



# Workplace Violence Prevention Plan

Agency: General Services Agency  
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## TABLE OF CONTENTS

1.0 DEFINITIONS .....	3
2.0 OBJECTIVES .....	4
3.0 RESPONSIBILITY .....	5
3.1 CEO-Risk Management .....	5
3.2 Management .....	5
3.3 Supervisors .....	5
3.4 Employees .....	5
4.0 COMPLIANCE .....	6
5.0 COMMUNICATION.....	6
5.1 Communication Methods.....	6
5.2 Coordination with Other Employers.....	7
6.0 HAZARD ASSESSMENT .....	7
6.1 Workplace Security Inspections .....	7
7.0 HAZARD CORRECTION .....	8
8.0 REPORTING WORKPLACE VIOLENCE .....	9
8.1 Violent Incident Log.....	9
9.0 EMERGENCY RESPONSE.....	10
9.1 Contacting Emergency Response Personnel .....	10
9.2 Employee Notification.....	11
9.3 Facility security .....	11
9.4 Agency-specific hazards .....	12
9.5 De-escalation of Potentially Violent Situations .....	15
10.0 INVESTIGATION .....	15
11.0 TRAINING .....	16
12.0 EMPLOYEE ACCESS TO THE AGENCY WVPP.....	16
13.0 RECORDKEEPING .....	16
13.1 Employee Access to Records.....	17
13.2 Review and Revision of WVPP .....	17
APPENDIX A: VIOLENT INCIDENT LOG TEMPLATE EXAMPLE .....	19
APPENDIX B: FACILITY SECURITY INSPECTION TEMPLATE EXAMPLE .....	20
APPENDIX C: WORKPLACE VIOLENCE HAZARD INVESTIGATION TEMPLATE EXAMPLE .....	22
APPENDIX D: AGENCY EMERGENCY EVACUATION MAP .....	23

# **WORKPLACE VIOLENCE PREVENTION PLAN**

The Ventura County Board of Supervisors, by way of approval of the County Administrative Manual, adopted the general plan for the development of employee health and safety programs. Agencies are responsible for enacting and enforcing safety policies and practices, and CEO Risk Management is responsible for assisting agencies in these efforts. CEO-Risk Management has developed the Countywide Workplace Violence Prevention Plan template for agencies to develop and implement their own formalized plan specific to their operation.

This Workplace Violence Prevention Plan (WVPP) is specific to the General Services Agency (herein after referred to as “Agency”) and was developed using the Ventura County WVPP model template.

## **1.0 DEFINITIONS**

- Emergency: unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other people.
- Engineering controls: an aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between the worker and the hazard.
- Log: violent incident log required by California Labor Code.
- Plan: this workplace violence prevention plan required by California Labor Code.
- 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 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. 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.
  - 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 workers 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.
- Lawful acts of self-defense or the defense of others are not considered to be workplace violence.
- Work practice controls: procedures and rules which are used to effectively reduce workplace violence hazards.

## **2.0 OBJECTIVES**

The County of Ventura recognizes that some employees are exposed to violence by the nature of their jobs. It is the belief of the County that no job is so important that it takes precedence over the health, safety, and welfare of County employees or the public they serve. This WVPP provides the basic framework and reference guidelines necessary for recognizing and preventing workplace violence. California Code of Civil Procedure (CCP) § 527.8 and California Labor Code (LC) § 6401.7 and 6401.9 require California employers to take specific measures to prevent workplace violence, including, but not limited to, maintaining, and implementing an effective written policy and training program.

In accordance with LC § 6401.9, the following employers, employees, and places of employment are exempt from this WVPP:

1. Healthcare facilities, service categories, employers, and operations covered by the California Code of Regulations (CCR) Title 8 § 3342.
2. Facilities operated by the Department of Corrections and Rehabilitation if the facilities compliant with CCR T8 § 3203.
3. Employers that are law enforcement agencies that are a “department or participating department” as defined in CCR T11 § 1001 and that have received confirmation of compliance with the Commission on Peace Officer Standards and Training (POST) Program from the POST Executive Director in accordance with CCR T11 §1010. This exemption only applies if all facilities operated by the agency are compliant with CCR T8 § 3203.
4. Employees fully teleworking from a location of the employee’s choice, which is not under the control of the employer.
5. Places of employment where there are less than 10 employees working at the place at any given time and that are not accessible to the public, as long as the places are compliant with CCR T8 § 3203.

## **3.0 RESPONSIBILITY**

### **3.1 CEO-Risk Management**

CEO-Risk Management serves as an advisory resource for agencies and assists in the development and implementation of safety and loss prevention policies and guidelines. Agency has direct authority over their operation.

### **3.2 Management**

Agency senior management (director/department head) is ultimately responsible for the health and safety of employees under their supervision. Senior management has authority over the overall operation and administration of Agency and is able to allocate resources required to implement the procedures outlined in this WVPP. Senior management has the authority to delegate responsibility and authority related to this WVPP to the GSA Occupational Health and Safety Officer.

The GSA Occupational Health and Safety Officer will review the effectiveness of this WVPP and revise as stated in Section 13.

### **3.3 Supervisors**

All managers and supervisors\* are expected to be familiar with the elements of this WVPP and must ensure it is understood and followed by the employees they oversee. Duties of supervisors include, but are not limited to:

1. Confirming that each employee has received training related to this WVPP.
2. Employees can submit feedback, questions, or concerns related to workplace violence prevention efforts and this WVPP to supervisors without fear of reprisal. Supervisor must review and address each concern/question accordingly, including, but not limited to, escalating to senior management.

\* For purposes of this WVPP, “supervisor” is defined as an employee with the ability to hire, fire, transfer, discipline, assign or direct employees, or is able to effectively recommend such actions.

### **3.4 Employees**

Employees are expected to understand, follow, and implement this WVPP at all times. Agency obtains employee and authorized representative involvement in the development and implementation of this WVPP by ensuring the following:

1. Reporting of all instances of workplace violence in accordance with this plan, regardless of perceived severity.
2. Employees and/or their authorized representatives are encouraged to share feedback/suggestions related to this WVPP, its implementation, management, or related training without fear of reprisal.

This information can be shared with a supervisor, HR, Agency Safety Officer, or CEO-Risk Management.

3. Employees will attend required trainings related to this WVPP.
4. Employees may also share safety concerns and/or suggestions via the GSA online reporting tool, "Safety Speak", and/or via GSA's Safety Council.

Employees can contact the GSA Occupational Health and Safety Officer to discuss concerns or suggestions related to this WVPP via phone at 805-765-5314 or via email at [Kenny.Leighton@venturacounty.gov](mailto:Kenny.Leighton@venturacounty.gov).

## **4.0 COMPLIANCE**

The system of ensuring employee compliance with this WVPP includes, but is not limited to:

1. Distribution of WVPP to all employees.
2. Recognition and commendation.
3. Incorporating WVPP awareness and compliance in annual employee performance reviews.
4. Training those who display a lack of knowledge or understanding of the WVPP.
5. Disciplinary action for violation of the rules, policies, and procedures outlined in the WVPP in accordance with County personnel rules or applicable labor agreement.

## **5.0 COMMUNICATION**

All Agency heads, managers, and supervisors are responsible for communicating with employees regarding this plan in a form readily understandable by all employees.

### **5.1 Communication Methods**

Communication methods may include, but are not limited to:

1. New employee orientations that include review and training of the WVPP.
2. Providing training as required in Section 11 of this plan.
3. WVPP and any related materials will be distributed and made available to employees for review in accordance with Section 12 of this plan.
4. Comments can be made related to any element of this WVPP. This may include, but is not limited to, reports of violence rumors, newly identified workplace hazards, or unsafe actions or concerns. Suggestions should preferably be made in writing and addressed to Agency senior management, GSA

Occupational Health and Safety Officer, HR or CEO-Risk Management for review and consideration. Employees are encouraged to submit suggestions without fear of reprisal.

5. Reporting as required in Section 8 of this plan.
6. Employees will not be prevented from accessing communication devices (personal or County systems) to seek emergency assistance, assess the safety of a situation, or communicate with a person to verify their safety. When an employee feels that they are in immediate danger, they may contact emergency services, law enforcement, or 911 without fear of reprisal.
7. Employees may also share safety concerns and/or suggestions via the GSA online reporting tool, "Safety Speak".

## **5.2 Coordination with Other Employers**

Agency will coordinate implementation of this WVPP with other employers present at the worksite (including, but not limited to, contracted employees, temp agencies, etc.). Agency will ensure that all employees have been trained in accordance with LC § 6401.9. Workplace violence incidents involving any employee will be reported in accordance with this WVPP. Reporting will be completed as required in Section 8.

## **6.0 HAZARD ASSESSMENT**

The evaluation of hazards is an ongoing process. All employees are expected to report any potential hazards to a supervisor prior to commencing work.

### **6.1 Workplace Security Inspections**

A sample inspection form template can be found in Appendix B of this WVPP. Inspections of workplace security measures and potential hazards will be conducted periodically by GSA Supervisors, Managers, Deputy Directors, Chief Deputy Director and/or Director on a scheduled and unscheduled basis as follows:

1. Upon initial implementation of this WVPP
2. Whenever new or previously unidentified hazards are identified or introduced into the workplace.
3. After each workplace violence incident.
4. Upon receiving notice of workplace violence threat.

Inspections performed pursuant to this plan will include, but are not limited to:

1. Exterior and interior of work area/facility to identify potential weaknesses or unintended access. This includes, but is not limited to, the adequacy of door/window locks, physical barriers, lighting levels, and visibility.
2. The need for security surveillance measures (cameras, mirrors, etc.).

3. Presence of objects or furnishings that can be used as a weapon.
4. Ability for employees to contact others as needed (law enforcement, supervisor, security, etc.). This includes, but is not limited to, ensuring phones and emergency phone numbers are available in areas easily accessible to employees.
5. Effectiveness of panic buttons/security alarms/emergency alert procedures.
6. Emergency escape routes.
7. Employees working in locations isolated from others.
8. Emergency response procedures.
9. Location/function of panic buttons, keys, locking mechanisms, etc.
10. Regular review of the Violent Incident Log as required in Section 10 of this plan.

## **7.0 HAZARD CORRECTION**

As stated in this WVPP, employees are expected to bring identified hazards to the attention of their supervisor, senior management, or HR. If the manager/supervisor has the authority to correct the hazard they should do so; otherwise, the manager/supervisor must notify the appropriate party to correct the hazard. Hazards will be corrected in a timely manner based on severity. Corrective measures will be documented in accordance with Agency reporting procedures (sample form template available in Appendix C).

If a hazard cannot be corrected immediately, other measures should be taken to abate the hazard while completing permanent control measures. This may include, and is not limited to, shutting down a worksite and ceasing operations until they can be performed safely.

Permanent control measures include, but are not limited to:

1. Ensuring staff are adequately trained in accordance with Section 11 of this plan and have the ability to immediately recognize and respond to workplace violence incidents as appropriate.
2. Ensuring that a sufficient number of staff members are available in areas accessible to the public.
3. Re-configuring seating arrangements/facility spaces to ensure employees are able to access doors, alarms, or other communication devices as needed. This may include, but is not limited to, improving line of sight or other immediate communication methods in areas accessible to the public, installing surveillance and/or alarm systems, repairing or otherwise strengthening locks found to be deficient, or removing or fastening furnishing or other objects that may be used as improvised weapons.
4. An employee's work assignment should not prevent them from responding immediately to an alarm or call for assistance. Employees must have ready access to a phone with an outside line.



5. Ensuring employees return keys and access badges upon termination. Ensure their access is immediately eliminated in any software systems controlling door locks or the alarm system.
6. Seeking a restraining order in accordance with CCP § 527.8.

## **8.0 REPORTING WORKPLACE VIOLENCE**

Employees are expected to report suspected workplace violence incidents to their supervisor immediately or as soon as reasonably practicable regardless of perceived severity. Upon receipt of a report of suspected workplace violence, supervisor must immediately notify senior management.

All employees are encouraged to escalate a report of workplace violence as they see appropriate without fear of reprisal. This includes contacting law enforcement or other first response agencies.

In multiemployer worksites (ex. contracted employees, temp agencies, etc.), copies of reports required by this section will be provided to the individual's controlling employer if applicable.

Employees may submit reports of suspected workplace violence via email or verbal communication to their supervisor/manager or to Agency HR at (805) 654-3713 or via email at [gsapersonnel@venturacounty.gov](mailto:gsapersonnel@venturacounty.gov).

Retaliation is not tolerated. Employees who are found to have retaliated against a coworker for reporting a concern or incident as required by this WVPP will face disciplinary action in accordance with County personnel rules or applicable labor agreement. Employees are never required to report suspected acts of workplace violence or retaliation directly to the accused individual. If an employee is subjected to acts of workplace violence or retaliation by a supervisor or other authority figure, they may report it to another supervisor/manager within the Agency, to CEO-Human Resources, or via the Employee Fraud Hotline at (805) 644-6019.

### **8.1 Violent Incident Log**

Agency is required to maintain a log of all workplace violence incidents. Information recorded into the Violent Incident Log shall be based on information solicited from the employees who experienced the violence, witness statements, and/or facts identified through investigation. The Violent Incident Log (sample log available in Appendix A of this plan) must not contain any element of personal identifying information of any person involved in the incident.

The Violent Incident Log must be maintained for a minimum of five years and must contain all of the following elements:

1. Date, time, and location of the incident. Location includes the name (if applicable) and physical address of the facility and a classification of the type of location (within workplace, in parking lot, away from County property, etc.)
2. Workplace violence type(s) as described in Section 1 of this plan.

3. A detailed description of the incident.
4. A classification of the individual who committed the violence (classifications include client, family member/friend of client, stranger, coworker, supervisor/manager, partner/spouse, parent/relative, or other perpetrator).
5. A classification of circumstances occurring at the time of the incident, including but not limited to, if the employee was performing usual job duties, working isolated from other employees, rushing to meet a time constraint, unable to contact assistance, or working in an unfamiliar location.
6. The type of incident, including, but not limited to, whether it involved any of the following:
  - a. Physical attack without a weapon (kicking, punching, biting, etc.).
  - b. Attack with a weapon or object.
  - c. Threat of physical force or threat of the use of a weapon/object.
  - d. Sexual assault or threat (physical display, unwanted verbal/physical sexual contact, rape/attempted rape, etc.).
  - e. Animal attack.
  - f. Other
7. Consequences of the incident, including but not limited to, whether law enforcement or security was contacted and their response, whether medical treatment was provided, amount of lost time, actions taken to protect employee from continuing threat or other hazards related to the incident.
8. Information about the person completing the log entry, including their name, job title, and the date it was completed.

## **9.0 EMERGENCY RESPONSE**

The following procedures are intended as general guidelines for County employees to follow in an emergency situation and should be modified as the situation warrants.

### **9.1 Contacting Emergency Response Personnel**

In the event of an immediate threat to life or property, call 911.

- Make the call from a secure location when possible.
- In order to effectively communicate with dispatch, try to remain calm and be concise. Quickly gather as much information as possible and be prepared to answer the following questions:

- Address/location of emergency?
- What is the emergency? (fire, medical, violence, hazardous material, etc.)
- How and when did the emergency occur?
- Who is/was involved? Injuries?
- Who are you? Identify yourself as a County employee and provide a callback number
- Do not end the call until instructed to do so by dispatch.
- After emergency personnel have been contacted, contact a supervisor or other Agency emergency/security staff to notify them of the situation.

## 9.2 Employee Notification

Agency will ensure that employees are notified of the presence, location, and nature of workplace violence emergencies. Methods for effective notification include, but are not limited to:

1. Alarm systems and/or intercom/paging systems.
2. Computer software program (e.g. Teams, etc.).
3. Communication devices (e.g. Cellphones).
4. Voice or text message/email when it is reasonable to assume the employee has ready access to these communication methods.

## 9.3 Facility Security

Supervisor will ensure that employees are aware of the security measures in place at the worksite prior to commencement of work. This includes, but is not limited to, the location of emergency exits, evacuation routes, and shelter-in-place procedures.

The GSA Security and Special Services Division oversees all facility security and evacuation measures, and the Security Control Center can be contacted for 24/7 non-emergency communication at (805) 654-2931 or (805) 654-2345. In an emergency, call 911.

If evacuation or shelter-in-place is required, employees will follow the below procedures:

- If safe to do so, proceed to nearest emergency exit and report to a safe location away from the violent situation.

- If it becomes too dangerous to exit or exits become unavailable, employees should shelter in place at the nearest safe location that allows them to avoid being seen, preferably a room without windows that can be locked from the inside. Employees should remain quiet and silence electronic devices.
- Employees temporarily working in offsite locations (delivering mail, performing a repair, performing a walk-through, etc.) are expected to familiarize themselves with emergency exits and protocols of that facility. Supervisors are expected to be aware of the location of each employee so that they can be accounted for in the case of an emergency.

Evacuation maps are available for review in Appendix D.

#### **9.4 Agency-specific hazards**

- GSA employees often interact with members of the public without a barrier in place to physically separate them.
  - Strategies to prevent harm:
    - Employees are directed to be aware of all exit points if they need to quickly leave an interaction.
    - Employees have access to phones/radios to request colleague support or call for emergency assistance.
    - Employees understand how to recognize and respond to an individual who appears to be intoxicated or is acting erratically in a public area.
    - Employees operating in the field are aware that they may return to their County vehicle and lock the door if faced with violence. If it is safe to do so, they should drive to a different location.
    - Parks employees, who upon arriving at Parks locations, feel unsafe in dealing with a situation, are directed to remain in their work vehicle and contact law enforcement.
- Some GSA employees perform maintenance-related work in jail facilities or other areas where inmates may be present
  - Strategies to prevent harm:
    - Law enforcement officer is present at all times when GSA employee is in proximity of an inmate without a barrier in place (ex. inmate being transferred within facility, etc)
    - Employees work near “low risk” inmates in the kitchen, laundry and commissary areas (inmate risk level determined by the Ventura County Sheriff’s Office - VCSO). GSA staff notify the VCSO when they will be working in the area and caution tape is utilized to create boundaries between staff and “low risk” inmates. Inmates are aware of repercussions should they interfere with GSA staff safety and/or work being performed; Sheriff’s Service Technicians (SST) monitor inmates’ whereabouts. It is common that GSA staff work in pairs of two (2) in these areas.
    - Employees are aware of their surroundings and exit points if they need to escape a situation
    - Employees do not enter into general population areas while inmates are out of their cells, unless escorted by Sheriff personnel.
    - GSA staff are expected to not engage with inmates.

- Employees are equipped with phones to contact emergency services or colleague support.
  - SSTs manage the opening/closing of doors within the jail facility; in addition, SSTs monitor the whereabouts of GSA staff.
- Some GSA employees perform maintenance-related work in the Juvenile Justice Detention Facility where juvenile detainees may be present:
  - Strategies to prevent harm:
    - GSA staff are encouraged to work in pairs of two (2) when juvenile detainees are present in the work area.
    - Correctional Officers/Probation staff monitor the facility at all times. Correctional Officers/Probation staff deny GSA staff entry should there be a concern for their safety and/or there is a matter where GSA staff should not be present. These matters are handled on a case-by-case basis at the discretion of law enforcement.
    - Employees are aware of their surroundings and exit points if they need to escape a situation.
    - GSA staff are instructed not to engage with juvenile detainees.
    - Employees are equipped with phones to contact emergency services or colleague support.
    - Employees have hard key access to rooms that lock in case of an emergency (e.g. electrical room, custodial closet, etc.).
    - Access to their County assigned vehicle which they can utilize to leave the site in case an emergency requires them to do so.
    - The facility is monitored with security cameras at all times by Probation staff.
- Some GSA employees perform maintenance-related work at animal shelters, near or around animals that may exhibit violent behaviors.
  - Strategies to prevent harm:
    - Prior to any maintenance performed by GSA staff, Animal Services staff remove animals from the kennels and/or areas in which maintenance work will be performed.
    - Staff are instructed not to pet animals and/or enter any kennels if an animal is present.
    - If animals escape from their kennel, GSA staff is to report it to Animal Kennel staff. Staff are to keep their distance from any loose animals.
    - Employees are equipped with phones to contact emergency services or colleague support.
- Some GSA employees perform maintenance-related work at lockdown mental health facilities and may encounter violent or erratic behavior.
  - Strategies to prevent harm:
    - GSA staff must be escorted in open populated areas by Telecare staff.
    - GSA staff are expected not to engage with clients.
    - Clients are removed from areas in which GSA staff will be providing maintenance services, and/or clients are supervised by Telecare staff while maintenance services are provided. Clients are not left alone in the presence of GSA staff.
    - Employees are equipped with phones to contact emergency services or colleague support.

- Some GSA employees perform maintenance-related work at Outpatient mental health facilities and may encounter violent or erratic behavior.
  - Strategies to prevent harm:
    - Clients are removed from areas in which GSA staff will be providing maintenance services, and/or clients are supervised by Telecare staff while maintenance services are provided. Clients are not left alone in the presence of GSA staff.
    - Employees are equipped with phones to contact emergency services or colleague support.
- Some GSA Fleet and Parks employees work with individuals in the Probation Work Release Program and may encounter violent or erratic behavior.
  - Strategies to prevent harm:
    - GSA staff are briefed and receive guidance from Probation staff on how to interact and manage the individuals working in the Probation Work Release Program.
    - Employees are equipped with phones to contact emergency services or colleague support.
- Some GSA employees are required to operate a County vehicle in the course of their employment responsibilities and may experience aggressive behavior exhibited by motorists.
  - Strategies to prevent harm:
    - Staff are expected not to participate in “road rage” or otherwise engage with other drivers who may be exhibiting aggressive behavior. If a situation is escalating or has the potential to cause violence or a collision, employees should pull over in a safe location or change course. Employees should contact emergency services as soon as it is safe to do so if they are being threatened, followed, or the situation has potential to result in immediate danger to life or property.

Employees working out of the Saticoy Yard have access to the following security measures:

- The Parks public access doors require a passcode.
- Surveillance cameras in specific areas of the parking lot.
- Office space allowing employees the ability to lock-in/shelter-in-place in case of an emergency.
- Office employees are separated from the public by a front counter.
- Employees have access to phones to contact emergency services or colleague support.

Employees working out of the Government Center Service Building have access to the following security measures:

- Warehouse, Records, and Production employees have access to a rolling security gate that they can lock and also have access to a garage style door they can shut down.
- Access to a security guard who is located onsite and can be contacted at 805-477-1554.
- Fob access doors that automatically lock when closed.
- Safe rooms are located throughout parts of the building such as conference rooms and staff member offices.
- Employees are equipped with phones to contact emergency services or colleague support.

General strategies include safety training on the following topics:

- Situational awareness (e.g. awareness of employee's environment/situation and basic direction on how to respond which includes how to evacuate).
- Safety tailgate trainings (e.g. topics vary based on the situation at hand).
- De-escalation techniques.
- Communication methods available.
- How to contact emergency assistance.

## **9.5 De-escalation of Potentially Violent Situations**

When safe and practical to do so, employees should attempt to de-escalate difficult situations that have the potential to become violent. The United States Cybersecurity and Infrastructure Security Agency (CISA) recommends the following de-escalation methods:

1. Use purposeful actions such as demonstrating a calm demeanor, practicing active listening, displaying genuine concern and a willingness to understand without judgment. Maintain a safe distance and consider changing the conversation setting if appropriate.
2. Use careful verbal communication. Maintain a neutral tone of voice. Avoid emphasizing words or syllables that can negatively impact the tone of the conversation.
3. Be aware of body language. Try to maintain a relaxed but alert stance, do not point fingers or otherwise use abrupt hand gestures. Maintain a neutral and attentive facial expression.
4. Know your limits. An employee may obtain help from a colleague or supervisor who may be able to contribute more meaningful information or de-escalation strategies. If there is a risk of imminent violence, an employee may remove themselves from the situation and seek a safe location where law enforcement or other support may be contacted.

## **10.0 INVESTIGATION**

After a workplace violence event, an investigation will take place to assess the factors that led to the event and to identify any remedial measures to help prevent reoccurrence. Investigation will be conducted by the respective supervisor in conjunction with the GSA Occupational Health and Safety Officer. The investigation process must be documented and at a minimum should include, but is not limited to, the following:

1. Visit the incident scene as soon as possible and safe to do so.
2. Interview witnesses and review surveillance footage if applicable. Obtain any reports completed by law enforcement.
3. Examine the work site for contributing factors. Examples of contributing factors include, but are not limited to, facility access weaknesses, external influences, lack of resources or training, and physical environment vulnerabilities (furniture or other item used as a weapon, phone system issues, or lack of surveillance cameras/alarms, etc.)
4. Determine the cause of the incident and how corrective action can be taken to prevent reoccurrence.

## **11.0 TRAINING**

Agency must provide training related to the WVPP to new hires, when the plan is first established, when a new hazard has been recognized or introduced, when changes are made to this WVPP, and annually thereafter. At minimum, training shall consist of the following:

1. How to access the WVPP and how to provide feedback/suggestions related to the development and implementation of it.
2. The requirements and definitions of LC § 6401.9.
3. How to report workplace violence incidents/concerns to Agency and/or law enforcement without fear of reprisal or retaliation. Retaliation will not be tolerated and should be reported to a supervisor or HR as soon as possible.
4. Workplace violence hazards specific to Agency's operation, how hazards will be corrected, strategies to avoid harm, and how to seek assistance to prevent or respond to violence.
5. Information regarding the Violent Incident Log and inspection reports and how copies may be obtained.
6. Opportunity for interactive questions/answers with a person knowledgeable about this WVPP.
7. Information regarding security measures in place in the facility an employee will be working from (ex. location of safe rooms, emergency exits, evacuation maps/procedures, etc.)

## **12.0 EMPLOYEE ACCESS TO THE AGENCY WVPP**

1. County employees and/or their designated representatives have the right to examine and receive a copy of the agency/department WVPP. This will be accomplished using one of the following methods:
  - a. Provide access in a reasonable time, place, and manner no later than five (5) business days after the request for access is received.
    - i. When an employee or designated representative requests a copy of the WVPP, a printed copy will be provided unless the requestor agrees to receive an electronic copy.
  - b. Provide unobstructed access through a County server or website which allows an employee to review, print, and email the current version of the WVPP. "Unobstructed access" means that the employee, as a part of their regular work duties, predictably and routinely uses the electronic means to communicate with management and/or coworkers.

## **13.0 RECORDKEEPING**



Hazard identification, evaluation, investigation, and correction records related to this WVPP will be maintained by Agency for at least five years unless otherwise required by law or other regulatory agency.

Training records shall be maintained for a minimum of one year and must include training date, summary of training, name and qualifications of individual conducting training, and the names and job titles of all in attendance. Employees must sign a sign-in sheet or other written acknowledgement to document attendance. Electronic verification is also accepted when applicable.

The Violent Incident Log shall be maintained for a minimum of five years.

All records related to this WVPP required by LC § 6401.9 shall be made available to Cal/OSHA upon request.

### **13.1 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 15 calendar days of the request:

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

### **13.2 Review and Revision of WVPP**

Agency will review this WVPP for effectiveness as follows:

1. Annually.
2. When a deficiency is observed or becomes apparent.
3. After a workplace violence incident.
4. As needed.

Employees are encouraged to provide feedback and suggestions for revisions to the WVPP as stated in Section 3.4 of this plan.

Review of the WVPP will include, but is not limited to:

1. Review of incident investigations and the Violent Incident Log.
2. Assessment of the effectiveness of security systems, including alarms, emergency response procedures, and security personnel (if applicable at the site).
3. Review that concerns and risks are being properly identified, evaluated, and corrected.

4. Revisions to the WVPP will be communicated to employees as required in Sections 5 and 11 of this plan.
5. Procedures to obtain active involvement of employees and authorized representatives in reviewing the plan.

**Workplace Violence Prevention Plan (WVPP) accepted and approved by:**

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**Thomas Hunt, PE, CEM**  
**Agency Director**

**Date Signed**



## WORKPLACE VIOLENCE PREVENTION PLAN VIOLENT INCIDENT LOG

Agency: \_\_\_\_\_

California Labor Code §6401.9 requires employers to maintain a written log of all workplace violence incidents. Log must not include any element of personal identifying information sufficient to allow identification of any person involved in the incident. All fields are required. Log is to be maintained for a minimum of five years.

**Instructions:** Add a log entry below for each workplace violence incident. Use columns to the right to locate classification numbers for Workplace Violence Type, Location Classification, Perpetrator Classification, and Action Involved columns. Add subsequent pages as needed.

Workplace Violence Type	Location Classification		Perpetrator Classification		Action Involved	
			1	2	1	
1	Committed by someone with no legitimate business on site, entered with intent to commit a crime	1	Within workplace	1	Client/customer	Physical attack without a weapon (kicking, hitting, spitting, hair pulling, etc.)
2	Committed by someone using services	2	Outside workplace	3	Stranger with criminal intent	Attack with a weapon/object
3	Committed by an employee or former employee	3	Offsite/work travel	4	Coworker	Threat of physical force or use of weapon/object
4	Committed by a person who does not work there but is known to have/had a relationship with an employee	4	Other, define	5	Supervisor/manager	Sexual assault or threat (rape/attempted rape, physical display, unwanted verbal or physical sexual contact)
				6	Partner/spouse of employee	Animal attack
				7	Parent/relative of employee	
				8	Other, define	

Case #	Workplace Violence Type	Date & Time of Incident	Location of Incident	Location Classification	Detailed description of incident	Perpetrator Classification	Action Involved	Outcome/Consequences	Name & Job Title of Person Filing Out Log	Log Entry Date
	Use chart above to assign # 1-4			Use chart above to assign # 1-4		Use chart above to assign # 1-8	Use chart above to assign # 1-6			
1										

## APPENDIX B: FACILITY SECURITY INSPECTION TEMPLATE EXAMPLE



# WORKPLACE SECURITY INSPECTION REPORT

**Instructions:** Regularly inspect each work area and ensure each item on the checklist is addressed. The checklist may differ according to facility and job function and should be modified and/or supplemented as needed prior to conducting inspection. After conducting inspection, review necessary corrective actions with a supervisor or other individual capable of implementing changes and repairs. Maintain inspection records in accordance with Agency Workplace Violence Prevention Plan (WVPP).

<i>Facility:</i>	<i>Date of inspection:</i>
<i>Agency/department:</i>	<i>Inspection performed by:</i>

Item #	Facility Security	Yes	No	N/A	Action to be taken
1	Are door/windows and locks in good repair?				
2	Are all physical keys/access fobs accounted for?				
3	Is surveillance equipment functioning correctly? (cameras, alarm system, mirrors, panic buttons, etc.)				
4	Have alarm systems/panic buttons been tested as required by the manufacturer and/or agency policy?				
5	Are there any loose items that could be used as a weapon? If so, can they be secured or relocated to a less accessible area?				
6	Do employees have easy access to a phone?				
7	Are staff-only and/or other sensitive areas designed to prevent unauthorized entry?				
8	If applicable, are contracted security guards present and performing as required?				
9	Has there been an increase in crime in the surrounding area?				
10	Are escape routes/exit points clear of obstructions and easily accessible?				
11	Is lighting functioning correctly indoors and outdoors?				
12	Are cash or other valuable assets maintained out of view and protected when not in use? (use of a safe/locked register, etc.)				
13	Are restroom doors/locks in good repair to protect privacy?				

Item #	Employee Function	Yes	No	N/A	Action to be taken
14	Do isolated employees have easy access to contact law enforcement or summon a supervisor?				
15	Has building access been revoked from all former employees?				
16	Do employees perform sensitive functions that may be more likely to illicit an emotional or hostile response? If so, are procedures in place to de-escalate or escape confrontation?				
17	Do employees wear identification badges at all times while in the facility?				
18	Is after-hours access managed to prevent unauthorized entry?				
19	Are emergency phone numbers displayed or easily accessible?				
20	Are public-facing areas staffed in accordance with agency standards?				
21	Have any employees recently displayed any concerning patterns or behavior changes?				
22	Have all employees received training related to the agency WVPP?				
23					
24					
25					

## APPENDIX C: WORKPLACE VIOLENCE HAZARD INVESTIGATION TEMPLATE EXAMPLE



# WORKPLACE VIOLENCE HAZARD INVESTIGATION

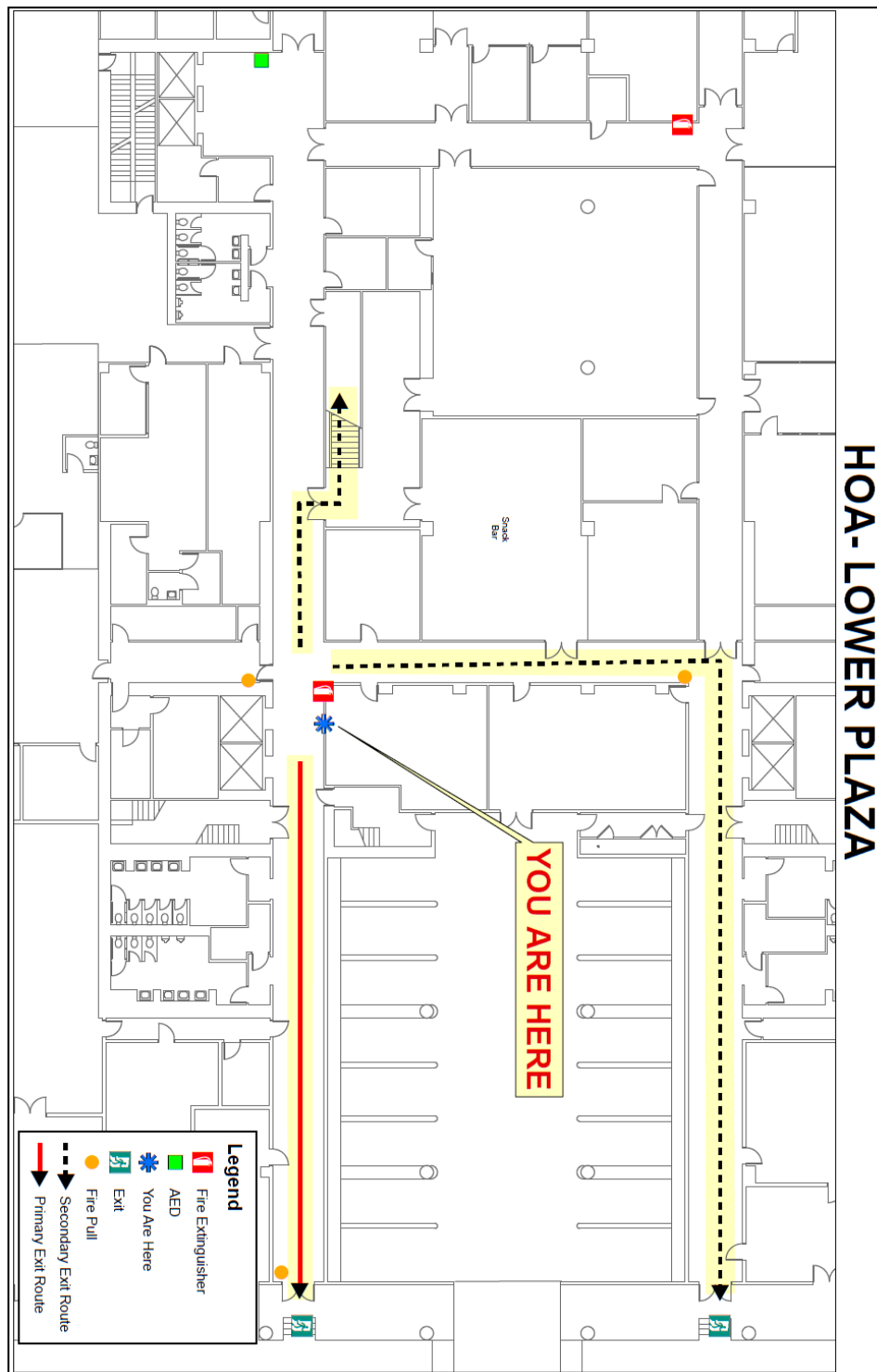
[THIS TEMPLATE IS INTENDED AS AN EXAMPLE. AGENCY SHOULD MODIFY TO FIT THEIR OPERATION OR MAY USE OTHER METHODS OF INVESTIGATION/DOCUMENTATION AS LONG AS RECORDS ARE MAINTAINED IN ACCORDANCE WITH WVPP]

**Instructions:** In accordance with agency Workplace Violence Prevention Plan (WVPP), employees are to bring identified hazards to the attention of management. Management must investigate the report and determine how the hazard is to be addressed. Investigation and corrective action are to be documented, and records are to be maintained in accordance with the WVPP. **Employees must be trained when new hazards are identified and when new hazard prevention procedures are implemented.**

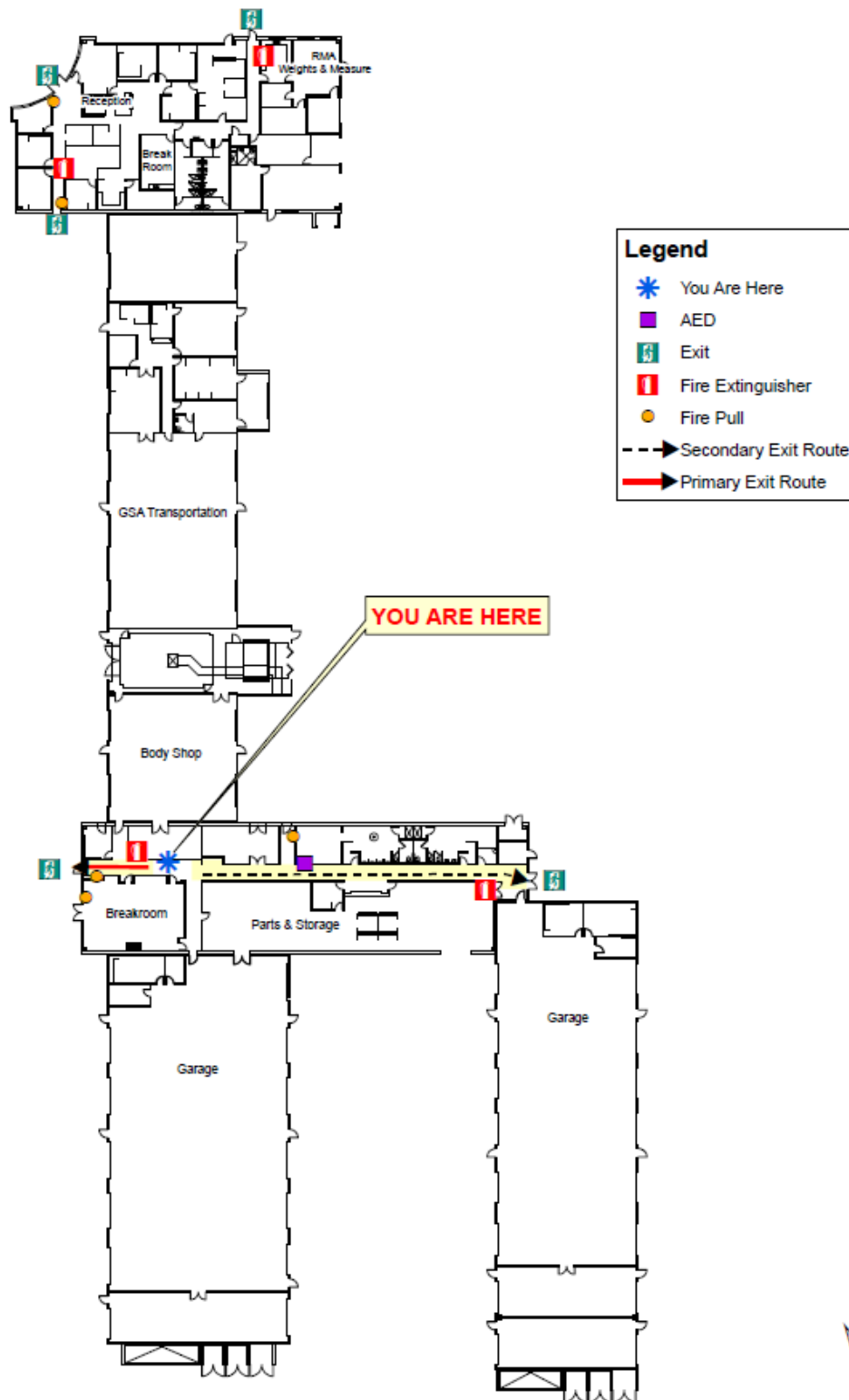
<i>Facility:</i>	<i>Date of hazard investigation:</i>
<i>Agency/department:</i>	<i>Investigation performed by:</i>
<i>Description of hazard reported (include date of report):</i>	
<i>Investigation findings:</i>	
<i>Corrective action(s) taken:</i>	
<i>Corrective action(s) completed by:</i>	<i>Date of corrective action(s):</i>
<i>Notes:</i>	

## APPENDIX D: AGENCY EMERGENCY EVACUATION MAP

### Hall of Administration – Lower Plaza



## EMERGENCY EVACUATION ROUTE





# Service Building First Floor Plan East Wing

