
SB 553 - WORKPLACE VIOLENCE PREVENTION PLAN

SAN BENITO COUNTY OFFICE OF EDUCATION
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PREFACE

Workplace violence presents serious challenges for schools and businesses. While more and more information on the causes of violence and how to handle it is becoming known, there is often no reasonable rationale for this type of conduct and, despite everything we know or do, violent situations happen. No employer is immune from workplace violence and no employer can totally prevent it. Developing a comprehensive prevention strategy and resource for employees can help mitigate these uncertainties.

The cost to organizations is staggering. It is impossible to overstate the devastating consequences of workplace violence because a single incident can have sweeping repercussions. There can be the immediate and profound loss of life or physical or psychological repercussions felt by the victim as well as the victim's family, friends, and co-workers; the loss of productivity and morale that sweeps through an organization after a violent incident; and the public relations impact on an employer when news of violence reaches the media.

The adverse impact on organizations and individuals is wide-ranging and can include:

- Temporary/Permanent Absence of a Skilled Employee
- Psychological Damage
- Property Damage, Theft, and Sabotage
- Productivity Impediments
- Diversion of Management Resource
- Increased Security Costs
- Increased Workers' Compensation Costs
- Increased Personnel Costs
- Temporary/Permanent Absence of Skilled Employee

There are many theories about the causes of workplace violence. However, caution should be taken when profiling or stereotyping individuals or organizations since the presence of any of the factors related to these theories does not necessarily indicate a violent act will be carried out. Nevertheless, an incident can be the result of an individual or combination of these factors.

Remember, violence or threats of violence in all forms is unacceptable workplace behavior. It will not be tolerated, and it will be dealt with appropriately.

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INTRODUCTION


The primary purpose of this document is to provide employees of the San Benito County Office of Education (SBCOE) with a concise reference regarding the organization's program on managing actual and/or potentially violent situations. It is intended to make employees, including administrators, aware of the potential for violence in the workplace, to increase their abilities to recognize early warning signs of potentially violent situations, and to understand how to respond to actual or potential incidents. This document also provides some prevention tips. Finally, some additional resources are included in the appendices for those who want to learn more.

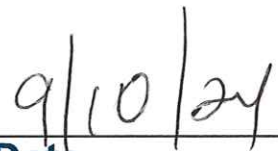
All employees and facilities of the San Benito County Office of Education are covered by the policies and program guidance contained in this document. The SBCOE's policy also applies to contractors and visitors to SBCOE facilities.

A hard copy of this document is located in the administration office of the San Benito County Office of Education along with the Injury and Illness Prevention Plan (IIPP). All SBCOE employees shall read and become familiar with this plan.

EMPLOYER ACKNOWLEDGEMENT

I, Krystal Lomanto, County Superintendent, hereby authorize and ensure the establishment, implementation, and maintenance of this written workplace violence prevention plan and the documents/forms within this written plan. I believe that these policies and procedures will bring positive changes to the workflow, business operations, and overall health and safety as it relates to workplace violence prevention.


Signature


Date

1. CA SB 553: WORKPLACE VIOLENCE PREVENTION PLAN

On September 30th, 2023, CA Senate Bill (SB) 553 was approved by CA Governor Gavin Newsom. On July 1, 2024, CA Labor Code 6401.9 becomes law.

Beginning on July 1, 2024, this bill and labor code will require every employer, as defined:

- a) To establish, implement, and maintain, at all times in all of the employer's facilities, a workplace violence prevention plan as part of the injury and illness prevention program.
- b) Requires the employer to record information in a violent incident log about every incident, post incident response, and workplace violence injury investigation required to be performed as part of the workplace violence prevention plan.
- c) Requires the employer to establish and implement a system to review, at least annually and in conjunction with employees and their collective bargaining representatives, if any, the effectiveness of the workplace violence prevention plan.
- d) Requires the employer to provide effective training to employees that addresses the workplace violence risks that employees may reasonably anticipate encountering in their jobs.
- e) Requires records of workplace violence hazard identification, evaluation, and correction to be created and maintained in accordance with specified law, except as provided.
- f) Provides that an employer shall not prohibit an employee from and shall not take punitive or retaliatory action against an employee for seeking assistance and intervention from local emergency services or law enforcement when a violent incident occurs.

IMPLEMENTATION OF PLAN

This written plan will be made available to all employees at no cost to the employee. Employees shall read and become familiar with the information provided in this document. Upon full review of this document, completion of an "Employee Acknowledgement Form" is required to be completed by the employee. This form will be verification that the employee has received, read, understood, and will adhere to the contents of this plan. A review of the plan and a new, signed "Employee Acknowledgement Form" will be completed annually and will remain in the employee's personnel file for five years.

AUDIT OF PLAN

This written plan will be audited and evaluated for efficiency and effectiveness annually. Any changes shall be documented, and training shall be updated to affect those changes. A record of each audit shall be documented in this plan in Section 5: Attachments.

NOTICE OF RESPONSIBILITY

The WVPP administrator, Krystal Lomanto, has the authority and responsibility for implementing the provisions of this plan for SBCOE. If there are multiple persons responsible for the plan, their roles will be clearly described.

Responsible Persons	Job Title/Position	WVPP Responsibility	Phone	Email
Krystal Lomanto	Superintendent	Overall Implementation	831-637-5393 x127	klomanto@sbcoe.org
Antonio Vela	Human Resources	Employee involvement and training	831-637-5393 x106	avela@sbcoe.org
Shannon Hansen	Asst. Sup. Of Business Services	Emergency response, hazard identification, coordination with other employers	831-637-5393 x123	shansen@sbcoe.org
Krystal Lomanto	Superintendent		831-637-5393 x127	klomanto@sbcoe.org

All managers and supervisors are responsible for implementing and maintaining the WVPP in their work areas and for answering employee questions about the WVPP.

NOTIFICATION TO EMPLOYEES

The San Benito County Office of Education shall make the Workplace Violence Prevention Plan available to all employees free of charge upon request. A notice like the one below will be posted on all employee bulletin boards at SBCOE facilities:



SBCOE's Workplace Violence Prevention Plan
is available at no cost to any employee upon request.
Contact any Administrator.

COORDINATION WITH OTHER EMPLOYERS

If necessary, the San Benito County Office of Education shall coordinate with other employers who may be affected by an incident of workplace violence at a SBCOE property or by SBCOE employees by:

- Familiarizing the affected employers with the components of this plan
- Providing notification, if necessary, of a potential act of workplace violence
- Providing notification of prior acts of workplace violence, as necessary
- Requesting an option for mutual emergency response training between the affected employers

DOCUMENT RETENTION AND PRESENTATION

All required records (assessment, training records, logs) shall be made available to employees and their representatives upon request and without cost for examination and copying within 15 calendar days of a request.

EMPLOYEE ACTIVE INVOLVEMENT

SBCOE ensures the following policies and procedures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the plan. While this plan was in the development stages, SBCOE employees participated in a Workplace Violence Survey. Findings from that survey have been incorporated into this WVPP.

Furthermore, SBCOE administration will work with and allow employees and authorized employee representatives to participate in:

- Identifying, evaluating, and determining corrective measures to prevent workplace violence.
- Designing and implementing training. Employees are encouraged to participate in designing and implementing training programs, and their suggestions are incorporated into the training materials. For example, an employee might suggest a new training scenario based on a recent incident.

Employees can take an active role by communicating directly with WVPP administrators or by alternate means including doing so anonymously via the Remind app or a suggestion box made accessible to employees.

2. ROLES AND RESPONSIBILITIES

The goal of this Workplace Violence Prevention Program is to support a work environment in which violent or potentially violent situations are effectively addressed with a focus on prevention by increasing employee understanding of the nature of workplace violence, how to respond to it, and how to prevent it. Success in the protection of our employees requires your personal attention and, as necessary, appropriate action.

IT IS UP TO EACH EMPLOYEE TO HELP MAKE THE SAN BENITO COUNTY OFFICE OF EDUCATION FACILITIES SAFE WORKPLACES. The expectation is that each employee will treat all other employees, as well as students and visitors, with dignity and respect.

Depending on the parameters of the incident and the resources available, one or more of the experts in the functional areas listed below may be called upon to provide technical assistance in their particular field to help assess, investigate, and/or respond to a violent or potentially violent situation.

Employees (Including administrators) are responsible for:

- Their own behavior by interacting responsibly with fellow employees, administrators, students, and visitors
- Being familiar with SBCOE policy regarding workplace violence
- Promptly reporting actual and/or potential acts of violence to appropriate authorities
- Cooperating fully in investigations/assessments of allegations of workplace violence
- Informing appropriate personnel about restraining or protective court orders related to domestic situations so that assistance can be offered at the work site

Administrators are additionally responsible for:

- Informing employees of the SBCOE workplace violence policy and program
- Taking all reported incidents of workplace violence seriously
- Investigating all acts of violence, threat, and similar disruptive behavior in a timely fashion and taking the necessary action(s)
- Providing feedback to employees regarding the outcome of their reports Regarding violent or potentially violent incidents
- Requesting, where appropriate, assistance from functional area expert(s)
- Being cognizant of situations that have the potential to produce violent behavior and promptly addressing them with all concerned parties
- Encouraging employees who show signs of stress or evidence of possible domestic violence to seek assistance

- Assuring, where needed, that employees have time and opportunity to attend training, e.g., conflict resolution, stress management, etc.
- Assuring that any employee can report an incident of workplace violence without fear of retribution or retaliation

Unions and their representatives are responsible for:

- supporting the SBCOE's workplace violence policy and program
- being cognizant of situations that have the potential to produce violence and promptly addressing them with all concerned parties
- being sensitive to stress generated by the workplace and assisting employees in alleviating it
- encouraging employees who show signs of stress to obtain assistance, such as that offered by the Employee Assistance Program
- advising employees, if they inquire, of the procedures for reporting violent behavior.

DEFINITIONS

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. This includes sexual assault, threat of sexual assault, and unwanted verbal or sexual contact.

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

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 parents, students, authorized visitors, or contractor workers.

Type 3 Violence: Workplace violence committed by a person who is a present or former employee.

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 any employee.

REPORTING WORKPLACE VIOLENCE

Any employee of SBCOE can report any threat, perceived threat, or act of workplace violence without fear of retribution or retaliation at any time. To ensure no retribution or retaliation occurs, the employee can choose the administrator they wish to report the incident to.

Employee Responsibility

To report an incident of workplace violence, the **employee shall**:

- Request an urgent private meeting with an administrator of their choice and immediately organize a meeting involving a second employee of higher rank.
- Union representation can be present, if desired.
- Explain the circumstances of workplace violence that occurred, including:
 - A description of the actual event of workplace violence.
(a Workplace Violence Incident Log shall be completed)
 - Provide background (what led up to the incident)
 - This may include emails, texts, video or other forms of communication other than verbal.

Administrator Responsibility

Once notified of an incident of workplace violence, the **administrator shall**:

- Advise employee of the right to make a report of workplace violence without fear of retribution or retaliation
- Make a request to reporting employee to suggest the name of a second administrator to be present during the interview
- Provide a safe, discreet, comfortable location for the interview (may be off-site)
- Record, in writing, the interview via Workplace Violence Incident Log.
- Take immediate action to provide a safe working environment for the reporting employee
- Assist employee, if needed, in reporting the incident to law enforcement
- Initiate an internal investigation into the incident
 - Notify the employee that they will be notified of the results of the investigation as well as any corrective action taken upon completion of the investigation.

3. PREVENTING WORKPLACE VIOLENCE

One of the major components of an effective workplace violence program is its strategy regarding prevention. This section will focus on awareness and preventive measures that can be taken to deal with threatening, intimidating, and/or potentially violent behavior.

Becoming familiar with the policy and programs of SBCOE regarding workplace violence is an important step in preventing workplace violence. It is imperative that all employees, including administrators, understand this policy and program.

All administrators are expected to discuss the policy and program with their staff so that they understand how to handle intimidating, threatening, or violent incidents as well as understand the consequences of such behavior (such as disciplinary and/or adverse action up to and including removal and criminal charges).

Work Environment

The best prevention strategy is to maintain an environment that minimizes negative feelings, such as isolation, resentment, and hostility among employees. Although no workplace can be perceived as perfect by every employee, there are several steps that management can take to help create a professional, healthy, and caring work environment. These include, but are not necessarily limited to:

- Promoting sincere, open, and timely communication among administrators and employees
- Offering opportunities for professional development
- Fostering a family-friendly work environment
- Maintaining mechanisms for complaints and concerns and allowing them to be expressed in a non-judgmental forum that includes timely feedback to the initiator
- Promoting "quality of life" issues such as facilities and job satisfaction
- Maintaining impartial and consistent discipline for employees who exhibit improper conduct and poor performance

Security

Maintaining a secure and physically safe workplace is part of any good strategy for preventing workplace violence. SBCOE uses a variety of security measures to help ensure safety for employees. The measures used depend on the resources available in the area. These may include:

- Employee identification documents
- Other appropriate security measures
- Adequate lighting during hours of darkness

Additional law enforcement assistance is available through the Hollister Police Department for emergency situations. Employees should notify the appropriate campus security officer or police of suspicious or unauthorized individuals on SBCOE property.

Education

Education and communication are also critical components of any prevention strategy. The following types of education and communication are effective in preventing violence and other threatening behavior:

- Communicating an awareness among employees and administrators regarding all aspects of this Workplace Violence policy: what it is, what to do when faced with possible problems, employee and management responsibilities, early intervention techniques, who to call for assistance, etc.; and
- Educating employees and communicating to them techniques designed to effectively deal with conflict resolution, stress reduction, etc.

Performance/Conduct Indicators

Being aware of performance and/or conduct problems which may be warning signs of potential trouble is a good prevention strategy. These signs may show up in perpetrators of violence, those who are victims, and those involved in domestic violence. Although it is possible that only one of these indicators will occur, it is more likely that a pattern will occur or that they will represent a change from normal behavior.

Remember that the presence of any of these characteristics does not necessarily mean a violent act will occur. They may be indicators of another type of problem such as being ill, depressed, bereaved, etc.

Some examples of performance and/or conduct indicators are:

- **Attendance problems** – excessive sick leave, excessive tardiness, leaving work early, improbable excuses for absences
- **Adverse impact on administrator's time** – administrator spends an inordinate amount of time coaching and/or counseling employee about personal problems, re-doing the employee's work, dealing with co-worker concerns, etc.
- **Decreased productivity** – making excessive mistakes, poor judgment, missed deadlines, wasting work time and materials
- **Inconsistent work patterns** – alternating periods of high and low productivity and quality of work, inappropriate reactions, overreaction to criticism, and mood swings
- **Concentration problems** – easily distracted and often has trouble recalling instructions, project details, and deadline requirements
- **Safety issues** – more accident prone, disregard for personal safety as well as equipment and machinery safety, needless risks
- **Poor health and hygiene** – marked changes in personal grooming habits
- **Unusual/changed behavior** – inappropriate comments, threats, throwing objects
- **Evidence of possible drug or alcohol use/abuse**
- **Evidence of serious stress in the employee's personal life** – crying, excessive phone calls, recent separation
- **Continual excuses/blame** – inability to accept responsibility for even the most inconsequential errors
- **Unshakable depression** – low energy, little enthusiasm, despair

Early Intervention

Intervening early in a threatening or potentially violent situation is vital to preventing its escalation. There are many intervention options, and they vary greatly depending upon the situation. Early intervention may defuse the initial situation and give the administrator an opportunity to thoroughly review options for resolution. Intervention sets the tone for how the situation will be resolved so it must be handled deftly.

Take Appropriate Action

Administrators must be willing to take action when necessary. All employees must know that violence in the workplace will not be tolerated, and that appropriate action will be taken if threats of violence or violence occurs.

Training

San Benito County Office of Education is responsible for providing workplace violence prevention training to employees **annually**. The training shall include:

- A review of this document (and signed acknowledgment from the employee)
- Site-specific emergency response options in case of an actual emergency
 - Situational awareness
 - Emergency response options, including evacuating or sheltering in place
 - Mass notification

WORKPLACE VIOLENCE WARNING SIGNS

One of the common types of workplace violence is that among co-workers. In addition, a high percentage of violent incidents are perpetrated by individuals from outside the workplace. This includes situations such as domestic violence, bomb threats, and violence by customers.

While they are often preventable, it is still difficult to determine whether or not any particular workplace situation is potentially violent. This is an emotional and complex topic, and decisions about what to do in certain situations are not always straightforward or made in a clearheaded state of mind. In many cases, employees ignore warning signs because they believe they are not important. Example: "That's just the way Joe is," or "That it is none of my business." In other situations, employees react based on fear and what they believe is the profile of a potentially violent person, not necessarily observed actual behavior. Another major hindrance is not knowing where to go to get help in making determinations regarding real and potential risks.

Actual threats should always be taken seriously and responded to immediately. When there is not an actual threat, judgment and senses should be trusted. The "gut feeling" that one gets when talking to people should be respected. If one feels that someone is dangerous, take the proper precautions.

Forms of Violence Among Co-workers

There are many forms of workplace violence among co-workers. Unfortunately, the one form that receives the most attention is workplace homicide. There are far more incidents of violence that do not involve casualties but have the same traumatic effects. Some examples of the most frequently encountered situations among co-workers are:

- Concealing or using a weapon
- Physical assault upon oneself or another person
- Actions which damage, destroy, or sabotage property
- Intimidating or frightening others
- Harassing, stalking, or showing undue focus on another person
- Physically aggressive acts, like shaking fists at someone, kicking, pounding on desks, punching a wall, angrily jumping up and down, screaming at others
- Verbal abuse including offensive, profane and vulgar language
- Threats (direct or indirect), whether made in person or through letters, phone calls, or electronic mail

Other Forms of Workplace Violence

It is important to recognize that violent incidents in the workplace may include acts of domestic violence. Often, co-workers and administrators believe that domestic violence is something that is not their concern, but a private family matter that should not be brought to work. But the problem does spill over into the workplace. Domestic violence accounted for 27% of violent events in the workplace. If the victim has sought shelter or a restraining order, the workplace is frequently the place s/he can be found. It is not uncommon for the perpetrator to show up at the work site to carry out acts of violence against the partner or anyone trying to protect that person.

Recognizing the Levels of Violence and Response

Potential or actual violent situations among employees usually escalate if not defused. Violence and the warning signs that typically occur can usually be identified at three levels. It should be noted that any one or combination of warning signs at the three levels may be indicative of a potentially violent situation. The following is an attempt to delineate warning signs and the appropriate response. There is no fail-safe way of presenting this information to employees. Employees will have to make a judgment call as to the appropriate action to take by discerning and evaluating the given situation.

Level One (Early Warning Signs)

The person is:

- Intimidating/bullying;
- Discourteous/disrespectful;
- Uncooperative; and/or
- Verbally abusive.

Response When Early Warning Signs Occur at Level One

- Observe the behavior in question.
 - **Report** your concerns to your administrator to seek help in assessing/responding to the situation. If the offending employee is the reporting employee's immediate administrator, the employee should notify the next level of supervision. If the offending person is not an employee, the administrator of the employee reporting the incident is still the appropriate individual to receive and provide an initial response.
 - **Document** the observed behavior in question.
 - Administrator should **Meet** with the offending employee to discuss concerns.
- Follow these procedures:

- Schedule private time and place.
- Get straight to the point.
- Ask the employee for his or her input.
- Ask the employee what should be done about the behavior.
- Ask how you can help.
- Identify the performance and/or conduct problems that are of concern.
- Identify the steps you would like to see to correct problems.
- Set limits on what is acceptable behavior and performance.
- Establish time frames to make changes and subsequent consequences for failing to correct behavior and/or performance.
- Review SBCOE's policies on workplace violence

Level Two (Escalation of the Situation)

The person:

- Argues with customers, vendors, co-workers, and/or management
- Refuses to obey SBCOE policies and procedures
- Sabotages equipment and steals property for revenge
- Verbalizes wishes to hurt co-workers and/or management
- Sends threatening note(s) to co-worker(s) and/or management
- Sees self as victimized by management (me against them)

Response When the Situation Has Escalated to Level Two

- If warranted, **Call** 9-1-1 if the situation requires immediate medical and/or law enforcement personnel.
- Immediately **Contact** the administrator and, if needed, the administrator will contact another appropriate administrator to help in assessing/responding to the situation.
- If necessary, **Secure** your own safety and the safety of others, including contacting people who are in danger (make sure emergency numbers for employees are kept up-to-date and accessible).
- **Document** the observed behavior in question.
- Administrator should **Meet** with the employee to discuss concerns and, if appropriate, begin or continue progressive discipline. The administrator should follow these procedures:
 - Call for assistance in assessing/responding, if needed
 - Avoid an audience when dealing with the employee
 - Remain calm, speaking slowly, softly, and clearly
 - Ask the employee to sit down; see if s/he is able to follow directions
 - Ask questions relevant to the employee's complaint such as:
 - What can you do to try to regain control of yourself?
 - What can I do to help you regain control?
 - What do you hope to gain by committing violence?
 - Why do you believe you need to be violent to achieve that?
 - Try to direct the aggressive tendencies into another kind of behavior so that the employee sees he/she has choices about how to react.

Level Three (Further Escalation)

THIS LEVEL USUALLY RESULTS IN AN EMERGENCY RESPONSE

The person displays intense anger resulting in:

- suicidal threats
- physical fights
- destruction of property
- display of extreme rage
- utilization of weapons to harm others

Response When Situation is a Level Three Emergency

Any individual observing violent or threatening behavior which poses an immediate danger to persons or property is expected to:

- **Call** 9-1-1 if the situation requires immediate medical and/or law enforcement personnel.
- **Remain Calm** and **Contact** administrator.
- **Secure** your personal safety first.
- **Leave** the area if your safety is at risk.
- **Cooperate** with law enforcement personnel when they have responded to the situation.

Once law enforcement personnel are on the scene, they will assume control of the situation. Witnesses should be prepared to provide a description of the violent or threatening individual, details of what was observed, and the exact location of the incident.

1. Document the observed behavior in question.
2. Administrator, where needed, will contact the appropriate administrator and will follow the procedures described in the [Level Two](#) section.

DOMESTIC VIOLENCE

Except when those involved in domestic violence are co-workers, most incidents are perpetrated by individuals outside the company. It is, therefore, unlikely that the levels of violence described above will be evident. There will, however, be early warning signs that this type of violence is escalating outside the workplace. The victim may show symptoms such as increased fear, emotional episodes, and/or signs of physical injury. Victims, as well as perpetrators, also show signs of work performance deterioration. By intervening when the early warning signs occur, even though violence may not yet have been committed at work, a serious incident may be prevented.

Response Involving Domestic Violence

In the event the perpetrator shows up at work with the intent of harming the employee and any others who happen to be in the way or involved, follow the procedures described in [Level Three](#) in responding to the immediate crisis.

If it is known that an employee is being affected by domestic violence, whether or not the perpetrator has shown up at work, it is important to provide support and assistance. Not only is the person at risk for more and usually escalated violence, but it has an impact on the safety and productivity of the entire work force.

Below are some tips for administrators when helping an employee affected by domestic violence.

- Talk with the employee about your concern of the possibility of the violence extending into the workplace and **Recommend** that the employee seek counseling or other assistance in dealing with the problem.
- **Recommend** that the employee call the National Domestic Violence Hotline for more information about domestic violence or to help find local resources.
- **Recommend** that a workplace safety plan be developed in case an incident occurs at the workplace. Think about the safety of the individual as well as everyone around them. Don't be a hero if the perpetrator shows up at work. Follow the safety plan and go for help.

WHEN A VIOLENT EVENT OCCURS ON SBCOE PROPERTY

Event Involves Strangers or Visitors:

- Notify **Administrator**.
- Report incident to **Local Law Enforcement**.

Event Involves Co-Workers/Administrators:

- Notify **Administrator** (higher level if immediate Administrator involved).
- Report incident to **Local Law Enforcement**.

Event Involves Suspicious Letter/Package, a Bomb, or a Personal Threat:

- Suspicious Letter/Package
 - Do **NOT** handle or open suspicious item.
 - **Evacuate** the area if safety at risk.
 - Notify **Administrator**.
 - Immediately report the item to **Local Law Enforcement**.

In any event, the Workplace Violence Incident Log will need to be completed by a SBCOE representative as soon as possible and once an incident has been rendered safe.

Threat, Including Bomb Threat

- Whenever possible, if a bomb threat is received via telephone, refer to the [Bomb Threat Report form](#), link here. A copy is located in Section 4 of this plan.
- Sometimes the caller will respond unwittingly and provide valuable information.
 - Notify **Administrator**
 - Immediately report the incident to **Local Law Enforcement**
 - **Evacuate** the area if personal safety is at risk

MEDICAL EMERGENCY

Contact the following, applicable to the event:

- Call upon trained personnel on site, if any.
- Call **9-1-1**.
- Stay with and comfort the injured/ill person.
- If you are trained and willing, apply first aid.

4. THREAT AND HAZARD ANNEX

SHELTER IN PLACE

Shelter in Place may be directed should there be a danger in the area or on the property that could present a danger at work. Incidents could include gas leaks, chemical spills, mountain lions, or an unwanted or aggressive visitor.

When deciding to, or when instructed or when an alerting system triggers a Shelter in Place:

- **SHELTER.** Go inside the nearest building or classroom and remain there. Lock the door. You are looking for enclosed protection from the outside. Quickly check halls and get other employees into buildings.
- **SHUT.** Close all doors and windows. The tighter and more complete the seal the better. Close as many windows and doors between the outside and your shelter-in-place room as possible.
- **LISTEN.** Remain quiet to hear critical instructions from administrators or law enforcement.

If there is no direction, continue work activities until the situation resolves or you are directed to do otherwise.

- Advise coworkers to remain sheltered until the “all-clear” signal is given by an administrator or law enforcement official.

INTRUDER ON THE PROPERTY

The workplace intruder is defined as a non-employee or an employee on suspension who loiters or creates disturbances on company property. Intruders are committing the crime of 602 PC - Criminal Trespass.

Low Level:

- Have the person(s) under suspicion kept under constant covert surveillance.
- Approach and greet the intruder in a polite and non-threatening manner.
- Ask them what their purpose is for being on the property.
- Advise intruders of the trespass laws.
- Ask the intruder to quietly leave the property or invite him/her to accompany you to the office.
- If the intruder refuses to respond to your requests, inform him/her of your intention to summon law enforcement officers.
- If the intruder gives no indication of voluntarily leaving the premises, notify law enforcement.

HOSTAGE SITUATION

If an intruder(s) enters a building or enclosed area with a weapon and threatens to shoot or injure persons, these guidelines should be followed:

Site Administration will: (If aware)

- Call 911 and immediately notify law enforcement.
- Initiate Incident Command System.
- Initiate a lockdown
- Monitor the hostage situation as best as possible without doing anything to exacerbate it.
- Follow instructions of law enforcement officials who will take over when they arrive on site.

Staff will:

- Remain calm.
- Talk with the individual(s) in a low-key, non-threatening manner.
- Do not argue with or antagonize the individual(s) in any way.
- Keep your distance. Give the intruder(s) ample personal space.
- Do not attempt to deceive or threaten the intruder(s).
- Do not “buy into” the delusions of the intruder(s).
- Suggest marching the students and other staff quietly out the back door. Back off if this approach angers the intruder(s).
- Be constantly alert and prepared for violence.

Note: If any site becomes involved in a hostage situation, the primary concern must be the safety of the staff. Individuals who take hostages are frequently emotionally disturbed, and the key to dealing with them is to make every attempt to avoid antagonizing them. Communication must be handled in a non-threatening, non-joking manner, always remembering that it may take very little to cause such people to become violent.

LOCKDOWN: ACTIVE SHOOTER

An Active Shooter/Lockdown Alert is sounded if there is a sniper, armed intruder or active shooter on the property. Staff members have a very limited amount of time in which to commit to a course of action. Immediately assess both the situation and the surrounding environment and respond to the situation based upon the active shooter training and drills.

Immediate actions should include:

- Staff and any visitors should RUN away from danger until in a safe location or unable to continue, or LOCKDOWN in classrooms or buildings.
- LOCKDOWN includes securing building doors, barricading inward opening doors, moving occupants to a safe corner, readying an improvised weapon and turning off/dimming lights.
- Notify administration.
- Call 9-1-1 if you know the location of the shooter, the description or identity of the shooter or if you need medical direction for a victim.
- Notify SBCOE administration when safe to do so.

Intermediate activities:

- Keep staff calm by ensuring the event will be over soon
- Maintain noise discipline
- Silence electronic devices

Evacuation:

- Prepare staff and yourself for a quick evacuation
- Follow directions of law enforcement when they arrive

ANIMAL DISTURBANCE

This procedure should be implemented when the presence of a bear, snake, dog, bull, coyote, mountain lion, or any other wild animal threatens the safety of students and staff.

- Call 9-1-1.
- The administrator will initiate appropriate actions, which include LOCKDOWN or
- EVACUATION from the affected area.
- Upon discovery of an animal, staff members will attempt to isolate the animal from other staff.
- If the animal is outside, students will be kept inside. If the animal gets inside, staff will remain outside.
- It is suggested closing doors or locking gates as a means to isolate the animal.
- Call Animal Control.
- If conditions change or warrant it, the administrator will initiate off-site evacuation procedures.

BOMB THREAT

Most likely, threats of a bomb or other explosive device will be received by telephone.

THE PERSON RECEIVING THE BOMB THREAT WILL:

- Attempt to gain as much information as possible when the threat is received. Do not hang up on the caller.
- Use the link to jump to the [BOMB THREAT REPORT](#) form as a guide to collect the information needed. Don't be bashful about asking direct, specific questions about the threat. Keep the caller on the phone as long as possible. If the threat is received by phone, attempt to gain more information.

The most important information is:

- When will the bomb explode and where is the bomb located?
- Immediately after receiving the bomb threat, the person receiving the call will verbally notify the building administrator of the threat received. Complete the "bomb threat report" form.
- Turn off cellular phones and/or walkie-talkie radios (transmits radio waves-- could trigger a bomb).

BUILDING ADMINISTRATOR WILL (IF NECESSARY):

- Call 9-1-1. Give the following information:
 - Your name
 - Your call-back phone number
 - Exact street location with the nearest cross street
 - Nature of incident
 - Number and location of people involved and/or injured
- Notify upper management.
- Evacuate involved buildings using fire drill procedures.
- Implement a systematic inspection of the facilities to determine if everyone is out.

- Fire department or police officers shall organize a search team to check for suspicious objects; a bomb can be disguised to look like any common object. Site employees should be ready to assist as needed.
- Maintain an open telephone line for communications.
- Secure all exits to prevent re-entry to buildings during the search period.
- Be certain people stay clear of all buildings; a bomb(s) may be planted against an outside wall. The blast will be directed in large part away from the building.
- Re-occupy buildings only when proper authorities give clearance.

BOMB THREAT REPORT FORM

Company Name: <div style="background-color: #cccccc; height: 15px; width: 100%;"></div>	Time of call: <div style="background-color: #cccccc; height: 15px; width: 100%;"></div>	Received by: <div style="background-color: #cccccc; height: 15px; width: 100%;"></div>
Date: <div style="background-color: #cccccc; height: 15px; width: 100%;"></div>	Time caller disconnected: <div style="background-color: #cccccc; height: 15px; width: 100%;"></div>	Caller ID if any: <div style="background-color: #cccccc; height: 15px; width: 100%;"></div>
Exact Wording of Threat: <div style="background-color: #cccccc; height: 20px; width: 100%;"></div>		
Does the voice sound familiar? Like who? <div style="background-color: #cccccc; height: 20px; width: 100%;"></div>		

QUESTIONS TO ASK

1. When will the bomb explode: <div style="background-color: #cccccc; height: 15px; width: 100%;"></div>	6. Did you put the bomb there? <div style="background-color: #cccccc; height: 15px; width: 100%;"></div>
2. Where is the bomb? <div style="background-color: #cccccc; height: 15px; width: 100%;"></div>	7. Why? <div style="background-color: #cccccc; height: 15px; width: 100%;"></div>
3. What does it look like? <div style="background-color: #cccccc; height: 15px; width: 100%;"></div>	8. How did the bomb get into the school? <div style="background-color: #cccccc; height: 15px; width: 100%;"></div>
4. What kind of bomb is it? <div style="background-color: #cccccc; height: 15px; width: 100%;"></div>	9. Where are you calling from? <div style="background-color: #cccccc; height: 15px; width: 100%;"></div>
5. What will cause it to explode? <div style="background-color: #cccccc; height: 15px; width: 100%;"></div>	10. What is your name / address / phone number? <div style="background-color: #cccccc; height: 15px; width: 100%;"></div>

Caller Description: Male <input type="checkbox"/> Female <input type="checkbox"/> Unknown <input type="checkbox"/> Approximate Age: <div style="background-color: #cccccc; width: 50px; height: 15px; display: inline-block;"></div>

Caller's Voice						
<input type="checkbox"/> CALM	<input type="checkbox"/> ANGRY	<input type="checkbox"/> EXCITED	<input type="checkbox"/> SLOW	<input type="checkbox"/> RAPID	<input type="checkbox"/> SOFT	<input type="checkbox"/> LOUD
<input type="checkbox"/> NASAL	<input type="checkbox"/> STUTTER	<input type="checkbox"/> LISP	<input type="checkbox"/> RASPY	<input type="checkbox"/> DEEP	<input type="checkbox"/> RAGGED	<input type="checkbox"/> LAUGHING
<input type="checkbox"/> FRIGHTENED	<input type="checkbox"/> DISGUISED	<input type="checkbox"/> SERIOUS	<input type="checkbox"/> INCOHERENT	<input type="checkbox"/> SLURRED	<input type="checkbox"/> CONGESTED	<input type="checkbox"/> CRYING
<input type="checkbox"/> CRACKING	<input type="checkbox"/> ACCENT	<input type="checkbox"/> SLANG	<input type="checkbox"/> JOKING	<input type="checkbox"/> DISTINCT	<input type="checkbox"/> NORMAL	<input type="checkbox"/> HEAVY BREATHING

Callers Language								
<input type="checkbox"/> Well Spoken	<input type="checkbox"/> Educated	<input type="checkbox"/> Foul	<input type="checkbox"/> Reading Something	<input type="checkbox"/> Taped Message	<input type="checkbox"/> Young Child	<input type="checkbox"/> Young Adult	<input type="checkbox"/> Middle Aged	<input type="checkbox"/> Older/ Elderly

Background Noises									
<input type="checkbox"/> Street sounds	<input type="checkbox"/> Voices	<input type="checkbox"/> Music	<input type="checkbox"/> Motor	<input type="checkbox"/> Factory	<input type="checkbox"/> Animal Noises	<input type="checkbox"/> Static	<input type="checkbox"/> PA System	<input type="checkbox"/> House Noises	
<input type="checkbox"/> Machinery	<input type="checkbox"/> Windy	<input type="checkbox"/> Local	<input type="checkbox"/> Clear	<input type="checkbox"/> Cell Phone	<input type="checkbox"/> Office	<input type="checkbox"/> Other:	<div style="background-color: #cccccc; width: 50px; height: 15px; display: inline-block;"></div>		

Other Observations:

5. ATTACHMENTS

The following documents shall be attached to this plan and retained for a minimum of five years.

TRAINING RECORDS

- A. Workplace violence training records.

RECORDS OF AUDIT

- A. An audit of this plan shall be conducted annually or after an incidence of workplace violence as defined by this plan. A "Record of Audit" form shall be completed and shall include a record of changes to the plan as a result of the audit or changes to SB 553.

ASSESSMENT REPORTS

- A. Original assessment report
- B. An assessment will occur after each workplace violence incident has been reported.

WORKPLACE VIOLENCE INCIDENT LOGS

- A. Include all Workplace Violence Incident Logs



WORKPLACE VIOLENCE PREVENTION PLAN EMPLOYEE ACKNOWLEDGEMENT FORM

Please read and be sure you understand the following points before signing this form.

By signing this form, I acknowledge that I have reviewed the Workplace Violence Prevention Plan currently in effect for the San Benito County Office Of Education.

It is my responsibility to comply with the rules and regulations contained in this plan. I am aware that these rules and regulations are subject to periodic review and change by the employer. Before relying upon the provisions set out herein, it is my responsibility to check with the employer to see if any changes have occurred.

Furthermore, I acknowledge that I can receive a copy of this plan at no cost, upon request.

Signature	Print Name	Date

(Provide a copy of the signed document to the employee and place the original in the employee's personnel file.)