

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
WORKPLACE VIOLENCE, THREATS AND SECURITIES	C-27	1 of 20

Policy:

It is the policy of Riverside County that there is a zero tolerance standard for all threats and violent behavior in the workplace. To ensure a safe workplace and to reduce the risk of violence, all employees should review and understand all provisions of this standard. This includes threats and violent behavior, direct, indirect, implied or actual, from any person, and directed toward any person, occurring at any county facility or in connection with the conduct of county business without regard to location.

PURPOSE: To implement a county wide zero tolerance standard with regard to threats and violent behavior in the workplace.

- OBJECTIVE:**
1. To assure that all workplace threats and violent behavior are addressed promptly.
 2. To assure the level of physical/facility security in Riverside County workplaces is reasonably sufficient to protect the health and safety of county employees.
 3. To ensure that the County of Riverside is in complete conformance with all Title 8, California Code of Regulations, General Industry Safety Orders and mandates relative to violence in the workplace.
 4. To ensure that all disciplinary action taken for behavior prohibited under this policy is reviewed, evaluated, and administered consistently and equitably throughout the County.

SCOPE: All county employees.

I. GENERAL OVERVIEW

Cal/OSHA requires all employers to develop an Injury, Illness Prevention Program (IIPP) for hazards unique to their place of employment. This IIPP provides the framework for all Riverside County agency, department and special district programs for preventing assaults – specifically, one of the hazards of work in health care and community service, and perhaps the community as a whole. Further, because of the potential for injury to workers, health care and community service organizations must comply with Title 8 of the CCR, Section 3203. This regulation requires an IIPP, which stipulates that responsible persons

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
WORKPLACE VIOLENCE, THREATS AND SECURITIES	C-27	2 of 20

perform worksite analyses, identify sentinel events, and establish controls and training programs to reduce or eliminate hazards to worker health and safety.

Circumstances associated with workplace violence events can be divided into three major types, Type I, II, and III. It is important to keep in mind that a particular occupation or workplace may be subject to more than one type. One type is no more important than another.

Type I workplace violence involves a violent act by an assailant who has no legitimate relationship to the workplace and usually enters the workplace to commit a robbery or other criminal act.

The perpetrator of Type II incidents is either the recipient or the object of a service provided by the affected workplace or the victim, e.g., the assailant is a former client, patient, customer, passenger, criminal, suspect or prisoner.

Type III incidents of workplace violence predominately consist of assaults by an individual who has some present or prior employment-related involvement with a specific workplace. A Type III incident typically involves a threat or physical action against an employee, supervisor, management, current or former spouse, or a rejected romantic interest. Perpetrators of Type III incidents are customarily found to be current or former employees; a current or former spouse or lover; spurned suitor; relative or friend; or some other person who holds a real or imaginary grievance against an employee of that workplace.

II. ZERO TOLERANCE STANDARD

The County of Riverside does not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities. The list of zero tolerance behaviors with regard to threats and/or violence shall include, but not be limited to, the following proactive measures and/or prohibited behaviors:

1. Engaging or allowing engagement in violent conduct or making threats of violence, implied, actual, direct, or indirect, or causing actual physical injury to another person at a county workplace or in connection with the conduct of county business.
2. Any aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress.

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
WORKPLACE VIOLENCE, THREATS AND SECURITIES	C-27	3 of 20

3. Intentionally damaging County of Riverside property or the property of another.
4. Being in possession of an offensive or defensive weapon (firearm, club, knife with a blade four inches or longer, etc.) unless specifically required or authorized in the course of employment, at any county facility or in connection with the conduct of county business without regard to location.
5. Committing acts motivated by, or related to, sexual harassment or domestic violence.

Any potentially dangerous situation must be reported immediately to a supervisor and the Human Resources Department – Safety Office, at telephone number (951) 955-3520 or the 24-hour hotline (951) 955-5868, and to local law enforcement if necessary. Reports can be made anonymously and all reported incidents would be investigated. Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed to others only on a need-to-know basis. All parties involved in a situation will be counseled and results of the investigation will be discussed with them. The county will actively intervene at any indication of a possible hostile or violent situation.

The supervisor to whom an incident is reported shall immediately provide security for the threatened individual, co-workers, and the public at the worksite by:

- a. Immediately placing an employee alleged to have made threats or engaged in violent behavior on paid leave pending the outcome of an investigation;
- b. Ensuring that any threatening or violent person, employee or member of the public, leaves the work site; except for incarcerated (jail) inmates, juvenile wards and mental health patients.
- c. Immediately contacting an appropriate law enforcement agency if necessary to ensure removal of the offender from the scene; and
- d. Ensuring that an employee who has been the victim of a job related threat or violence occurring away from county work site(s) does not revisit the scene until an investigation has been completed.

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
WORKPLACE VIOLENCE, THREATS AND SECURITIES	C-27	4 of 20

Enforcement:

- a. Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Any employee determined to have committed such acts will be subject to disciplinary action, up to and including termination. Non-employees engaged in violent acts on county premises will be reported to the proper authorities.
- b. All reports of threats and violent behavior, implied, actual, direct, or indirect, will be documented and investigated. Such documentation shall include a narrative of the incident including names and other appropriate identification of the parties involved, verbal comments made or a description of the violent behavior, witness names, and witness statements.
- c. For incarcerated (jail) inmates, juvenile wards, and mental health patient's facilities, the following procedures should be followed by the department:
 - Ascertain the behavior history of new and transferred patients to learn about any past violent or assaultive behaviors.
 - Establish a system such as chart tags, logbooks, or verbal census reports to identify patients and clients with assaultive behavior problems, keeping in mind patient confidentiality and worker safety issues. The log book/records are to be made available upon request by Human Resources Safety Manager and/or Human Resources Employee Relations Division.
 - Prepare contingency plans to treat clients who are acting out or making verbal or physical attacks or threats.
 - Report any serious threat to the Safety Manager and then follow up with a written report.
- d. County employees who engage in threats or violent behavior, direct, indirect, implied or actual, against co-workers or any other person in connection with county business, are to be subject to legal action by law enforcement authorities and disciplinary actions, up to and including termination of employment.

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
WORKPLACE VIOLENCE, THREATS AND SECURITIES	C-27	5 of 20

- e. Managers and supervisors who fail to carry out their responsibilities in accordance with this policy and procedure will be subject to disciplinary action up to and including termination.
- f. Unless specifically required or authorized in the course of employment, Riverside County employees are prohibited from possessing offensive or defensive weapons (firearms, clubs, knives with blades four inches or longer, etc.) at any County facility or in connection with the conduct of County business without regard to location as outlined in 171b of the California Penal Code.

III. RESPONSIBILITIES

A. Safety Division will:

- 1. Direct and plan an effective Injury/Illness Prevention Program for workplace violence on an agency/department-wide basis.
- 2. Coordinate workplace violence program needs with agencies/departments by providing appropriate professional and technical resources.
- 3. Recommend engineering and administrative controls as needed.
- 4. Ensure quality and timeliness of training programs.
- 5. Ensure that appropriate reporting requirements have been met; i.e. (federal and state).
- 6. Conduct annual inspections of county (owned, leased, etc.) premises to evaluate and determine any vulnerability to workplace violence or hazards. Any necessary corrective action will be taken to reduce all risks.

B. Sheriff's Department will:

- 1. Coordinate and assist in the direction and planning of an effective Injury/Illness Prevention Program for workplace violence for the county on an agency/department-wide basis.

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
WORKPLACE VIOLENCE, THREATS AND SECURITIES	C-27	6 of 20

2. Coordinate workplace violence program needs with agencies/departments by providing appropriate professional resources, technical resources, and investigative assistance when necessary.
3. Recommend engineering and administrative controls as needed.
4. Coordinate and ensure quality and timeliness of training programs.

C. Human Resources will:

1. Provide assistance and guidance to agency/department managers and supervisors in the investigation of the incident.
2. Provide advice and direction as to immediate action to be taken with the employee alleged to have made a threat, including a determination by the Human Resources Director or designee, whether administrative leave is appropriate in the circumstances and whether law enforcement authorities should be notified of the incident.
3. Undertake assessment and evaluation of the incident in consultation with agency/department head or designee for determination of disciplinary action.
4. At its discretion, initiate a threat assessment team to assess and evaluate the circumstances and investigation findings.
5. Recommend final disciplinary action.
6. Prior to hiring, take reasonable measures to conduct background investigations to review candidates' backgrounds and reduce the risk of hiring individuals with a history of violent behavior.

D. Agency/district/department heads must:

1. Ensure this policy is fully implemented in all work locations within their area of responsibility.
2. Ensure that managers and supervisors are fully informed of the zero tolerance standard.

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
WORKPLACE VIOLENCE, THREATS AND SECURITIES	C-27	7 of 20

3. Ensure that incident documentation is completed accurately and prepared in a timely manner.
4. Ensure that all managers and supervisors attend the Human Resources/Safety Office Workplace Violence Training Program.
5. Ensure that all threats and violent behavior, direct, indirect, actual or implied, are reported to appropriate law enforcement agencies, Human Resources Employee Relations and the Safety Division.
6. Ensure investigation materials and disciplinary letters are sent to Employee Relations for review and approval in a prompt and timely manner.
7. Ensure that all work sites and work practices within the agency/district/department areas of responsibility are reviewed for the purpose of providing employee security and protection from the potential of reasonably foreseeable violent action.
8. Undertake appropriate discipline as determined by Human Resources.
9. Implement an effective safety and security program, which places employee safety and health on the same level of importance as patient/client safety.
10. Ensure Riverside County's commitment to security in for all employees and assure employees that every effort is made to prevent the occurrence of workplace violence.

E. Manager/supervisor must:

1. Report all incidents of actual violence, persons with weapons and other cases when deemed necessary to the local law enforcement agency.
2. Take steps immediately available to provide safety to the victim and others.

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
WORKPLACE VIOLENCE, THREATS AND SECURITIES	C-27	8 of 20

3. Report all incidents immediately to management, Human Resources, and Safety Division
4. Be knowledgeable of the zero tolerance standard.
5. Ensure that all employees attend the Human Resources/Safety Division Workplace Violence Training Program.
6. Use resources and programs available within the county and the Safety Division to address Workplace Violence Concerns.
7. **Immediately** refer the matter to Human Resources for investigation.
8. Ensure that all reports of threats and violent behavior, direct, indirect, actual or implied, are fully and formally investigated by assisting the Safety Division and/or Human Resources staff.

F. Employees must:

1. Not make threats, either real or those that may be perceived as real, or engage in violent behavior in connection with or during the course of Riverside County employment.
2. Immediately report all incidents of threats or violent behavior to supervisors or immediately contact law enforcement authorities, as appropriate.
3. Immediately disengage and contact the supervisor upon any instance of overt violence or threatening behavior.

Note: Employees are not expected to be skilled at identifying potentially dangerous persons, however employees are expected to exercise good judgment and to inform Human Resources/Safety Division if any employee exhibits behavior which could be a sign of a potentially dangerous situation. Such behavior might include:

- Discussing weapons or bringing them to the workplace;
- Displaying overt signs of extreme stress, resentment, hostility, or anger;
- Making threatening remarks;
- Sudden or significant deterioration of performance; and/or,
- Displaying irrational or inappropriate behavior.

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
WORKPLACE VIOLENCE, THREATS AND SECURITIES	C-27	9 of 20

- G. No individual department, agency or district policy or plan shall be promulgated to supersede, interpret or administer this policy other than operational rules developed by the Human Resources Department, and as mandated by Section II, Enforcement, of this policy.

IV. SECURITY HAZARD ASSESSMENT & IDENTIFICATION

Worksite analysis should be done by using a systematic method to identify those areas requiring an assessment of security hazards. This analysis should accomplish the following:

1. Preparing a list of those work positions in which employees are at risk of assaultive behavior;
2. Identifying high risk factors that include elements such as physical risk factors of the buildings, isolated locations, job assignment locations, high risk activities and situations, inadequate lighting and areas of previous security difficulty.
3. Determining if risk factors have been reduced or eliminated to the extent feasible;
4. Analyzing all newly modified or planned facilities to ensure that hazards are reduced or eliminated; and
5. Conducting periodic surveys whenever there are changes in operational functions to identify new or previously detected risks in security applications or practices. Surveys must be conducted annually.

Analysis of this information will be accomplished by Human Resources/Safety Division and should be incorporated into a plan of correction for current and continuous hazard prevention and control.

Hazard assessments for workplace security will be performed in the form of periodic inspections. These inspections will consist of identification and evaluation of workplace security hazards and changes in employee work practices. Inspections to identify and evaluate workplace security hazards should be performed by the employee designated to perform inspections as outlined in the agency/district/department's Injury/Illness Prevention Program.

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
WORKPLACE VIOLENCE, THREATS AND SECURITIES	C-27	10 of 20

Additional items to consider when assessing workplace security hazards include, but are not limited to the following:

- Access to and freedom of movement within the workplace by non-employees, including recently discharged employees or persons with whom an employee is having a dispute.
- Adequacy of workplace security systems, such as door locks, security windows, physical barriers, and restraint systems.
- Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of the department.
- Effectiveness of systems to warn others of a security danger or to summon assistance (e.g., alarms or panic buttons).
- The use of work practices such as “buddy” systems for specified emergency events.

V. GUIDELINES FOR IMMEDIATE RESPONSE

Any response to an incident involving an assault, which has resulted in injury or death, should be limited in scope. The individual on scene who observes the incident should limit activities to the following:

- Dial **911**. If using an inter-County phone system, Dial **9-911**.
- Render comfort and minor first aid to any injured victims.
- Immediately notify the following:
 - Human Resources Employee Relations - 955-3510
 - Safety Manager - 955-3520 (if no answer, call hotline)
 - Safety Hotline - 955-5868 (message phone)
 - Agency/district/department safety representative:

The first management personnel responding to the incident must immediately ensure that the above actions have been initiated.

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
WORKPLACE VIOLENCE, THREATS AND SECURITIES	C-27	11 of 20

VI. INCIDENT INVESTIGATIONS

Procedures for investigating incidents of workplace violence, including threats and physical injury, include the following:

1. Arriving at the scene of an incident as soon as possible;
2. Contacting Safety Division and Human Resources immediately upon knowledge of threats and/or violent behavior, direct, indirect, actual or implied;
3. Interviewing threatened or injured employees and witnesses;
4. Completing and forwarding Workplace Threat Incident and Threat Assessment forms to Human Resources Safety Division. Department will retain canary (yellow) copy for files;
6. Examining the workplace for security risk factors associated with the incident, after release of the scene by law enforcement personnel in the event that the incident involves injuries or death;
7. Determining the cause of the incident;
8. Reviewing all such previous incidents;
9. Taking corrective action to prevent the incident from recurring, i.e., physical security measures.

VII. TRAINING

All employees, including managers and supervisors, shall have training and instruction on general and job-specific workplace security practices. Training and instruction shall be provided when the Illness/Injury Prevention Program for workplace security is first established and periodically thereafter. Training shall also be provided to all new employees, other employees that have not previously been trained, and to all employees given new job assignments for which specific workplace security training for that job assignment has not previously been provided. Additional training and instruction must be provided to all personnel whenever new or previously unrecognized security hazards are identified.

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
WORKPLACE VIOLENCE, THREATS AND SECURITIES	C-27	12 of 20

Cal/OSHA (3/98) advises that training employees in the management of assaultive behavior or professional assault response has been shown to reduce the incidence of assaults to health care workers. It is recognized that some safety measures may seem expensive or difficult to implement, but are needed to adequately protect the health and well-being of health care and community services workers. It is also important to recognize that the belief that certain risks are “part of the job” contributes to the continuation of violence and possibly the shortage of trained health care and community service workers. Cal/OSHA recognizes its obligation to develop standards and guidelines to provide safe workplaces for health care and community service workers. These workplaces should be free from health and safety hazards, including the fear and threat of assaults.

General workplace security training and instruction includes, but is not limited to, the following:

1. Explanation of the illness/Injury Prevention Program for workplace security including measures for reporting any violent acts or threats of violence;
2. Recognition of workplace security hazards including the risk factors associated with the Type I, Type II and Type III of workplace violence;
3. Measures to prevent workplace violence, including procedures for reporting workplace security hazards or threats to managers and supervisors;
4. Measures to summon others for assistance;
5. Employee routes of escape;
6. Notification of law enforcement authorities when a criminal act may have occurred,
7. Emergency medical care provided in the event of any violent act upon an employee; and;
8. Post-event trauma counseling for those employees desiring such assistance.

VIII. RECORD KEEPING

Within the major elements, record keeping is the heart of the program, providing information for analysis, evaluation of methods control, severity determinations, identifying training needs or overall program evaluations.

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
WORKPLACE VIOLENCE, THREATS AND SECURITIES	C-27	13 of 20

Records shall be kept of the following:

- OSHA logs. OSHA regulations require entry on the Injury Illness Log of any injury, which requires more than first aid, is a lost time injury, requires modified duty, or causes loss of consciousness. Assaults should be entered on the log. Doctor's reports of work injury and supervisor's reports shall be kept of each recorded assault.
- A system of recording and communicating should be developed so that all staff who may provide care for an escalating or potentially aggressive, abusive, or violent client will be aware of the status of the client and of any problems experienced in the past. This information regarding history of past violence should be noted on the patient's chart, communicated in the shift change report and noted in an incident log.
- Any information gathering system should be in place which will enable incorporation of past history of violent behavior, incarceration, probation reports or any other information which will assist health care, community service and home visit staff to assess violence status.
- Records need to be kept concerning assaults, including the type of activity, i.e., unprovoked sudden attack, patient to patient altercation, and management of assaultive behavior actions resulting in any injury to an employee, must be reported the Safety Division **immediately**. Information needed includes who was assaulted, and circumstances of the incident without focusing on any alleged wrongdoing of staff persons. These records also need to include a description of the environment, location or any contributing factors, corrective measures identified, including building design, or the measures needed. Determination must be made of the nature of the injuries sustained (severe, minor or the cause of long-term disability), and the potential or actual cost to the facility and employee. Records of any lost time or other factors, which may result from the incident, should be maintained;
- Doctors reports of injuries should be sent to Risk Management and Worker's Compensation Offices;
- Training records will be maintained for a period of three (3) years.

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
WORKPLACE VIOLENCE, THREATS AND SECURITIES	C-27	14 of 20

NOTE: Cal/OSHA (3/98) advises that true rates of violence at health care and community service facilities however, must be assumed to be higher than documented rates, because of the culture of these services. Episodes of violence are often unreported. If reported, records are not necessarily maintained, nurses and other health care professionals and community service workers are reluctant to report assaults or threatening behavior when the prevailing attitude of administrators, supervisors and other staff members, is that violence “comes with the territory” or “health professionals accept the risk when they enter the field”.

IX. HAZARD REDUCTION AND CONTROL

In order to reduce, eliminate, and control hazards, engineering, administrative, and work controls for all job assignments and facility locations must be implemented.

1. Engineering controls for facilities
 - a. Bright and effective lighting systems must be provided for all indoor building areas as well as grounds and parking areas.
 - b. Curved mirrors should be installed at intersections of halls or in areas where an individual may conceal their presence or activity.
 - c. No employee should be permitted to work alone in an isolated unit or facility located in a high crime area.
 - d. Fixed and mobile alarm system trigger devices, to be used in facilities which are prone to robberies or when a customer’s abusive behavior is escalating or threatening with or without a weapon.

In order to provide some measure of safety and to keep the employee in contact with headquarters or a source of assistance, cellular phones should be provided for official use when staff is assigned to duties which take them out into the community and especially private homes. These workers may include (but are not limited to) parking enforcers, union business agents, psychiatric evaluators, public social service workers, children’s service workers, visiting nurses and home health aides.

Hand held alarm or noise devices or other effective alarm devices are highly recommended to be provided for all field personnel.

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
WORKPLACE VIOLENCE, THREATS AND SECURITIES	C-27	15 of 20

Beeper or alarm systems, which alert a central office of problems, should be investigated and provided field personnel.

Other protective devices should be investigated and provided such as pepper sprays provided the agency/department first adopts a use of force policy and training program.

2. Administrative Controls:

A sound overall program to deter and control violence includes administrative controls that reduce hazards from insufficient security measures. While not all inclusive, the following suggested guidelines are basic to this process:

- a. A plan to deal effectively with a customer/client who behaves in an aggressive manner, which includes a gradual progression of measures for employees to deter aggressive behavior from escalating to assaults.
- b. Any uniformed security personnel should be trained in the principles of human behavior and methods of dealing with threats, verbal abuse, or violent aggression.
- c. Employees must understand and be encouraged to report all threatening, aggressive, or assaultive incidents. All such incidents must be recorded and appropriate action taken.
- d. Psychiatric clients/patients should be escorted to and from waiting rooms and not permitted to move about unsupervised in clinic areas. Access to clinic facilities other than waiting rooms should be strictly controlled with security provisions in effect.
- e. Staff members should be given the greatest possible assistance in obtaining information to evaluate the history of or potential for, violent behavior of in-patients and/or clients. They should be required to treat and/or interview aggressive or agitated clients in open areas where other staff may observe interactions, but still maintain privacy and confidentiality.

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
WORKPLACE VIOLENCE, THREATS AND SECURITIES	C-27	16 of 20

- f. Assistance and advice should be sought in case management conferences with co-workers and supervisors to aid in identifying treatment of potentially violent clients. Whenever an agitated client or visitor is encountered, treatment or intervention should be provided when possible to diffuse the situation. However, security personnel or other assistance should be requested to help in avoiding violence.
 - g. No employee should be permitted to work or stay in a facility or isolated unit when they are the only staff member present in the facility, if the location is so isolated that they are unable to obtain assistance if needed, or in the evening or at night if the clinic or office is closed.
 - h. Employees must report all incidents of aggressive behavior such as pushing, threatening, etc., with or without injury, and logs must be maintained recording all incidents or near incidents. Also, any verbally threatening, aggressive or assaultive incident must be reported and logged.
 - i. Records, logs, or flagging charts must be updated whenever information is obtained regarding assaultive behavior or previous criminal behavior.
 - j. Administrators should work with local police or sheriff's office to establish liaison and response mechanisms for police assistance when calls are made for help by a clinic. Likewise, this will also facilitate the clinic or offices provision of assistance to local police in handling emergency cases.
3. Reduce, Eliminate & Control Hazards in Health Care & Community Services
- Cal/OSHA (3/98), recommends that all employers involved with health care and community service facilities should investigate programs or robbery deterrence strategies such as increased lighting, closed circuit TV monitors, visible money handling locations if sales are involved, limiting access and egress and providing security staff.

**COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY**

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
WORKPLACE VIOLENCE, THREATS AND SECURITIES	C-27	17 of 20

Reference:

Minute Order 3.11 of 03/07/00

Attachments: Form 2010-1 "Workplace Threat Incident Report"

Form 2010-16 "Employee Training Documentation" Acknowledgement of
County of Riverside Workplace Violence, Threats and Securities

Minute Order 3.21 of 02/07/17

**APPENDIX A
WORKPLACE THREAT INCIDENT REPORT
AGAINST COUNTY OF RIVERSIDE EMPLOYEE**

1. Name of Individual threatening County employee: _____
2. Relationship to County: _____
3. Physical description: Hair _____ Eyes _____ Height _____
Weight _____ Ethnicity _____
Distinguishing characteristics _____

4. (attach picture if possible)
Circumstances of threat: _____

Location of threat: _____
6. Date: _____ Time: _____
7. Exact words of threat: _____

8. Threatened County employee's name: _____
9. Department: _____
10. Work address: _____
11. Work telephone: _____ Home Telephone: _____
12. Additional Comments: _____

13. Supervisor: _____ Work Phone: _____

I certify under penalty of perjury the above information is true and correct to the best of my knowledge.

Threatened County Employee Signature Date

Supervisor's Signature Date

Yellow copy will be retained by the Department. All other copies are to be sent to the County Safety Office.

**APPENDIX B
EMPLOYEE TRAINING DOCUMENTATION**

INDIVIDUAL EMPLOYEE TRAINING DOCUMENTATION

NAME _____ **OF** _____ **TRAINER/INSTRUCTOR** _____

TRAINING SUBJECT: **WORKPLACE VIOLENCE**

TRAINING MATERIALS USED: _____

NAME _____ **OF** _____ **EMPLOYEE:** _____

_____ **DEPARTMENT:** _____

_____ **DATE OF HIRE/ASSIGNMENT:** _____

I, hereby certify that I received training as described in the following areas:

- Explanation of the Illness/Injury Prevention Program for workplace security including measures for reporting any violent acts or threats of violence.
- Recognition of workplace security hazards including the risk factors associated with the Type II and Type III of workplace violence.
- Measures to prevent workplace violence, including procedures for reporting workplace security hazards or threats to managers and supervisors.
- Measures to summon others for assistance.
- Employee routes of escape.
- Notification of law enforcement authorities when a criminal act may have occurred.
- Post-event trauma counseling for those employees desiring such assistance.

I fully understand this training, agree to comply with the instructions received, and with the Workplace Violence Policy.

Employee Signature

Date

Trainer/Instructor Signature

Date

**APPENDIX C
ACKNOWLEDGMENT OF
COUNTY OF RIVERSIDE
WORKPLACE VIOLENCE, THREATS AND SECURITIES**

I have received a copy of and am fully aware of the County of Riverside's Workplace Violence, Threats and Securities Policy; and I agree to abide by the terms of this policy. I also agree to remain apprised of future revisions to this policy and to abide by the terms of all such revisions.

Employee Name: _____

Employee Signature: _____

Date: _____

This form shall be retained in department files.