

# Hesperia Recreation & Park District

## Workplace Violence Prevention Program



Robert Hernandez  
General Manager (Acting)

### Board of Directors

Kelly J. Gregg  
James Robert  
Roman Aguilar  
Shawna Irish  
Jose Gonzales

President  
Vice President  
Director  
Director  
Director

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## Policy

The Hesperia Recreation and Park District, henceforth referred to as the “District” or “HRPD,” is committed to providing a work environment that is free of disruptive, threatening, or violent behavior involving any employee, appointed or elected official, volunteer, contractor, client, or visitor. Our policy is to establish, implement, and maintain an effective Workplace Violence Prevention Plan “WVPP” or “Plan,” that addresses the hazards known to be associated with four types of workplace violence as defined by Labor Code Section [6401.9](#). California Senate Bill 553 amended California Labor Code Section 6401.7 and created Section 6401.9. The new requirements are effective as of July 1, 2024.

Our printed written Plan is located at 16292 Lime Street, Hesperia CA 92345. With an additional open-source location hosted on the District’s webpage (<https://www.hesperiaparks.com/wp-content/uploads/2024/08/HRPDWVPP.pdf>).

## 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 (Appendix A).

*Plan*: The workplace violence prevention Plan.

*Serious Injury or Illness*: Any injury or illness occurring in a place of employment 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.

*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.

*Work Practice Controls*: Procedures and rules which are used to effectively reduce workplace violence hazards.

*Workplace Violence*: Any act of violence or threat of violence that occurs in a place of employment. 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.

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- **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.

## Responsibility and Authority

### Workplace Violence Prevention Plan Administrator

The HRPD General Manager, is the designated Workplace Violence Prevention Plan Administrator and has the authority and responsibility for developing, implementing, and maintaining this Plan.

<b>Responsible Person</b>	Robert Hernandez, Acting General Manager <i>(WVPP Administrator)</i>
<b>WVPP Responsibility</b>	Overall responsibility for the plan; GM Hernandez approves the final plan and any major changes.
<b>Contact #</b>	(760) 998-9672
<b>Email</b>	rhernandez@hesperiaparks.com

<b>Responsible Person</b>	Moises Artola, Finance Manager & Human Resources Liaison <i>(WVPP Alternate Co-administrator Designee)</i>
<b>WVPP Responsibilities</b>	Responsible for employee involvement and training; organizes safety meetings, updates training materials, and handles any initial reports of workplace violence.
<b>Contact #</b>	(760) 244-5488 x112
<b>Email</b>	martola@hesperiaparks.com

<b>Responsible Person</b>	Mario Chavez, Chief Park Ranger <i>(WVPP Alternate Co-administrator Designee)</i>
<b>WVPP Responsibilities</b>	Responsible for emergency response, hazard identification, and coordination with other employees; Chief Ranger Chavez conducts safety inspections, coordinates emergency response procedures, and communicates with other employees about the plan, to include on-site training with personnel.
<b>Contact #</b>	(760) 995-7651
<b>Email</b>	mchavez@hesperiaparks.com

### Managers and Supervisors

Responsibilities include:

- Implementing the Plan in their respective work areas.
- Providing input to the Administrator regarding the Plan.
- Participating in investigations of workplace violence reports.
- Answering employee questions concerning this Plan.

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**Employees**

Responsibilities include:

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

## Employee Active Involvement

The District ensures the following policies and procedures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the Plan.

- Management will work with and allow employees and authorized employee representatives to participate in:
  - Identifying, evaluating, and determining corrective measures to prevent workplace violence. This includes, but is not limited to, ongoing periodic safety meetings with employees and their representatives to discuss the identification of workplace violence related concerns and hazards, and to evaluate the concerns to identify corrective action. This includes review of this Plan at onboarding of new employees to include discussions of the employee’s specific work location/area.
  - Designing and implementing training by encouraging employees to provide feedback and suggestions to help customize the training materials and sessions.
  - Reporting and potentially assisting in the investigating of workplace violence incidents.
- Management will ensure that all workplace violence policies and procedures within this Plan are clearly communicated and understood by all employees. Managers and supervisors will enforce the rules fairly and uniformly.
- All employees will follow all directives, policies, and procedures, as outlined in this Plan, and assist in maintaining a safe work environment.
- The Plan shall always be in effect and in all work areas and be specific to the hazards and corrective measures for each work area and operation.

## Compliance

The Administrator is responsible for ensuring the Plan is clearly communicated and understood by all employees. The following techniques are used to ensure all employees understand and comply with the Plan:

- Informing all employees of the Plan during new employee safety orientation training and ongoing workplace violence prevention training.
- Providing comprehensive workplace violence prevention training to managers and supervisors concerning their roles and responsibilities for Plan implementation.
- Evaluating employees to ensure their compliance with the Plan, and recognizing employees who demonstrate safe work practices that promote the elements of the Plan.
- Disciplining employees for failure to comply with the Plan in accordance with the compliance requirements outlined in our District's Injury & Illness Prevention Program.

## Communication

It is recognized that open, two-way communication between District managers, supervisors, 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 the following:

- New employee orientation includes workplace violence prevention policies and procedures.
- Workplace violence prevention training, at least annually.
- Regularly scheduled meetings that address security issues and potential workplace violence hazards.
- Effective communication between employees and supervisors about workplace violence prevention and concerns.
- Posted or distributed workplace violence prevention information.
- Encouraging employees to inform their supervisors about any threats of violence or workplace violence. Employees may use the Workplace Violent Incident Log (Appendix A) to assist in their reporting of incidents. No employee will be disciplined for reporting any threats of violence or workplace violence.
- 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. Employees' concerns will be investigated in a timely manner, and they will be informed of the results of the investigation and any corrective actions to be taken.

## Coordination with Other Employers

The District will implement the following effective procedures to coordinate implementation of our Plan with other employers to ensure those employers and their employees understand their respective roles:

- All employees will be trained in workplace violence prevention.
- Workplace violence incidents involving any employee are reported, investigated, and recorded.
- At a multiemployer worksite, the District will ensure that if our employees experience a workplace violence incident, we will record the information in the Violent Incident Log and provide a copy to the controlling employer.

## Workplace Violence Incident Reporting Procedures

The District will implement the following effective procedures to ensure that:

- All threats or acts of workplace violence are reported to an employee's supervisor or manager, who will inform the WVPP administrator. This will be accomplished by sending an email communication unless the incident is severe enough, then a phone call would be warranted. If that's not possible, employees will report incidents directly to the District Chief Park Ranger.
- Employees should report all threats or acts of workplace violence to their supervisor or manager. The supervisor or manager will be required to inform the Administrator. In the event a supervisor or manager is not available, the employee can report an incident directly to the Administrator or Human Resources. A strict non-retaliation policy is in place.

Employees who witness or perceive an act or threats of violence are urged to promptly and accurately report such incidences, regardless of whether physical injury occurred, through one or more of the following channels:

- If immediate or emergency assistance is needed, Dial 9-1-1 and/or the District Park Rangers.
- Immediately report any situation or incident that generates a sense of concern for personal safety or the safety of others to the District's Park Rangers or law enforcement by calling 9-1-1.
- If the reporting person is an employee, the incident will be reported to their supervisor as soon as possible, If the employee is unable to report the matter to their supervisor, the report can be made to the General Manager or the District's General Counsel.
- If the reporting person is not an employee, the incident should be reported to the WVPP Administrator.
- To prepare for a workplace violence emergency and enhance the likelihood that employees will report an incident, the District will:
  - Train employees on the WVPP
  - Post and distribute Workplace Violence Prevention information
  - Provide written email communications annually to employees about how to report a violent incident, threat or other workplace violence concern without fear of retaliation

Anyone who receives a report of workplace violence should forward it to the General Manager. The General Manager/WVPP Administrator shall work with management to coordinate investigations, responses and hazard corrections. The General Manager, or their designee, is responsible for recording information relating to each occurrence of workplace violence via the Workplace Violence Incident Log.

## Emergency Response Procedures

In the event of an actual or potential workplace violence emergency, the employee should determine the best immediate reporting option based on the situation and circumstances. The methods of reporting emergencies include, but are not limited to:

- Dialing 9-1-1.
- Immediately notifying the District Chief Park Ranger:

<b>Park Ranger Contact #</b>	(760) 718-1174
<b>Chief Park Ranger</b>	Mario Chavez
<b>Contact #</b>	(760) 995-7651

Park Rangers and Law Enforcement:

- **Park Rangers:** District Park Rangers will receive ongoing training to respond to workplace violence incidents to assist employees in emergencies.
- **Law Enforcement Coordination:** The District will maintain a close relationship with local law enforcement agencies to ensure prompt assistance during emergencies.

Upon being notified of a workplace violence emergency, the Administrator or designated “person-in-charge” will determine if emergency procedures should be activated and if evacuation or shelter-in-place procedures should be implemented.

Refer to Appendix C for procedures on how to respond to specific workplace violence emergency scenarios.

## Workplace Violence Hazard Assessment

A Workplace hazard assessment will be conducted by the Administrator, in conjunction with the Park Rangers and Human Resources, utilizing the Workplace Violence Prevention Hazard Assessment & Correction Form (Appendix B). An annual review of the past year's workplace violence incidents will be conducted.

Inspections are performed according to the following schedule:

- When the Plan is first established.
- Annually.
- When new, previously unidentified workplace violence/security hazards are recognized.
- Within 30-days after each workplace violence incident or threats occur.

### **Periodic Inspections**

Periodic inspections of workplace violence hazards will identify unsafe conditions and work practices. This may require assessment for more than one type of workplace violence. Periodic Inspections shall be conducted annually.

Periodic inspections to identify and evaluate workplace violence and hazards will be performed by qualified District Park Ranger personnel in conjunction with others.

Inspections for workplace violence hazards include assessing:

- The exterior and interior of the District workplace locations for its attractiveness to criminals.
- The need for surveillance measures, such as mirrors and cameras.
- Procedures for employee response during a robbery or other criminal act, including prohibiting employees from confronting violent persons or persons committing a criminal act.
- Procedures for reporting suspicious persons or activities.
- Effective location and functioning of emergency buttons and alarms.
- Posting of emergency telephone numbers for law enforcement, fire, and medical services.
- Effective escape routes from the workplace.
- Designated safe area(s) where employees can go to in an emergency.
- Adequacy of workplace security systems, such as door locks, entry codes or badge readers, security windows, physical barriers, and restraint systems.
- And, other areas deemed necessary.

## Annual Review

The District's Workplace Violence Prevention Plan will be reviewed for effectiveness:

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

Review of the Plan will include measures outlined in the Employee Active Involvement section as well as the following:

- A review of the incident investigations and violent incident log.
- Assessment of the effectiveness of security systems, including alarms, emergency response, and available security personnel, if applicable.
- Review if violence risks are being properly identified, evaluated, and corrected.
- Any revisions should be made promptly and communicated to all employees.

## Workplace Violence Hazard Correction

Workplace violence hazards will be evaluated and corrected in a timely manner. The Administrator will implement the following procedures to correct the identified workplace violence hazards:

- 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, depending on the exposure.
- All corrective actions taken will be documented and dated on the appropriate forms. Such as the Workplace Violence Hazard Assessment and Correction form (Appendix C), or other tracking measures.

## Post Incident Response and Investigation

After a workplace incident, the Administrator or their designee will implement the following post-incident procedures:

- Visit the scene of an incident as soon as safe and practicable.
- Interview involved parties, such as employees, witnesses, law enforcement, and/or security personnel.
- Review security footage of existing security cameras if applicable.
- Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
- Determine the cause of the incident.
- Take corrective action to prevent similar incidents from occurring.
- Complete the Violent Incident log (see Appendix A) for every workplace violence incident and ensure corrective actions are taken.
- Obtain any reports completed by law enforcement.
- The Violent Incident Log will be used for every workplace violence incident (Refer to Appendix A).

Employee actions resulting from the outcome of the investigation will be kept confidential, as appropriate. It is the goal of the District to maintain the safety of all employees and to protect the integrity of the investigation.

## Training & Instruction

All employees, including managers and supervisors, will have training and instruction on general and job-specific workplace violence practices.

Training will occur:

- When the Plan is first established.
- At new employee onboarding.
- Annually to ensure all employees understand and comply with the Plan.
- When a new or previously unrecognized workplace violence hazard has been identified.
- All employees must complete WVPP training, as assigned by the WVPP Administrator or designee(s). The training ensures that everyone knows how to maintain a safe environment and minimize potential risks.
- The District will include specific training for management and supervisors on handling complaints and conducting investigations.
- The District will raise awareness about the signs of workplace violence and the importance of reporting incidents.

Employee training on workplace violence will include:

- A review of the Plan, how to obtain a copy of the Plan, and how to participate in the development and implementation of the Plan.
- How to report workplace violence incidents or concerns to the District or law enforcement, without fear of reprisal.
- Workplace violence risks that employees may encounter in their jobs.
- How to recognize the potential for violence and escalating behavior.
- General and personal safety measures.
- Strategies to de-escalate behaviors and to avoid physical harm.
- The District's alerts, alarms, or systems that are in place to warn of emergencies.
- Information about the Violent Incident Log and how to obtain copies of records pertaining to completed logs, hazard identification, evaluation and correction, and training records.

Employees will always have opportunities for interactive questions and answers with the Administrator or a person knowledgeable about the District's Plan.

## Recordkeeping

The District is committed to maintaining comprehensive records to ensure the effectiveness of the WVPP and compliance with applicable laws and regulations. The following recordkeeping procedures will be implemented:

- Records of violent incidents (Violent Incident Log), workplace violence hazard identification, evaluation and correction, and incident investigations will be maintained for (5) five years. No records shall contain medical information.
- Training for each employee, including the employee's name and job title, training dates, contents or a summary of the training sessions, and names/qualifications of persons conducting the training, will be maintained for a minimum of three (3) years.

These recordkeeping requirements will ensure that the District can effectively monitor and respond to workplace violence incidents and maintain compliance with Section 6401.9.

Additionally, should an employee or concerned party request a copy of the Violent Incident Log/Report/Investigation, the District shall provide the information no later than 15-days after completing the investigation.

### **Employer Reporting Responsibilities**

As required by [California Code of Regulations \(CCR\), Title 8, Section 342\(a\). Reporting Work-Connected Fatalities and Serious Injuries](#), the District will immediately report to Cal/OSHA any serious injury or illness (as defined by [CCR, Title 8, Section 330\(h\)](#)), or death (including any due to Workplace Violence) of an employee occurring in a place of employment or in connection with any employment.

## Cal/OSHA Reporting of Work-Related Fatalities and Serious Injuries

The District will immediately, but no later than 8 hours after awareness, report to Cal/OSHA any work-related death or serious injury or illness, including any due to workplace violence, of an employee occurring at the workplace or in connection with any employment.

A serious injury or illness (CCR330) is defined as:

- Any inpatient hospitalization for more than observation
- Amputation
- Loss of an eye
- Serious degree of permanent disfigurement.

It 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.

## Appendix A

### WORKPLACE VIOLENT INCIDENT LOG

This form must be completed for every record of violence in the workplace.

<b>Incident ID # *:</b>	<b>Date and Time of Incident:</b>	<b>Department:</b>
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\* Do not identify employee by name, employee #, or SSI. The Incident ID must not reflect the employee's identity.

**Describe Incident** (provide detailed description and information on the violence incident type. Include additional pages if needed):

**Specific Location(s) of Incident & Workplace Violence Type** (see definitions, enter 1, 2, 3 or 4)

	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

**Where Incident Occurred:**

<input type="checkbox"/> Workplace	<input type="checkbox"/> Parking lot	<input type="checkbox"/> Outside of Building	<input type="checkbox"/> Outside of workplace
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**Type of Incident (check as many apply):**

<input type="checkbox"/> Robbery	<input type="checkbox"/> Grabbed	<input type="checkbox"/> Pushed
<input type="checkbox"/> Verbal threat/harassment	<input type="checkbox"/> Kicked	<input type="checkbox"/> Scratched
<input type="checkbox"/> Sexual threat/harassment/assault	<input type="checkbox"/> Hit with an object	<input type="checkbox"/> Bitten
<input type="checkbox"/> Animal attack	<input type="checkbox"/> Shot (or attempted)	<input type="checkbox"/> Slapped
<input type="checkbox"/> Threat of physical force	<input type="checkbox"/> Bomb threat	<input type="checkbox"/> Hit with fist
<input type="checkbox"/> Threat of use of weapon or object	<input type="checkbox"/> Vandalism (of victim's property)	<input type="checkbox"/> Knifed (or attempted)
<input type="checkbox"/> Assault with a weapon or object	<input type="checkbox"/> Vandalism (of employer's property)	<input type="checkbox"/> Arson
<input type="checkbox"/> Robbery	<input type="checkbox"/> Other:	

**Workplace violence committed by:**

<input type="checkbox"/> Family or friend	<input type="checkbox"/> Client	<input type="checkbox"/> Coworker
<input type="checkbox"/> Partner/Spouse	<input type="checkbox"/> Family or friend of client	<input type="checkbox"/> Manager/Supervisor
<input type="checkbox"/> Former Partner/Spouse	<input type="checkbox"/> Customer	<input type="checkbox"/> Stranger w/criminal intent
<input type="checkbox"/> Parent/Relative	<input type="checkbox"/> Family or friend of customer	<input type="checkbox"/> Other:

**Circumstances at time of incident:**

<input type="checkbox"/> Employee performing normal duties	<input type="checkbox"/> Working in poor lighting	<input type="checkbox"/> Employee rushed
<input type="checkbox"/> Employee isolated or alone	<input type="checkbox"/> Unable to get help or assistance	<input type="checkbox"/> Working during low staffing levels
<input type="checkbox"/> Working in a community setting	<input type="checkbox"/> Working in unfamiliar/new location	<input type="checkbox"/> Other:

**Consequences of incident:**

Law enforcement/Security called?  Yes  No. If yes, explain:

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Were actions taken to protect employees from continuing threat or other hazards?  Yes  No. If yes, explain:

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Any injuries?  Yes  No. If yes, explain:

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Emergency medical responders contacted, including on-site First Aid/CPR?  Yes  No. If yes, explain:

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Did severity of injuries require reporting to Cal/OSHA?  Yes  No. If yes, enter date, time, and representative contacted:

**Completed by:**

Name:	Title:
Date:	Signature

**Appendix B**

**WORKPLACE VIOLENCE PREVENTION  
HAZARD ASSESSMENT & CORRECTION FORM**

<b>Assessed by:</b>	<b>Title:</b>
<b>Location(s) Assessed:</b>	

This checklist is designed to evaluate the workplace and job tasks to help identify situations that may place employees at risk of workplace violence.

Step 1: Identify risk factors that may increase the District’s vulnerability to workplace violence events.

Step 2: Conduct a workplace assessment to identify physical and process vulnerabilities.

Step 3: Develop a corrective action Plan with measurable goals and target dates.

**STEP 1: IDENTIFY RISK FACTORS**

<b>Yes</b>	<b>No</b>	<b>Risk Factors</b>	<b>Comments:</b>
		Does staff have contact with the public?	
		Does staff exchange money with the public?	
		Does staff work alone?	
		Is the workplace often understaffed?	
		Is the workplace located in an area with a high crime rate?	
		Does staff enter areas with high crime rates?	
		Does staff have mobile workplaces?	
		Does staff perform public safety functions that might put them in conflict with others?	
		Does staff perform duties that may upset people?	
		Does staff work with people known or suspected to have a history of violence?	
		Do any employees have a history of threats of violence?	

**STEP 2: CONDUCT ASSESSMENT**

Yes	No	Building Interior	Comments:
		Are employee ID badges required?	
		Are employees notified of past workplace violence events?	
		Are trained security personnel or staff accessible to employees?	
		Are bullet resistant windows or similar barriers used when money is exchanged with the public?	
		Are areas where money is exchanged visible to others?	
		Is a limited amount of cash kept on hand with appropriate signage?	
		Could someone hear an employee who called for help?	
		Do employees have a clear line of sight of visitors in waiting areas?	
		Do areas used for client or visitor interviews allow co-employees to observe problems?	
		Are waiting and work areas free of objects that could be used as weapons?	
		Is furniture in waiting and work areas arranged to prevent employee entrapment?	
		Are clients and visitors clearly informed how to use the department services so they will not become frustrated?	
		Are private, locked restrooms available for employees?	
		Do employees have a secure place to store personal belonging?	



Yes	No	Security Measures	Comments:
		Is there a response Plan for workplace violence emergencies?	
		Are there physical barriers? (between staff and clients)	
		Are there security cameras?	
		Are there panic buttons?	
		Are there alarm systems?	
		Are there metal detectors?	
		Are there X-ray machines?	
		Do doors lock?	
		Does internal telephone system activate emergency assistance?	
		Are telephones with an outside line programed for 911?	
		Are there two-way radios, pagers, or cell phones?	
		Are there security mirrors?	
		Is there a secured entry?	
		Are there personal alarm devices?	
		Are there "drop safes" to limit available cash?	
		Are pharmaceuticals secured?	
		Is there a system to alert staff of the presence, location, and nature of a security threat?	
		Is there a system in place for testing security measures?	



## Appendix C

# WORKPLACE VIOLENCE EMERGENCY RESPONSE SCENARIOS & PROCEDURES

## WORKPLACE VIOLENCE ACTS OR THREATS

Workplace violence is any act or threat of violence that occurs at the workplace. These incidents can include acts or threats of physical violence, intimidation, or harassment. Verbal abuse, physical assault, and homicide are all examples of workplace violence. We have zero tolerance toward all forms of violence.

### FOUR TYPES OF WORKPLACE VIOLENCE

- **Type 1 violence** - Workplace violence committed by a person who has no legitimate business at the worksite and includes violent acts by anyone who enters the workplace or approaches employees with the intent to commit a crime.
- **Type 2 violence** - Workplace violence directed at employees by customers, clients, 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.

### EMPLOYEE WARNING SIGNS

Often, warning signs are observed in employees, customers, and others who may behave violently on a work site. These behaviors may include:

- Intimidation.
- Rude behavior toward fellow employees.
- Frequent arguments with co-workers or clients.
- General aggressive behavior like hitting or kicking objects, breaking things, or screaming.
- Acts of revenge like stealing or property damage.
- Verbal wishes to harm other workers.

While there is no perfect way to predict violence will occur, any combination of these behaviors may be a signal. Employees are encouraged to report these actions to the Administrator to prevent further escalation of any type of violent situation.

### WARNING SIGNS FROM CUSTOMERS/PATRONS

- The person is not satisfied with any solutions you offer.
- Unreasonably agitated.
- Physical posturing (clenched fists).

If the verbal confrontation starts to escalate, remain calm, courteous, and stay neutral. Let them know you are contacting a manager to further assist them. Trust your intuition to determine if help is needed.

## **WHEN HELP IS NEEDED**

- Continue to try and help the person by listening and providing feedback until law enforcement has arrived.
- If at any time you believe you are potentially in physical danger, yell for Help!
- If you are being assaulted:
  - Yell for help.
  - Look for a way to escape.
  - Act with aggression.

## **PERSONAL SAFETY**

- When leaving the building:
  - Be alert to your surroundings and look around the area outside before exiting the building. Do not use or look at your phone.
  - Attackers expect passive victims, so walk with a steady pace, appear purposeful, and project confidence.
- While in your vehicle:
  - Have your keys in your hand as you approach your vehicle so that you do not have to search for them.
  - Before entering your vehicle quickly check the back seat and around the vehicle for anything unusual.
  - Always lock your car doors as soon as you enter the vehicle.

## ACTIVE SHOOTER

The three most common response options for an active shooter event are evacuate, hide out, or take action. During an active shooter event, employees need to be able to determine their best course of action for the situation they are facing.

### CHARACTERISTICS OF AN ACTIVE SHOOTER SITUATION

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated areas, typically through the use of firearms. Victims are typically selected at random. The event is unpredictable and evolves quickly. Law enforcement is usually required to end an active shooter situation.

### HOW TO RESPOND

- 1. EVACUATE**
  - Have an escape route in mind.
  - Leave immediately.
  - Keep hands visible.
- 2. HIDE OUT**
  - Hide in an area out of the shooter's view.
  - Block the entry to your hiding place and lock doors, if possible.
  - Silence your cell phone.
- 3. TAKE ACTION**
  - Last resort when your life is in imminent danger.
  - Attempt to incapacitate the shooter.
  - Act with physical aggression and throw items at shooter.
  - Have an escape route in mind.

### CALL 9-1-1 WHEN IT IS SAFE TO DO SO

When law enforcement arrives remain calm and follow all instructions.

- Put down any items in your hands (i.e., bags, jackets).
- Raise hands and spread fingers.
- Always keep your hands visible.
- Avoid quick movements toward officers.
- Avoid pointing, screaming or yelling.
- Do not stop to ask officers for help or direction when evacuating.

Information to provide law enforcement when asked:

- Location of the active shooter.
- Number of shooters.
- Physical description of shooters.
- Type of weapons if known.

Training resource:

- [Department of Homeland Security](#)
- [DHS Active Shooter Preparedness Video](#)

## **BOMB THREAT**

Most bomb threats are false and primarily intended to elicit a response from building occupants. However, no bomb threat should be assumed fake. If a potentially harmful device is found, call 911 for assistance.

### **PHONE THREAT**

- Remain calm.
- Immediately use the Bomb Threat Checklist for guidance and to document the call.
- After the caller has ended the call, notify the Administrator.
- If the threat was left on your voicemail, do not erase and immediately notify the Administrator.

### **WRITTEN THREAT**

- Handle the document as little as possible and immediately notify the Administrator.
- If the threat should come via e-mail, save the information.

### **POSSIBLE EVACUATION**

- The Administrator will call law enforcement and follow their instructions.
- The decision to evacuate is handled on a case-by-case basis on instructions given by law enforcement.

## BOMB THREAT CHECKLIST

REMAIN CALM			
Time call received:	Time call ended:		
Document any information from the phone display window:			
Engage caller as long as possible and document their words:			
Attempt to obtain information about the device:			
When will the device detonate or activate?			
Where is the device located?			
What kind of device is it?			
What does the device look like?			
Voice Description			
<input type="checkbox"/> Male	<input type="checkbox"/> Young	<input type="checkbox"/> Calm	Accent? <input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Female	<input type="checkbox"/> Adult	<input type="checkbox"/> Nervous	Describe:
<input type="checkbox"/> Senior			
<i>Did you recognize the voice? Who?</i>			
<i>Did caller have knowledge of building?</i>			
<i>Unusual phrases:</i>			
<i>Any background noise or distinctive sounds?</i>			
Name of person received call			

## **CIVIL UNREST**

Civil unrest events are often associated with riots, looting, or protests. In these instances, sheltering-in-place is an action taken to protect the building occupants from external hazards, minimizing the chance of injury and/or providing the time necessary to allow for a safe evacuation.

### **SHELTER IN PLACE**

If there is a need to shelter-in-place the Administrator or person-in-charge will advise employees and guests of the emergency. Please note employees and guests cannot be forced to shelter-in-place.

- The person-in-charge will collect the names of everyone in the shelter area.
- If possible, the business voicemail recording will be updated to indicate the building is closed due to the emergency.
- If the civil unrest includes hazardous chemicals, the HVAC systems may be shut off.
- If in danger of broken glass, window shades will be closed.
- Emergency supplies will be moved to the shelter area.
- The District will listen/read available mediums (radio, internet) for further instructions until we are told all is safe or to evacuate.

## **MEDICAL EMERGENCY**

### **CPR/AED**

NON-Trained Responder:

- Call 9-1-1 and designate a person to direct EMS personnel as they arrive.
- Do not move person unless absolutely necessary.

Trained and Certified CPR Responder Only:

- Designate someone to call 9-1-1 and direct EMS when they arrive.
- Check the person for responsiveness.
- Conduct a primary assessment (breathing) while checking responsiveness.
- Initiate CPR and/or AED if necessary.

### **FIRST AID ONLY**

Non-Trained First Aid Responder:

- Call 9-1-1 and designate a person to direct EMS as they arrive.
- Do not move person unless absolutely necessary.
- Use universal precautions, such as disposable gloves, face mask if comforting person while waiting.

Trained First Aid Responder Only:

- Designate someone to call 9-1-1 (if necessary) and direct EMS as they arrive.
- Do not move the person unless absolutely necessary.
- Use universal precautions, such as disposable gloves, face mask.
- Follow any directions provided by the 911 operator.
- Designate a person to direct EMS personnel as they arrive.
- Provide person information to the EMS personnel.

## **SUSPICIOUS PACKAGE**

Explosives or other life-threatening items can be enclosed in either a parcel or an envelope, and its outward appearance is limited only by the imagination of the sender. However, suspicious packages have exhibited some unique characteristics that might assist you. To apply these factors, it is important to know the type of mail normally received.

### **CHARACTERISTICS TO LOOK FOR IN A SUSPICIOUS PACKAGE OR LETTER**

- Restricted endorsements such as "personal" or "private." This is important when the addressee does not normally receive personal mail at the office.
- The addressee's name and/ title might be inaccurate.
- Distorted handwriting, or the name and address might be prepared with homemade labels or cut-and-paste lettering.
- Protruding wires, aluminum foil or oil stains visible.
- Emit a peculiar odor.
- Envelope might feel rigid or appear uneven or lopsided.
- Unprofessionally wrapped with several combinations of tape. Might be endorsed "Fragile-Handle With Care" or "Rush-Do Not Delay."
- Making a buzzing or ticking noise or sloshing sound.

### **IF YOU SUSPECT A SUSPICIOUS PACKAGE OR LETTER**

- Do not take a chance. Immediately call 9-1-1.
- Do not move, alter, open, examine, or disturb the article.
- Do not put in water or a confined space such as a desk drawer or filing cabinet.
- Isolate the suspicious package or article and clear the immediate area until law enforcement arrives.