Workplace Violence Prevention Training

In this course we're going to learn how to recognize violence in the workplace and how we can prepare ourselves to respond to it.

- **Workplace Violence Prevention for the County**
- **The County's WVPP Effective Date & General Information**
- **What Will the WVPP Mean for Our Organization?**
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- **After a Workplace Violence Incident**
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Lesson 1 of 8

Workplace Violence Prevention for the County

The County of San Diego is dedicated to creating a workplace that is safe from violence for all of our staff. We've developed a comprehensive workplace violence prevention plan that is available to all employees and staff.

In this training, we will be covering the Workplace Violence Prevention Plan, what it entails, and how you can help create a safe working environment.

Creating a Safe Work Environment

One of the first ways that we can create a safe work environment for ourselves and our coworkers at the County is preparing ourselves in the event that we witness workplace violence.

By the end of this training you'll have a better understanding of the County's **Workplace Violence Prevention Plan (WVPP)**, including:

- Learning definitions and requirements related to the WVPP
- Obtaining a copy of your department's WVPP
- Participating in development and implementation of your WVPP
- Reporting workplace violence incidents/concerns to your department or law enforcement without fear of reprisal
- Identifying workplace violence hazards specific to employees' jobs, corrective measures implemented, seeking assistance to prevent/respond to violence, and strategies to avoid physical harm
- Accessing and viewing the violent incident log
- Obtaining copies of records

The County's WVPP Effective Date & General Information

What is the Workplace Violence Prevention Requirement?

The Workplace Violence Prevention requirement is enforced by Cal/OSHA

Cal/OSHA is the state entity responsible for enforcing the California Occupational Safety and Health Act, which is a set of laws and regulations that impose legal obligations on employers to maintain safe and healthful working conditions for their employees.

Senate Bill 553 (SB 553) was signed into law on Sept. 30, 2023 which outlined the WVPP requirement for most CA employers to be in effect by July 1, 2024.

Effective July 1, 2024, all employers must establish, implement, and maintain an effective WVPP, which must:

- Be in writing
- Be available and easily accessible to employees, Designated Representatives, and Cal/OSHA at all times
- Be in effect at all times and in all work areas and be specific to the hazards and corrective measures for each work area and operation
- Be a stand-alone section in the written injury and illness prevention program ("IIPP") or maintained as a separate document

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Cal/OSHA Enforcement and Guidance

Enforcement

- Cal/OSHA will enforce the WVPP requirements on employers by the issuance of a citation and a notice of civil penalty
- Citations and penalties may be appealed by employers
- Cal/OSHA will propose, no later than December 31, 2025, and the Occupational Safety & Health Standards Board (“OSHSB”) will adopt, no later than December 31,

2026, standards regarding the WVPP

What Will the WVPP Mean for Our Organization?

Workplace Violence Prevention Training

All employees, including managers and supervisors, will have an online LMS training and may have additional departmental training and instruction specific to the job and/or facility.

This training will occur:

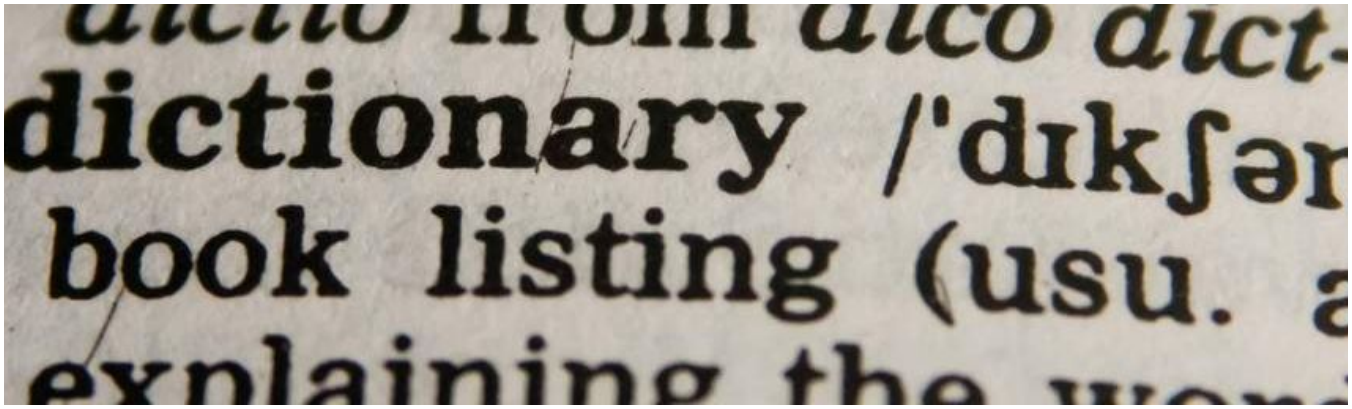
- When the WVPP is first established
- Annually
- Whenever a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the plan. The additional training or instruction may be limited to addressing the new workplace violence hazard or changes to the Plan

In accordance with Cal/OSHA requirements, the Workplace Violence Prevention Plan is applicable to all employees and

workplaces at the County, with the following exceptions:

- Sheriff's Department
- Probation Department
- Staff located at Edgemoor Hospital
- Staff located at San Diego County Psychiatric Hospital
- Employees teleworking from their location indicated in their Remote Work Agreement

Recognizing Workplace Violence



Some Basic Terminology

In this section, we're going to be covering what exactly we mean when we say "workplace violence." Before we dive in, here are a few words that will come up and what we're referring to when we use them.

Employee

Persons defined in Section 350 of the California Labor Code, which reads "*every person, including minors and persons who are not citizens or nationals of the United States,*

Threat of Violence

This refers to any verbal or written statement, including, but not limited to, texts, electronic messages,

rendering actual service in any business for an employer, whether gratuitously or for wages or pay, whether the wages or pay are measured by the standard of time, piece, task, commission, or other method of calculation, and whether the service is rendered on a commission, concessionaire, or other basis." "Employee" also includes the members of Boards and Commissions and elected and appointed public officers. For purposes of the Plan, "employee" also includes a volunteer or independent contractor who performs services for the employer at the employer's worksite.

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 Prevention Plan (WVPP) Administrator

The designated employee with the authority and responsibility for implementing the provisions of this Plan.

Authorized Employee Representative

A designee of a recognized or certified collective bargaining agent representing the County's employees.

Injury

Any work-related injury or illness that results in: death; days away from work; restricted work; transfer to another job;

Emergency or Emergencies

Unanticipated circumstances that can be life threatening or

medical treatment beyond first aid; loss of consciousness; or a significant injury or illness diagnosed by a health care professional.

pose a risk of significant injuries to employees or other persons.

Log

The Workplace Violence Incident Log.

Plan

The Workplace Violence Prevention Plan.

Work Practice Controls

The procedures and rules which are used to effectively reduce Workplace Violence hazards.

Engineering Controls

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.

What is Workplace Violence, exactly?

The term "Workplace Violence" has come up a lot already in this training. We all probably have a good understand of what that means in general, but when it comes to the Workplace Violence Prevention Plan, "Workplace Violence" is any act of violence or

threat of violence that occurs in the workplace, including places where services are provided, but excluding teleworking locations. Workplace Violence includes, but is not limited to:

- The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury
- An incident involving a threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury

"Workplace Violence" does *not* include lawful acts of self-defense or defense of others

CONTINUE

Types of Workplace Violence

The WVPP defines Workplace Violence in four categories, which are used in the Workplace Violence Incident Log to identify and track any incidents that occur.

Click each card below to learn about the four types of violence.

Type 1 Violence

Type 1 Violence
is 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

Type 2 Violence

Type 2 Violence
is directed at employees by customers, clients, patients, students, incarcerated persons, or visitors

Type 3 Violence

Type 3 Violence
is committed against an employee by a present or former employee, supervisor, or manager

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Type 4 Violence

Type 4 Violence
is 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

4 of 4

View all violence type definitions above to continue

Accessing, Implementing, and Improving the Plan

How Do I Access my Department's Plan?

Each department/facility will have their own Workplace Violence Prevention Plan. The Plan will be a separate document and must be in writing and available to all employees at all times. The Plan will also be mentioned in your department's Injury Illness Prevention Plan (IIPP).

To access your department/facility's Plan, contact your WVPP Administrator.

Your WVPP Administrator will be referenced by name or job title in the Plan and will be the person responsible for implementing the Plan for your department/facility. If there are multiple persons responsible for the Plan, their roles shall be clearly described.

If you are not sure who your WVPP Administrator is, contact your Departmental Human Resources Officer (DHRO) for

clarification.

Improving the Plan

Once you've accessed the Plan for your department/facility, you may have feedback regarding some of the Workplace Violence Hazards, whether that is identifying, evaluating, or correcting hazards. This feedback can be submitted to your supervisor, manager, or WVPP Administrator(s).

WVPP Administrator(s) or their designees will conduct periodic inspections to assess physical and administrative risk factors. Inspections may include but are not limited to:

Physical Risk Factors

Administrative Risk Factors

- Inadequate or poor lighting (indoors, at entrance/exits, in parking area)
- Poor visibility around entrance/exits
- Lack of physical barriers between employees and customer intake areas
- Obstacles to accessing alarm systems or emergency exits
- Untested alarm systems
- Working alone or inadequate coverage
- Working in isolated areas
- Storage of high value items, money, or prescription medication
- Change of procedure, law, regulation that may incite employee or customer displeasure
- History of workplace violence threats or actions at the facility
- Clientele with mental illness or history of violent acts

Employee Considerations

- Two employees work together with a potentially risky situation or client
- Department procedure permits employees to refuse service to customers when in risky/hazardous situation
- Employees are briefed about field work in neighborhoods (i.e., gang activity, crime, driving route)
- Employees can effectively communicate with clients in the field (i.e., language barriers)
- Supervisors know where employees are, even in the field

In addition to annual inspections, the Department will evaluate reported employee concerns when received, workplace violence incidents as they occur, and previously unrecognized or new hazards.

Workplace violence hazards will be evaluated and corrected in a timely manner. Your department or facility will implement the following effective procedures to correct workplace violence hazards that are identified.

- If an imminent workplace violence hazard exists that cannot be immediately abated without endangering employee(s), all exposed employee(s) will be removed from the situation except those necessary to correct the existing condition. Employees necessary to correct the hazardous condition will be provided with the necessary protection.
- All corrective actions taken will be documented and dated appropriately.
- Corrective measures for workplace violence hazards may be specific to a given work area.
- Management has the responsibility of reviewing the log and its corrective actions, tracking progress, and communicating results to employees, as feasible.

CONTINUE

Reporting and Investigating Workplace Violence Incidents

All threats or acts of workplace violence should be reported to your supervisor or manager. In turn, the supervisor must immediately report the threat/concern to the management chain-of-command.

Management is responsible for taking immediate action. If at any time during this reporting process the threat escalates, contact law enforcement via 911 and initiate workplace security procedures.

Employees can communicate workplace violence concerns without fear of reprisal. The County prohibits retaliation against an

employee who makes a workplace violence report.

Management will assess the severity of the threat by collecting facts from the involved parties, to include but not limited to the victim, the perpetrator and/or witnesses may be interviewed.

Based on the results of the interview(s), your department may contact these resources:

- If the Department's investigation identifies facts that may rise to a level of a threat, the **Department of Human Resources Risk Management Division** should be immediately consulted. Depending on the facts of the matter, the Risk Assessment Team may be convened.
- If the aggressor is an employee, consult with the **Department of Human Resources Labor Relations Division** for the appropriate action that should be taken for possible personnel actions of the aggressor.
- Any consideration for strategies that include restraining orders should be discussed with **Risk Management**.

After your department has completed its full investigation and has taken or identified corrective action that needs to be taken, your department will inform employees of the investigation results and corrective actions.

CONTINUE

What is Your Role in the WVPP?

Creating a safe working environment is all of our responsibilities. Here are some ways that you should help keep a workplace safe:

- Be familiar with the WVPP and its requirements
- Use safe work practices
- Follow all directives, policies, and procedures
- Assist the County to maintain a safe and secure work environment
- Know, understand, and adhere to the safety rules that apply to your workplace and the work you perform

Additionally, managers and supervisors are also 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 WVPP Administrator, or provide resources for employees to use that will answer their questions.

After a Workplace Violence Incident

Following a Workplace Violence incident, your department may take several actions such as interviewing affected employees, witnesses, and law enforcement responders, reviewing security footage, providing medical care, offering EAP services, examining the work area for risk factors associated with the incident, and more.

The incident will need to be recorded in the Workplace Violence Incident Log. Pending investigations, departments should also take corrective actions based on hazard findings related to the incident, and debrief with employees and associated individuals, if feasible.

Departments conducting post-incident investigations may make inquiries such as:

- Were measures developed by the Plan effectively implemented?
- Was staff response adequate?

- Was law enforcement response adequate?
- Was use of alarms or other means of alert effective?
- Was staffing at the time of the incident adequate?
- Were physical barriers and access control adequate?
- If the incident involved a specific individual with known aggression towards the workplace, were risk-mitigation measures effectively implemented, if feasible?
- Interview employees involved in the incident: in their opinion, what was the cause of the incident; and, do they have insight or suggestions as to how the incident could have been prevented or the risk reduced?

CONTINUE

The Workplace Violence Incident Log

The Workplace Violence Incident Log is a record that all departments will keep with their Workplace Violence Prevention Plan which will track all Workplace Violence incidents that occur. The Department will fill out the log after every Workplace Violence incident and will include important details in the log, as applicable.

Recorded information will be based on information from the employees who experienced the Workplace Violence, witnesses, and investigation findings.

> **The Log should omit information that could reveal the personally identifiable information (PII) of any person involved in a Workplace Violence incident.**

Workplace Violence Incident Log

The employer shall record information about workplace violence threats, incidents and post-incident responses that meet the definition of workplace violence types in SB 553

The employer shall ensure that individuals' Personally Identifiable Information (PII) information sufficient to allow identification of any person involved in a violent incident, such as a person's name, address, electronic mail address, telephone number, or social security number, or other information that, alone or in combination with other publicly available information, reveals the person's identity) and Sensitive Personally Identifiable Information (SPI): PII which if lost, compromised, or disclosed without authorization, could result in substantial harm, embarrassment, inconvenience, or unfairness to an individual), is not included on this Log.

Types of Workplace Violence:

Type 1 - committed by a person who has no legitimate business at the workplace and includes violent acts by anyone who enters the workplace with the intent to commit a crime.

Type 2 - directed at employees by customers, clients, patients, students, inmates, vendors, contractors, or visitors.

Type 3 - directed at employees by a present or former employee, supervisor, or manager.

Type 4 - committed by an individual who does not work at the worksite but has or is known to have had a personal relationship with an employee.

Date of Incident	Time of Incident	Specific Location of Incident (Address)	Workplace Violence Type (Type I - IV)	Classification of Who Committed Violence	Circumstances at the time of the Incident	Classification of Location	Nature of Incident	Incident Description	Consequences of Incident	Medical Treatment Provided	Who Provided Assistance	Security Contacted	Law Enforcement Contacted	Lost Time From Work (days)	Immediate Actions Taken	Actions for Prevention	Name of Person Completing Log	Job Title of Person Completing Log Entry	Date of Log Entry
2/12/2024	*9:45 AM*	*5530 Overland Ave, Ste 210*	*Type 1*	*Stranger with criminal intent*	*Usual job duties*	*Parking Lot*	*Threat of physical force or threat of the use of a weapon or other object*	*Employee was emptying a trash bin into the dumpster when they were approached by an unknown individual who threatened to attack with a bat.*	*Police contacted, they arrived and took a report of the incident.*	*No*	*Immediate supervisor, Customer Service Manager*	*Yes*	*No*	*0*	*Supervisor immediately responded to employee's station after hearing customer's aggressive language. Manager and security were alerted by coworkers. Supe and Mgr assisted customer at reception counter away from other customers and deescalated situation by explaining reimbursement process. Customer apologized for behavior.*	*Continuing customer service and de-escalation training for employees. Debrief with customer service staff to review incident and receive employee input. Review current customer communication to ensure reimbursement process is clearly communicated.*	*Jane Doe*	*Customer Service Manager*	*2/14/2019*

An example of a blank Workplace Violence Incident Log (click to make larger)

What Kind of Information Gets Recorded in the Workplace Violence Incident Log?

After an incident, your department will have a post-incident response that will include making an entry in the Workplace Violence Incident Log.

What kind of information goes into the Log? Here are some examples of the details surrounding a post-incident response that will get recorded.

Step 1

Who, What, When?

Type 4 - committed by an individual who does not work at the worksite but has or is known to have had a personal relationship with an employee.

Date of Incident	Time of Incident	Specific Location of Incident (Address)	Workplace Violence Type (Type I - IV)	Classification of Who Committed Violence	Circumstances at the time of the Incident	Classification of Location	Nature of Incident	Incident Description	
2/12/2024	*6:45 AM*	*5530 Overland Ave, Ste 210*	*Type 1*	*Stranger with criminal intent*	*Usual job duties*	*Parking Lot*	*Threat of physical force or threat of the use of a weapon or other object*	*Employee was emptying a trash bin into the dumpster when they were approached by an unknown individual who threatened to attack with a bat.*	*Police took a*

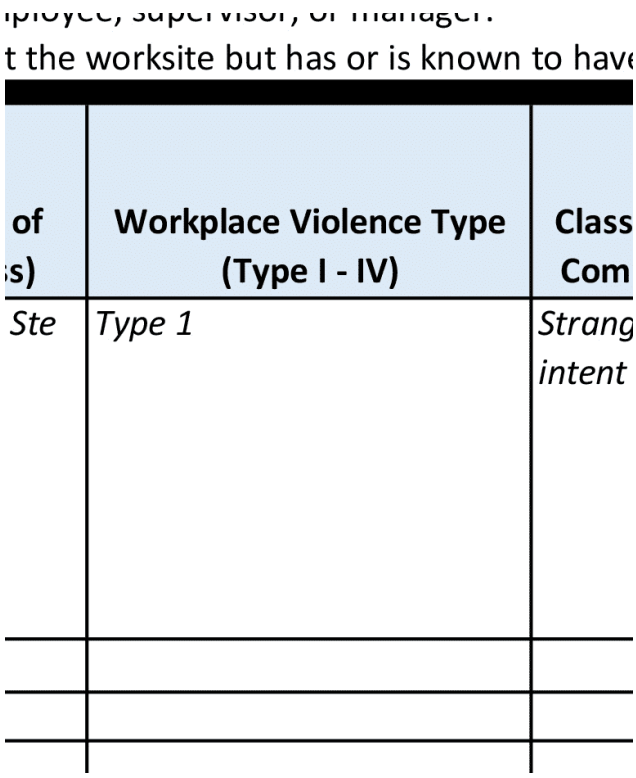
Firstly, departments will want to record the main facts and details surrounding the event, such as:

- Date, time, and location of the incident
- Workplace Violence type(s) (Type 1, Type 2, Type 3, or Type 4) involved in the incident
- A detailed description of the incident
- The relationship of the person who committed the violence, including whether the perpetrator was a client or customer, family or friend of a client or customer, stranger with criminal intent, coworker, supervisor or manager, partner or spouse, parent or relative, or other perpetrator
- Circumstances at the time of the incident, including, but not limited to, whether the employee was completing usual job duties, working in poorly lit areas, rushed, working during a low staffing level, isolated or alone, unable to get help or assistance, working in a community setting, or working in an unfamiliar or new location

- Where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area

Step 2

Type of Incident



of s)	Workplace Violence Type (Type I - IV)	Class Com
Ste	*Type 1*	*Strang intent*

Going back to the beginning of this training, the Log will also need to record what type of violence occurred (Type 1, Type 2, Type 3, or Type 4) and details about what was involved in the incident, such as:

- 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

Step 3

Consequences of the Incident

	Consequences of Incident	Medical Treatment Provided	Who Provided Assistance	Security Contacted	Law Enforcement Contacted	Lost Time From Work (days)	Immediate Actions Taken	Actions for Prevention	N Com
ned	*Police contacted, they arrived and took a report of the incident.*	*No*	*Immediate supervisor, Customer Service Manager*	*Yes*	*No*	*0*	*Supervisor immediately responded to employee's station after hearing customer's aggressive language. Manager and security were alerted by coworkers. Supv and Mgr assisted customer at reception counter away from other customers and deescalated situation by explaining reimbursement process. Customer apologized for behavior.*	*Continuing customer service and de-escalation training for employees. Debrief with customer service staff to review incident and receive employee input. Review current customer communication to ensure reimbursement process is clearly communicated.*	*Jane*

What were some of the consequences of the incident?

Was security or law enforcement contacted? What was their response to the incident?

What actions were taken to protect employees? What hazards were identified due to the incident?

Completion of the Log Entry

	Name of Person Completing Log	Job Title of Person Completing Log Entry	Date of Log Entry
f to	*Jane Doe*	*Customer Service Manager*	*2/14/2019*

Lastly, the Log will also record the name and job title of the person completing the Log and the date the Log entry was completed.

Complete the content above before moving on.

Recordkeeping Requirements

Reviewing Records

Employees and their authorized employee representatives can request records for examination and copying. Requested records will be provided within 15 calendar days.

Here's how long we hold on to each record for:

Workplace Violence Identification, Evaluation & Correction Documents	5 Years
Training Records*	1 Year
Violent Incident Log	5 Years
Workplace Violence Investigations and Materials	5 Years

**Training Records will include:*

- *Training dates*
- *Contents, or a summary of, the training provided*
- *Names and qualifications of the person(s) conducting the training*

- *Names and job titles of all persons attending the training*

Questions?

For more information and links to supporting documents, visit the County's Loss Prevention website on InSite.
Click here to visit the Loss Prevention page.

You can learn more about the County's commitment to creating a safe work environment on the Injury and Illness Prevention Program website on InSite.
Click here to visit the Injury and Illness Prevention Program page.

If you have more questions about the Workplace Violence Prevention Plan, please reach out to your WVPP Administrator, your Departmental Human Resources Officer, or you can contact the Risk Management team at Human Resources at RiskAwareness.FGG@sdcounty.ca.gov.

When you are finished reviewing the materials in this course, click the button to the right to close this window.

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