

Workplace Violence Prevention Plan

July 1, 2024



ROCKLIN
CALIFORNIA

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I. Purpose

The purpose of the City of Rocklin’s (City) Workplace Violence Prevention Plan (WVPP or Plan) is to establish, implement, and maintain an effective workplace violence prevention plan as required under Labor Code sections 6401.7 and 6401.9.

Specifically, the Plan contains procedures to address the following statutory requirements:

- A. Record information in a Violent Incident Log for every incident of workplace violence, as defined herein.
- B. Provide effective training to employees on the legal requirements related to the prevention of workplace violence, including but not limited to the City’s WVPP.
- C. Maintain records of the following: (a) workplace violence hazards, (b) City employee (hereinafter referred to as “employees”) trainings, (c) Violent Incident Logs, and (d) the investigation of any incident of workplace violence.
- D. Ensure certain records are made available to the Division of Occupational Safety and Health (“Division” or “DOSH”), employees, and any authorized employee representatives.

This document also contains the City’s administrative policy prohibiting violence in the workplace.

II. Scope of Coverage

The WVPP shall apply to all City Workplaces, unless a Workplace is expressly exempted from coverage as noted herein.

“Workplace” is defined as any City building, facility, City Hall, Administration Building, Police Station, Fire Station, Corporation Yard, Rocklin Event Center, park, recreation site and facility, office space, storage location, vehicle, or any other location that the City owns, operates, leases, or maintains for City business.

III. Effective Date

The effective date of this Plan is July 1, 2024. The Plan shall continue in full force and effect until repealed or rescinded.

Date of last review: N/A

Date of last revision: N/A

IV. Definitions

For the purposes of the WVPP, the following definitions apply:

- A. “Access” means the right and opportunity to examine and receive a copy of the WVPP.

- B. "Designated representative" means any individual or organization to whom an employee gives written authorization to exercise a right of Access. A recognized or certified collective bargaining agent shall be considered a designated representative for the purpose of Access to the WVPP.
- C. "Emergency" or "emergencies" means unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.
- D. "Engineering controls" mean an aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between the worker and the hazard.
- E. "Dangerous weapon" as used in this policy includes, but is not limited to, the following, but excluding any tools specifically required for the performance of an employee's job duties:
- A firearm, is any device designed to expel a projectile by means of an explosion and subsequent expanding gases.
 - Dangerous knives, which are knives with a blade length of greater than three inches measured from the handle to the tip, dirks, daggers, or any Balisong knife or switchblade knife, fitted for fighting and/or stabbing.
 - Explosive devices of any kind, Slingshots, clubs, or sand clubs.
 - Martial arts weapons, such as nunchaku sticks and throwing stars.
 - Metal knuckles.
 - Air guns, pellet guns, blow guns.
 - Any replica or other item that simulates any of the above.
- F. "Serious injury or illness" means any injury or illness occurring in a place of employment, workplace or in connection with any employment that requires inpatient hospitalization for other than medical observation or diagnostic testing, or in which an employee suffers an amputation, the loss of an eye, or any serious degree of permanent disfigurement, but does not include any injury or illness or death caused by an accident on a public street or highway, unless the accident occurred in a construction zone.
- G. "Threat of violence" means any verbal or written statement, including, but not limited to, texts, electronic messages, social media messages, or other online posts, or any behavioral or physical conduct, that conveys an intent, or that is reasonably perceived to convey an intent, to cause physical harm or to place someone in fear of physical harm, and that serves no legitimate purpose.
- H. "Workplace violence" means any act of violence or threat of violence that occurs in the City's covered Workplace. Workplace violence does not include lawful acts of self-defense or defense of others.
- I. Workplace violence includes, but is not limited to, the following:

1. 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.
 2. 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.
 3. The following four (4) types of workplace violence:
 - a. “Type 1 violence” means workplace violence committed by a person who has no legitimate business at the workplace and includes violent acts by anyone who enters the workplace or approaches workers with the intent to commit a crime.
 - b. “Type 2 violence” means workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.
 - c. “Type 3 violence” means workplace violence against an employee by a present or former employee, supervisor, or manager.
 - d. “Type 4 violence” means workplace violence committed in the Workplace by a person who does not work at that Workplace but has or is known to have had a personal relationship with an employee.
- J. Rocklin’s “Workplace Violence Prevention Committee” (“Committee”) means the group of employees who assess the City’s workplace violence hazards and support in the implementation of the WVPP. These are the employees selected as Department Safety Coordinators in the City’s Injury and Illness Prevention Program.
- K. “Violent Incident Log” or “Log” means the violent incident log required by this WVPP.
- L. “Work practice controls” means procedures and rules, which are used to effectively reduce workplace violence hazards.
- M. “Written authorization” means a request provided to the City containing the following information:
1. The name and signature of the employee authorizing a representative of the employee to access the WVPP on the employee’s behalf.
 2. The date of the request.
 3. The name of the designated representative (individual or organization) authorized to receive the WVPP on the employee’s behalf.
 4. The date upon which the written authorization shall expire, if less than one (1) year.
- N. “WVPP” means the Workplace Violence Prevention Plan or the “Plan.”

V. Prohibition of Violence in the Workplace

The City has a zero-tolerance policy for acts of violence in the workplace or in the course of conducting City business. Any unlawful violent actions committed by City employees, contractors, or agents, or by members of the public, while on City property or while using City facilities may be referred to criminal prosecution as appropriate. For City employees, this prohibition also applies while performing City business at other locations, and may result in administrative and/or disciplinary action up to and including termination.

In the interest of maintaining a workplace that is safe and free of violence, possession of or use of dangerous weapons is prohibited on City property, in City vehicles, or in any personal vehicle that is used for City business. This prohibition applies even if an individual is licensed in their private capacity to carry a concealed weapon. In addition, any other related object carried for the purpose of injuring or intimidating others is not permitted. This policy does not apply to law enforcement personnel who are engaged in law enforcement activities.

VI. The Plan

A. Access

The City makes the WVPP available and accessible to employees, designated representatives, and representatives of the DOSH at all times.

1. Employees

The City will provide access to the WVPP to employees as follows:

- a. The City has made and will continue to make the WVPP available and will provide access to employees by providing an employee a physical copy of the WVPP within five (5) business days of receiving the request for access from the employee.
- b. Whenever an employee requests a copy of the WVPP, the City shall provide the requesting employee a printed copy of the WVPP, unless the employee agrees to receive an electronic copy of the WVPP.
- c. The City will provide one (1) printed copy of the WVPP free of charge. If an employee requests additional copies of the WVPP within one (1) year of the previous request and the WVPP has not been updated with new information since the prior copy was provided, the City may charge reasonable, reproduction costs for the additional copies.
- d. An employee can access the WVPP through the City's SharePoint site, [HR - Home \(sharepoint.com\)](#), where the employee can review, print, and email the current version of the WVPP.

2. Designated Representatives

The City will make the WVPP available and provide access to designated representatives in a manner consistent with Section V(A)(1) of the City's WVPP

only after the employee provides written authorization to the City, unless otherwise stated.

The City makes the WVPP available and provides access to any employee organization that represents employees in a manner consistent with WVPP Section V(a)(1) without requiring that an employee provide prior written authorization to the City.

3. DOSH Representatives

The City will make the WVPP available to DOSH representatives upon request, consistent with Labor Code § 6401.9(c)(1)(B).

B. Implementation

1. Workplace Violence Prevention Coordinator (“coordinator”)

The individual(s) identified below shall serve as the City’s WVPP coordinator(s) and are authorized and responsible for implementing the WVPP:

Job Title/Position	Contact Information	WVPP Responsibilities
Director of Administrative Services	916-625-5055	Implementing the Plan and emergency response.
Management Analyst	916-625-5025	Training and employee involvement, emergency response, and hazard identification.

Specifically, the coordinator will be responsible for the following:

- a. Serve as the Chair of the City’s WVPP Committee.
- b. Establish and coordinate work practice controls.
- c. Establish and coordinate engineering controls.
- d. Respond to reports of workplace violence incidents and workplace violence hazards, including investigating incidents of workplace violence and workplace violence hazards.

2. Workplace Violence Prevention Committee

The City established a WVPP Committee to assess the City’s workplace violence hazards and determine preventative actions to be taken.

The Committee shall be comprised of the coordinator and two groups, 1) executives from the City Manager’s Office, Police Department, and City Attorney’s Office, and 2) employees identified as Department Safety Coordinators.

The Committee shall undertake the following:

1. Meet regularly, but not less than quarterly.
2. Prepare and make available to any affected employees, the records of the workplace violence issues discussed at the Committee meetings and maintained for review by DOSH upon request.
3. Review the results of the City's periodic, scheduled workplace inspections.
4. Review investigations of workplace violence and their causes, and where appropriate, submit suggestions to the City management for the prevention of future incidents.
5. Review investigations of alleged workplace violence hazards brought to the attention of any Committee member. When determined necessary by the Committee, the Committee may conduct its own inspection and investigation to assist in remedial solution(s).
6. Submit recommendations to assist in the evaluation of employee safety suggestions.
7. Upon request from the DOSH, verify abatement action taken by the City to abate citations issued by the DOSH.
8. Provide updates to the WVPP as necessary to the City Council and City Manager.
9. Prepare and implement workplace violence hazard, prevention, Plan, response, strategy, and related training subsequent to the initial training.
10. At minimum, review the WVPP under the following circumstances: (a) once annually; (b) when a deficiency is observed or becomes apparent; and (c) after a workplace violence incident.
 - a. A review of the WVPP should include the following: (a) review of the Violent Incident Log; (b) review employee comments and feedback on the WVPP; (c) review of other records; and (d) a physical inspection of the workplace.
 - b. Following the review, report any revisions to the Plan to employees.

C. Obtaining Active Employee Involvement in Developing and Implementing the Plan

The City encourages the active involvement of employees in developing and implementing the WVPP through and by the measures discussed in the sections below.

1. Identifying, Evaluating, and Correcting Workplace Violence Hazards

The City encourages the active involvement of employees in identifying, evaluating, and correcting workplace violence hazards through and by the

following means:

- a. Regular meetings of the Committee comprised of employees that are charged with identifying, evaluating, and correcting workplace violence hazards.
- b. Schedule general employee meetings at which workplace violence hazards are freely and openly discussed. Such meetings shall be regular, scheduled, and announced to all employees so maximum employee attendance can be achieved.
- c. Survey employees regarding the identification, evaluation, and correction of any workplace violence hazards.
- d. Provide a means by which employees may provide anonymous feedback regarding the identification, evaluation, and correction of any workplace violence hazards.
- e. Provide a means by which employees may report potential workplace violence hazards that the City will evaluate and, if necessary, correct.

2. Reporting and Investigating Workplace Violence Incidents

The City encourages the active involvement of employees in reporting and investigating workplace violence incidents through and by the following means:

- a. Regular meetings of the Committee comprised of both City and employee representatives who are charged with reviewing investigations of workplace violence incidents and hazards.
- b. Encourage any employee who experiences, witnesses, or becomes aware of a violent incident, threat, or other workplace violence concern in which there is an immediate threat to the employee's safety or the safety of others or where a serious injury or illness has occurred to immediately report the incident to law enforcement, security, and/or emergency medical services.
- c. Encourage any employee who experiences, witnesses, or becomes aware of a violent incident, threat, or other workplace violence concern to immediately report the facts and circumstances of the violent incident, threat, or other workplace violence concern to their supervisor or to Human Resources.
- d. Encourage any employee who experiences, witnesses, or becomes aware of a violent incident, threat, or other workplace violence concern to participate in the investigation of the violent incident, threat, or other workplace violence concern.
- e. Implement procedures to ensure that employees are not retaliated against for reporting or participating in investigations of workplace violence incidents.

- f. Allocate adequate resources and training for employees to appropriately recognize workplace violence concerns.
- g. Provide coverage, if necessary, so employees can immediately report a concern of workplace violence during their regularly scheduled work hours and participate in investigations.
- h. Recognize and reward employees who report violent incidents, threat, or other workplace violence concerns.

D. Coordination with Other Employers

If and when applicable, the City shall coordinate the implementation of the WVPP with other employers in order to ensure that those employers and employees understand their respective roles, as provided in the Plan.

Specifically, the City will coordinate with other employers to ensure that all employees within the workplace are trained on workplace violence prevention and all workplace violence incidents involving any employee are reported, investigated, and recorded.

E. Compliance

The City will ensure compliance with the Plan through and by the measures discussed in this section.

1. Expectations of Employees Regarding Compliance with the Plan

a. Employees

All employees shall be familiar and comply with the WVPP and its requirements.

All employees are responsible for using safe work practices; for refraining from acts of violence; for following all directives, policies, and procedures; and for assisting the City in maintaining a safe and secure work environment, including seeking assistance to resolve conflicts that may lead to acts of violence.

All employees are required to know, understand, and adhere to the safety rules that apply to their workplace and the work they perform.

All employees are expected to immediately report to a supervisor or manager any dangerous or threatening situations that occur in the workplace, and/or situations that occur outside the workplace which may affect workplace safety (e.g. where personal restraining orders have been issued).

All employees are required to attend and participate in all WVPP training.

b. Managers and Supervisors

Managers and supervisors are responsible for implementing and maintaining the WVPP in their respective work areas and for ensuring that all employees adhere to the safety rules that apply in these work areas.

Managers and supervisors should answer questions that employees may have about the WVPP and its requirements, be able to direct employees to the coordinator, or provide resources for employees to use that will answer their questions.

Managers and supervisors are expected to participate in investigation of workplace violence reports in their respective departments. Any report of violence shall be evaluated immediately and confidentially, and appropriate action will be taken, where possible, in order to protect employees from further violence. Appropriate disciplinary action shall be taken when it is determined that City of Rocklin employees have committed acts of violence.

2. Methods to Ensure Compliance

a. Recognition of Employees Who Comply with the WVPP

The City may from time to time choose to recognize employees who comply with the WVPP through positive reinforcement procedures as long as the reinforcement procedures do not discourage employees from reporting workplace violence incidents or hazardous:

- Public recognition of employees who demonstrate compliance with the WVPP.
- Offering rewards for employees who demonstrate compliance with the WVPP.
- Acknowledgement for departments who demonstrate successful WVPP compliance.

b. Training and Retraining of Employees on Plan Requirements

The City shall provide training regarding the Plan requirements in accordance with this Plan and applicable law.

c. Enforcement of the Plan Requirements and Discipline for Non-Compliance

Managers and supervisors shall enforce the rules and requirements related to the WVPP fairly and uniformly.

Employees who do not comply with the safety rules and requirements set forth in the WVPP may be subject to discipline, up to and including termination.

Managers and supervisors who do not enforce the rules and requirements related to the WVPP or do not enforce them fairly and uniformly may be subject to discipline, up to and including termination.

F. Communicating to Employees about Workplace Violence

The City will communicate to employees about reporting and investigating workplace

violence incidents.

The City's procedures for communicating to employees regarding workplace violence incidents include the following:

1. Reporting on violent incidents, threats, or other workplace violence concerns.
2. Informing affected employees of the general results of any investigation into workplace violence incidents, while protecting the privacy of affected and/or involved employees.
3. Informing affected employees of the corrective actions taken in response to the workplace violence incident, while protecting the privacy of affected and/or involved employees.
4. Communicating to employees about the prohibition on retaliating against employees who participate in the investigation of workplace violence incidents.

a. Reporting Violent Incidents

An employee may report a workplace violence incident internally through any of the following means:

- Reporting the incident to any manager or supervisor verbally or in writing.
- Reporting the incident to the coordinator or other Committee member.
- Reporting the incident to a designated representative, who will facilitate a report to the City. The City will respond to the report after it receives the report from the designated representative.
- Reporting by completing and submitting a physical or electronic form to Human Resources Division via Workplace.ViolenceandHazards@rocklin.ca.us or interoffice mail.

If the violent act constitutes an emergency (e.g. due to an ongoing physical altercation, violence that has resulted in an injury, or any other reason), employees should call 911 (9-911 from City landlines; or from a cell phone call 916-632-4093, which connects directly to dispatch), and then report the incident internally.

b. Acceptance of and Response to Reports of Workplace Violence

The City shall take all steps reasonably necessary to respond to all reports of workplace violence.

• **Response**

Immediately or as promptly as circumstances allow following a report of workplace violence and to the extent feasible, the City shall endeavor to respond by requesting assistance from first

responders or other qualified or trained individuals to provide first aid and emergency care to the injured employee(s), and by taking any measures reasonably necessary and feasible to prevent other employees from being injured.

The City will endeavor to ensure that any injured employees receive prompt medical evaluation and treatment and that to the extent feasible, injured employees are provided transportation to receive medical care, if such care is not provided on site.

The City will report as promptly as possible under the circumstances to DOSH (by phone or email) any serious injury or illness or death of an employee that is attributable to workplace violence by providing DOSH with the following information if known:

- Time and date of incident.
- Employer's name, address, and telephone number.
- Name and job title of the person reporting the incident.
- Address of incident site.
- Name of person to contact at incident site.
- Name and address of injured employee(s).
- Nature of injuries.
- Location where injured employee(s) was/were taken for medical treatment.
- List and identity of other law enforcement agencies present at the incident site.
- Description of incident and whether the incident scene or instrumentality has been altered.

- **Investigating the Report of Workplace Violence**

The City shall take reasonable steps to investigate reports of workplace violence as provided in the following section.

- **Provision of Leave for Employees Who Are or May be Victims of Violence**

The City shall not take adverse action against any employee who takes time off from work in order to seek a Temporary Restraining Order (TRO) or to obtain other assistance to help safeguard the "health, safety, or welfare" of the employee or their child based on such conduct. An employee may use paid sick leave pursuant to the City's Paid Sick Leave Policy and/or other applicable policies to take time off from work for these purposes.

An employee shall provide the City reasonable and advance notice of their intention to take time off from work for either of these purposes if feasible. If advance notice is not feasible, employees must provide a certification to the employer within a reasonable time after the absence.

- **Temporary Restraining Orders**

When an employee has suffered unlawful violence or a credible threat of violence from any individual, which may reasonably be carried out at any of the City's workplaces, the City may attempt to obtain a TRO on behalf of the employee.

c. Investigation of Workplace Violence

The City shall respond to reports of workplace violence or a threat of violence by promptly initiating an investigation, as applicable.

The City's investigation of workplace violence or a threat of violence may include, but not necessarily be limited to, the following steps or measures, as applicable:

- Visiting the scene of an incident as soon as safe and practicable.
- Collection of facts on who, what, when, where, and how the incident occurred.
- Collection of statements from involved parties, such as employees, witnesses, law enforcement, and/or security personnel.
- Reviewing security footage of existing security cameras if applicable.
- Collection of photographic or video evidence of damage or injuries, where appropriate.
- Examining the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
- Consultation with the affected employees, witnesses, and Committee members to identify potential contributing causes.
- Obtaining any reports completed by law enforcement.
- Assessment of any threat of violence, identifying the following, as applicable and to the extent the information is known by the City:
 - The exact nature and context of the threat and/or threatening behavior.
 - The identified target.
 - The person's apparent motivation.

- The person's ability to carry out the threat.
- The person's background, including work history, criminal record, mental health history, and past behavior on the job.

Following an investigation, the City may take the following measures, as applicable:

- Notify the affected employees of the general results of the investigation, while protecting the privacy of affected and/or involved employees.
- Collaborate with the Committee to recommend corrective action.
- Implement changes in engineering controls, procedures, or policies, if appropriate.
- Establish updated work practice controls, if necessary.

The City shall retain records of workplace violence incident investigations for a minimum of five (5) years.

d. Documentation in Violent Incident Log

All workplace violence incidents shall be subsequently recorded in the Violent Incident Log. Information that is recorded in the Log for each incident shall be based on information solicited from the employees who experienced the workplace violence, on witness statements, and on investigation findings. The City shall omit from the Log any element of personal identifying information that would be sufficient to allow identification of any person involved in a workplace violence incident.

The information recorded in the Log shall include all of the following:

- The date, time, and location of the incident.
- The workplace violence type or types (e.g., Type 1, Type 2, Type 3, or Type 4).
- A detailed description of the incident.
- A classification of who committed the workplace violence, including whether the accused 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
- Other perpetrator
- A classification of circumstances at the time of the incident, including, but not limited to, whether the employee was:
 - Completing usual job duties
 - Working in poorly lit areas
 - Rushed
 - Working during a low staffing level
 - Isolated or alone
 - Unable to get help or assistance
 - Working in a community setting
 - Working in an unfamiliar or new location
- A classification of where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area.
- The type of incident, including, but not limited to, whether it involved any of the following:
 - Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.
 - Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object.
 - Threat of physical force or threat of the use of a weapon or other object.
 - Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.
 - Animal attack.
 - Other.
- Consequences of the incident, including, but not limited to:
 - Whether security or law enforcement was contacted and 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.

e. Prohibition on Retaliation

The City has implemented the following measures to prevent and prohibit retaliation against those who report workplace violence, a threat of violence, or hazards related to workplace violence, or who participate in the investigation of such incidents or hazards:

- The City responds to reports of workplace violence, a threat of violence, or hazards related to workplace violence in a prompt and timely manner.
- The City provides employees multiple channels by which to report incidents, hazards, or concerns, including anonymously and through or by a designated representative.
- The City admonishes managers and supervisors not to retaliate against any employee who reports workplace violence, a threat of violence, or hazards related to workplace violence, or any employee who participates in the investigation of such incidents or hazards.
- The City trains all employees that retaliation against any employee who reports workplace violence, a threat of violence, or hazards related to workplace violence, or any employee who participates in the investigation of such incidents or hazards is expressly prohibited and that there are consequences, such as discipline, for retaliation against such employees.

G. Identification, Evaluation, and Correction of Workplace Violence Hazards

1. Identification of Workplace Violence Hazards

The City shall undertake all reasonably necessary actions within its power and control to identify workplace violence hazards.

The City shall conduct inspections of its workplace(s) to identify workplace violence hazards.

Specifically, the City shall conduct inspections under the following circumstances:

- a. When the WVPP is first established.
- b. After each workplace violence incident.
- c. Whenever the City is made aware of a new or previously unrecognized hazard.
- d. Annually.

Periodic inspections to identify and evaluate workplace violence and hazards will be performed by the following employees in the following areas of the workplace:

Name of Employee/Job Title of Employee	Department Inspection Area- lobby, reception, parking lot, breakroom.
Deputy Fire Chief	Fire Stations- 23,24,25 and Administration
Director of Community Development	Community Development and old City Hall
Executive Assistant	Police
Administrative Assistant	Parks and Recreation
Environmental Services Technician	Public Works
Associate Management Analyst	Executive Offices (City Manager and City Attorney)
Management Analyst	Administrative Services and City Clerk

The City Manager and Department Directors will identify the names of specific individuals or their designees from the respective Departments who hold the job titles stated in this chart and will inform and update City staff on an ongoing basis, by email, of any changes and updates to the names of those designated.

Inspections for workplace violence hazards may include assessing factors specific to the City’s workplace, such as the following:

- a. The exterior and interior of the workplace for its attractiveness to robbers.
- b. The need for violence surveillance measures, such as mirrors and cameras.
- c. Procedures for employee response during a robbery or other criminal act, including the City’s policy prohibiting employees, who are not security guards, from confronting violent persons or persons committing a criminal act.
- d. Procedures for reporting suspicious persons or activities.
- e. Effective location and functioning of emergency buttons and alarms.
- f. Posting of emergency telephone numbers for law enforcement, fire, and medical services.
- g. Whether employees have access to a telephone with an outside line.
- h. Whether employees have effective escape routes from the workplace.
- i. Whether employees have a designated safe area where they can go to in an emergency.
- j. Adequacy of workplace security systems, such as door locks, entry codes or badge readers, security windows, physical barriers, and restraint systems.

- k. Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of the City our establishment.
- l. Employees' skill in safely handling threatening or hostile service recipients.
- m. Effectiveness of systems and procedures that warn others of actual or potential workplace violence danger or that summon assistance, e.g., alarms or panic buttons.
- n. The use of work practices such as the "buddy" system for specified emergency events.
- o. The availability of employee escape routes.
- p. How well the City management and employees communicate with each other.
- q. 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.
- r. Frequency and severity of employees' reports of threats of physical or verbal abuse by managers, supervisors, or other employees.
- s. Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace.

2. Investigation of Workplace Violence Hazards

The City will initiate a reasonable investigation following the identification of a workplace violence hazard in order to evaluate the nature of the hazard.

The City may undertake the following as part of such investigation, as applicable:

- a. Collection of statements from witnesses.
- b. Collection of photographic or video evidence of damage or injuries, where appropriate.
- c. Consultation with the affected employees, witnesses, and Committee members to identify potential contributing causes.

3. Correction of Workplace Violence Hazards

After the identification and investigation of a workplace violence hazard and after a workplace violence hazard inspection, the City will take appropriate steps to correct or respond to the hazard and prevent or control future or potential hazards by implementing remedial measures, which may include but are not necessarily limited to:

- a. **Substitution:** When possible, the City will correct a hazard by eliminating or substituting it with a safer work practice control ("substitution").

- b. **Removal of Employees:** In the event that a workplace violence hazard exists that cannot be immediately corrected without endangering employees or property, the City will remove all employees from the work site except those necessary to correct the existing hazard. Employees who are necessary to correct the hazard will be provided with necessary protection in order to protect them from the hazard.
- c. **Replacement of Equipment:** If a piece of equipment is hazardous, the City will remove it from service and identify it as defective.
- d. **Engineering Controls:** The City will apply physical changes to either remove the hazard from the workplace or create a barrier between employees and the hazard. Based on the nature of the hazard and the needs of the workplace, engineering control strategies may include the following: (a) using physical barriers (such as enclosures or guards) or door locks to reduce employee exposure to the hazard; (b) metal detectors; (c) panic buttons; (d) improved or additional lighting; and (e) more accessible exits (where appropriate).
- e. **Work Practice Controls:** The City will adjust work practice controls if substitution or engineering controls are impossible or inappropriate. Additional work practice controls may be necessary in addition to substitution and engineering controls to prevent future workplace violence hazards. Work practice control strategies may include the following: (a) hiring security guards and having them patrol the workplace interior and perimeter; (b) ensuring employees have access to a telephone with an outside line; posting emergency telephone numbers in the workplace for law enforcement, fire, and medical services; (c) improved or altered communication measures; (d) improved or altered policies of prohibited practices (such as a weapons ban or limitation of the amount of cash on hand); and a “buddy system” for specified emergency events; (d) adding security cameras or mirrors.
- f. **Training:** The City will educate employees about the identified hazard in subsequent WVPP training.
- g. **Collaborate with the Committee:** The City will collaborate with the Committee on other ways to correct the hazard.
- h. **Notice to Affected Employees:** The City will notify affected employees in writing of the corrective measures the City implemented to address the workplace violence hazard.

4. Recording Information regarding Workplace Violence Hazards

The City will document the identification, investigation, and correction of workplace violence hazards and maintain such records for at least five (5) years following the identification, investigation, and correction of such hazards, or until such time as the law may otherwise require.

The City shall record information in the Violent Incident Log for each workplace violence incident.

Information that is recorded in the Log for each incident shall be based on information solicited from the employee(s) who experienced the workplace violence, on witness statements, and on investigation findings.

The City will document all work-related injuries or illness caused by workplace violence that resulted in death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid to DOSH.

H. Responding to Workplace Violence Emergencies

The City will use an emergency alerting system to alert employees of the presence, location, and nature of workplace violence emergencies.

Following a workplace violence emergency, a notification through the alerting system will include information regarding the following:

1. The existence/presence of a workplace violence emergency.
2. The location of a workplace violence emergency.
3. The nature of the workplace violence emergency.
4. The appropriate response procedures for employees.

In a workplace violence emergency, employees can obtain help from any manager or supervisor, the coordinator, any Committee member. Employees should promptly call 911 in the event of any workplace violence emergency. For other matters that require law enforcement, employees should call 916-625-5400 and then press 1. Pressing 1, will take you directly to Police dispatch. Employees should also notify their supervisor, manager as soon as possible.

I. Training

The City shall provide training when the Plan is first established and when new employees are hired.

The City shall ensure annual training thereafter.

The City shall provide training on all of the following subjects:

1. The City's Plan, how to obtain a copy of the City's Plan at no cost, and how to participate in the development and implementation of the City's Plan.
2. Definitions and requirements of the Plan.
3. How to report workplace violence incidents or concerns to the City or law enforcement without fear of reprisal.

4. Workplace violence hazards specific to the employees' jobs, the corrective measures the City has implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm.
5. The City's Violent Incident Log, and how to obtain copies of records related to workplace violence.

The training shall include an opportunity for interactive questions and answers with a person knowledgeable about the City's WVPP.

The City shall provide additional training when a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the WVPP.

VII. Recordkeeping

The City shall maintain the following types of records for the following periods or until such time required by law:

Type of Record	Maintenance Period
Records of workplace violence hazard identification, evaluation, and correction.	Minimum of five (5) years
Training records, including training dates, contents or a summary of the training sessions, names and qualifications of persons conducting the training, and names and job titles of all persons attending the training sessions.	Minimum of one (1) year
Violent Incident Logs.	Minimum of five (5) years
Records of workplace violence incident investigations. These records must not contain medical information.	Minimum of five (5) years

The City shall ensure that records of workplace violence incident investigations do not contain any medical information including any information in electronic or physical form, in possession of or derived from a provider of health care, health care service plan, pharmaceutical company, or contractor regarding a patient's medical history, mental health application information, reproductive or sexual health application information, mental or physical condition, or treatment that includes or contains any element of personal identifying information sufficient to allow identification of the individual.

The City shall make all records required by this WVPP available to DOSH upon request for purposes of examination and copying.

The City shall make the following records available to employees and their designated representatives, upon request and without cost, for examination and copying within fifteen

(15) calendar days of a request:

1. Records of workplace violence hazard identification, evaluation, and correction.
2. Training records.
3. Violent Incident Logs.

VIII. Responsible Department

Department of Administrative Services responsible for implementing the plan.

Resolution # 2024-156

Adopted: June 25, 2024