



UPDATE: SGPWA Policies Review



Board of Directors

June 17, 2024

Policies

“rule or principle that guides decisions”

Personnel Policy Manual Approved	Capitalization Policy – inform Reviewed	Credit Card Policy - inform	Investment Policy – inform Reviewed	Invocation Policy – inform Reviewed
Medical Reimbursement – inform/review	Procurement Policy – update Approved	Records Retention – inform/review	Reserve Policy – inform/review	Social Media Policy – inform/review
Director’s Travel Policy – review	Director’s Technology Policy - inform	Staff Travel Policy - Review	Computer Security Policy - inform	Vandalism Policy - new
	Vehicle Use Policy Approved		Workplace Violence Prevention Policy In Process	

Purple Boxes - Operations Policies

Green Boxes - Financial Policies

Black Boxes - Board Policies

San Geronio Pass Water Agency

DATE: June 17, 2024
TO: Board of Directors
FROM: Lance Eckhart, General Manager
BY: Tom Todd, Jr., Chief Financial Officer
SUBJECT: WORKPLACE VIOLENCE PREVENTION POLICY

RECOMMENDATION

Approve proposed Workplace Violence Prevention Policy.

BACKGROUND

The California legislature passed Senate Bill No. 553 on September 30, 2023, requiring most California employers to enact a workplace violence prevention plan by July 1, 2024.

ANALYSIS

Support for developing a plan was provided by Cal/OSHA, the California department responsible for protecting and improving the health and safety of men and women working in California, as well as passengers riding on elevators, amusement rides, and tramways.

The proposed plan for the Agency has been minimally edited to fit with the Agency's size and number of employees. In addition, a template for logging violent incidents has also been developed.

FISCAL IMPACT

No outlay of budgeted expenditures is projected at this time. The Workplace Violence Prevention program will be integrated with the Agency Safety Program, so training and instruction will require some Staff time. Additionally, some Staff time will be devoted to the management of the policy. If specialized training is desired or required by future mandates, the General Fund Budget line item 'Employee Education' could be utilized. The amount budgeted for FY 2024-25 is \$4,000.

ACTION

Approve proposed Workplace Violence Prevention Policy.

ATTACHMENTS

Workplace Violence Prevention Policy

WORKPLACE VIOLENCE PREVENTION PROGRAM

The San Geronio Pass Water Agency

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

Date of Last Review: June 17, 2024

Date of Last Revision(s): June 17, 2024

DEFINITIONS

Emergency - Unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.

Engineering controls - An aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between the employee and the hazard.

Log - The violent incident log required by LC section 6401.9.

Plan - The workplace violence prevention plan required by LC 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.

- The following four workplace violence types:

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

Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.

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.

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

RESPONSIBILITY

The Board of Directors of the San Geronio Pass Water Agency is responsible to approve the plan as proposed by the General Manager.

The General Manager has the authority and responsibility for implementing the provisions of this plan for the San Geronio Pass Water Agency.

The Operations Manager, the WVPP Administrator, shall organize safety meetings, update training materials, and handle workplace violence reports, conduct safety inspections, coordinate emergency response procedures and communicate with employees about the plan.

EMPLOYEE ACTIVE INVOLVEMENT

The following policies and procedures will be followed to obtain the active involvement of employees in developing and implementing the plan:

- Management will work with and allow employees to participate in:
 - Identifying, evaluating, and determining corrective measures to prevent workplace violence.
 - Designing and implementing training
- Reporting and investigating workplace violence incidents.
- Management will ensure that all workplace violence policies and procedures within this written plan are clearly communicated and understood by all employees. Managers will enforce the rules fairly and uniformly.
- All employees will follow all workplace violence prevention plan directives, policies, and

procedures, and assist in maintaining a safe work environment.

- The 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.

EMPLOYEE COMPLIANCE

Our system to ensure that employees comply with the rules and work practices that are designed to make the workplace more secure, and do not engage in threats or physical actions which create a security hazard for others in the workplace, include at a minimum:

- Training employees in the provisions of the Workplace Violence Prevention Plan (WVPP).
- Effective procedures to ensure that supervisory and nonsupervisory employees comply with the WVPP.
- Provide retraining to employees whose safety performance is deficient with the WVPP.

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.
- Regularly scheduled meetings that address security issues and potential workplace violence hazards
- Effective communication between employees and supervisors about workplace violence prevention and violence concerns.
- Posted or distributed workplace violence prevention information.
- How employees can report a violent incident, threat, or other workplace violence concern to employer 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.

WORKPLACE VIOLENCE INCIDENT REPORTING PROCEDURE

All threats or acts of workplace violence are reported to the WVPP administrator.

A strict non-retaliation policy is in place, and any instances of retaliation are dealt with swiftly and decisively.

EMERGENCY RESPONSE PROCEDURES

The following specific measures to handle actual or potential workplace violence emergencies are in place:

- Employees will be notified of the presence, location, and nature of workplace violence emergencies by management or their designee as soon as is practical. 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.
- Evacuation or sheltering plans.
- How to obtain help from staff, security personnel, or law enforcement.
- In the event of an emergency, including a Workplace Violence Emergency, contact the Operations Manager.

WORKPLACE VIOLENCE HAZARD IDENTIFICATION AND EVALUATION

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.

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 to identify and evaluate workplace violence and hazards will be performed by the Operations Manager.

WORKPLACE VIOLENCE HAZARD CORRECTION

Workplace violence hazards will be evaluated and corrected in a timely manner.

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 needed to correct the hazardous condition will be provided with the necessary protection.

All corrective actions taken will be documented and dated.

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 the 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 and inform affected employees as necessary.
- Record the findings and ensure corrective actions are taken.
- Obtain any reports completed by law enforcement.

The violent incident log will be used for every workplace violence incident. Any personal identifying information will be omitted from the violent incident log. 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. The violent incident log will include, but is not limited to, the following information:

- The date, time, and location of 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.

TRAINING AND INSTRUCTION

All employees will have training and instruction on general and job-specific workplace violence practices. These sessions may 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.

Training and instruction will include:

- 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 that have been 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.

Note: *Employers must use training material appropriate in content and vocabulary to the educational level, literacy, and language of employees.*

EMPLOYEE ACCESS TO THE WRITTEN WVPP

The WVPP plan shall be in writing and shall be available and easily accessible to employees, authorized employee representatives, and representatives of Cal/OSHA at all times.

RECORDKEEPING

The following records will be maintained for five years:

- Workplace violence hazard identification, evaluation, and correction
- Violent incident logs
- Workplace violence incident investigations
- No records shall contain medical information per subdivision (j) of section 56.05 of the Civil Code.

Training records will be maintained for a minimum of one year and contain the following information:

- 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.

All records of workplace violence hazard identification, evaluation, and correction; training, incident logs and workplace violence incident investigations required by LC section 6401.9(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 **15 calendar days of a request**:

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

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 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 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.

EMPLOYER REPORTING RESPONSIBILITIES

As required by [California Code of Regulations \(CCR\), Title 8, Section 342\(a\). Reporting Work-Connected Fatalities and Serious Injuries](#), 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 will be immediately reported to Cal/OSHA.

President, Board of Directors

General Manager

Date



WORKPLACE VIOLENCE PREVENTION POLICY

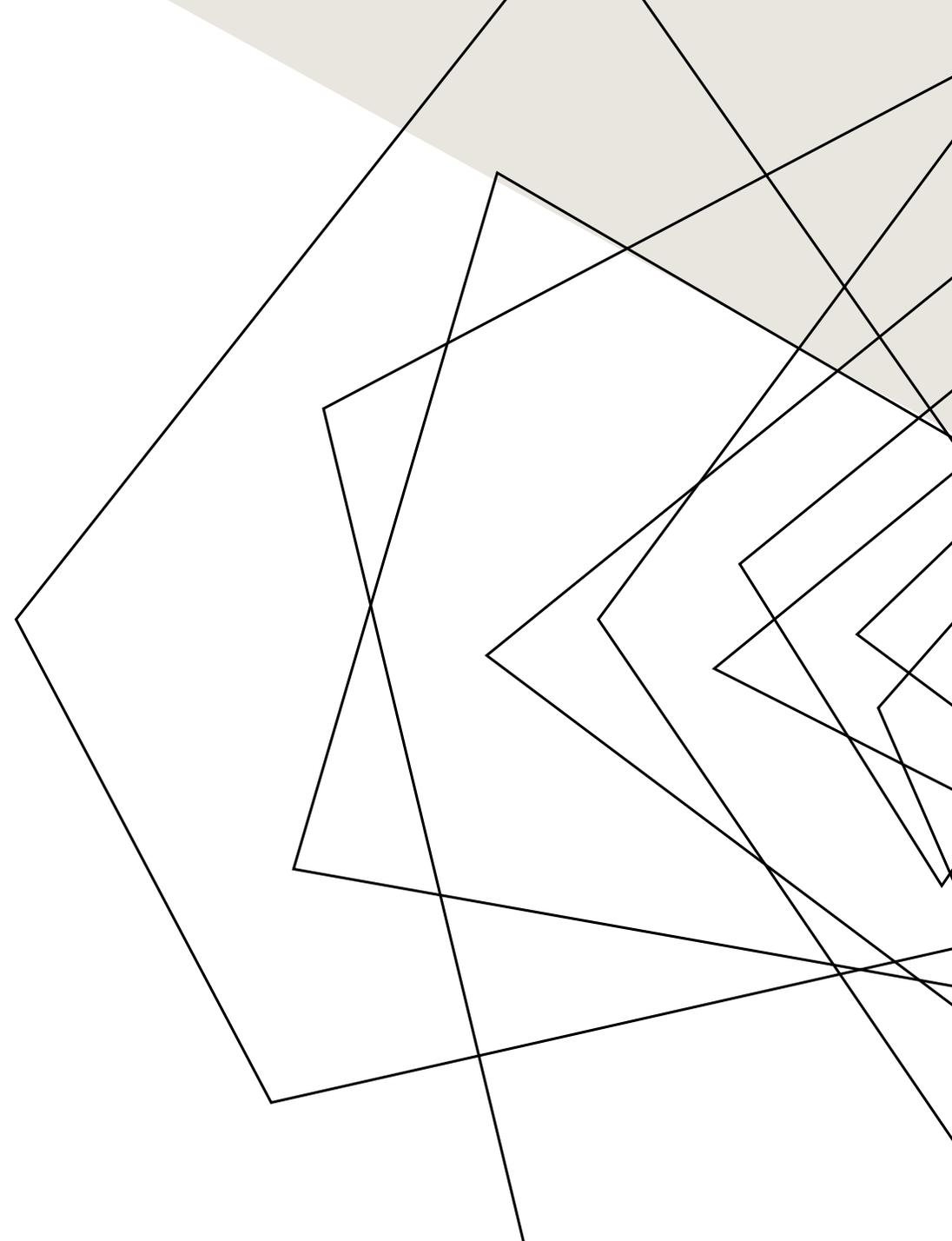
SAN GORGONIO PASS WATER AGENCY

BOARD OF DIRECTORS

JUNE 17, 2024

BACKGROUND

- State of California Legislative Action
- Senate Bill 533
- Enacted September 30, 2023
- Implementation July 1, 2024
- All employers with more than 10 employees working at the same location at the same time.



WHAT IS WORKPLACE VIOLENCE?

Any act of violence or threat of violence that occurs in a place of employment.

Includes, but is not limited to:

*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 injury.

*An incident involving a threat or use of a firearm, or other dangerous weapon, including common objects used as a weapon, regardless of whether the employee sustains injury.

TYPES OF VIOLENCE

Any violence directed at an employee:

- by a person who has no legitimate business at a worksite or office
- by visitors, customers, clients, patients, students, or inmates
- by another employee or former employee
- by a person who has a personal relationship with an employee

Spectrum of severity:

- Intimidation
- Offensive or threatening language
- Physical assault
- Homicide

CAUSE FOR CONCERN

STATISTICS

Reported in 2020:

392 workplace homicides

37,060 nonfatal injuries caused intentionally

1.3 million nonfatal violent crimes reported

COMMITTED BY:

- Strangers – 31%
- Customers or clients – 20%
- Co-workers (current or former) – 15%
- Personal relationships – 7%

Multi-year records suggest workplace violence is increasing.*

**Information from U.S. Bureau of Labor Statistics*

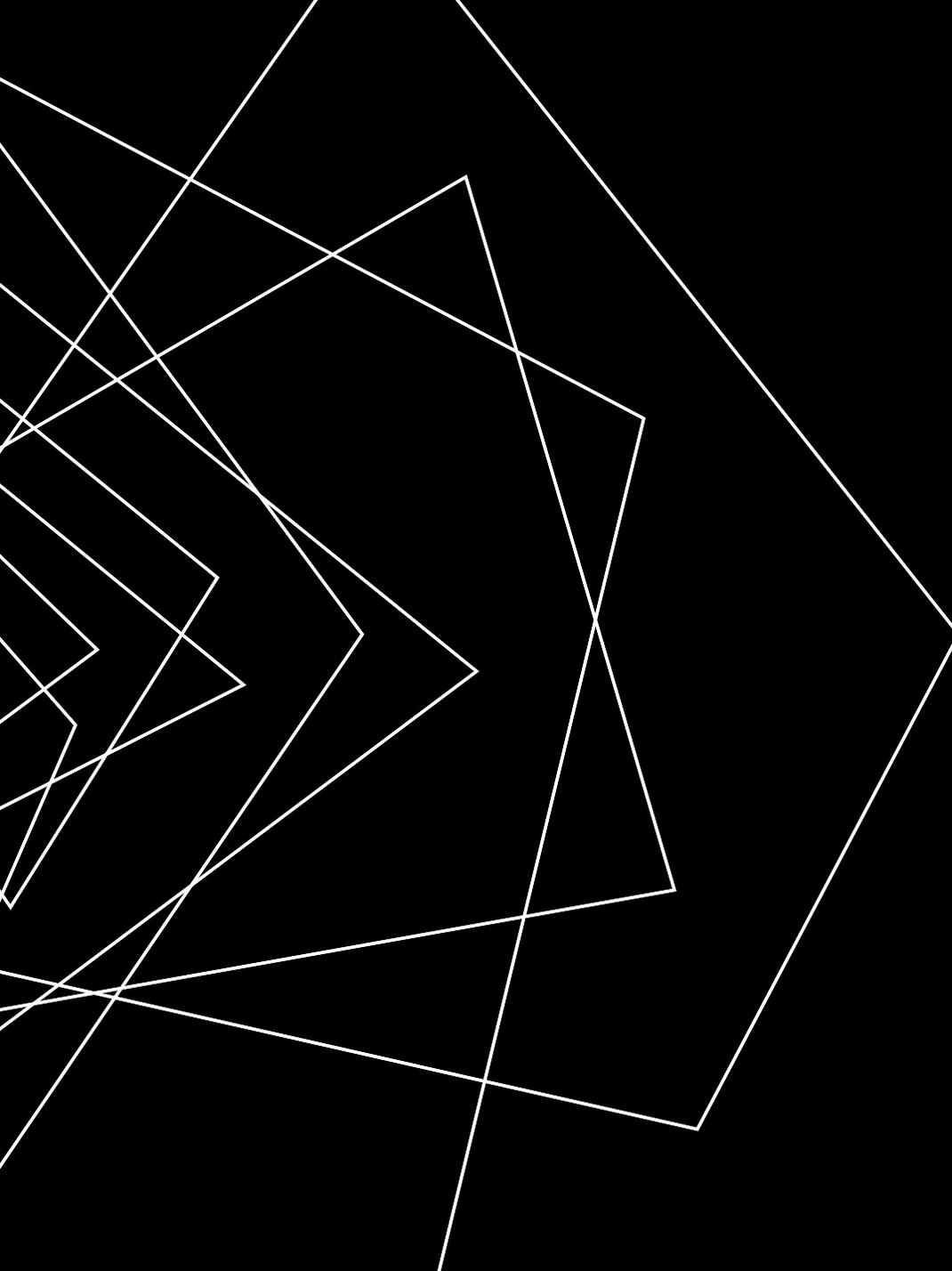


DRAFT POLICY

- Template from Cal/OSHA
- Modified and edited for the Agency
- Reviewed by legal counsel

ELEMENTS OF WORKPLACE PREVENTION POLICY

- Management responsibility
- Employee involvement
 - Development and implementation of plan
 - Compliance
 - Communication
 - Training and Instruction
 - Access to Plan
 - Access to records
- Incident reporting
- Emergency response
- Hazard identification, evaluation and correction
- Post incident response and correction
- Review and revision



**RECOMMENDED
ACTION**

*Approve proposed
Workplace Violence Prevention
Policy*