



# Workplace Violence Prevention Plan

**City of Millbrae**

Effective July 1, 2024

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# CITY OF MILLBRAE

<b>ADMINISTRATIVE STANDARD PROCEDURES</b>	<b>Number:</b>	Pages 1 of 22
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## CITY OF MILLBRAE

## POLICY AND PROCEDURES

### Policy

City of Millbrae is committed to providing a work environment that is free of disruptive, threatening, or violent behavior involving any employee, appointed or elected official, volunteer, contractor, client, and/or visitor. This Workplace Violence Prevention Plan (WVPP) is established as required by Senate Bill 553 (SB 553), which requires the City to establish, implement, and maintain, at all times in all City facilities, a workplace violence prevention plan for purposes of protecting employees from aggressive and violent behavior at the workplace.

### Definitions

For purposes of this policy, the following definitions apply:

- (1) "Emergency" means unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.
- (2) "Engineering controls" mean 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.
- (3) "Log" means the violent incident log required by SB 553.
- (4) "Plan" means the workplace violence prevention plan required by this SB 553.
- (5) "Threat of violence" means 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.
- (6) "Workplace violence" means any act of violence or threat of violence that occurs in a place of employment.
- (7) "Work practice controls" means procedures and rules which are used to effectively reduce workplace violence hazards.

### Prohibited Acts

City of Millbrae will not ignore, condone, or tolerate *threats of violence* or *workplace violence* by or against any employee, appointed or elected official, volunteer, contractor, client, or visitor.

- *Threats of violence* include both verbal and non-verbal conduct that causes a person to fear for his or her safety because there is a reasonable possibility he or she might be physically injured and that serves no legitimate work-related purpose.
- *Workplace violence* means any act of violence or threat of violence that occurs at the work site. The term workplace violence shall not include lawful acts of self-defense or defense of others. Workplace violence includes 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 the threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether or not the employee sustains an injury.

There are four workplace violence types as defined by this Plan:

(I) "Type 1 violence," which means 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.

(II) "Type 2 violence," which means workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.

(III) "Type 3 violence," which means workplace violence against an employee by a present or former employee, supervisor, or manager.

(IV) "Type 4 violence," which means 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.

In addition, the City of Millbrae prohibits all *dangerous weapons* not used for fire suppression, accident and incident response, emergency medical services, or the service of law enforcement on all City of Millbrae property. Any employee in possession of prohibited dangerous weapons on City of Millbrae property is in violation of this policy and may be subject to disciplinary action up to and including dismissal. Any volunteer, contractor, client, or visitor in possession of prohibited dangerous weapons will be banned from the premises. *Dangerous weapons* include any instrument capable of inflicting death or serious bodily injury.

## **RESPONSIBILITY**

The WVPP administrators headed by the City Manager and assigned designees have the authority and responsibility for implementing the provisions of this plan for the City of Millbrae. If there are multiple persons responsible for the plan, their roles will be clearly described.

<b>Responsible Persons</b>	<b>Job Title/Position</b>	<b>WVPP Responsibility(ies)</b>	<b>Phone #</b>	<b>Email</b>
Tom Williams	City Manager	The City Manager	(650) 259-2467	TWilliams@ci.millbrae.ca.us

		<i>has overall responsibility for the plan's implementation, effectiveness, maintenance and conducting or overseeing any investigations and corrective actions of workplace violence reports.</i>		
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## **Workplace Violence Prevention Plan Administrators**

The City Manager, or an assigned designee, is the designated WVPP Administrator (Administrator) and has the authority and responsibility for developing, implementing, and maintaining this plan and conducting or overseeing any investigations of workplace violence reports.

The Assistant City Manager/Human Resources Director, or an assigned designee, shall solicit feedback and input from employees and their authorized representatives in developing and implementing the WVP plan. Active involvement of employees could include, but is not limited to, their participation in identifying, evaluating, and correcting workplace violence hazards; in designing and implementing training; and in reporting and investigating workplace violence incidents. The Assistant City Manager, or an assigned designee, shall coordinate implementation of the workplace violence prevention plan with other employers (i.e. contracted staff and other employers on site), when applicable, to ensure those employers and their employees understand their respective roles as provided in the plan. These other employers and their staff shall be provided with training on City of Millbrae's WVPP plan. The Assistant City Manager/Human Resources Director will be responsible for employee involvement, policy documents and revisions, and the handling or reports including investigations and corrective actions. The Assistant City Manager/Human Resources Director will also be able to answer employee questions concerning this plan.

## **MANAGEMENT RESPONSIBILITIES**

The following responsibilities are charged upon directors, managers, and supervisors:

- Management will work with and allow employees and authorized employee representatives to participate in identifying, evaluating, and determining corrective measures to prevent workplace violence.
- Management will have annual safety meetings (or as needed) with employees and their representatives to discuss identification of workplace violence related concerns/hazards, evaluate those hazards and/or concerns, and how to correct them. These meetings could involve brainstorming sessions, discussions of recent incidents, and reviews of safety procedures).
- Management will ensure that all workplace violence policies and procedures within this written plan are clearly communicated and understood by all employees.
- Managers and supervisors will enforce the rules fairly and uniformly.

Other management responsibilities include:

- Implementing the plan in their work areas;
- Providing input and recommendations to the Administrators regarding the plan;
- Participating in investigations of workplace violence reports; and
- Answering department specific employee questions concerning this plan.

## **EMPLOYEE RESPONSIBILITIES AND ACTIVE INVOLVEMENT**

Employees as well as authorized employee representatives are charged with the following responsibilities to ensure the effectiveness of the Plan:

- Participating in the development and implementation of the plan, including in identifying, evaluating, and correcting workplace violence hazards, and in designing and implementing training. For example, an employee might suggest a new training scenario based on a recent incident.
- All employees are responsible for compliance with the plan including reporting incidents of workplace violence. Employees must report incidents of workplace violence to Human Resources, whether they were involved or just have knowledge of the incident.
- Employees must cooperate with workplace violence investigations. The City prohibits retaliation against any employee who reports a workplace violent incident or participates in an investigation.

Other employee responsibilities include:

- Maintaining a violence-free work environment;
- Attending WVPP training;
- Reporting suspicious persons in the area and alerting the proper authorities when necessary.

This Workplace Violence Prevention plan 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.

## **COMPLIANCE**

Employees must comply with the Plan's practices and procedures as they are designed to make the workplace more secure. Employees shall follow all workplace security directives, policies, and procedures, and assist in maintaining a safe work environment. Employees shall not engage in violent threats or physical actions in the workplace. Managers and supervisors must ensure that all workplace security policies and procedures are clearly communicated and understood by all affected workers and shall enforce the rules fairly and uniformly.

The following measures are in place to promote compliance:

**Mandatory Training:** All employees will receive training on the City's WVPP. This includes initial training within six months of hire and annual training thereafter.

**Supervisor Accountability:** Supervisors are expected to:

- Model behaviors that align with the WVPP.

- Enforce the WVPP consistently and fairly within their teams.
- Promptly document and report any safety concerns or incidents.
- Fully cooperate in investigations and take corrective action as needed.

**Employee Recognition:** Employees who demonstrate safe work practices that promote the WVPP in the workplace may be recognized with an award or other recognition within their department.

**Retraining:** Employees who exhibit actions or behaviors that conflict with the WVPP will receive additional training.

**Disciplinary Procedures:** Employees who fail to comply with the WVPP and/or commit violence in the workplace may be subject to disciplinary action, up to and including termination as well as criminal prosecution.

## COMMUNICATION

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.
- Regularly scheduled meetings that address security issues and potential workplace violence hazards
- Posted or distributed workplace violence prevention information.
- Reporting procedures so that employees can report a violent incident, threat, or other workplace violence concern to the City or law enforcement without fear of reprisal or adverse action.
- Employees will not be prevented from accessing their mobile or other communication devices to seek emergency assistance, assess the safety of a situation, or communicate with a person to verify their safety.
- Employees' concerns will be investigated in a timely manner, and they will be informed of the results of the investigation and any corrective actions to be taken.
- When any employee becomes aware of an actual or potential workplace violence emergency, they shall notify the City Manager or Assistant City Manager/ HR Director, their Department Head or other Supervisor within their department.
- Employees can anonymously report a violent incident, threat, or other violence concerns. A copy of the Incident Report Form can be found in the Home Page to ADP Portal alongside other policy documents and is also attached as an appendix to this policy.
- Employees will be evaluated to ensure their compliance with the plan.
- Employees who engage in threats of violence behaviors can be disciplined up to and including dismissal.
- Ensuring training of this plan is conducted on an annual basis.

Employees are required to inform their supervisors about any threats of violence or workplace violence. Employees may use the Workplace Violent Incident Log (Appendix A) to assist in their reporting of incidents. No employee will be disciplined for reporting any threats of violence or workplace violence.

After the employee has reported their concerns about any threats of violence or workplace violence to their supervisor, the supervisor will report this information to an Administrator as defined above. The Administrator will

ensure investigation of the incident. The Administrator will then inform the employee of the general results of their investigation and any corrective actions to be taken as part of the City of Millbrae's responsibility in complying with hazard correction measures outlined in the WVP plan.

Any employee who believes he or she has the potential of violent behavior is encouraged to use the City of Millbrae's confidential Employee Assistance Program:

CONCERN: Main Phone Number 24/7 Support:800-344-4222 | Website: [employees.concernhealth.com](http://employees.concernhealth.com)

### **Procedures to Respond to Actual or Potential Workplace Violence Emergencies**

In the event of an actual or potential workplace violence emergency, an Administrator may alert employees of the presence, location, and nature of the workplace violence through the following methods:

- Activation of Alarm
- San Mateo County (SMC) Text Alert
- Other means as deemed appropriate.

Any employee who is the victim of any violence or threat of violence, any witness to such conduct, or anyone receiving a report of such conduct, whether the aggressor is an City employee or a non-employee, should immediately seek safety and report the incident to any of the following: (There is no need to follow the chain of command).

- Immediate supervisor; or
- Any supervisor or manager within or outside of the department; or
- Department Head; or
- Director of Human Resources or
- City Manager

In the event of a workplace violence emergency, all affected employees will be notified with information about the presence, location, and nature of the emergency as well as recommendations for shelter in place, evacuation, or other actions to secure their work area. This may be done via e-mail, Microsoft Teams SLOCITY-Wide channel, or Mitel Connect softphones.

With any violent incident, employee safety is of the highest importance. Response mechanisms can include the employee leaving the area, requesting help within their work area, calling: (650) 259-2300 for non-emergency police department response or for an imminent threat calling 9-1-1.

Employees shall implement the run, hide, fight protocols where appropriate. Evacuation routes and sheltering locations will be communicated to affected staff. If employees are not able to evacuate or shelter in place, they are authorized to take all reasonable actions necessary to fight or subdue an active shooter or assailant.

**Evacuation:** Each worksite will have a posted evacuation route for use in an emergency, as well as an identified emergency assembly area for employees to gather following evacuation, in the emergency binder.

**Shelter in Place:** Each worksite will identify shelter in place location(s) in the emergency binder.

**Active Shooter:** Follow Run, Hide, Fight procedures.

- 1) If you can flee the area safely, RUN. Have a route in mind. Is it close, practical and accessible?
- 2) If you cannot get out, HIDE. Lock doors, if possible. Barricade door with desks, cabinets, chairs, etc. If doors have windows, cover the windows if possible. Wait for law enforcement.
- 3) As a last resort, be prepared to FIGHT. Overwhelm as aggressively as possible. Yell, scream, and attack. Attack vulnerable body areas. If with others, act as a team. Make a plan. Use improvised weapons and diversion tools, if possible. ATTACK TOGETHER.
- 4) When first responders arrive: Remain calm. Comply with instructions provided by first responders. Be quiet. Don't point at first responders, make sudden movements or run toward them.

Bomb Threat: Call 9-1-1. Inform supervisor. Follow all directions given by a supervisor including evacuation orders. Management may check the work area for unfamiliar items, but do not touch the items. Evacuate as directed and take important personal belongings with you when feasible. Leave windows and doors open.

Explosion: Take Cover. Call 9-1-1. Stay away from windows. Move to a safe location. Do not touch anything. Evacuate. If trapped and unable to evacuate, signal your position using a whistle or cell phone. Avoid unnecessary movement. Cover your nose and mouth with anything available.

Civil Disturbance: Call 9-1-1 and shelter in place. Do not attempt to disburse, stop the actions of, or otherwise interact with participants. Do not go outside. Shut/lock windows and doors. Stay away from windows and doors if possible. Stay in groups. Have an escape plan, if needed.

### **Emergencies and Reporting a Crime**

For immediate assistance in an emergency that is not associated with a service call, contact emergency services or law enforcement by calling 911. For immediate assistance in an emergency associated with a service call in progress, follow internal procedures for requesting immediate back-up assistance by notifying local law enforcement. Employees should also notify their supervisor, manager, and the Administrator as soon as possible.

### **Reporting Workplace Violence Concerns**

Employees who witness or experience *threats of violence* or *workplace violence* can report the incident through their chain of command or directly to Human Resources. Employees may report anonymously and without fear of reprisal by submitting the incident in writing through interoffice mail.

### **Restraining Orders**

Employees or other personnel affiliated with the City of Millbrae who have an active restraining order issued against another person that includes the workplace are encouraged to provide a copy of the restraining order to their supervisor, Human Resources and the Administrator. Supervisors who receive notification of a restraining order that includes the workplace will meet with the Administrator to decide what actions, if any, need to be initiated.

A strict non-retaliation policy is in place, and any instances of retaliation will not be tolerated

## **WORKPLACE VIOLENCE HAZARD IDENTIFICATION AND EVALUATION**

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

- Inspections shall be conducted when the plan is first established, after each workplace violence incident, and whenever the employer is made aware of a new or previously unrecognized hazard.  
Review all submitted/reported concerns of potential hazards

Workplace hazard assessments will include:

- An annual review of the past year's workplace violence incidents; and
- Periodic physical security assessments.

The Workplace Violence Prevention Environmental Hazard Assessment & Control Checklist (Appendix B) can be used to assist with the security assessment. Inspections are performed according to the following schedule:

- Once a year;
- When the plan is implemented;
- When new, previously unidentified workplace violence/security hazards are recognized; and
- When workplace violence injuries or threats of injury occur.

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

Periodic inspections to identify and evaluate workplace violence and hazards will be performed by the following designated personnel in the following areas of the workplace:

Specific Person Name/Job Title	Area/Department/Specific location
Tom Williams, City Manager, or designee	City Hall
Harry Burrowes, Public Works and Engineering Director	Public Works, Outdoor Areas
Hannah Moran	Recreation Facilities

## **Hazard Correction**

*Work practice controls* will be used to correct unsafe work conditions, practices, or procedures that threaten the security of employees.

*Work practice controls* are defined as procedures, rules, and staffing that are used to effectively reduce workplace violence hazards. Work practice controls may include, but are not limited to:

- Employee training on workplace violence prevention methods; and
- Employee training on procedures to follow in the event of a workplace violence incident.

Corrective actions will be implemented in a timely manner based on the severity of the hazard, documented and dated. City of Millbrae will implement the following effective procedures to correct workplace violence hazards that are identified:

- If an imminent workplace violence hazard exists that cannot be immediately abated without endangering employee(s), all exposed employee(s) will be removed from the situation except those necessary to correct the existing condition. Employees necessary to correct the hazardous condition will be provided with the necessary protection.
- All corrective actions taken will be documented and dated on the appropriate forms.
- 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, any individuals affected.
- Review security footage of existing security cameras if applicable.
- Examen 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 ensuring corrective actions are taken.
- Obtain any reports completed by law enforcement.
- The violent incident log will be used for every workplace violence incident and will include information, such as:
  - The date, time, and location of the incident.
  - The workplace violence type or types 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.

- Reviewing all previous incidents.

Support and resources, such as counseling services, may be available to affected employees (These resources could include referrals to counseling services, information about employee assistance programs, and time off work if necessary).

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 and instruction will be provided as follows:

- When the WVPP is first established.
- Annually to ensure all employees understand and comply with the plan.
- 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.

City of Millbrae will provide its employees with training and instruction on the definitions found in the glossary of this plan and the requirements listed below:

- The employer's WVPP, how to obtain a copy of the employer's plan at no cost, and how to participate in development and implementation of the employer's plan.
- 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 City of Millbrae has implemented, 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.
- Opportunities the City of Millbrae has for interactive questions and answers with a person knowledgeable about the City of Millbrae plan.
- Training may include strategies to avoid/prevent workplace violence and physical harm, such as:
  - How to recognize workplace violence hazards including the risk factors associated with the four types of workplace violence.
  - Ways to defuse hostile or threatening situations.
- How to recognize alerts, alarms, or other warnings about emergency conditions and how to use identified escape routes or locations for sheltering.
- Employee routes of escape.
- Emergency medical care provided in the event of any violent act upon an employee
- Post-event trauma counseling for employees desiring such assistance.

## **Recordkeeping**

- Records of workplace violence hazard identification, evaluation, and correction will be maintained for five years in accordance with the recordkeeping requirements of SB 553.
- Training for each employee, including the employee's name, training dates, type of training, and training provider will be maintained for a minimum one year.
- Records of violent incidents (Workplace Violent Incident Log) will be maintained a minimum of five years at the Human Resources Department.

## **REVIEW AND REVISION OF THE WVPP**

The City of Millbrae 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 the procedures listed in the EMPLOYEE ACTIVE INVOLVEMENT section of this WVPP, as well as the following procedures to obtain the active involvement of employees and authorized employee representatives in reviewing the plan's effectiveness:

- Review of the City of Millbrae's 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 that violence risks are being properly identified, evaluated, and corrected. Any necessary revisions are made promptly and communicated to all employees. [These revisions could involve

changes to procedures, updates to contact information, and additions to training materials.]

## **EMPLOYER REPORTING RESPONSIBILITIES**

As required by Injuries, the City of Millbrae will immediately report to Cal/OSHA any serious injury or illness (as defined by CCR, Title 8, Section 330(h)), or death (including any due to Workplace Violence) of an employee occurring in a place of employment or in connection with any employment.



## WORKPLACE VIOLENT INCIDENT LOG

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

Incident ID #*:	Date of Incident:	Time of Incident:	Department:
Specific Location of Incident:			

**Describe Incident** (Include additional pages if needed): \* *Do not identify employee(s) involved by name, employee #, or SSI. The Incident ID must not reflect employee's identity.*

### Assailant information:

<input type="checkbox"/> Customer	<input type="checkbox"/> Co-Worker/Supervisor/Manager of Victim
<input type="checkbox"/> Family or Friend of Victim	<input type="checkbox"/> Parent/Relative of Victim
<input type="checkbox"/> Partner/Spouse of Victim	<input type="checkbox"/> Animal
<input type="checkbox"/> Former Partner/Spouse of Victim	<input type="checkbox"/> Stranger/Unknown:
<input type="checkbox"/> Robber/Burglar	<input type="checkbox"/> Other:
<input type="checkbox"/> Student	

### Type of Incident (check as many apply):

<input type="checkbox"/> Verbal Threat or Harassment	<input type="checkbox"/> Animal Attack	<input type="checkbox"/> Pushed
<input type="checkbox"/> Sexual Threat, Harassment, or Assault	<input type="checkbox"/> Hit with an Object	<input type="checkbox"/> Scratched
<input type="checkbox"/> Threat of Physical Force	<input type="checkbox"/> Shot (or Attempted)	<input type="checkbox"/> Bitten
<input type="checkbox"/> Threat Use of a Weapon	<input type="checkbox"/> Bomb Threat	<input type="checkbox"/> Slapped
<input type="checkbox"/> Assault With A Weapon or Object	<input type="checkbox"/> Vandalism (of Victim's Property)	<input type="checkbox"/> Hit with Fist
<input type="checkbox"/> Knifed (or Attempted)	<input type="checkbox"/> Vandalism (of Employer's Property)	
<input type="checkbox"/> Other:		

### Location of Incident:

<input type="checkbox"/> Facility Lobby Area	<input type="checkbox"/> Parking Lot	<input type="checkbox"/> Outside Building
<input type="checkbox"/> In a Facility Room	<input type="checkbox"/> Restroom or Bathroom	<input type="checkbox"/> In a Vehicle
<input type="checkbox"/> Breakroom	<input type="checkbox"/> Hallway	<input type="checkbox"/> Other

### Circumstances at time of incident:

<input type="checkbox"/> Employee Performing Normal Duties	<input type="checkbox"/> Poor Lighting	<input type="checkbox"/> Employee Rushed
<input type="checkbox"/> Employee Isolated or Alone	<input type="checkbox"/> High Crime Area	<input type="checkbox"/> Low Staffing Level
<input type="checkbox"/> Unable to Get Help or Assistance	<input type="checkbox"/> Working in a Community Setting	<input type="checkbox"/> Unfamiliar or New Location
<input type="checkbox"/> Other:		

**Consequences of incident:**Medical care provided?  Yes  NoLaw enforcement called?  Yes  No

Days lost from work (if any)

Actions taken by employer to protect employees from a continuing threat?  Yes  No

Description of Action Taken:

Reported/ Reportable to OSHA?  Yes  No**Report Completed by:**

Name:	Title:	Date:
Telephone:	Email:	
Signature:	Telephone:	
Incident Type: Type I - <input type="checkbox"/> Type II - <input type="checkbox"/> Type III - <input type="checkbox"/> Type IV - <input type="checkbox"/>		

**Report Received by:**

Name:	Title:	Date:
Telephone:	Email:	
Acknowledgement of Receipt Print:	Telephone:	
Signature:		

**Illustration of Incident:**

**WORKPLACE VIOLENCE PREVENTION  
ENVIRONMENTAL HAZARD ASSESSMENT & CONTROL CHECKLIST**

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

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

Step 1: Identify risk factors that may increase the City of Millbrae's vulnerability to workplace violence events

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

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

**STEP 1: IDENTIFY RISK FACTORS**

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

## STEP 2: CONDUCT ASSESSMENT

### Building Interior

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

## Building Exterior

Yes	No	Building Exterior	Comments:
		Do employees feel safe walking to and from the workplace?	
		Are the entrances to the building clearly visible from the street?	
		Is the area surrounding the building free of bushes or other hiding places?	
		Are security personnel provided outside the building?	
		Is video surveillance provided outside the building?	
		Is there enough lighting to see clearly?	
		Are all exterior walkways visible to security personnel?	

## Parking Area

Yes	No	Parking Area	Comments:
		Is there a nearby parking lot reserved for staff?	
		Is the parking lot attended and secure?	
		Is the parking lot free of blind spots and landscape trimmed to prevent hiding places?	
		Is there enough lighting to see clearly?	
		Are security escorts available?	

## Security Measures

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

## STEP 3: DEVELOP CORRECTIVE ACTION PLAN

(Action Plan Types: BI – Building Interior, BE – Building Exterior, PA – Parking Area, SM – Security Measure)