WORKPLACE VIOLENCE PREVENTION PLAN (WVPP)

Aromas-San Juan Unified School District

Our workplace Violence Prevention Plan ("WVPP") addresses the hazards known to be associated with the four types of workplace violence classifications as defined by Labor Code ("LC") section 6401.9.

INDEX

DEFINITIONS 3

RESPONSIBILITY 4

EMPLOYEE ACTIVE INVOLVEMENT 6

EMPLOYEE COMPLIANCE 6

COMMUNICATION WITH EMPLOYEES 7

COORDINATION WITH OTHER EMPLOYERS 8

WORKPLACE VIOLENCE INCIDENT REPORTING PROCEDURE 8

EMERGENCY RESPONSE PROCEDURES 8

WORKPLACE VIOLENCE HAZARD IDENTIFICATION AND EVALUATION 9

WORKPLACE VIOLENCE HAZARD CORRECTION 10

PROCEDURES FOR POST INCIDENT RESPONSE AND INVESTIGATION 11

TRAINING AND INSTRUCTION 11

EMPLOYEE ACCESS TO THE WRITTEN WVPP 12

RECORDKEEPING 12

EMPLOYEE ACCESS TO RECORDS 13

REVIEW AND REVISION OF THE WVPP 13

REPORTING REQUIREMENTS FOR SERIOUS INJURY/DEATH 13

APPENDIX A (INCIDENT REPORT FORM) 14

APPENDIX B (WORKPLACE VIOLENCE INCIDENT LOG) 16

APPENDIX C (HAZARD CORRECTION FORM) 17

APPENDIX D (WORKPLACE VIOLENCE PREVENTION ASSESSMENT FORM 18

APPENDIX E (REPORTING REQUIREMENTS FOR SERIOUS INJURY/DEATH) 21

APPENDIX F (5 WARNING SIGNS FOR ESCALATING BEHAVIOR) 22

APPENDIX G (PERSONAL CONDUCT TO MINIMIZE VIOLENCE) 23

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.

Employee – *E*very person, including minors and persons who are not citizens or nationals of the United States, 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.

HIPAA – Health Insurance Portability and Accountability Act. It is the standard for privacy of individually identifiable health information that protects an employee's personal health information.

LEA – Local Educational Agency involved in education including but not limited to school districts, county offices of education, direct-funded charter schools, and special education local Plan area (SELPA).

Log – The violent incident log required by Labor Code section 6401.9.

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.

Workplace violence - Any act of violence or threat of violence that occurs in a place of employment. ***Workplace violence*** includes, but is not limited to, the following:

- The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury.
- An incident involving a threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury.
- There are 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. This would include any physical force from students including but not limited to biting, grabbing, pushing, hitting, kicking, etc.

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. Examples of workplace violence include, but are not limited to:
    - Hitting or shoving an individual
    - Verbal harassment, directly or indirectly, in person or by phone
    - Threatening an employee or their family, friends, associates, or property with harm
    - The intentional destruction or threat of destruction of State property
    - Harassing surveillance or stalking
    - The suggestion or intimidation that violence is appropriate
    - Unauthorized possession or inappropriate use of firearms or weapons
    - Terrorist threats

Work practice controls - Procedures and rules which are used to effectively reduce workplace violence hazards.

RESPONSIBILITY

The Workplace Violence Prevention Plan ("WVPP") administrator, Superintendent, has the authority and responsibility for implementing the provisions of this WVPP for Aromas-San Juan Unified School District ("District")**.** If there are multiple persons responsible for the WVPP, their roles will be clearly described.

- **Superintendent –** Has overall responsibility for the WVPP.
- **Human Resources Director** – Responsible for implementation of the WVPP, employee involvement, training, and updates.
- **Chief Business Official** – Responsible for emergency response and coordination with other LEAs and employers.
- **Maintenance and Operations Manager** – Responsible for hazard identification and mitigation related to securing physical facilities.

- **All Employees** – are responsible for:
    - Their own behavior by interacting responsibly with fellow employees, supervisors, and clients.
    - Being familiar with District 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.
    - Being familiar with the service provided by the Employee Assistance Program.
    - Informing appropriate personnel about restraining or protective court orders related to domestic situations so that assistance can be offered at the work site.
    - Using safe work practices, following all directives, policies and procedures, and assisting in maintaining a safe and secure work environment.
- **Managers and Supervisors** – are responsible for:
    - Informing employees of the Department's 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, such as the Employee Assistance Program.
    - Assuring, where needed, that employees have time and opportunity to attend training, e.g., conflict resolution, stress management, etc.

EMPLOYEE ACTIVE INVOLVEMENT

The District will ensure the following policies and procedures are in place to obtain the active involvement of employees and authorized employee representatives in developing and implementing the WVPP:

- Management will work with and engage with employees and authorized employee representatives to participate in:
    - Identifying, evaluating, and determining corrective measures to prevent workplace violence.
    - Monthly meetings with employees and their representatives to include a discussion identifying workplace violence related concerns/hazards, evaluation of those hazards and/or concerns, and how to correct them. These meetings involve brainstorming sessions, discussions of recent incidents, and reviews of safety procedures.
    - 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.
    - Reporting and investigating workplace violence incidents.
    - Creating, changing, and updating workplace violence policies and procedures within the WVPP.
    - The WVPP shall 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.

EMPLOYEE COMPLIANCE

To ensure that employees comply with the rules and work practices that are designed to make the workplace more secure, the District will, at a minimum:

- Train employees, supervisors, and managers in the provisions of the District's WVPP.
- Implement effective procedures to ensure that supervisory and non-supervisory employees comply with the WVPP.
- Regularly communicate effective procedures to ensure that supervisory and nonsupervisory employees comply with the WVPP which will be discussed on a quarterly basis at bi-weekly Leadership meetings and annually at a Faculty Meeting or all staff In-Service Day.
- Retraining will be provided to employees whose safety performance is deficient with the WVPP as evidenced by either formal written notice, subpar employment review or other demonstrable means of deficiency.
- Employees may be disciplined for failure to comply with the WVPP, in accordance with District policy and/or the collective bargaining agreement and all applicable state, federal and local laws.

COMMUNICATION WITH EMPLOYEES

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

- New employee orientation includes workplace violence prevention policies and procedures.
- Workplace violence prevention training programs including specialized training and education to address awareness of early warning signs of potential workplace violence.
- Regularly scheduled meetings that address security issues and potential workplace violence hazards in a manner that allows for free and open discussions.
- Meetings are announced and scheduled to facilitate maximum attendance.
- Current workplace violence prevention information will be posted and/or distributed.
- Employees are encouraged to report a violent incident, threat, or other workplace violence concern without fear of reprisal or adverse action. Anonymous reporting methods will be discussed.
- Employees are encouraged to access their mobile or other communication devices to seek emergency assistance, assess the safety of a situation, and/or communicate with a person to verify their safety.
- Addressing employees' concerns in a timely manner. Employees will be informed of the results of an investigation and any corrective actions to the extent permissible by law.
- Updates on the status of investigations and corrective actions are provided to employees through email and/or at safety meetings. These updates could include information about the progress of investigations, the results of investigations, and any corrective actions taken.
- Sharing training materials and non-confidential incident reports from other districts/employers to ensure a coordinated response to any incidents.

COORDINATION WITH OTHER EMPLOYERS

The District will implement the following procedures to coordinate and communicate the WVPP with onsite contractors. Violent incident information, when applicable, will be shared with LEA's who are determined to have a need to know. These methods will ensure that non-District employers and employees understand their respective roles, as provided in the WVPP.

- All employees will be trained on workplace violence prevention.
- Workplace violence incidents involving any employee will be reported, investigated, and

recorded. Employees will receive training on how to facilitate reporting, investigation, and recording of workplace violence incidents.

- At a multi-employer worksite, the District will ensure that if its employees experience a workplace violence incident, the District will record the information in a violent incident log and shall also provide a copy of that log to other applicable employers .
- Coordination may include requesting the contact information of the person(s) responsible for implementing the WVPP for applicable other employers or conferring with other employers or public agencies regarding workplace violence incidents and plans to prevent future occurrences of workplace violence.

WORKPLACE VIOLENCE INCIDENT REPORTING PROCEDURES

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

- Immediately reporting any situation or incident that creates a sense of fear for personal safety or the safety of others to law enforcement by dialing 9-1-1, and then contacting their supervisor or WVPP administrator. For non-immediate assistance, employees should contact their supervisor or WVPP administrator.

- All threats or acts of workplace violence are reported to an employee's supervisor or manager, who will inform the HR administrator.
- Employees are encouraged to report violent incidents to their supervisor or the Human Resources by completing the Workplace Violence Incident Report form **(Appendix A)**.
- A strict non-retaliation policy is in place, and any instances of retaliation will be dealt with swiftly and decisively.
- An employee who retaliates against a coworker for reporting an incident of workplace violence will be subject to applicable disciplinary procedures up to and including termination.
- A report of the incident will be promptly added to the violent incident log.

Reports may also be made via wvppreport@asjusd.org.

EMERGENCY RESPONSE PROCEDURES

The District has the following specific measures to handle actual or potential workplace violence emergencies:

- Effective means to alert employees of the presence, location, and nature of workplace violence emergencies through the following means:

- Alarm systems
- PA announcements
- Emails/texts
- Parent text Notices/Alerts
- Evacuation or sheltering plans as outlined in our Comprehensive School Safety Plan

- Obtain help from staff, security personnel, or law enforcement by:
  - Using your classroom phone, cell phone, or office phone to dial 9-1-1 then alerting campus administration/security using your office phone, cell phone or radio.
  - Using your office or classroom phone to dial the site or department office.

WORKPLACE VIOLENCE HAZARD IDENTIFICATION AND EVALUATION

The following policies and procedures are established and required to be conducted by the District to ensure that workplace violence hazards are identified and evaluated:

- Assessments shall be conducted when the WVPP is first established, after each workplace violence incident, and whenever the employer is made aware of a new or previously unrecognized hazard.

A review will be conducted of all submitted/reported concerns of potential hazards:

- Weekly review of all submitted and reported concerns.
- Online form for reporting workplace violence hazards
- Voicemail/email/text messages

Periodic Assessments

Periodic assessments of workplace violence hazards will identify unsafe conditions and work practices. This includes assessment for all four types of workplace violence. Periodic assessments shall be conducted semi-annually by the Maintenance and Operations Manager.

The Workplace Violence Hazard Assessment form (Appendix D) includes the following:

- The exterior and interior of the workplace for its attractiveness to robbers.
- The need for violence surveillance measures, such as mirrors and cameras.
- Procedures for employee response during a robbery or other criminal act, including our policy prohibiting employees, who are not security guards, 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.
- Whether employees have access to a telephone with an outside line.
- Whether employees have effective escape routes from the workplace.
- Whether employees have a designated safe area where they 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.
- Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.
- Employees' skill in safely handling threatening or hostile service recipients (example: security guards).
- Effectiveness of systems and procedures that warn others of actual or potential workplace violence danger or that summon assistance, e.g., alarms or panic buttons.
- The use of work practices such as the "buddy" system for specified emergency events.
- The availability of employee escape routes.
- How well our establishment's management and employees communicate with each other.
- Access to and freedom of movement within the workplace by non-employees, including recently discharged employees or persons with whom one of our employees is having a dispute.
- Frequency and severity of employees' reports of threats of physical or verbal abuse by managers, supervisors, or other employees.
- Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace.

WORKPLACE VIOLENCE HAZARD CORRECTION

Workplace violence hazards will be evaluated and corrected in a timely manner. The District will implement the following effective procedure 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.
- Affected employees of a hazardous condition will be provided with the necessary protection.
- All corrective actions taken will be documented and dated on the Hazard Correction Report Form (Appendix C).

- Corrective measures for workplace violence hazards will be specific to a given work area.

PROCEDURES FOR POST INCIDENT RESPONSE AND INVESTIGATION

After a workplace incident, the WVPP 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.
- Record the findings and ensure corrective actions are recorded on the Hazard Correction Report form (Appendix C).
- Obtain any reports completed by law enforcement.
- The Violent Incident Log (Appendix B) will be used for every workplace violence incident.

Ensure that no personal identifying information is recorded or documented in the written investigation report. This includes information which would reveal identification of any person involved in a violent incident, such as the person's name, address, electronic mail address, telephone number, social security number, or other information that, alone or in combination with other publicly available information, reveals the person's identity.

TRAINING AND INSTRUCTION

All employees, including managers and supervisors, will have training and instruction on general and job-specific workplace violence practices. These sessions could involve presentations, discussions, and practical exercises. Training materials will be appropriate in content and vocabulary to the educational level, literacy, and language of the employees receiving the training. Training and instruction will be provided as follows:

- When the WVPP was first established.
- Annually to ensure all employees understand and comply with the WVPP.
- Whenever a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the Plan. The additional training may be limited to addressing the new workplace violence hazard or changes to the Plan.

The District will provide its employees with training and instruction on the definitions found on page 2 of the WVPP and the requirements listed below:

- The employer's WVPP, how to obtain a copy of the employer's WVPP at no cost, and how to participate in development and implementation of the employer's WVPP.
- How to report workplace violence incidents or concerns to the employer or law enforcement without fear of reprisal.
- Workplace violence hazards specific to the employees' jobs, the corrective measures the District has implemented and how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm.
- The violent incident log and how to obtain copies of records pertaining to hazard identification, evaluation and correction, training records, and violent incident logs.
- An opportunity for interactive questions and answers with a person knowledgeable about the WVPP.
- Additional information on workplace violence can be found in Appendix F and Appendix G.

EMPLOYEE ACCESS TO THE WRITTEN WVPP

The District ensures that the WVPP Plan is available and easily accessible to employees, authorized employee representatives, and representatives of Cal/OSHA at all times. A physical or digital copy of the Plan will provided through a server or website, which allows an employee to review, print, and email the current version of the written WVPP.

RECORDKEEPING

The District will:

- Create and maintain records of workplace violence hazard identification, evaluation, and correction, for a minimum of five (5) years.
- Create and maintain training records for a minimum of one (1) year plus the current year which will include the following:
    - Training dates.
    - Contents or a summary of the training sessions.
    - Names and qualifications of persons conducting the training.
    - Names and job titles of all persons attending the training sessions.
- Maintain a Violence Incident Log (Appendix B) for a minimum of five (5) years.
- Maintain records of workplace violence incident investigations for a minimum of five (5) years.

- The records shall be compliant with HIPAA.
- All records of workplace violence hazard identification, evaluation, and correction; training, incident logs and workplace violence incident investigations required by Labor Code section 6401.9, subdivision (f), shall be made available to Cal/OSHA upon request for examination and copying.

EMPLOYEE ACCESS TO RECORDS

The following records shall be made available to employees and their representatives, upon request and without cost, for examination and copying within **fifteen (15) calendar days of a request**:

- Records of workplace violence hazard identification, evaluation, and correction.
- Training records.
- Violent incident logs.

Copies of these records can be requested by contacting wvppreport@asjsud.org.

REVIEW AND REVISION OF THE WVPP

The WVPP will be reviewed for effectiveness:

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

Review and revision of the WVPP will include all sections as well as the following procedures to obtain active involvement of employees and authorized employee representatives in reviewing the WVPP's effectiveness:

- The WVPP should include, but is not limited to:
    - Review of incident investigations and the violent incident log.
    - Assessment of the effectiveness of security systems, including alarms, emergency response, and security personnel availability (if applicable).
    - Review of whether violence risks are being properly identified, evaluated, and corrected. Any necessary revisions will be made promptly and communicated to all employees.

REPORTING REQUIREMENTS FOR SERIOUS INJURIES/DEATH

The District will immediately report to Cal/OSHA any serious injury or illness (Appendix D) (as defined by CCR, Title 8, Section 330, subd. (h)), or death (including any due to Workplace Violence) of an employee occurring in a place of employment or in connection with any employment.

APPENDIX A
WORKPLACE VIOLENCE INCIDENT REPORT FORM

(INTERNAL AND CONFIDENTIAL)

Person Completing Report (Print)

Email address

Phone number

Date of Incident (mm/dd/yyyy)

Time of Incident

Location of Incident (be specific)

Name of Perpetrator (Description if name is unknown)

Relationship between Victim and Perpetrator (Parent, co-worker, domestic partner, animal, etc.)

Type of contact:

☐ In person ☐ Telephone ☐ Mail ☐ Email ☐ Recording ☐ Fax

☐ Other

Name(s) of witness(es)

Type of Incident

☐ Physical attack without a weapon including but not limited to, biting, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, spitting, etc.

☐ Attack with a weapon or object including, but not limited to, 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

Were there Injuries? ☐ Yes ☐ No

Detailed description of the incident

APPENDIX B

Workplace Violence Incident Log

- The date, time, and location of the incident.
- The workplace violence type or types, as described in Labor Code section 6401.9, clause (iii) of subparagraph (B) of paragraph (6) of subdivision (a), involved in the incident.
- A detailed description of the incident.
- A classification of 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.
- A classification of circumstances at the time of the incident, including, but not limited to, whether the employee was completing usual job duties, working in poorly lit areas, rushed, working during a low staffing level, isolated or alone, unable to get help or assistance, working in a community setting, or working in an unfamiliar or new location.
- A classification of where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area.
- The type of incident, including, but not limited to, whether it involved any of the following:
    - Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.
    - Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object.
    - Threat of physical force or threat of the use of a weapon or other object.
    - Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.
    - Animal attack.
    - Other.
- Consequences of the incident, including, but not limited to:
    - Whether security or law enforcement was contacted and their response.
    - Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident.
- Information about the person completing the log, including their name, job title, and the date completed.

APPENDIX C

HAZARD CORRECTION REPORT FORM

Site/Department: _____

This form is designed to be used to track the correction of identified hazards. All hazards should be corrected in a timely manner based on the severity of the hazard. If a serious imminent hazard cannot be immediately corrected, remove personnel from the hazard and restrict access until the hazard can be addressed.

Description and Location of Hazard	Date Hazard Identified	Corrective Action and Responsible Party	Estimated Completion Date	Date Completed

APPENDIX D

Workplace Violence Prevention Assessment Form

- This checklist should be completed at the beginning of each semester (August and January).
- The District's Workers Comp Risk Manager will assign an inspector.
- An employee group will follow-up on the status of corrective actions/safety related work orders.

_____ ____/____/____ _____

Inspector (PRINT NAME) Date Location/Area

Item	Circle One	Comments
THIS CHECKLIST ASSESSES WORKPLACE VIOLENCE RISK TYPES 1, 2, 3, and 4		
1. The interior and exterior of the school is secure for attractiveness to robbers.	Y N n/a	
2. Is security surveillance adequate for all areas of each site/department.	Y N n/a	
3. For areas that carry cash (i.e. student body activities, sporting events, raffles) posting of signs notifying the public that limited cash is kept on the premises such as high school athletic games.	Y N n/a	
4. Procedures for employee response during a robbery or other criminal act.	Y N n/a	
5. Procedures for reporting suspicious persons and/or activities.	Y N n/a	
6. Employees are trained to call 9-1-1 or onsite security for acts of violence or escalating violence in the incipient stages.	Y N n/a	
7. The amount of cash on hand is limited.	Y N n/a	
8. The use of work practices such as "buddy" systems, as appropriate, for identified risks.	Y N n/a	
9. There is adequate lighting and security for designated parking lots or areas.	Y N n/a	
10. Regular safes or time access safes are used for larger bills.	Y N n/a	
11. Administration communicates information to employees about incidents of workplace violence.	Y N n/a	
12. After hours, the site/department is locked down except for one access point.	Y N n/a	
13. Access is restricted to students' guardians and acquaintances.	Y N n/a	

Workplace Violence Prevention Assessment Checklist **Page 2 of 3**		
14. Employees working in the field have cellular phones or other communication devices to enable them to request emergency aid as well as be notified of a LEA incident.	Y N n/a	
15. There are adequate workplace security systems, such as door locks, security windows, blinds, physical barriers and restraint systems.	Y N n/a	
16. Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.	Y N n/a	
17. Employees are trained in de-escalation techniques for students and students' guardians.	Y N n/a	
18. There are effective systems and procedures to warn others of a security danger or to summon assistance, e.g. alarms or panic buttons.	Y N n/a	
19. Administrator promotes culture where employees have an understanding of diversity, equity and inclusion.	Y N n/a	
20. There is effective enforcement of rules for inappropriate student conduct.	Y N n/a	
21. Administrator promotes non-discrimination and anti-harassment in the workplace.	Y N n/a	
22. Students and staff are trained on recognizing and extinguishing bullying tactics.	Y N n/a	
23. Administrator assists and provides strategies for managing conflict in the workplace.	Y N n/a	
24. Administrator models and promotes an understanding, awareness, and respect for human rights, human relations and acceptance.	Y N n/a	
25. Security personnel are trained in safe physical restraining.	Y N n/a	
26. Administrators receive training on updated de-escalation techniques for students and/or student's guardians who show the warnings sign(s) of escalating behavior.	Y N n/a	
27. Student records are reviewed and updated following a violent episode.	Y N n/a	
28. Are staff trained on behavioral and environmental antecedents?	Y N n/a	
29. Staff who work with behaviorally challenging students are trained on how to dress to decrease their risk of injury.	Y N n/a	

Workplace Violence Prevention Assessment Checklist **Page 3 of 3**		
30. Staff are trained on how to manage the environment for behaviorally challenging students.	Y N n/a	
31. Training is provided to staff on how to manage their own physical, verbal and facial behaviors.	Y N n/a	
32. Anti-Violence policy has been communicated to all staff.	Y N n/a	
33. Staff and management communicate well with each other.	Y N n/a	
34. Warning signs of workplace violence are communicated to staff.	Y N n/a	
35. Management is trained on detecting the early warnings of violence.	Y N n/a	
36. Access is adequately limited to non-employees.	Y N n/a	
37. Freedom of movement within the site is controlled for recently discharged employees.	Y N n/a	
38. Frequency and severity of employee-reported threats of physical abuse or verbal abuse are actively followed up on by management.	Y N n/a	
39. Employee discharge procedures are active and followed by management.	Y N n/a	
40. Management is trained on employee disciplinary policies and procedures.	Y N n/a	
41. Administrators are trained on restraining orders as a tool to prevent stalking.	Y N n/a	
42. Employees are provided information on Employee Assistance Programs, consultation services, and counseling programs.	Y N n/a	
43. All employees check in at the office of each school site they visit.	Y N n/a	
44. Security personnel are notified of all restraining orders of staff.	Y N n/a	
45. Staff are trained on the reporting procedures.	Y N n/a	
46. Access to worksite is controlled.	Y N n/a	
47. There is an enforcement policy prohibiting weapons.	Y N n/a	
48. Lockdown procedures are well understood and practiced by all employees.	Y N n/a	

APPENDIX E

CAL-OSHA Serious Injury/Death Reporting Requirements

California Law requires the employer of a seriously injured employee or an employee who has died to accurately report the work-related death and/or serious injury immediately.

MANDATORY REPORTING REQUIREMENTS FOR A *WORK-RELATED* DEATH OR SERIOUS INJURY

- **Serious Injury** - any injury or illness occurring in a place of employment or in connection with any employment which requires inpatient hospitalization for other than medical observation or in which an employee suffers a loss of any member of the body or suffers any serious degree of permanent disfigurement. This does not include any injury or illness or death caused by an accident on a public street or highway.

- All serious injuries and deaths must be reported immediately (as soon as you have knowledge that it is a work-related injury and meets the definition of a Serious Injury), to the Modesto Cal-OSHA office, by fax, telephone or email (see below).

- Each report shall include:

    1. Time and date of accident,
    2. Employer's name, address and phone number,
    3. Name and job title of person reporting the accident,
    4. Address of the accident site or event,
    5. Name of person to contact at site of accident,
    6. Name and address of injured employees,
    7. Nature of injury(ies),
    8. Location where injured employee(s) was (were) moved to,
    9. List and identity of other law enforcement agencies present at the site of the accident, and
    10. Description of the accident and whether the accident scene or instrumentality has been altered.

- The requirement for reporting serious injuries and deaths are based on employer knowledge of the time the serious injury occurred, not the date of injury. For example, if a person has a work-related heart attack and dies two months later from complications of the heart attack, you must report the fatality immediately to Cal-OSHA.

Cal-OSHA phone number **(209) 545-7310**
Cal-OSHA fax number **(209) 545-7313**
Cal-OSHA email caloshaaccidentreport@tel-us.com

APPENDIX F

Five Warning Signs of Escalating Behavior

Warning Signs	Possible Responses
Behavior characterized by bewilderment or distraction. Unsure or uncertain of the next course of action.	■ Listen to their concerns. ■ Ask clarifying questions. ■ Give them factual information.

Frustration

Warning Signs	Possible Responses
Behavior characterized by reaction or resistance to information. Impatience. Feeling a sense of defeat in the attempt of accomplishment. May try to bait you.	■ See steps above. ■ Relocate to quiet location or setting. ■ Reassure them. ■ Make a sincere attempt to clarify concerns.

Blame

Warning Signs	Possible Responses
Placing responsibility for problems on everyone else. Accusing or holding you responsible. Finding fault or error with the action of others. They may place blame directly on you. Crossing over to potentially hazardous behavior.	■ See steps above. ■ Disengage, bring second party into discussion. ■ Use teamwork approach. ■ Draw client back to facts. ■ Use probing questions. ■ Create “Yes” momentum.

Anger — Judgment call required

Warning Signs	Possible Responses
Characterized by a visible change in body posture and disposition. Actions include pounding fists, pointing fingers, shouting or screaming. This signals very risky behavior.	■ Utilize venting techniques. ■ Don’t offer solutions. ■ Don’t argue with comments made. ■ Prepare to evacuate or isolate. ■ Contact supervisor and/or security office.

Hostility — Judgment call required

Warning Signs	Possible Responses
Physical actions or threats which appear imminent. Acts of physical harm or property damage. Out-of-control behavior signals they have crossed over the line.	■ Disengage and evacuate. ■ Try to isolate person if it can be done safely. ■ Alert supervisor and contact security office immediately.

APPENDIX G

Personal Conduct to Minimize Violence*

Follow these suggestions in your daily interactions with people to de-escalate potentially violent situations. If at any time a person's behavior starts to escalate beyond your comfort zone, disengage.

Do

- Project calmness, move and speak slowly, quietly, and confidently.
- Be an empathetic listener: Encourage the person to talk and listen patiently.
- Focus your attention on the other person to let them know you are interested in what they have to say.
- Maintain a relaxed yet attentive posture and position yourself at a right angle rather than directly in front of the other person.
- Acknowledge the person's feelings. Indicate that you can see he/she is upset.
- Ask for small, specific favors such as asking the person to move to a quieter area.
- Establish ground rules if unreasonable behavior persists. Calmly describe the consequences of any violent behavior.
- Use delaying tactics which will give the person time to calm down. For example, offer a drink of water (in a disposable cup).
- Be reassuring and point out choices. Break big problems into smaller, more manageable problems.
- Accept criticism in a positive way. When a complaint might be true, use statements like "You are probably right" or "It was my fault." If the criticism seems unwarranted, ask clarifying questions.
- Ask for his/her recommendations. Repeat back to him/her what you feel he/she is requesting of you.
- Arrange yourself so that a visitor cannot block your access to an exit.

Do Not

- Use styles of communication which generate hostility such as apathy, brush off, coldness, condescension, robotism, going strictly by the rules or giving the run-around.
- Reject all of a client's demands from the start.
- Pose in challenging stances such as standing directly opposite someone, hands on hips or crossing your arms. Avoid any physical contact, finger pointing or long periods of fixed eye contact.
- Make sudden movements which can be seen as threatening. Notice the tone, volume and rate of your speech.
- Challenge, threaten, or dare the individual. Never belittle the person or make him/her feel foolish.
- Criticize or act impatiently toward the agitated individual.
- Attempt to bargain with a threatening individual.
- Try to make the situation seem less serious than it is.
- Make false statements or promises you cannot keep.
- Try to impart a lot of technical or complicated information when emotions are high.
- Take sides or agree with distortions.
- Invade the individual's personal space. Make sure there is a space of three feet to six feet between you and the person.