?	
		Have neighboring facilities and businesses experienced violence or crime?	
		WORKPLACE PROCEDURES	
		Is public access to the building controlled?	
		Are floor plans posted showing building entrances, exits, and location of security personnel?	
		Are these floor plans visible only to staff and not to outsiders?	
		Is other emergency information posted, such as telephone numbers?	

Yes	No	WORKPLACE PROCEDURES (cont.)	
		Are special security measures taken to protect people who work late at night (escorts, locked entrances, etc.)?	
		Are visitors or clients escorted to offices for appointments?	
		Are authorized visitors to the building required to wear ID badges?	
		Are identification tags required for staff (omitting personal information such as the person's last name and social security number)?	
		Are employees notified of past violent acts by particular clients, patients, etc.?	
		Is there an established liaison with local police?	
		Are patients or clients in waiting areas clearly informed how to use the department's services so they will not become frustrated?	
		Are waiting times for patient or client services kept short to prevent frustration?	
		Are broken windows and locks repaired promptly?	
		Are security devices (locks, cameras, alarms, etc.) tested on a regular basis and repaired promptly when necessary?	
		FIELD WORK - Staffing:	
		Is there adequate staffing in the field?	
		Are escorts or "buddies" provided for people who work in potentially dangerous situations?	
		Is assistance provided to employees in the field in a timely manner when requested?	
		FIELD WORK - Training:	
		Are employees briefed about the area in which they will be working (gang colors, neighborhood culture, language, drug activity, etc.)?	
		Can employees effectively communicate with people they meet in the field (same language, etc.)?	
		Are people who work in the field late at night or early mornings advised about special precautions to take?	

Yes	No	FIELD WORK - Work Environment:	
		Is there enough lighting to see clearly in all areas where employees must go?	
		Are there safe places for employees to eat, use the restroom, store valuables, etc.?	
		Are there places where employees can go for protection in an emergency?	
		Is safe parking readily available for employees in the field?	
		FIELD WORK - Security Measures:	
		Are employees provided two-way radios, pagers, or cellular phones?	
		Are employees provided with personal alarm devices or portable panic buttons?	
		Are vehicle door and window locks controlled by the driver?	
		Are vehicles equipped with physical barriers (Plexiglas partitions, etc.)?	
		FIELD WORK - Work Procedures:	
		Are employees given maps and good directions covering the areas where they will be working?	
		Are employees given alternative routes to use in neighborhoods with a high crime rate?	
		Does a policy exist to allow employees to refuse service to clients or customers (in the home, etc.) in a hazardous situation?	
		Has a liaison with the police been established?	
		Do employees avoid carrying unnecessary items that someone could use as a weapon against them?	
		Does the employer provide a safe vehicle or other transportation for use in the field?	
		Are vehicles used in the field routinely inspected and kept in good working order?	
		Is there always someone who knows where each employee is?	
		Are nametags required for employees in the field (omitting personal information such as last name and social security number)?	
		Are employees notified of past violent acts by particular clients, patients, etc.?	

Yes	No	FIELD WORK - Are special precautions taken when employees:	
		Perform "enforcement" functions (parking control officers, inspectors, etc.)?	
		Have to take something away from people (remove children from the home)	
		Have contact with people who behave violently?	
		Use vehicles or wear clothing marked with the name of an organization that the public may strongly dislike?	
		Perform duties inside people's homes?	
		Have contact with dangerous animals (dogs, etc.)?	

WORKPLACE VIOLENCE PREVENTION MODEL PROGRAM RESPONSIBILITIES

All state work sites are required to prepare a “Workplace Violence Prevention Program,” as well as an Injury and Illness Prevention Plan (IIPP), with which all employees are familiar.

- Crime/Workplace Violence Prevention and IIPP Coordinators: For the names of those individuals responsible for the administration of this facility’s Workplace Violence Prevention Program and IIPP, refer to the form STD 621 which includes this information, and is updated on a regular basis.
- Manager/Supervisor: Managers and supervisors are responsible for ensuring compliance with the provisions of both the Workplace Violence Prevention Program and the IIPP.
- Employee: State employees are expected to act professionally, courteously, and responsibly at all times, which ensures compliance with the State of California’s “**Zero-Tolerance**” workplace violence policy requirement. It is the responsibility of each and every employee to immediately report any and all acts of workplace violence to their supervisor without fear of reprisal. All reports must be taken seriously. The initial verbal report must be followed up with written documentation which should include the following critical information: Names of the involved parties (i.e. perpetrator, victim and witnesses), exactly what occurred, when the incident occurred, where the event took place, and if known why it happened.

RESOURCES

There are several places people can turn for help when they have, in some way, been involved with workplace violence. The following four suggestions are merely provided as a starting point.

- **Peer Support Personnel**: Some departments offer a Peer Support Program to their employees. Peer Support Officers are personnel who have personal first-hand experience dealing with the issues surrounding traumatic events. These officers volunteer their time to assist employees with problems that may arise as a result of violence in the workplace.
- **Employee Assistance Program (EAP)**: The State of California provides access for all employees to EAP Counselors, who are specially trained and ready to deal with the most difficult of workplace related problems. EAP personnel are available to provide assistance 24 hours a day at 800-632-7422. Critical Incident Stress Debriefings are also available, for an additional fee, through the EAP; arrangements for the use of these specialized services should be made by management personnel.
- **Support Group**: Sometimes talking with others who have shared the same experience is helpful in the healing process. If this is the case, consider joining a local support group. (For more information contact your county social services office.)
- **Clergy**: Local clergy can be called upon for just about anything; rarely will any compensation be expected. Most often, Pastors, Ministers, Priests and Rabbis have received training to deal with even the most horrible of situations.

Workplace Violence Prevention Model Program COMMUNICATION Section

Communication is most effective when it involves two-way communication and the agency goals and objectives are clearly understood.

We recognize the importance of effective communication as it relates to eliminating and controlling workplace violence. Our communication process is to ensure continuous flow of information relating to workplace violence, primarily between management and our workers. Affected workers are encouraged to communicate any concerns and suggestions, moreover to follow up on the action taken and or feedback. To ensure that the communication process is effective, an evaluation sheet will be used to assess our effectiveness. Our goal is to maintain checks in the Yes column.

	Issues concerning communication	✓Yes - comments	✓No -comments
1	New employee orientation on workplace violence policies, procedures and work practices.		
2	Review and continuous education on workplace violence policies, procedures and work practices with all managers, supervisors, and employees.		
3	Specialize training and education to address awareness of early warning signs of potential workplace violence.		
4	Regularly scheduled safety meetings with all personnel on all shifts to discuss workplace violence.		
5	Process (i.e. Questionnaire) to ensure everyone understands the workplace security policies (in a form readily understandable to all).		
6	Proper posting and distribution of information relating to workplace violence. Is information current?		
7	Issues concerning workplace violence are communicated in a timely manner to include suggestions for preventing incidence of violence.		

8	Action and feed back is communicated in a timely manner and without fear of retaliation by either person making threats or anyone else.		
9	Meetings are conducted in a manner to allow free and open discussions.		
10	Meetings are announced and scheduled to facilitate for maximum attendance.		

DOMESTIC VIOLENCE WORKPLACE IMPACT: FACT SHEET

Over the past two decades, the American workplace has changed dramatically. Until fairly recently, it has been a place that focused almost exclusively on "getting the job done," where workers were expected to leave their problems and personal lives at home -- or risk losing their jobs.

More and more, employers today recognize that personal, "real life" problems affect job performance, and job performance affects the bottom line. Because of this change, employers now routinely offer employees a full spectrum of assistance programs to help them deal with issues such as drug addiction, family problems and AIDS -- finding that doing so is ultimately more cost-effective than leaving employees to solve these problems on their own. Increasingly, employers across the U.S. are addressing domestic violence by implementing programs and policies that respond to and help prevent abuse and treat it as a preventable health problem and bottom-line business issue.

Business should respond to domestic violence in its own enlightened self-interest, and it should do so in a businesslike way. By working to mitigate the economic, legal, and productivity risks related to domestic violence, a business will also create a workplace that is safer for victims, and will send a powerful message to society that responding to domestic violence is "good business".

WHAT IS DOMESTIC VIOLENCE?

Domestic violence is a pattern of assaults and controlling behaviors, including physical, sexual, and psychological attacks and economic control, that adults and adolescents use against their intimate partners. Domestic violence is lethal, common, and affects people of all cultures, religions, ages, sexual orientations, educational backgrounds and income levels. The overwhelming majority of adult domestic violence victims are women, and perpetrators are men. Nearly one-third of American women (31 percent) report being physically or sexually abused by a husband or boyfriend at some point in their lives, according to a 1998 Commonwealth Fund survey.¹ On average, more than three women are murdered by their husbands or boyfriends in this country every day. In 1998, approximately 1,830 murders were attributed to intimates; nearly three out of four of the murder victims (1,320 total) were women.² In a company that is mid- to large-sized, it is a certainty that employees are personally affected by domestic violence.

DOMESTIC VIOLENCE: A WORKPLACE ISSUE

Domestic violence doesn't stay at home when women go to work. Domestic violence often becomes workplace violence. It is crucial that domestic abuse be seen as a serious, recognizable, and preventable problem like thousands of other workplace health and safety issues that affect a business and its bottom line.

PUBLIC PERCEPTIONS

While some employers may feel that domestic violence is "too controversial" to address, corporate America has dealt with difficult issues before, such as AIDS, for example, and can do so with domestic violence. In fact:

- Public opinion research conducted in 1995 by a major insurance company found that 91 percent of consumers surveyed believe that it is a good idea for companies to support domestic violence awareness programs.
- Business leaders agree that domestic violence is a problem that affects their workplaces: in another survey, fifty-seven percent of senior corporate executives believe domestic violence is a major problem in society. One-third of them thought this problem has a negative impact on their bottom lines, and 40% said they were personally aware of employees and other individuals affected by domestic violence. Sixty-six percent believe their company's financial performance would benefit from addressing the issue of domestic violence among their employees.³
- 78% of Human Resources professionals polled by *Personnel Journal* said that domestic violence is a workplace issue.⁴

PRODUCTIVITY

Domestic violence affects productivity, and increases absenteeism.

- In a 1997 national survey, 24% of women between the ages of 18 and 65 had experienced domestic violence. Moreover 37% of women who experienced domestic violence report this abuse had an impact on their work performance in the form of lateness, missed work, keeping a job or career promotions.⁵
- A study of survivors of domestic violence found that abusive husbands and partners harassed 74% of employed battered women at work. Domestic violence caused 56% of them to be late for work at least five times a month, 28% to leave early at least five days a month, and 54% to miss at least three full days of work a month. They said that abuse also affected their ability to keep a job.
- Batterers also may be less productive or miss work because of violence, incarceration, or legal proceedings resulting from the violence.
- Forty-seven percent of senior executives polled said that domestic violence has a harmful effect on the company's productivity.⁶

HEALTH CARE COSTS

Many employers offer health care benefits to their employees. Not surprisingly, this is another arena where domestic violence has an impact on a company's bottom line.

- The total health care costs of family violence are estimated in the hundreds of millions each year, much of which is paid for by the employer.⁷

- Employers are aware of this economic burden: 44 percent of executives surveyed say that that domestic violence increases their health care costs.⁸

WORKPLACE SAFETY

Employers are more concerned today about violence in the workplace than they were 20 years ago, as news stories of workplace shootings, often related to domestic violence, become increasingly common. They are right to be concerned: victims of domestic violence may be especially vulnerable while they are at work. The lethality of domestic violence often increases at times when the batterer believes that the victim has left the relationship. Once a woman attempts to leave an abusive partner, the workplace can become the only place the assailant can locate and harm her.

- Ninety-four percent of corporate security directors surveyed rank domestic violence as a high security problem at their company.⁹
- A large majority of EAP providers surveyed have dealt with specific partner abuse scenarios in the past year, including an employee with a restraining order (83%) or an employee being stalked at work by a current or former partner (71%).

LEGAL LIABILITY

Aside from the safety, ethical and bottom-line incentives to employers in developing positive policies regarding employees facing domestic violence, there are liability issues to consider. Domestic violence may raise legal issues in various circumstances. A batterer may stalk or assault his partner or others in the workplace. Or, abuse may occur between two co-workers in a dating or marital relationship.

Several laws may apply:

- Occupational safety and health laws generally require employers to maintain a safe workplace, which may include a violence-free workplace.
- Family and medical leave laws may require employers to grant leave to employees who are coping with domestic violence situations.
- Victim assistance laws may prohibit employers from taking adverse job actions against women disclose their situation or who take time off from their jobs to attend court appearances.
- Under certain circumstances, acts of violence against women may constitute a form of sexual harassment, which may violate federal or state anti-discrimination laws. This is true if the abusive partner creates a hostile environment at her workplace, and the company knowingly fails to take reasonable corrective action, such as informing security personnel of the problem and instructing them to take appropriate steps.

These are not marginal business concerns -- public perceptions, productivity, costs, safety, and liability lie at the core of many vital corporate interests. They are, in fact, exactly the areas that any prudent leader will take into account when considering *any* issue that affects employees and the workplace.

DOMESTIC VIOLENCE: TREAT IT AS A BUSINESS ISSUE

Domestic violence is an important business issue that cannot be ignored. The workplace is where many women facing domestic violence spend at least eight hours a day. It's an ideal place for them to get help and support. Domestic abuse affects employee health and well-being, productivity, benefits costs and risk to the employer. When employers face domestic violence as it affects the workplace they have the power to save money -- and save lives.

SOURCES

¹ The Commonwealth Fund, *Health Concerns Across a Woman's Lifespan: 1998 Survey of Women's Health*, May 1999

² U.S. Department of Justice, *Intimate Partner Violence*, May 2000

³ Roper Starch Worldwide study for Liz Claiborne, Inc., 1994

⁴ As cited in *Personnel Journal*, April, 1995 page 65.

⁵ EDK Associates, *"The Many Faces of Domestic Violence and its Impact on the Workplace,"* New York: Author, 1977: 2-4.

⁶ Roper Starch Worldwide study for Liz Claiborne, Inc., 1994

⁷ Pennsylvania Blue Shield Institute, *Social Problems and Rising Health Care Costs in Pennsylvania*, pp. 3-5, 1992.

⁸ Roper Starch Worldwide study for Liz Claiborne, Inc., 1994

⁹ National Safe Workplace Institute survey, as cited in "Talking Frankly About Domestic Violence," *Personnel Journal*, April, 1995, page 64

Source: <http://endabuse.org/>

RESOURCES

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- **Clergy:** Local clergy can be called upon for just about anything; rarely will any compensation be expected. Most often, Pastors, Ministers, Priests and Rabbis have received training to deal with even the most horrible of situations.
- **Information on Terrorism Prevention, Preparedness & Response:** In addition to checking with your local police, fire and public health departments, the web sites and telephone information systems of the following state and federal agencies have guidance on a variety of possible terrorist acts that could affect your workplace:

California Office of Emergency Services (OES) has terrorism guidance, response plan information and a 24-hour hotline available to all state agencies and the general public.

Web address: www.oes.ca.gov

24-hour hotline: 800-550-5234

California Department of Health Services (DHS) has health information and guidance on bioterrorism.

Web address: www.dhs.ca.gov

At the federal level the **Center for Disease Control (CDC)** will provide the latest public health recommendations on bioterrorism.

Web address: www.cdc.gov

California Highway Patrol (CHP) has terrorism prevention and law enforcement advice specific to state agencies such as mail handling procedures.

Web address: www.chp.ca.gov

At the federal level the **Federal Bureau of Investigation (FBI)** will provide the latest law enforcement recommendations on terrorism.

Web address: www.fbi.gov

- **Add** State Training Center Classes
- **Add** Contact your Crime/Workplace Violence Prevention Coordinator for more information (name and phone)

REFERENCES

Workplace Violence Environmental Assessment
American Federation of State, County and Municipal Employees (AFSCME)

Organization Memberships

Interagency Security Group

Form STD 621 California Workers' Compensation Notice to State Employees may be obtained at your Human Resources department.

WORKPLACE VIOLENCE PREVENTION/SECURITY

SELF INSPECTION SECURITY CHECKLIST

	Facility:		
	Inspector:		
	Date of Inspection:		
		Yes	No
1	Security Control Plan: If yes, does it contain:		
	(A) Policy Statement		
	(B) Review of Employee Incident Exposure		
	(C) Methods of Control If yes, does it include: Engineering:		
	Work Practice		
	Training		
	Reporting Procedures		
	Recordkeeping		
	Counseling (EAP)		
	(D) Evaluation of Incidents		
	(E) Floor Plan		
	(F) Protection of Assets		
	(G) Computer Security		
	(H) Plan Accessible to All Employees		
	(I) Plan Reviewed and Updated Annually		
	(J) Plan Reviewed and Updated When Tasks Added or Changed		
2	Policy Statement by Employer		
3	Work Areas Evaluated by Employer If yes, how often?		
4	Engineering Controls If yes, does it include:		
	(A) Mirrors to see around corners and in blind spots		
	(B) Landscaping to provide unobstructed view of the workplace		
	(C) "Fishbowl effect" to allow unobstructed view of the interior		
	(D) Limiting the posting of sale signs on windows		

		Yes	No
	(E) Adequate lighting in and around the workplace		
	(F) Parking lot well lighted		
	(G) Door Control(s)		
	(H) Panic Button(s)		
	(I) Door Detector(s)		
	(J) Closed Circuit TV		
	(K) Stationary Metal Detector		
	(L) Sound Detection		
	(M) Intrusion Detection System		
	(N) Intrusion Panel		
	(O) Monitor(s)		
	(P) Video Tape Recorder		
	(Q) Switcher		
	(R) Hand Held Metal Detector		
	(S) Hand held video camera		
	(T) Personnel traps ("Sally Traps")		
	(U) Other		
5	Structural Modifications (Plexiglas, glass guard, wire glass, partitions, etc.) If yes, comment:		
6	Security Guards		
	(A) If yes, are there an appropriate number for the site?		
	(B) Are they knowledgeable of the company WPVP Policy?		
	(C) Indicate if they are: Contract Guards or In-house Employees		
	(D) At Entrance(s)		
	(E) Building Patrol		
	(F) Guards provided with communication? If yes, indicate what type:		
	(G) Guards receive training on Workplace Violence situations?		
	(H) Comments:		
7	Work Practice Controls If yes, indicate:		
	(A) Desks Clear of Objects which may become Missiles		
	(B) Unobstructed Office Exits		
	(C) Vacant (Bare) Cubicles Available		

		Yes	No
	(D) Reception Area Available		
	(E) Visitor/Client Sign In/Out		
	(F) Visitor(s)/Client(s) Escorted		
	(G) Barriers to Separate Clients from Work Area		
	(H) One Entrance Used		
	(I) Separate Interview Area(s)		
	(J) I.D. Badges Used		
	(K) Emergency Numbers Posted By Phones		
	(L) Internal Phone System		
	(M) Internal Procedures for Conflict (Problem) Situations		
	(N) Procedures for employee dismissal		
	(O) Limit Spouse & Family Visits to Designated Areas		
	(P) Key Control Procedures		
	(Q) Access Control to the Workplace		
	(R) Objects which may become Missiles Removed from Area		
	(S) Parking Prohibited in Fire Zones		
	Other:		
8	Off Premises Work Practice Controls (For staff who work away from a fixed workplace, such as: social services, real estate, utilities, policy/fire/sanitation, taxi/limo, construction, sales/delivery, messengers, and others.)		
	(A) Trained in hazardous situation avoidance		
	(B) Briefed about areas where they work		
	(C) Have reviewed past incidents by type and area		
	(D) Know directions and routes for day's schedule		
	(E) Previewed client/case histories		
	(F) Left an itinerary with contact information		
	(G) Have periodic check-in procedures		
	(H) After hours contact procedures		
	(I) Partnering arrangements if deemed necessary		
	(J) Know how to control/defuse potentially violent situations		
	(K) Supplied with personal alarm/cellular phone/radio		
	(L) Limit visible clues of carrying money/valuables		
	(M) Carry forms to record incidents by area		
	(N) Know procedures if involved in incident (see also Training Section)		
9	Training Conducted If yes, is it:		

		Yes	No
	(A) Prior to Initial Assignment		
	(B) At Least Annually Thereafter(
	(C) Does it Include:		
	Components of security control plan		
	Engineering and Workplace Controls Instituted at Workplace		
	Techniques to Use in Potentially Volatile Situations		
	How to Anticipate/Read Behavior		
	Procedures to Follow After an Incident		
	Periodic Refresher for On-Site Procedures		
	Recognizing Abuse/Paraphernalia		
	Opportunity for Q and A with Instructor		
	On hazards unique to job tasks		
10	Written Training Records Kept		
11	Are Incidents Reported If yes, are they:		
	Reported in Written Form		
	First Report of Injury Form (If Employee Loses Time)		
12	Incidents Evaluated		
	EAP Counseling Offered		
	Other Action (Reporting Requirements, suggestions, reporting to local authorities, etc.)		
	Are Steps Taken to Prevent Recurrence?		
13	Floor Plans Posted Showing Exits, Entrances, Location of Security Equipment, Etc. If yes, does it:		
	Include an Emergency Action Plan, Evacuation Plan, and/or a Disaster Contingency Plan?		
14	Do Employees Feel Safe		
	Have employees been surveyed to find out their concerns		
	Has the employer utilized the crime prevention services and/or lectures provided by the local or State police?		
15	Security Observations		
	(1) Entry Barriers		
	(2) Signs		
	(3) Lighting		
	(4) Windows		
	(5) Equipment Near Street Level Windows		
	(6) Interior Patrol Visibility		
	(7) Burglary Resistant Glazing Materials		

(8)	Shrubbery		
(9)	Skylights		
(10)	Vents		
(11)	Air Conditioners		
(12)	Grills and Gratings		
(13)	Doors and Door Frames		
(14)	Strikes		
(15)	Key Control		
(16)	Equipment Locks		
(17)	Hinge Protection		
(18)	Roof Accessibility		
(19)	Fences		
(20)	Vehicle Security		
(21)	Padlocks		
(22)	Hasps		
(23)	Chains		
(24)	Safes		
(25)	Inventories and Engraving		
(26)	Reporting Crimes		
(27)	Employee Participation		
(28)	Additional Recommendations		
(29)	Armored Car Service		
(30)	Emergency Preparedness and Evacuation Plan		
(31)	Dealing with Difficult Customers		
(32)	Alarm System		
(33)	Cash Handling		
Comments:			
General Comments/Recommendations:			

WORKPLACE VIOLENCE PREVENTION PROGRAM

PROGRESSIVE BEHAVIOR ACTION GUIDELINES

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

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