



City of Healdsburg Workplace Violence Prevention Plan

Effective Date: July 1, 2024

Approved: AKS for J.K.
Jeff Kay, City Manager

I. INTRODUCTION:

Acts of violence, whether threatened, gestured, or carried out, shall not be tolerated in the workplace. Workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site and can occur at any time. It ranges from threats and verbal abuse to physical assaults and even homicide. The City of Healdsburg ("City") is committed to providing a safe work environment that is free of violence and the threat of violence. Anyone witnessing or becoming the subject or victim of violence or threat of violence should follow the procedures in this Workplace Violence Prevention Plan ("WVPP") to report such behavior to the City and proper authorities for investigation.

Minimizing the threat of violence is a duty of all employees to ensure a safe workplace. All employees have a responsibility to notify a supervisor, Department Head, Safety Officer, Human Resources, or the City Manager immediately if any violent act or threat against themselves or any other City employee occurs in the workplace or is directly associated with their employment with the City. Retaliation or the threat of retaliation against a person who reports such an incident is prohibited and is grounds for discipline, including and up to termination of employment.

The purpose of this WVPP is to ensure that the City provides its employees and members of the public with a place to conduct the business of this organization free of threats, threat of violence, intimidation, harassment, and acts of violence. It shall be the policy of the City to take appropriate actions to protect, as fully as possible, all employees of the organization and members of the public from acts of violence, threats of violence, intimidation, and harassment that may occur while in the workplace. The City shall also take action, including involving state or local law enforcement and pursuing prosecution through judicial or other appropriate administrative remedies, when such incidents occur.

This WVPP does not apply to employees while teleworking from a location of their choice, which is not under the control of the City.

II. DEFINITIONS

- **Emergency** - Unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.
- **Engineering controls** - An aspect of the built space or a device that removes a hazard from

the workplace or creates a barrier between the employee and the hazard.

- **Log** - The Violent Incident Log required by [LC section 6401.9](#).
- **Plan or WVPP** – This workplace violence prevention plan required by [LC section 6401.9](#).
- **Threat of violence** - Any verbal or written statement, including, but not limited to, texts, electronic messages, social media messages, or other online posts, or any behavioral or physical conduct that conveys an intent, or that is reasonably perceived to convey an intent, to cause physical harm or to place someone in fear of physical harm, and that serves no legitimate purpose.
- **Workplace violence** - Any act of violence or threat of violence that occurs in a place of employment. Workplace violence includes, but is not limited to, the following:
 - The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury.
 - An incident involving a threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury.
 - The following four workplace violence types:
 - **Type 1 violence** - Workplace violence committed by a person who has no legitimate business at the worksite, and includes violent acts by anyone who enters the workplace or approaches employees with the intent to commit a crime.
 - **Type 2 violence** - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.
 - **Type 3 violence** - Workplace violence against an employee by a present or former employee, supervisor, or manager.
 - **Type 4 violence** - Workplace violence committed in the workplace by a person who does not work there, but has or is known to have had a personal relationship with an employee.
 - **Workplace violence** does not include lawful acts of self-defense or defense of others.
- **Work practice controls** - Procedures and rules that are used to effectively reduce workplace violence hazards.

II. RESPONSIBILITIES

The City is responsible for ensuring the implementation of this WVPP for their employees. The City will not ignore, condone, or tolerate threats of violence or workplace violence by any employee, appointed or elected official, volunteer, contractor, client, or visitor. We recognize that the responsibility for this plan is shared, and responsibility has been assigned as follows:

Responsible Position	WVPP Responsibility(ies)	Phone #	Email
Chief Human Resources Officer	Overall responsibility for the plan; Responsible for employee involvement and training; Updating training	707-431-3322	rsenander@healdsburg.gov

	material; Oversees any reports of workplace violence; Coordinates emergency response procedures with law enforcement as needed; Updates and communicates any changes to the plan.		
Safety Officer, and Safety Committee Members	Responsible for emergency response, hazard identification, and coordination with other employers; Conducts safety inspections	707-431-3160	tkettmann@healdsburg.gov

In addition, all locations for the City are required to maintain a WVPP in addition to the Injury and Illness Prevention Program (IIPP) as required by [Cal/OSHA Title 8 Section 3203](#) and [§6401.9](#). A copy of this WVPP is available at <https://www.ci.healdsburg.ca.us/208/Policies>

Supervisors - Supervisors are responsible for ensuring compliance with the provisions of this WVPP. As supervisors are representatives of the City, they will ensure that many of the elements described in this plan are implemented as directed by leadership and HR. Some of these responsibilities include:

- Implementing the plan in their work areas;
- Providing input to Human Resources or Safety Officer regarding the plan;
- Participating in investigations of workplace violence reports; and
- Answering employee questions concerning this plan.

Employee - Employees are expected to act professionally, courteously, and responsibly at all times. Responsibilities include:

- Complying with the plan;
- Maintaining a violence-free work environment;
- Attending all training;
- Following all lawful directives, policies, and procedures; and
- Reporting suspicious persons in the area and alerting the proper authorities when necessary.

III. **EMPLOYEE ACTIVE INVOLVEMENT**

The City of Healdsburg has and will seek the active involvement of employees and authorized employee representatives in developing and implementing this plan through one or more of the following items:

- Participating in quarterly safety meetings with employees and their representatives to discuss the identification of workplace violence-related concerns/hazards, evaluate those hazards and/or concerns, and how to correct them. These meetings may involve brainstorming sessions, discussions of recent incidents, and reviews of safety procedures.

- Encouraging employees to participate in designing and implementing training programs and incorporating suggestions into training materials. For example, an employee might suggest a new training scenario based on a recent incident.
- Employees are surveyed for their input and concerns associated with this WVPP . Employees may submit anonymous feedback through the suggestion box, located in the City breakrooms.

The City will ensure that all workplace violence policies and procedures within this written plan are clearly communicated and understood by all employees. The plan shall be in effect at all times, in all work areas, and be specific to the hazards and corrective measures for each work area and operation.

IV. COMPLIANCE

The City 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 employing safe work practices, following all lawful directives, policies, and procedures, and 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 that create a security hazard for others in the workplace include:

1. Training employees, supervisors, and managers as to the provisions of the City's WVPP when hired and annually, as needed thereafter through email, staff meetings, and training.
2. Providing training services to employees whose compliance is deficient with the WVPP.
3. Disciplining employees for failure to comply with WVPP in accordance with the City's disciplinary process, as found in the [Personnel Rules and Regulations](#), and in accordance with the applicable Memorandum of Understanding.
4. The City will also recognize, at its sole discretion, employees who demonstrate safe work practices that promote this WVPP in the workplace by providing positive remarks to employee during safety committee meetings.
5. Providing employees with access to this written WVPP.

Additionally, employees will not be threatened with adverse action or retaliated against in any way if they refuse to report to or leave a workplace or worksite because they have a reasonable belief that it is unsafe. Employees who state they are not coming to work because they don't feel it's safe shall explain the threat in detail so the City can investigate and take appropriate corrective actions.

Employees will not be prevented from accessing their mobile or other communication devices to seek emergency assistance, assess the safety of a situation, or communicate with a person to verify their safety.

V. COMMUNICATION

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

- New employee orientation that includes workplace violence prevention policies and procedures
- Yearly review of our WVPP with all employees

- Training programs to address specific aspects of workplace violence prevention and security unique to our location, such as the following: Workplace Violence Prevention via Vector Solution.
 - You can reach out to the Human Resources or the Safety Committee for more information
- Posting and distributing workplace violence prevention information
- Reporting workplace violence/security hazards or threats of violence (speak with your supervisors first; if that isn't possible, speak with Human Resources)
- Effective communication between employees, managers, and supervisors about security and violence concerns, including translation where appropriate
- Protecting employees who report incidents of workplace violence from retaliation by the person making the threats
 - The City will immediately take the appropriate action, such as removing the person making the threats from the work area until the situation is resolved. For serious threats or acts of violence, local law enforcement will be called via 911.
- Confidential suggestion boxes located in the breakroom of City sites as a system for employees to anonymously inform Safety Officer about workplace security and violence concerns
- Addressing security issues at our workplace violence prevention and/or team meetings

VI. WORKPLACE VIOLENCE INCIDENT PROCEDURE & REPORTING

Responding to Actual or Potential Workplace Violence Emergencies

In the event of an actual or potential workplace violence emergency, the City will alert employees of the presence, location, and nature of the workplace violence through the following methods, as appropriate:

- Nixle Alert or Message via text and/or email
- Silent (panic) alarm buttons to notify Healdsburg Police Department (City Hall, Community Center, and Senior Center)

When any employee becomes aware of an actual or potential workplace violence emergency, they shall notify the City Manager, Assistant City Manager, Human Resources, the Safety Officer or their supervisor.

Employees shall implement the run, hide, and fight protocols where appropriate. Evacuation routes and sheltering locations will be communicated to affected staff. If employees are not able to evacuate or shelter in place, they are authorized to take all reasonable actions necessary to fight or subdue an active shooter or assailant. Employees shall call 911 to report the incident and request assistance from law enforcement.

Emergencies and Reporting a Crime

For immediate assistance in an emergency that is not associated with a service call, contact emergency services or law enforcement by calling 911. For immediate assistance in an emergency associated with a service call in progress, follow internal procedures for requesting immediate backup assistance by notifying local law enforcement. Employees should also notify their supervisor, Department Head, and Human Resources as soon as possible.

Reporting Workplace Violence Concerns

Employees who witness or experience threats of violence or workplace violence can report the incident through their supervisor or directly to Human Resources. Employees may report anonymously and without fear of reprisal by submitting the incident in writing through interoffice mail or email.

Restraining Orders

Employees or other personnel affiliated with the City who have an active restraining order issued against another person that includes the workplace are encouraged to provide a copy of the restraining order to their supervisor and Human Resources. Supervisors who receive notification of an active restraining order that includes the workplace will meet with Human Resources to decide what actions, if any, need to be initiated.

VII. HAZARD IDENTIFICATION AND EVALUATION

The City will perform workplace hazard assessment for workplace security in the form of annual inspections. Periodic inspections to identify and evaluate workplace security hazards and threats of workplace violence are performed by the following observer(s) in the following areas of our workplace:

Observer Name:	Area:
Human Resources	City Hall
Safety Officer, and/or Safety Committee Members	City Hall, Corporation Yard, Community Services, Senior Center, Water Reclamation Facility
Police Chief	Police Department
Fire Chief	Fire Department

The "Workplace Violence Prevention Environmental Hazard Assessment & Control Checklist" (Attachment D) can be used to assist with the security assessment. Inspections are performed according to the following schedule:

- Annually
- Upon initial establishment of this WVPP
- When new, previously unidentified security hazards are recognized
- When occupational injuries or threats of injury occur

Additionally, the City will review all submitted/reported concerns of potential hazards, which may trigger an inspection. These submittals/reports could originate from a variety of sources, including the system the City has implemented for employees and authorized employee representatives to anonymously inform management about workplace violence hazards or threats of violence without fear of reprisal/retaliation. Examples of reporting sources:

- Direct reports to supervisors, Department Head, Safety Officer, or Human Resources
- Voicemail/email/text messages
- Anonymous suggestion box located in City breakrooms

Periodic inspections for security hazards consist of the identification and evaluation of workplace security hazards as well as changes in workplace practices, which may require an assessment for more than one type of workplace violence. The following table lists what hazards should be included when assessing different types of workplace violence.

Inspection	Workplace Security Hazards Include Assessing:
<p>Type I</p> <p><i>(Workplace violence committed by a person who has no legitimate business at the worksite, and includes violent acts by anyone who enters the workplace or approaches)</i></p>	<ul style="list-style-type: none"> • The exterior and interior of the workplace for its attractiveness to robbery or other criminal acts. • The need for security surveillance measures, such as mirrors or cameras. • Posting of signs notifying the public that limited cash is kept on the premises. • Procedures for employee response during a robbery or other criminal act. • Procedures for reporting suspicious persons or activities. • Posting emergency telephone numbers for law enforcement, fire, and medical services, where employees have access to a telephone with an outside line. • Limiting the amount of cash on hand and using safes for large amounts of cash, or armor car pickup. • Building alarm systems and Crime Prevention through Environmental Design. • Other: Including landscaping, lighting, ingress/egress, and building design
<p>Type II</p> <p><i>(Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.)</i></p>	<ul style="list-style-type: none"> • Access to, and freedom of movement within, the workplace. • Adequacy of workplace security systems, such as door locks, security windows, physical barriers, and restraint systems. • Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment. • Employee's skill in safely handling threatening or hostile service recipients. • Effectiveness of systems and procedures to warn others of a security danger or to summon assistance, e.g., alarms or panic buttons. • Use work practices such as "buddy" systems for specified emergency events. • The availability of employee's posted escape routes
<p>Type III</p> <p><i>(Workplace violence against an employee by a present or former employee, supervisor, or manager.)</i></p>	<ul style="list-style-type: none"> • How effectively our establishment's WVPP has been communicated to employees, supervisors, or managers. • How effectively our establishment's management and employees communicate with each other. • Our employees', supervisors', and managers' knowledge of the warning signs of potential workplace violence. • Access to, and freedom of movement within, the workplace by non-employees, including former employees or persons with whom one of our employees is having a dispute. • Frequency and severity of worker reports of incidents of physical or verbal abuse by managers, supervisors or other employees. • Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace. • Employee progressive disciplinary procedures.
<p>Type IV</p> <p><i>(Workplace violence committed in the</i></p>	<ul style="list-style-type: none"> • How effectively our establishment's WVPP has been communicated to employees, supervisors, or managers. • How effectively our establishment's management and employees communicate with each other.

<p><i>workplace by a person who does not work there, but has or is known to have had a personal relationship with an employee.)</i></p>	<ul style="list-style-type: none"> • Our employees', supervisors' and managers' knowledge of the warning signs of potential workplace violence. • Access to, and freedom of movement within, the workplace by non-employees, including former employees or persons with whom one of our employees is having a dispute. • Frequency and severity of worker reports of incidents of physical or verbal abuse by managers, supervisors or other employees. • Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace.
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VII. PROCEDURES FOR POST INCIDENT RESPONSE AND INVESTIGATION

The following procedures are established for investigating incidents of workplace violence, which include threats and acts of violence:

- Visiting the scene of an incident, as soon as reasonably possible.
- Interviewing involved employees and witnesses.
- Reviewing security footage of existing security cameras, if applicable.
- Examining the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
- Determining instigating or causative factors of the incident.
- Taking corrective action to prevent similar incidents from occurring.
- Reviewing all previous incidents.
- Recording the findings and ensuring corrective actions are taken.
- Obtaining any reports completed by law enforcement.

The “Workplace Violence Incident Log” (Attachment A) will be used for every workplace violence incident. Staff who are charged with completing this log will take every effort to ensure that no personal identifying information is recorded or documented in the written investigation report. This includes information that would reveal identification of any person(s) involved in a violent incident, such as names, addresses, email addresses, telephone numbers, social security numbers, or other information that, alone or in combination with other publicly available information, would reveal a person’s identity.

The log will be used to capture:

- The date, time, and location of the incident.
- The workplace violence type or types involved in the incident.
- A detailed description of the incident.
- A description of each individual who committed the act(s) of violence, including whether the perpetrator was a client or customer, family or friend of a client or customer, stranger with criminal intent, co-worker, supervisor or manager, partner or spouse, parent or relative, or other.
- A description of circumstances at the time of the incident, including, but not limited to, whether the victim was completing usual job duties, working in poorly lit areas, rushed, working during a low staffing level, isolated or alone, unable to get help or assistance, working in a community setting, or working in an unfamiliar or new location.
- A description of where the incident occurred, such as in the workplace, parking lot, or other area outside the workplace.
- A classification of the type of incident, including, but not limited to, whether it involved any of the

following:

- Physical attack without a weapon such as biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, spitting, or other attack.
- Attack with a weapon or object such as a firearm, knife, or other object.
- Threat of physical force or threat of the use of a weapon or other object.
- Sexual assault or threat, including rape, attempted rape, physical display, or any other unwanted verbal or physical sexual contact.
- Animal attack.
- Other.
- A description of the consequences of the incident, including, but not limited to:
 - Whether security or law enforcement was contacted and a description of their response.
 - Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident.
 - Information about the person completing the log, including their name, job title, and the date completed.

VIII. HAZARD CORRECTION

Work practice controls will be used to correct unsafe work conditions, practices, or procedures that threaten the security of employees.

Work practice controls are defined as procedures, rules, and staffing that are used to effectively reduce workplace violence hazards. Work practice controls may include, but are not limited to:

- Appropriate staffing levels;
- Provision of dedicated safety personnel (i.e. security guards);
- Employee training on workplace violence prevention methods; and
- Employee training on procedures to follow in the event of a workplace violence incident.

The City will implement corrective actions in a timely manner based on the severity of the hazard, documented, and dated.

If an imminent hazard exists that cannot be immediately abated without endangering worker(s) and/or property, all exposed workers will be removed from the situation except those necessary to correct the existing condition. Workers who are necessary to correct the hazardous conditions will be provided with the necessary protection.

The following tables provide sample corrective actions that can be implemented.

Type	Corrective Measure
<p>Type I</p> <p><i>(Workplace violence committed by a person who has no legitimate business at the worksite, and includes violent acts by anyone</i></p>	<ul style="list-style-type: none"> ● Make the workplace unattractive to robbers and other criminal acts. ● Improve lighting around and at the workplace. ● Provide emergency buttons to workers and install emergency alarms at the workplace. ● Establish a safe room with a lockable door. ● Utilize security guards and surveillance measures such as cameras or mirrors to monitor the exterior and interior workplace. ● Follow reporting procedures for notifying designated employees of suspicious persons or activities. ● Post emergency telephone numbers for law enforcement, fire, and medical services where employees have access to a telephone with an outside line.

<p><i>who enters the workplace or approaches)</i></p>	<ul style="list-style-type: none"> • Post signs to notify the public that limited cash is kept on the premises. • Limit cash on hand and use time-access safes and armored car services for large amounts of cash. • Provide training on emergency action procedures for employees, supervisors, and managers. • Use alarm systems and access control systems. • Apply Crime Prevention through Environmental Design practices.
<p>Type II <i>(Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.)</i></p>	<ul style="list-style-type: none"> • Control access to the workplace and freedom of movement within it, consistent with City necessity. • Ensure adequate workplace security/access control systems, such as door locks, security windows, physical barriers, and restraint systems. • Provide 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. • Place effective systems to warn others of a security danger or to summon assistance, e.g., alarms or panic buttons. • Provide procedures for a "buddy" system for specified emergency events. • Ensure adequate emergency escape routes.
<p>Type III & Type IV <i>(Type III - Workplace violence against an employee by a present or former employee, supervisor, or manager.)</i> <i>(Type VI - Workplace violence committed in the workplace by a person who does not work there, but has or is known to have had a personal relationship with an employee.)</i></p>	<ul style="list-style-type: none"> • Communicate effectively the City's workplace violence prevention policy to all employees, supervisors, and managers. • Improve the effectiveness with which our establishment's management and employees communicate with each other. • Increase employees, supervisors', and managers' awareness of the warning signs of potential workplace violence. • Control access to and freedom of movement within the workplace by non-employees, including recently discharged employees or persons with whom one of our employees is having a dispute. • Provide 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. • Ensure 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. • Ensure worker disciplinary and discharge procedures address the potential for workplace violence. • Apply crime prevention measures through environmental design and administrative measures, including, but not limited to: <ul style="list-style-type: none"> ○ Well-lighted areas ○ Security/controlled access to work area ○ Utilization of code words (recognized by co-workers) to indicate help is needed ○ Visitor sign-in ○ Visitor badges ○ Well-lighted parking lots and area surrounding the building ○ Buddy system for walking to car or locations away from the building ○ Security cameras ○ Bullet-resistant glass ○ Mounted area mirrors ○ Eliminate hiding places in areas surrounding the building, i.e. overgrown shrubs, dark areas

	<ul style="list-style-type: none"> ○ Panic buttons ○ Locks on restroom doors ○ Removal of sharp objects from view that could be used as a weapon (offices with public access) ○ Caller ID on phones ○ Field staff check in (cell phones) ○ Cash locked in vault or secure safe
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Critical Post-Incident Follow Up

It is important to follow up after an incident has occurred and corrective actions are implemented. This includes checking the status of affected employees and reviewing the effectiveness of both current and recently selected corrective actions.

Short-term:

- Contact each affected employee – whether or not the employee is on or off duty – to inquire regarding their current status and need for mental health intervention, as well as to assess the need for work accommodation or work site adjustment, within two (2) days of the incident. Additional follow-ups should be conducted one (1) week following the incident, and a follow-up two (2) weeks following the incident will be made at the discretion of Human Resources and the immediate supervisor.
- In partnership with mental health professionals, provide critical incident debriefing to affected and potentially affected employees within two (2) days of the incident.
- Offer an opportunity for subsequent critical incident debriefings for affected employees within two (2) weeks of the incident.
- Assign a liaison to provide emotional support to victims' families and to assist in City-related matters.

Long-term:

- Ensure the recovery of the most affected personnel is monitored.
- Provide training or assistance for supervisors and Department Heads for supporting employees' return-to-work experiences, including being sensitive to employees' grief reactions around anniversaries of the event, holidays, and criminal justice/civil proceedings.
- Consider the need for follow-up debriefing.
- Consult with appropriate mental health professionals to provide support to employees who continue to experience severe or persistent difficulties two (2) weeks following the incident.
- Establish a liaison to assist victims and their families with the City resources and benefits to which they are entitled.
- Conduct an assessment of the department's response to the incident. Discuss any modifications to the procedures with appropriate City staff and incorporate beneficial changes into the plan.

IX. TRAINING AND INSTRUCTION

All employees, including managers and supervisors, will be provided training and instruction on general and job-specific workplace violence practices. These sessions may include presentations, discussions, and practical exercises. Training and instruction will be provided as follows:

- Upon the establishment of a WVPP
- During the onboarding period for new employees

- Annually to all employees to ensure understanding of and compliance with the plan
- Whenever a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the plan (training may be targeted in scope to specifically address the new workplace violence hazard or changes to the plan)

The City will provide its employees with training and instruction on the definitions listed in this plan, in addition to the training topics listed below:

- Specific WVPP and crime-prevention training for the City's Crime/WVPP Human Resources division, Safety Officer, and Safety Committee Members to develop and maintain the policies and procedures
- Explanation of the WVPP, including measures for reporting any violent acts or threats of violence
- How to obtain a copy of the WVPP at no cost, and how to participate in the development and implementation of the WVPP
- Opportunities the City has for interactive questions and answers with a person knowledgeable about the City's WVPP
- Key definitions associated with this plan
- Instructions for reporting violent incidents or concerns to the organization and/or law enforcement without fear of reprisal
- Recognition of workplace security hazards unique to employee's jobs and the corrective measures the organization has implemented
- The completion of the **Workplace Violence Incident Log (Attachment A)** and instructions for obtaining copies of the log
- Training for identifying risk factors associated with the four types of workplace violence
- Measures to prevent workplace violence, including procedures for reporting workplace security hazards or threats to managers and supervisors
- Strategies for defusing hostile or threatening situations
- Training for recognizing alerts, alarms, or other warnings about emergency conditions and identifying escape routes/locations for sheltering
- Measures to summon others for assistance
- Routes of escape
- Disclosure of emergency medical care to be provided in the event of a violent act towards an employee
- Post-event trauma counseling for employees desiring such assistance

X. **EMPLOYEE ACCESS TO THE WVPP**

The City ensures the WVPP plan shall be formalized in writing and be made easily available and accessible to employees and authorized employee representatives and representatives of CalOSHA at all times. This includes the following:

- Whenever an employee or designated representative requests a copy of the written WVPP, the requester will be provided with a printed copy of the WVPP, unless the requestor agrees to receive an electronic copy.
- Unobstructed access through the [City's policy webpage](#), which allows employees to review, print, and email the current version of the written WVPP. **Unobstructed access** means the employee, as part of their regular work duties, predictably and routinely uses electronic means to communicate with management or co-employees.

XI. RECORDKEEPING

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

1. Records of workplace violence hazard identification, evaluation, and correction shall be created and maintained for a minimum of five years.
2. Training records shall be created and maintained for a minimum of one year and include: training dates; contents and/or a summary of the training sessions; names and qualifications of persons conducting the training; and names and job titles of all persons attending each training session.
3. Violent incident logs required by subdivision (d) of [California Labor Code \(LC\) 6401.7 and LC 6401.9](#) shall be maintained for a minimum of five years.
4. Records of workplace violence incident investigations conducted pursuant to subparagraph (K) of paragraph (2) of subdivision (c) shall be maintained for a minimum of five years. These records shall not contain “medical information,” as defined in subdivision (j) of [Section 56.05 of the Civil Code](#).
5. All records required by this subdivision shall be made available to the Division of Occupational Safety and Health (CalOSHA) upon request for examination and copying.

All records required by paragraphs (1) to (3) in this section, inclusive, shall be made available to employees and their representatives, upon request and without cost, for examination and copying within fifteen (15) calendar days of a request.

XII. PLAN REVIEW

The City’s WVPP will be reviewed by Human Resources, Safety Officer and/or Safety Committee for effectiveness:

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

To obtain the active involvement of employees and authorized employee representatives in reviewing the plan’s effectiveness, review and revision of the WVPP will include the procedures listed in Section III, “Employee Active Involvement”, of this WVPP. Additionally, the following actions will take place during each review of the WVPP:

- Review of incident investigations and the Violent Incident Log
- Assessment of the effectiveness of security systems, including alarms, emergency response, and security personnel availability (if applicable)
- Review of established risk mitigation policies/procedures to ensure violent risks are being properly identified, evaluated, and corrected, with any necessary revisions implemented promptly and communicated to all employees

EMPLOYEE ACKNOWLEDGMENT FORM

I, _____ (*print name*), hereby acknowledge that I have received, read, and understand the City of Healdsburg’s Workplace Violence Prevention Plan. I agree to conform to lawful City directives, policies, and procedures described in this plan. I understand that my failure to follow these can result in disciplinary action as outlined in the Personnel Rules and Regulations. I further understand that:

- It is my responsibility to comply with this plan and aid in maintaining a violence-free work environment through attending required training and;
- I am encouraged to report suspicious persons in the area to my immediate supervisor and alerting the proper authorities when necessary.

(Signature of Employee)

(Date)

(Signature of Human Resources)

(Date)

**ATTACHMENT A:
Workplace Violence Incident Log**



CIRA WPV Log
Example.xlsx

ATTACHMENT B:

Workplace Violence Prevention Incident Report Form

Part I through Part VI should be completed by the designated person based on information provided by the employee(s) involved in the incident. If any of this information includes private/sensitive data, please maintain confidentiality of affected parties/employees and handle information according to Human Resource protocols.

PART I - NATURE OF INCIDENT - (check all that apply)		
<input type="checkbox"/> Behavioral Observation	<input type="checkbox"/> Physical with Injury	<input type="checkbox"/> Written
<input type="checkbox"/> Electronic	<input type="checkbox"/> Physical without Injury	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Harassment	<input type="checkbox"/> Threat	_____
<input type="checkbox"/> Information Only	<input type="checkbox"/> Verbal	_____
Date of incident: _____		
Approximate Time: _____ o AM o PM		
PART II – INCIDENT DIRECTED AT		
Person(s): _____		
Building: _____		
Address: _____		
PART III – INCIDENT INITIATED BY		
Person(s): _____		
o Male o Female o Other Classification: _____		
PART IV – TYPE / LOCATION INCIDENT OCCURRED		
1. Type of Contact: <input type="checkbox"/> In-person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail <input type="checkbox"/> Observation <input type="checkbox"/> Recording <input type="checkbox"/> Electronic Mail <input type="checkbox"/> Fax <input type="checkbox"/> Other: _____		
2. Was the employee alone? Yes No		
3. Location of Incident: <input type="checkbox"/> Workplace <input type="checkbox"/> Employee Residence <input type="checkbox"/> Other: _____ Address/Location _____		
4. What Type of Incident was it?		
<input type="checkbox"/> Type I - workplace violence committed by a person who has no legitimate business at the worksite, and includes violent acts by anyone who enters the workplace or approaches workers with the intent to commit a crime.		
<input type="checkbox"/> Type II - workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.		
<input type="checkbox"/> Type III - workplace violence against an employee by a present or former employee, supervisor, or manager.		
<input type="checkbox"/> Type IV - workplace violence committed in the workplace by a person who does not work there, but has or is known to have had a personal relationship with an employee.		

5. **Were any threats made before the incident occurred?** Yes No

If yes, describe threat(s):

PART IV – TYPE / LOCATION INCIDENT OCCURRED (Cont.)

6. **Did the employee(s) ever report to the department that they were threatened, harassed, or suspicious that the attacker may become violent?** Yes No

7. **Was the perpetrator a stranger, client/patient, co-worker, or otherwise familiar person?**
 Yes No

8. **Was a weapon used?** Yes No
If yes, what type of weapon? _____

9. **Were there injuries?** Yes No
If yes, who was injured?

Name: _____ Phone: _____

Injury Description:

Name: _____ Phone: _____

Injury Description:

Name: _____ Phone: _____

Injury Description:

10. **Were there witnesses(s) to the incident?** Yes No
If yes, who?

Name: _____ Phone: _____

Address:

Name: _____ Phone: _____

Address:

11. Description of observation, threat, incident, or activity *(Continue on a separate sheet if necessary)*

PART V - ACTION TAKEN-REPORTING

1. What actions did the supervisor, Department Head or Human Resources take?

2. Law enforcement or other outside agencies contacted? Yes No

Agency Name:

Case Number (if applicable):

3. Were Employee Assistance Program (EAP) services provided?

If yes, describe:

PART VI – POST-INCIDENT ASSESSMENT

1. Were there any other physical injuries or psychological incidents related to this incident not previously reported? Yes No

If yes, describe:

2. If a prior report to the department was made that they were threatened, harassed, or suspicious that the attacker may become violent, what actions, if any, were taken?

3. Did the worker ever receive training in workplace violence issues? Yes No

If yes, describe:

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

5. Was critical incident stress debriefing and post-trauma counseling services provided?

Yes No

If yes, describe:

6. What can be done to prevent in the future?

**ATTACHMENT C:
Workplace Violence Prevention Plan
Progressive Behavior Action Guidelines**

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

**ATTACHMENT D:
Workplace Violence Prevention
Environmental Hazard Assessment & Control Checklist**

This checklist can help 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.

RISK FACTORS FOR WORKPLACE VIOLENCE			
<i>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.</i>			
Question	Yes	No	Notes
Do employees have contact with the public?			
Do they exchange money with the public?			
Do they interact with visitors (such as a front desk receptionist, checkout clerk, service desk, etc.)			
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 high crime rate?			
Do they ever perform duties that could upset people (deny benefits, turn off utilities, collect debts, confiscate property, etc.)?			
Do they deal with people known or suspected to have a history of violence, special needs, mental illness?			
Do any employees or supervisors, or clients/customers have a history of assault, verbal abuse, harassment, or other threatening behavior?			
Are employees told and trained on who is responsible for security?			
Other Risk Factors (Describe):			
INSPECTING WORK AREA			
<i>You or your workplace violence/crime prevention committee should now begin a "walk around" inspection to identify potential security hazards. This inspection can tell you which hazards are already well controlled, and what control measures need to be added. Not all of the following questions can be</i>			

answered through simple observation. You may also need to talk to employees or investigate in other ways.

General Actions

Question	All Areas	Some Areas	Few Areas	No Areas	Note/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?					
Is there established liaison with the local police department?					
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)?					

Other Observations:

INSPECTING EXTERIOR BUILDING AREAS

Question	Yes	No	Notes
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 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?			

Other Observations:

INSPECTING PARKING AREAS

Question	Yes	No	Notes
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 or "buddy system" available to employees walking to and from the parking lot?				
Other Observations:				
SECURITY MEASURES				
Question	In Place	Should Add	N/A	Notes
Physical barriers (plexiglass partitions, bullet resistant customer windows, etc.)?				
Security cameras or closed-circuit TV in high-risk areas?				
Panic buttons?				
Alarm systems?				
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?				
Other Observations:				

Checklist Completed by: _____ Date: _____