



WORKPLACE VIOLENCE PREVENTION PLAN

Effective Date: July 1, 2024

OVERVIEW

[California Senate Bill 553 \(SB 553\)](#), requires all employers that fall within the scope of [California Labor Code \(LC\) 6401.7 and LC 6401.9](#), to establish, implement, and maintain an effective, written Workplace Violence Prevention Plan (WVPP) no later than July 1, 2024.

The purpose of the City College of San Francisco (CCSF) Workplace Violence Prevention Plan (WVPP) is to have a clearly understood, accessible, and actionable operational plan to respond quickly to episodes of workplace violence. The WVPP complements the existing CCSF anti-violence policies by laying out more specifically the steps to identify, report, track, and analyze violent incidents to reduce the likelihood of re-occurrence.

Although there are different definitions and/or interpretations of “violence,” for purposes of reporting and analyzing events, the Workplace Violence definitions as set forth in SB 553 are included below and are used consistently throughout training and reporting materials.

- Type I. Violence by Strangers. Example: Custodian assaulted by a stranger while sweeping up.
- Type II. Violence by Customers/Clients, Students, and Visitors. Example: Teacher assaulted by a student.
- Type III. Violence by Current or Past Coworkers. Example: Co-worker violence such as a disgruntled employee returning to worksite to do harm.
- Type IV. Violence by someone with Personal Relations with an Employee. Example: Domestic abuse situations where partner comes to worksite to do harm.

Violence may include not only acts of violence but also threats to commit violence or do harm. Workplace violence includes any conduct, verbal or physical, in-person or virtual, which causes another to reasonably fear for their own personal safety or that of their immediate family.

All employees and building occupants are responsible for reporting hazards and incidents related to workplace violence. A Violent Incident Report shall be completed by the employee’s immediate supervisor. The WVPP Coordinator shall complete a Violent Incident Log upon receiving the Violent Incident Report from the supervisor conducting the investigation. Incidents posted on the log shall be identified and recorded numerically and will not refer to employee names to allow tracking while protecting confidentiality.

Employees will receive initial training when the WVPP is first established and annually thereafter. Employees will receive additional training when a new workplace violence hazard is identified, and or changes are made to the WVPP.

The WVPP will be reviewed at least annually to assess its effectiveness and relevance.

The CCSF WVPP is posted on the CCSF Risk Services and Safety web page: <https://www.ccsf.edu/about-ccsf/administration/risk-services-safety>.

INTRODUCTION

As a result of [California Senate Bill 553 \(SB 553\)](#), all employers that fall within the scope of [California Labor Code \(LC\) 6401.7 and LC 6401.9](#), are required to establish, implement, and maintain an effective, written Workplace Violence Prevention Plan (WVPP) no later than July 1, 2024.

The Workplace Violence Prevention Law mandates that employers in California must develop, adopt, and put into action written Workplace Violence Prevention Plans. These plans encompass various components, including annual training on preventing workplace violence, maintaining records of violent incidents, and preserving various documents. Senate Bill 553 (SB 553) compels the Division to enforce new workplace violence requirements, largely based on Cal/OSHA's existing draft standard.

PURPOSE

The purpose of the Workplace Violence Prevention Plan (WVPP) is to have a clearly understood, and accessible, operational plan for responding to episodes of workplace violence.

Workplace safety is paramount, and the well-being of our employees is a top priority. In compliance with California's Workplace Violence Prevention Law, we have developed this Workplace Violence Prevention Plan to provide a safe and secure working environment for all our employees.

This plan outlines our commitment to proactively address the risks associated with workplace violence and sets forth the guidelines and procedures to prevent and respond to such incidents. By fostering a culture of respect, communication, and vigilance, we aim to create a workplace where everyone feels valued, protected, and empowered to report any concerns related to violence or harassment.

Our commitment to workplace safety extends to all employees, students, visitors, clients, and contractors who may interact with the City College of San Francisco (CCSF). This plan serves as a comprehensive resource for understanding the steps we have taken and will continue to take to ensure a violence-free workplace.

GOAL

The goal of establishing a Workplace Violence Prevention Plan is to reduce violent incidents in the workplace at all CCSF Centers and the Campus. Ultimately, this will be achieved through improved employee awareness, violent incident identification and reporting, tracking of violent incidents, and corrective actions when hazards are recognized.

We encourage all employees to familiarize themselves with this plan, participate in the provided training, and actively contribute to our shared responsibility for workplace safety. Together, we can maintain a work environment where everyone can thrive and achieve their full potential without fear of violence or intimidation.

PROGRAM OBJECTIVES AND POLICY STATEMENT

The City College of San Francisco (CCSF) is committed to ensuring the safety and well-being of its employees, to providing an environment free of violence or threats of violence and to safeguarding all employees and all other workers whom CCSF controls or directs and directly supervises on the job to the extent that workers are exposed to hazards specific to their worksite and job assignment.

CCSF prohibits and will not tolerate any form of workplace violence by any employee or third party, including customers, clients, vendors, visitors, parents, students, or others, either at the workplace, in or on CCSF property or at CCSF sponsored events.

This Workplace Violence Prevention Plan (“WVPP” or “Plan”) is intended to serve as a stand-alone Plan; however, supportive of and supported by the general Injury and Illness Prevention Program (“IIPP”) required by 8 CCR § 3203. This Plan is in effect at all times in all work areas and is intended to be specific to the hazards and corrective measures for each work area and operation.

The WVPP shall be available to employees, authorized employee organization representatives and Cal/OSHA at all times.

CCSF shall provide all safeguards required by law and regulation, including provision of personal protective equipment and training at no cost to the employee, at a reasonable time and place for the employee, and during the employee's paid time.

The primary objective of the WVPP is to prevent and/or eliminate workplace violence as follows:

- Establish and maintain an effective WVPP.
- Provide a safe working environment.
- Establish policies, training, and communications to improve workplace violence prevention; and
- Provide written records of workplace violence incidents and investigations, in accordance with the Plan.

CCSF hereby authorizes and ensures the establishment, implementation, and maintenance of this Plan and the documents/forms within this Plan. CCSF is committed to a culture of safety and violence prevention. These policies and procedures will bring positive changes to the workflow, business operations, and overall health and safety of City College of San Francisco’s employees.

The WVPP shall be developed and implemented in a manner that is consistent with the CCSF’s obligations under Title IX of the Education Amendments of 1972 (“Title IX”), the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (“Clery Act”), and related policies and procedures.¹

¹ Questions regarding whether a college or university is subject to the Clery Act and/or Title IX should be directed to the college/university’s legal counsel.

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I. DEFINITIONS

Credible threat of violence - is a knowing and willful statement or course of conduct that would place a reasonable person in fear for his or her safety, or the safety of his or her immediate family, and that serves no legitimate purpose.

District – The City College of San Francisco (CCSF) District.

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.

Pre-violent incident activities include all employee education and training with awareness as to how to recognize a violent incident, how to elevate an issue, and ongoing communication with employees on workplace violence.

Post-violent incident activities include (1) completion of a violent incident report by the employee's supervisor, the Associate Vice Chancellor of Human Resources, Title IX Coordinator, or the CCSF Police Chief, (2) completion of an incident investigation by either the CCSF Police Department or Human Resources, (3) completion of a violent incident log, and ongoing evaluation of incidents with issue identification and hazard correction by the WVPP Coordinator.

Note: SB 553 requirements of an employer may be broadly grouped into two categories: pre-violent incident activities and post-violent incident activities.

Plan - This Workplace Violence Prevention Plan (WVPP) as 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.

Violence may include not only acts of violence but also threats to commit violence or do harm. Workplace violence includes any conduct, verbal or physical, in-person or virtual, which causes another to reasonably fear for their own personal safety or that of their immediate family.

VIOLENT INCIDENT LOG - The violent Incident Log (VIL) shall be completed by the WVPP Coordinator to identify trends and opportunities for further hazard reduction.

VIOLENT INCIDENT REPORT – A Violent Incident Report (VIR) shall be completed by the reporting employee's immediate supervisor (non-emergency incidents). If the immediate supervisor is not available, the report shall be completed by the next level of management. The VIR shall be completed by the Associate Vice Chancellor of Human Resources (if the supervisor is the alleged perpetrator), Title IX Coordinator (for acts of retaliation against the reporting employee), or the CCSF Police

Chief/Department (when reported as an emergency). The VIR should be completed as quickly as possible while the details of the event are still current, ideally within 24 hours. The report is mainly data collection, so creating a culture and environment where an employee is comfortable coming forward to report a violent incident is crucial. The completed VIR shall be forwarded to the WVPP Coordinator.

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

Workplace violence encompasses various forms of behavior, including but not limited to the following:

(i) 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.

(ii) 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.

(iii) In this Plan workplace violence is categorized into four distinct types:

(I) **Type 1 violence** is characterized by workplace violence committed by a person who has no legitimate business at the worksite. This category includes violent acts by anyone who enters the workplace or approaches workers with the intent to commit a crime.

(II) **Type 2 violence** refers to workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.

(III) **Type 3 violence** involves workplace violence against an employee by a present or former employee, supervisor, or manager.

(IV) **Type 4 violence** pertains to 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 encompass lawful acts of self-defense or defense of others.

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

II. WORKPLACE VIOLENCE PREVENTION AT THE WORKPLACE

SB 553 mandates that employers establish a comprehensive Workplace Violence Prevention Plan. This plan encompasses various critical components, including:

- **Accountability:** The plan will clearly define the individuals responsible for implementing and maintaining the Workplace Violence Prevention Plan.
- **Employee Engagement:** Active employee participation is encouraged in developing, implementing, and reviewing the plan. Involvement is vital in identifying and addressing workplace violence risks, shaping training programs, and reporting incidents.
- **Coordination:** Procedures will be outlined for coordinating the execution of the plan among employees in the same department or facility.
- **Emergency Response:** Procedures will be established for promptly seeking assistance from law enforcement during all work shifts. Importantly, the plan will strictly prohibit any form of retaliation against employees seeking help.

- Incident Response: The plan will detail procedures for addressing workplace violence incidents and will strictly prohibit any form of retaliation against employees who report such incidents.
- Compliance: Stringent procedures will ensure adherence to the Workplace Violence Prevention Plan.
- Communication: Clear communication channels will be established to keep everyone informed about workplace violence matters.
- Training: Comprehensive training programs will be provided based on the Workplace Violence Prevention Plan.
- Risk Assessment: Rigorous risk assessment procedures will be in place to identify and evaluate potential workplace violence factors.
- Hazard Correction: If any hazards are identified, prompt corrective action will be taken.
- Post-Incident: Procedures will guide response and investigation following workplace violence incidents.

This development underscores the importance of workplace safety for all employers. SB 553 and the Workplace Violence Prevention Plan are designed to enhance workplace security and safeguard all employees. For any questions or concerns about this plan or any other workplace safety matters, please feel free to reach out to your supervisor, or WVPP Coordinator. Workplace safety remains a top priority, and together, we will work to maintain a secure workplace environment for everyone.

III. WHO IS RESPONSIBLE FOR IMPLEMENTING THE PLAN

Identification of Responsible Parties

The effectiveness of our Workplace Violence Prevention Plan (WVPP) hinges upon clear and accountable implementation. To ensure the seamless execution of this plan, it is imperative to explicitly identify the individuals entrusted with the responsibility of overseeing and implementing the WVPP. The following sections delineate the roles and responsibilities of these key personnel:

Each threat or act of violence will be investigated immediately by the appropriate law enforcement agency when reported as an emergency incident, or for non-emergencies incidents by the appropriate administrator (supervisor, or manager) in consultation with the Associate Vice Chancellor of Human Resources and the appropriate Vice Chancellor.²

1. Senior Management:

The Vice Chancellor of Finance and Administration has the authority and responsibility for implementing and maintaining this Plan for the District. In the absence of the Vice Chancellor of Finance and Administration, the person with authority and responsibility for implementation of this Plan is the WVPP Coordinator.

- Providing Leadership: Leading by example and fostering a culture of workplace safety.
- Allocating Resources: Ensuring adequate resources, including funding, personnel, and training, to support the WVPP.

² <https://www.ccsf.edu/sites/default/files/2021/document/wkplace-violence-policy.pdf>

- Establishing Policies: Formulating and updating policies that align with the WVPP's objectives.
- Reviewing and Approving Plans: Reviewing and approving departmental and facility specific WVPPs.

2. WVPP Coordinator:

The Principal Risk and Safety Coordinator is designated as the WVPP Coordinator and is directly responsible for the day-to-day oversight and coordination of the Plan. Duties include:

- Plan Development: Collaborating with relevant stakeholders to develop and maintain the WVPP.
- Employee Training: Organizing and facilitating WVPP training for all employees.
- Incident Reporting: Managing the reporting and investigation of workplace violence incidents. Completion of the Violence Incident Log.
- Compliance Assurance: Ensuring compliance with all WVPP requirements and regulations.

3. Supervisors/Managers:

Supervisors and Managers as identified by their management and or administrator job classification, have a crucial role in implementing the WVPP. All managers and supervisors are responsible for implementing and maintaining the WVPP in their work areas and for answering employee questions about the WVPP. Managers and supervisors are responsible for providing a secure work environment for their staff, including the identification of security risks, staff training needs, the development and management of departmental security policies and procedures, and incident reporting, investigation, and follow up. Their responsibilities include:

- Employee Education: Ensuring that employees under their supervision are aware of the WVPP and are trained accordingly.
- Incident Reporting: Promptly reporting non-emergency workplace violence incidents to the Associate Vice Chancellor of Human Resources by completing the Violent Incident Report.
- Hazards Mitigation: Taking immediate corrective actions to address any identified hazards or risks.

4. Employees and building occupants:

Every employee within our District plays a vital part in the success of the WVPP. All employees and building occupants are responsible for reporting hazards and incidents related to workplace violence. Their responsibilities encompass:

- Compliance: Adhering to the WVPP guidelines, policies, and procedures.
- Reporting: Reporting any observed or experienced workplace violence incidents promptly.
- Active Participation: Actively participating in training, hazard identification, and incident prevention efforts.
- Incident Reporting: Employees and building occupants promptly report workplace violence incidents to the Police Department if an emergency response is necessary. Employees promptly report non-emergency workplace violence incidents directly to their immediate supervisor.

5. The CCSF Police Chief, Vice Chancellor of Human Resources, and Title IX Coordinator:

Each threat or act of violence will be investigated immediately.

Emergency workplace violence incidents are primarily investigated by the appropriate law enforcement agency. The CCSF Police Chief/Department investigates workplace violence incidents reported as an emergency.

Non-emergency workplace violence incidents are initially investigated by the appropriate administrator (immediate supervisor/manager) and reported to the Associate Vice Chancellor of Human Resources for further investigation in consultation with the appropriate Vice Chancellor.

The Associate Vice Chancellor of Human Resources also investigates non-emergency incidents involving the supervisor as the alleged perpetrator.

The Title IX Coordinator investigates non-emergency acts of retaliation against the reporting employee. Acts of Retaliation Investigation: Any employee who reports workplace violence and believes they are being subjected to discipline, retaliation or reprisal should report it to the Title IX Coordinator.³

The Police Chief, Vice Chancellor of Human Resources, and Title IX Coordinator, or their respective designees are responsible for:

- Incident Investigation: Promptly investigating any workplace violence incidents brought to their attention.
- Incident Reporting: Promptly completing and submitting the Violent Incident Report to the WVPP Coordinator for violent incident log completion.
- Hazards Mitigation: Taking immediate corrective actions to address any identified hazards or risks.

IV. PROCEDURES TO OBTAIN ACTIVE INVOLVEMENT OF EMPLOYEES IN DEVELOPING AND IMPLEMENTING THE PLAN

Active Involvement of Employees and Authorized Employee Organization Representatives

Our commitment to a safe and secure work environment hinge upon the active participation of all employees and authorized employee representatives in the development and implementation of our Workplace Violence Prevention Plan (WVPP). This section outlines the procedures and mechanisms in place to ensure their meaningful involvement in various aspects of the WVPP.

The WVPP Coordinator shall obtain the active involvement of employees and their authorized employee organization representatives in developing and implementing the Plan, including their participation in identifying, evaluating, and correcting workplace violence hazards; designing and implementing training; reporting and investigating workplace violence incidents, and in reviewing the Plan.

1. Identification and Evaluation of Hazards:

³ <https://www.ccsf.edu/sites/default/files/2023/document/classified-handbook.pdf>

The success of our WVPP begins with the identification and evaluation of potential workplace violence hazards. We encourage and facilitate the active involvement of employees and authorized employee organization representatives in this process by:

- **Open Communication:** Providing channels for employees to communicate their concerns and observations regarding potential hazards.
- **Reporting Mechanisms:** Establishing clear and accessible reporting procedures for employees to notify relevant personnel of workplace violence concerns.

2. Design and Implementation of Training:

Effective training is a cornerstone of our WVPP. To ensure that training programs are relevant and beneficial, employees and authorized employee organization representatives are actively involved by:

- **Input and Feedback:** Encouraging employees to provide input and feedback on training content and methods.
- **Participation in Training Development:** Involving employees in the development of training materials and delivery methods.

3. Reporting and Investigating Incidents:

Employees, once aware of violence, are encouraged to report any threats or acts of workplace violence within 24 hours from time of knowledge of the incident.

Prompt reporting and thorough investigation of workplace violence incidents are essential. Employees and authorized employee organization representatives are integral to this process by:

- **Incident Reporting:** Encouraging employees to report all incidents of workplace violence promptly, ensuring confidentiality and non-retaliation.
- **Investigation Participation:** Allowing employees or their authorized representatives to participate in incident investigations, providing valuable insights.

4. WVPP Review and Refinement:

Our WVPP is a dynamic document that evolves with changing circumstances. Employees and authorized employee organization representatives are actively engaged in this process by:

- **Regular Reviews:** Conducting periodic reviews of the WVPP with input from employees and authorized employee representatives.
- **Recommendations:** Encouraging employees and representatives to make recommendations for improvements and revisions.

5. Representation and Committees:

To facilitate employee participation, we may establish representative committees or designate specific employee organization representatives. These representatives will play a pivotal role in advocating for employee interests and collaborating with management to enhance workplace safety.

A designated Committee should obtain the active involvement of employees and their authorized employee organization representatives in developing and implementing the Plan, including: their participation in identifying, evaluating, and correcting workplace violence hazards; designing and

implementing training; reporting and investigating workplace violence incidents, and in reviewing the Plan.

In summary, the active involvement of employees and authorized employee organization representatives is not just encouraged; it is integral to the success of our WVPP. By fostering a culture of open communication, collaboration, and shared responsibility, we aim to create a workplace where everyone actively contributes to the prevention of workplace violence and the promotion of a secure and harmonious environment.

6. AALRR WVPP ToolKit™:

Reference the Atkinson, Andelson, Loya, Ruud & Romo (AALRR) WVPP ToolKit™ for potential methods for obtaining active involvement and participation of employees and their authorized employee organization representatives, and to coordinate implementation of the Plan including: to establish communication requirements and procedures, to report, respond to, and record workplace violence incidents, to ensure required compliance and training, to conduct periodic inspections for identifying, evaluating, and correcting workplace violence hazards, to conduct investigations and post-incident response activities, to inform employees of investigations and corrective actions, to review and revise the Plan, and to keep and maintain required records as required by this Plan.

V. COORDINATION OF THE IMPLEMENTATION OF THE PLAN WITH OTHER EMPLOYERS IF APPLICABLE

Coordination with Other Employers (i.e., Third-Party Contractors/Vendors, and Independent Service Providers)

In some workplace environments, collaboration with other employers may be necessary to ensure comprehensive workplace violence prevention. This section outlines the methods and procedures that we will employ to coordinate the implementation of our Workplace Violence Prevention Plan (WVPP) with other employers, as applicable. Our primary aim is to ensure that all employers and employees understand their respective roles as outlined in the plan, and that essential elements, including training, reporting, investigation, and record-keeping, are consistently addressed.

1. Communication and Collaboration:

We recognize the importance of clear communication and collaboration with other employers sharing our workplace environment. To facilitate effective coordination, we will:

- **Establish Points of Contact:** Designate specific points of contact within our organization to liaise with counterparts in other companies or entities operating in our shared workspace.
- **Regular Meetings:** Conduct regular meetings or discussions with other employers to review, align, and update workplace violence prevention strategies and protocols.

2. Role Clarification:

To ensure that all employers and employees understand their respective roles and responsibilities as provided in the WVPP, we will:

- **Document Roles:** Maintain clear documentation specifying the roles and responsibilities of each employer within the shared workspace. This will be made available to all relevant parties.

- Orientation and Training: Conduct orientation sessions and training programs for employees, supervisors, and managers that outline their roles in preventing and responding to workplace violence incidents.

3. Training Consistency:

Consistency in training across all employers is crucial for effective workplace violence prevention. To achieve this, we will:

- Standardize Training Content: Collaborate with other employers to standardize the content of workplace violence prevention training to ensure that it meets regulatory requirements and aligns with our shared goals.
- Training Records: Maintain records of training provided to employees, making them available for review by all employers as needed.

4. Incident Reporting and Investigation:

Efficient incident reporting, investigation, and record-keeping are paramount. To ensure these processes are uniform and effective, we will:

- Unified Reporting Procedures: Establish unified reporting procedures that all employers will follow when incidents occur involving any employee within the shared workspace.
- Joint Investigations: When appropriate, conduct joint investigations in collaboration with other employers to ensure comprehensive and impartial investigations of workplace violence incidents.

5. Record Maintenance:

Accurate and accessible records of workplace violence incidents are essential. To achieve this, we will:

- Shared Incident Log: Establish a shared incident log accessible to all employers within the shared workspace. This log will include relevant incident details and ensure transparency.

By employing these methods and procedures for coordination with other employers, we aim to create a seamless and collaborative approach to workplace violence prevention. Our commitment is to provide a safe and secure environment for all employees, regardless of their employer, and to work together effectively in pursuit of this shared goal.

6. The Associate Vice Chancellor of Facilities, or designee.

Regarding third-party employers working on District property. The District's Associate Vice Chancellor of Facilities coordination efforts will include the following:

Prepare a list of third-party employers that work on District property.

Designate project managers as the point of contact for third-party employers that work on District property.

Provide all third-party employers a copy of this Plan and obtain copies of each third-party employer's own WVPP.

Determine the appropriate training for third-party employees by their respective job duties, as provided in this Plan and determine which employer will provide the training.

Meet with the Safety designee of third-party employers when third party employees are assigned to work at District's facilities and discuss this Plan and the WVPP of the third-party employer. These meetings shall occur annually or as necessary and following any workplace violence incident at any District worksite where a third-party employer operates.

Ensure all third-party employees receive and review the CCSF WVPP when they begin working on District property.

Require all third-party employees to report all reportable incidents (as defined in this Plan) to the appropriate supervisor, manager, project manager, or other designated person, and participate in any investigations, as required by this Plan, the District's Injury Illness Prevention Plan, or other District policy.

Coordinate procedures with third-party employers for reporting, investigating and documenting workplace violence incidents.

Review and revise contracts with third-party employers to address the responsibilities of each party with respect to the WVPP, including regarding which entity is responsible for training third-party employees and for reporting, investigating and documenting workplace violence incidents involving third-party employees.

Document (in the parties' contract or otherwise) which third party employers have assumed responsibility for training and for reporting, investigating, and documenting workplace violence incidents involving third party employees.

The clear identification of these responsible individuals ensures that the WVPP remains a dynamic and effective tool for preventing workplace violence. Through the collective efforts of these designated parties, we are committed to fostering a safe and secure work environment for all employees.

VI. REPORTS OF WORKPLACE VIOLENCE

Reporting Workplace Violence and Prohibition of Retaliation

Our commitment to creating a safe and secure work environment is underpinned by effective procedures for reporting workplace violence incidents and a steadfast prohibition of retaliation against employees who make such reports. This section outlines the procedures we have in place to accept and respond to reports of workplace violence, ensuring that employees are protected from any form of retaliation.

Each threat or act of violence will be investigated immediately by the appropriate law enforcement agency when reported as an emergency incident, or for non-emergencies incidents by the appropriate administrator (supervisor, or manager) in consultation with the Associate Vice Chancellor of Human Resources and the appropriate Vice Chancellor.

1. Reporting Procedures:

- a. Reporting Incidents: Any employee who witnesses or experiences an incident of workplace violence is encouraged to report it promptly. Reports may be made the appropriate law enforcement agency when reporting an emergency incident, or for non-emergencies incidents to the appropriate administrator (supervisor, or manager) who will then consult with the Associate Vice Chancellor of Human Resources and the appropriate Vice Chancellor.

b. Anonymous Reporting: We recognize that some employees may prefer to make anonymous reports. To facilitate this, in the future, we may provide a confidential reporting mechanism, such as a designated hotline or reporting form, for employees to share their concerns without fear of retribution.

2. Response to Reports:

a. Immediate Action: Upon receipt of a report, we will promptly initiate an appropriate response. This may include assessing the immediate safety of those involved, conducting an initial investigation, and involving relevant personnel, such as security or law enforcement, as necessary.

b. Designated Contact: We have designated the WVPP Coordinator as the primary point of contact responsible for overseeing the response to workplace violence reports. This individual is trained to handle such matters with sensitivity and discretion.

3. Investigation Process:

a. Formal Investigation: When warranted, a formal investigation will be conducted to gather all relevant information, interview witnesses, and assess the situation thoroughly. The investigation will be conducted impartially and without bias.

b. Confidentiality: We will maintain the confidentiality of all parties involved to the fullest extent possible during the investigation process.

4. Prohibition of Retaliation:

Employees must feel comfortable identifying a violence issue and elevating it for attention and support. Employees must be able to inform management about workplace hazards or threats of violence without fear of reprisal or adverse action. Employees shall refer any questions regarding their rights and obligations under this policy to their immediate supervisor, or the WVPP Coordinator.

a. Non-Retaliation Policy: Our organization strictly prohibits any form of retaliation against employees who make reports of workplace violence in good faith. Retaliation includes but is not limited to adverse actions, such as termination, demotion, harassment, or any form of discriminatory treatment.

b. Awareness and Training: We provide training to all employees to ensure they are aware of our non-retaliation policy and understand their rights and protections under the law.

c. Any employee who reports workplace violence and believes they are being subjected to discipline, retaliation or reprisal should report it to the Title IX Coordinator.

5. Remedial Actions:

a. Corrective Actions: If workplace violence is substantiated, appropriate corrective actions will be taken to address the situation, including disciplinary measures against the perpetrator.

b. Support for Victims: We are committed to providing support and resources to victims of workplace violence, including counseling and assistance with legal remedies when applicable.

c. Employees who act in violation of this policy and/or the law will be subject to discipline, up to and including dismissal. Such disciplinary action shall be in accordance with the appropriate District policies, laws, and/or collective bargaining agreements.⁴

6. Reporting and Record-Keeping:

All workplace violence reports, investigations, and related actions will be thoroughly documented and maintained in accordance with applicable laws and regulations. These records will be accessible to authorized personnel for review and compliance monitoring.

By establishing these procedures for reporting workplace violence and prohibiting retaliation, we aim to create an environment where employees feel safe and empowered to report incidents, confident that they will be protected from any adverse consequences for doing so. Our commitment to a workplace free from violence and retaliation is unwavering, and we encourage all employees to be active participants in maintaining a secure and respectful work environment.

VII. ENSURING COMPLIANCE WITH THE WORKPLACE VIOLENCE PREVENTION PLAN

Our commitment to a safe and secure work environment hinge on the consistent and uniform compliance of all supervisory and nonsupervisory employees with our Workplace Violence Prevention Plan (WVPP). We have established procedures to guarantee that the plan is adhered to in a manner consistent with the requirements of paragraph (2) of subdivision (a) of Section 3203 of Title 8 of the California Code of Regulations.

1. Education and Training:

Each CCSF employee is required to attend workplace violence training annually.

a. **Mandatory Training:** All employees, including supervisory and nonsupervisory personnel, will receive mandatory training on the WVPP. This training will cover the plan's provisions, objectives, and the specific roles and responsibilities of employees in preventing and responding to workplace violence.

b. **Periodic Refresher Training:** To ensure ongoing compliance and awareness, periodic refresher training sessions will be conducted for all employees.

2. Supervision and Oversight:

a. **Supervisory Responsibility:** Supervisors play a pivotal role in ensuring compliance with the WVPP among their respective teams. They are responsible for overseeing and enforcing the plan's policies and procedures.

b. **Consistency Checks:** Supervisors will conduct regular checks to ensure that employees under their supervision are consistently adhering to the WVPP guidelines.

3. Reporting and Documentation:

⁴ <https://www.ccsf.edu/sites/default/files/2021/document/wkplace-violence-policy.pdf>

- a. Incident Reporting: All employees are required to promptly report any incidents of workplace violence or potential hazards to their immediate supervisor, manager, or the designated WVPP Coordinator. Reporting is a fundamental aspect of plan compliance.
- b. Documentation of Incidents: Incidents, investigations, and actions taken to address workplace violence will be thoroughly documented and maintained as part of our commitment to compliance.
- c. Incident Report Training: Supervisors need familiarity with the violent incident report shall be provided with specific departmental training to review the incident report, how to complete it, and the timelines for completion.

4. Communication:

- a. Open Lines of Communication: We encourage open and transparent communication channels between employees and management. Any concerns, suggestions, or questions regarding the WVPP are welcomed and will be addressed promptly.

5. Accountability and Consequences:

- a. Accountability: All employees are accountable for their actions in relation to the WVPP. Failure to comply with the plan's provisions may result in disciplinary actions, as deemed appropriate and in accordance with our District's policies.

6. Continuous Improvement:

- a. Feedback Mechanisms: We encourage feedback from employees regarding the WVPP's effectiveness and any potential areas for improvement. This feedback will be considered for ongoing enhancements to the plan.

Our commitment to ensuring compliance with the WVPP is unwavering. By providing comprehensive education and training, establishing supervisory oversight, fostering open communication, and holding individuals accountable for their actions, we aim to create a workplace where all employees understand and adhere to the principles of our Workplace Violence Prevention Plan.

VIII. COMMUNICATION WITH EMPLOYEES REGARDING WORKPLACE VIOLENCE MATTERS

Effective communication is a cornerstone of our commitment to maintaining a safe and secure work environment. Our Workplace Violence Prevention Plan (WVPP) is founded on clear procedures to ensure employees are informed about workplace violence matters, including reporting incidents or concerns and the subsequent investigation process. This section outlines our communication procedures in compliance with regulatory requirements:

1. Reporting Workplace Violence Concerns:

- a. Open Reporting Channels: We maintain open and accessible reporting channels that enable employees to report violent incidents, threats, or other workplace violence concerns without fear of reprisal. Employees can make reports to their immediate supervisor, manager, the designated WVPP Coordinator, or through established reporting mechanisms.
- b. Confidential Reporting: We respect the confidentiality of employees who choose to make reports and will take steps to protect their identity to the extent permitted by law. In the future, we

may provide a confidential reporting mechanism such as a designated hotline or reporting form for employees to share their concerns without fear of retribution.

2. Investigation Procedures:

- a. Immediate Action: Upon receipt of a report, we will promptly initiate an appropriate response, including assessing the immediate safety of those involved. Should it be warranted Campus Police will be called immediately to deal with the threat.
- b. Formal Investigation: When necessary, a formal investigation will be conducted by trained personnel to gather all relevant information, interview witnesses, and assess the situation thoroughly. The investigation will be impartial and free from bias.
- c. Confidentiality: We will maintain the confidentiality of all parties involved to the fullest extent possible during the investigation process.

3. Results and Corrective Actions:

- a. Communication of Results: Once the investigation is complete, employees who made reports will be informed of the results of the investigation to the extent permitted by law. This communication will include an overview of the findings and any corrective actions that will be taken.
- b. Corrective Actions: When appropriate, corrective actions will be implemented to address workplace violence concerns. These actions may include disciplinary measures against perpetrators or adjustments to our workplace violence prevention strategies.

4. Training and Awareness:

- a. Training Programs: We provide training to all employees to ensure they are aware of our reporting procedures and the investigation process. This training is designed to empower employees to report concerns confidently.
- b. Awareness Campaigns: Periodic awareness campaigns and reminders will be disseminated to keep employees informed about workplace violence matters, the reporting process, and the organization's commitment to a safe workplace.

5. Ongoing Communication:

CCSF supervisors and managers will maintain ongoing open communications with employees about safety concerns and will review the WVPP at a high level with employees at least annually. Ongoing communications can be met via regularly scheduled meetings, newsletters, emails, or bulletins. If changes are made in the WVPP after an incident analysis, these updates must be shared with employees in a timely manner.

- a. Continuous Feedback: We encourage employees to provide feedback on our communication and reporting procedures. Suggestions for improvements are welcomed and will be considered for ongoing enhancements to the WVPP.

Our commitment to transparent and effective communication is unwavering. By providing clear reporting procedures, ensuring confidentiality, communicating investigation results, and taking appropriate corrective actions, we aim to create a workplace where employees feel safe and empowered to report workplace violence concerns, knowing their concerns will be taken seriously and addressed promptly.

IX. RESPONDING TO WORKPLACE VIOLENCE EMERGENCIES

Emergency Situations

During any emergency situation, any District personnel observing the situation should:

1. Get to safety.
2. Call 911 [or Campus Police [(415) 239-3200]] when safe to do so.

The safety and well-being of our employees are paramount. Our Workplace Violence Prevention Plan (WVPP) includes comprehensive procedures to respond to actual or potential workplace violence emergencies, ensuring the swift and appropriate action needed to protect our workforce. This section outlines our procedures in accordance with regulatory requirements:

1. Alerting Employees:

- a. Alert System: We have implemented an effective alert system that enables the rapid notification of all employees in the event of a workplace violence emergency. This system includes audible alerts, visual alerts, and digital notifications, ensuring that employees are promptly informed of the presence, location, and nature of the emergency.
- b. Training and Familiarization: All employees will receive training on the use of the alert system, including how to recognize and respond to alerts.
- c. Appropriate elevation and response needs to be determined at the time of the incident, whether it is an in-person event or a threat of future harm. With any incident, employee safety is of the highest importance. Elevation and response mechanisms can include the employee leaving the area, calling for help, or, with a more imminent threat, calling 9-1-1.

2. Evacuation and Sheltering Plans:

- a. Evacuation Plans: We have developed comprehensive evacuation plans that are tailored to the specific characteristics of our worksite. These plans include designated evacuation routes, assembly areas, and procedures for employees to follow during an evacuation.
- b. Sheltering Plans: In situations where evacuation may not be feasible or safe, we have established sheltering plans that provide employees with guidance on taking cover and seeking safety within the worksite.

3. Obtaining Help and Assistance:

- a. Staff Response: We have designated trained personnel who are responsible for responding to workplace violence emergencies. Campus Police and members of the Emergency Operations team are equipped with the knowledge and skills necessary to manage and mitigate emergency situations.
- b. Law Enforcement: In the event of a workplace violence emergency, we have established procedures to obtain assistance from Campus Police and local law enforcement agencies through established memorandums of understanding. This includes clear communication channels and designated points of contact for coordinating with law enforcement.

4. Employee Training:

- a. Emergency Response Training: All employees will receive training on how to respond to workplace violence emergencies. This training will cover the use of the alert system, evacuation procedures, sheltering protocols, and how to obtain help from designated staff, security personnel, and law enforcement.
- b. Drills and Exercises: We will conduct regular emergency response drills and exercises to ensure that employees are familiar with the procedures and can respond effectively in high-stress situations.

Our commitment to the safety and well-being of our employees extends to our emergency response procedures. By providing effective means of alerting employees, clear evacuation and sheltering plans, and access to trained staff, security, and Campus Police when needed, we aim to create a workplace where employees feel confident and empowered to respond to workplace violence emergencies with the utmost safety and professionalism.

X. DEVELOPING AND PROVIDING WORKPLACE VIOLENCE PREVENTION TRAINING

Effective training is essential to the success of our Workplace Violence Prevention Plan (WVPP). This section outlines the procedures we have in place for the development and delivery of the training required by subdivision (e):

1. Training Program Development:

- a. Training Content: Our WVPP training program is developed to encompass all aspects of workplace violence prevention as mandated by regulatory requirements. This includes, but is not limited to, identifying potential violence hazards, reporting incidents, responding to emergencies, and understanding the roles and responsibilities of employees.
- b. Customization: We tailor our training content to reflect the unique characteristics of our organization and worksite, ensuring that it remains relevant and effective.

2. Training Delivery:

- a. Training Formats: To accommodate diverse learning styles and preferences, we offer multiple training formats. These may include in-person classroom sessions, online modules, video presentations, and written materials.
- b. Frequency: Training is provided to all employees upon hire and is repeated at regular intervals, ensuring that all employees remain informed and up-to-date on workplace violence prevention measures.

3. Training Instructors:

- a. Qualified Instructors: Our training sessions are conducted by qualified instructors who possess the necessary expertise in workplace violence prevention. Instructors may include internal personnel, external experts, or certified trainers.
- b. Interactive Learning: We encourage interactive learning through discussions, case studies, and scenario-based exercises to promote engagement and understanding.

4. Record-Keeping:

a. Training Records: Detailed records of training sessions, including attendee lists, dates, and content covered, are maintained and made accessible for compliance monitoring and audit purposes.

5. Continuous Improvement:

a. Feedback Mechanisms: We actively seek feedback from employees regarding the training program's effectiveness and relevance. Suggestions for improvements are considered for ongoing enhancements to the training content and delivery.

6. Accessibility:

a. Accommodations: We provide reasonable accommodations to ensure that all employees have equal access to training materials and sessions, taking into account individual needs and abilities.

Our commitment to workplace violence prevention includes a robust training program designed to equip employees with the knowledge and skills necessary to recognize, respond to, and prevent workplace violence. By following these procedures for the development and delivery of training, we aim to foster a workplace culture of safety, awareness, and preparedness.

XI. IDENTIFYING AND EVALUATING WORKPLACE VIOLENCE HAZARDS

The safety and well-being of our employees are paramount. Our Workplace Violence Prevention Plan (WVPP) is built on procedures designed to identify and evaluate workplace violence hazards effectively.

CCSF Police Department, Facilities/Building & Grounds, and Risk and Safety Services conduct periodic inspections in all district facilities.

This section outlines our comprehensive approach, which includes scheduled inspections, employee reporting, and hazard assessment in accordance with regulatory requirements:

1. Scheduled Periodic Inspections:

- a. Initial Inspection: When our WVPP is first established, a comprehensive inspection of our workplace will be conducted to identify potential workplace violence hazards. This initial assessment will serve as the foundation for our ongoing hazard prevention efforts.
- b. Periodic Inspections: Scheduled inspections will be conducted at regular intervals to ensure that workplace violence hazards are continuously monitored and addressed. The frequency of these inspections will be determined based on the nature of our worksite and its potential hazards.
- c. Specific risk factors:

Employees working in locations isolated from other employees because their assignment requires them to work alone, in remote locations, during night or early morning hours, or where an assailant could prevent entry into the work area by responders or other employees.

Poor illumination or blocked visibility of areas where possible assailants may be present.

Lack of physical barriers between employees and persons at risk of committing workplace violence.

Lack of effective emergency exit.

Obstacles and impediments to accessing alarm systems.

Locations within the facility where alarm systems are not operational.

Entryways where unauthorized entrance may occur, such as doors designated for staff entrance or emergency exits.

Storage of high-value items or currency.

2. Post-Incident Inspections:

a. After Each Incident: Following each workplace violence incident, regardless of its severity, an immediate post-incident inspection will be conducted to assess the factors that contributed to the incident. This includes examining both physical conditions and work practices.

3. Employee Reports and Concerns:

a. Reporting Channels: Employees are encouraged to report any workplace violence concerns or hazards they observe promptly. Reporting channels include supervisors, managers, the designated WVPP Coordinator, or established reporting mechanisms.

b. Anonymous Reporting: We respect employees' confidentiality and provide anonymous reporting options, such as a designated hotline or reporting form, for those who wish to make reports without fear of reprisal.

4. Hazard Assessment:

a. Hazard Identification: Identified hazards will be thoroughly assessed to determine their severity and potential impact on employee safety. This assessment will include the classification of hazards and their potential consequences.

5. Corrective Actions:

a. Timely Mitigation: All identified hazards must be corrected in a timely manner. Once hazards are identified and evaluated, corrective actions will be implemented promptly to eliminate or minimize the identified risks. These actions may include changes to physical facilities, work practices, or policies.

b. Specific corrective measures may include, as applicable, but shall not be limited to:

Ensuring sufficient numbers of staff are trained and available to prevent and immediately respond to workplace violence incidents during each shift.

Providing line of sight or other immediate communication in all areas where members of the public may be present. This may include removal of sight barriers, provision of surveillance systems or other sight aids such as mirrors, use of a buddy system, improving illumination, or other effective means.

Configuring facility spaces so that employee access to doors and alarm systems cannot be impeded by persons or obstacles.

Maintaining sufficient staffing, including security personnel, who can maintain order in the facility and respond to workplace violence incidents in a timely manner.

Installing, implementing, and maintaining the use of an alarm system or other effective means by which employees can summon security and other aid to defuse or respond to an actual or potential workplace violence emergency.

Informing employees about current community-based risk factors, such as information relating to local crime conditions and the local police contact information.

6. Continuous Improvement:

a. Feedback Mechanisms: We encourage employees to provide feedback and report concerns regarding workplace violence hazards. This feedback is vital for continuous improvement and refinement of our hazard identification and mitigation efforts.

7. Documentation:

a. Records Maintenance: Detailed records of inspections, hazard assessments, and corrective actions will be maintained and made accessible for compliance monitoring and audit purposes.

By following these procedures for identifying and evaluating workplace violence hazards, we are committed to fostering a safe and secure work environment. These efforts aim to prevent potential incidents and continuously improve our workplace violence prevention measures.

XII. CORRECTING WORKPLACE VIOLENCE HAZARDS IN A TIMELY MANNER

WORKPLACE HAZARD CORRECTION. The ongoing reporting and tracking of violent incidents support the identification of trends and the potential for hazard reduction or mitigation. Hazards that are identified with potential solutions will be addressed and implemented in a timely manner. If corrections are significant enough, they may require an update and modification to the current WVPP. Such updates to the WVPP must be brought to the attention of all employees in a timely manner.

Our commitment to a safe and secure work environment extends to promptly addressing and correcting workplace violence hazards. This section outlines our procedures for correcting identified hazards in accordance with paragraph (6) of subdivision (a) of Section 3203 of Title 8 of the California Code of Regulations.⁵

1. Hazard Identification:

a. Identifying Hazards: As outlined in our procedures for identifying and evaluating workplace violence hazards, hazards will be identified through scheduled inspections, post-incident assessments, and employee reports and concerns.

2. Prompt Corrective Action:

a. Immediate Response: Upon the identification of a workplace violence hazard, immediate action will be taken to correct or mitigate the hazard as appropriate. The severity and potential consequences of the hazard will guide the urgency of the response.

3. Corrective Measures:

⁵ <https://www.dir.ca.gov/title8/3203.html>

- a. Hazard Elimination: Whenever possible, hazards will be eliminated entirely. This may involve modifying physical facilities, implementing policy changes, or altering work practices to remove the identified risk.
- b. Temporary Controls: In situations where immediate hazard elimination is not feasible, temporary controls will be implemented to minimize the risk and protect employee safety.
- c. Interim Procedures: Interim procedures will be established to ensure that employees can continue to work safely while long-term corrective actions are being planned and implemented.

4. Prioritization:

- a. Assessment of Priority: Each identified hazard will be assessed to determine its priority based on factors such as severity, potential harm, and likelihood of occurrence. Hazards with higher priority will receive immediate attention.

5. Timely Resolution:

- a. Timelines: Specific timelines for correcting workplace violence hazards will be established based on the hazard's priority and complexity. Hazards deemed high-priority or posing an imminent threat will be addressed with the utmost urgency.
- b. Monitoring Progress: We will closely monitor the progress of corrective actions to ensure that they are executed within the established timelines.

6. Documentation:

- a. Records Maintenance: Detailed records of identified hazards, corrective actions taken, and the timelines for resolution will be maintained and made accessible for compliance monitoring and audit purposes.

7. Continuous Improvement:

- a. Feedback Mechanisms: We encourage employees to provide feedback on the effectiveness of corrective actions and hazard mitigation efforts. This feedback is essential for continuous improvement in our hazard correction procedures.

By following these procedures, we are committed to ensuring that workplace violence hazards are corrected in a timely manner, in line with regulatory requirements. Our goal is to create a workplace where employees can perform their duties safely and without exposure to preventable risks.

XIII. POST-INCIDENT RESPONSE AND INVESTIGATION

Prompt and effective post-incident response and investigation procedures are critical components of our commitment to maintaining a safe workplace. This section outlines our procedures for responding to and investigating workplace violence incidents:

1. Immediate Response:

- a. Safety First: The immediate safety and well-being of individuals involved in a workplace violence incident are our top priorities. Any necessary medical attention will be provided promptly.

b. Secure the Scene: The scene of the incident will be secured to ensure the preservation of evidence and to prevent interference with the investigation.

2. Incident Reporting:

a. Reporting Procedures: All workplace violence incidents, regardless of their nature or severity, must be reported. Non-emergency workplace violence incidents should be reported immediately to a supervisor, manager. Emergency workplace violence incidents should be reported through established reporting channels to Campus Police.

b. Documentation: Detailed records of the incident, including the date, time, location, individuals involved, and any witnesses, will be maintained as part of the incident reporting process.

3. Preliminary Assessment:

a. Initial Assessment: A preliminary assessment of the incident will be conducted to gather essential information and determine the appropriate course of action for further investigation.

4. Formal Investigation:

a. Investigation Team: Trained personnel, including the designated WVPP Coordinator or other qualified investigators, will be assigned to conduct a formal investigation into the incident. The team will be impartial and free from bias. There may be examples where there is involvement of Campus Police. Should this occur and a formal police investigation is required, the police investigation will take precedence as to the collection of evidence as described below. When appropriate Campus Police will provide any necessary documents that are in compliance with the California Public Records Act,

b. Evidence Gathering: The investigation will involve the collection of evidence, including witness interviews, photographic documentation, and any relevant physical evidence.

c. Confidentiality: The confidentiality of individuals involved in the incident will be maintained to the fullest extent possible during the investigation process.

5. Communication:

a. Reporting to Employees: Employees who have reported or witnessed the workplace violence incident will be informed of the status and progress of the investigation to the extent permitted by law.

b. Reporting to Law Enforcement: In cases where the incident may involve criminal activity, Campus Police will be notified as required by law. Cooperation with Campus Police or local law enforcement agencies will be facilitated.

6. Findings and Corrective Actions:

a. Investigation Report: Upon the completion of the investigation, a comprehensive report will be generated, detailing the findings, conclusions, and recommendations for corrective actions.

b. Corrective Actions: Based on the investigation findings, appropriate corrective actions will be implemented promptly to address the incident's causes and prevent recurrence. These actions may include disciplinary measures, policy changes, or security enhancements.

7. Documentation and Records:

a. Records Maintenance: All records related to post-incident response and investigation, including investigation reports, witness statements, and corrective action documentation, will be maintained and made accessible for compliance monitoring and audit purposes.

b. Violent Incident Report.

A Violent Incident Report (VIR) shall be completed by the reporting employee's immediate supervisor (non-emergency incidents). If the immediate supervisor is not available, the report shall be completed by the next level of management. The VIR shall be completed by the Associate Vice Chancellor of Human Resources (if the supervisor is the alleged perpetrator), Title IX Coordinator (for acts of retaliation against the reporting employee), or the CCSF Police Chief/Department (when reported as an emergency). The VIR should be completed as quickly as possible while the details of the event are still current, ideally within 24 hours. The report is mainly data collection, so creating a culture and environment where an employee is comfortable coming forward to report a violent incident is crucial. The completed VIR shall be forwarded to the WVPP Coordinator.

c. Violent Incident Log (VIL).

The WVPP Coordinator shall complete the Violent Incident Log upon receiving the Violent Incident Report from the supervisor conducting the investigation. Incidents posted on the log shall be identified and recorded numerically and will not refer to employee names to allow tracking while protecting confidentiality. The log and supporting materials should be audit ready. The Violent Incident Log (VIL) shall be completed to identify trends and opportunities for further hazard reduction.

8. Continuous Improvement:

a. Feedback Mechanisms: We encourage employees to provide feedback on the post-incident response and investigation process. Suggestions for improvements are welcomed and will be considered for ongoing enhancements.

9. Restraining order (RO):

a. The Vice Chancellor of Finance and Administration may need to elevate the violent incident issue to the assigned Deputy City Attorney (DCA) at the City Attorney's Office (CAT) and should do so in an urgent manner. Together, departmental leadership and the CAT will determine appropriate next steps on a case-by-case basis. Next steps could include seeking a restraining order (RO). ROs can be used both in response to a current violent incident and in prevention of a violent incident. In the setting of a credible threat of violence, a RO may be used preventatively to avoid a violent incident. Credible threats of violence can result from a pattern of behavior, or from a one-time situation.

Effective 1/1/2025 employees may request their bargaining unit to seek an RO on their behalf.

Our commitment to thorough and effective post-incident response and investigation procedures is unwavering. By following these procedures, we aim to provide support to those affected by workplace violence incidents, ensure accountability, and continuously improve our workplace violence prevention efforts.

XIV. REVIEWING AND REVISING THE WORKPLACE VIOLENCE PREVENTION PLAN

The effectiveness of our Workplace Violence Prevention Plan (WVPP) relies on continuous evaluation, improvement, and employee involvement. This section outlines our procedures for reviewing and revising the plan, in accordance with regulatory requirements:

1. Annual Review:

a. Frequency: The WVPP will be reviewed at least annually to assess its effectiveness and relevance. This annual review ensures that the plan remains up-to-date and aligned with current workplace conditions and potential hazards.

2. Employee Involvement:

a. Active Participation: Employees and authorized employee representatives will be actively involved in the review process. Their insights, concerns, and feedback are essential for assessing the plan's effectiveness. This will be facilitated both through the Campus Safety and Emergency Preparedness Committees.

b. Feedback Mechanisms: We encourage employees to provide feedback and suggestions for improvements throughout the year. This feedback will be considered during the annual review and at other relevant times.

3. Deficiency Observation:

a. Immediate Response: When a deficiency in the plan is observed or becomes apparent, prompt action will be taken to address and rectify the deficiency. This may involve interim measures to mitigate risks until a comprehensive review can be conducted.

4. Post-Incident Review:

a. After Workplace Violence Incidents: Following each workplace violence incident, a comprehensive review of the incident and its impact on the WVPP will be conducted. This includes an assessment of whether the plan's response was effective and whether any modifications are necessary.

5. Review Process:

a. Assessment: During the review process, the WVPP will be assessed for its effectiveness in identifying, preventing, and responding to workplace violence hazards and incidents.

b. Revisions: If deficiencies, gaps, or areas for improvement are identified during the review, revisions to the plan will be made promptly to address these issues. These revisions may involve changes to policies, procedures, training, or other elements of the plan.

6. Documentation and Records:

a. Records Maintenance: Detailed records of the WVPP reviews, including findings, revisions, and timelines, will be maintained and made accessible for compliance monitoring and audit purposes.

7. Continuous Improvement:

a. Action Plans: If necessary, action plans will be developed to address deficiencies or areas for improvement identified during the review process. These action plans will include specific steps, responsible parties, and timelines for implementation.

8. Communication:

- a. Employee Notification: Employees will be informed of the outcomes of the WVPP review and any revisions made to the plan. Communication of plan changes will ensure that employees are aware of updates and their roles within the revised plan.

Our commitment to regular plan review and revision ensures that the WVPP remains an effective tool for safeguarding our workplace. By actively involving employees, addressing deficiencies promptly, and continuously improving the plan, we aim to create a workplace where safety and security are top priorities.

XV. ENSURING HEALTH AND SAFETY THROUGH ADDITIONAL PROCEDURES

COMPLIANCE. Departments will ensure that all workplace security policies and procedures are clearly communicated and understood by all affected workers. The Departmental WVPP will be made accessible on departmental intranet to allow further education. Managers and supervisors will enforce the rules fairly and uniformly. Annual completion of education and training by all city employees is required to re-enforce best practices for violence prevention. All workers will follow all workplace security directives, policies, and procedures, and assist in maintaining a safe work environment. Failure to comply with the Workplace Violence Prevention Plan (WVPP) and/or the policy prohibiting employee violence in the workplace may result in employee discipline up to and including termination as well as criminal prosecution.

Employees who act in violation of this policy and/or the law will be subject to discipline, up to and including dismissal. Such disciplinary action shall be in accordance with the appropriate District policies, laws, and/or collective bargaining agreements.

In addition to the specific requirements outlined in this Workplace Violence Prevention Plan (WVPP), we are committed to the overall health and safety of our employees. This section addresses the need for procedures and other information as determined by regulatory standards to safeguard employee health and safety, pursuant to subdivision (h):

1. Regulatory Compliance:

- a. Ongoing Monitoring: We will remain vigilant in monitoring and adhering to any additional procedures or standards that may be required by the Division of Occupational Safety and Health (Cal/OSHA) and the Cal/OSHA Standards Board to protect the health and safety of our employees.⁶

2. Integration of Additional Requirements:

- a. Timely Implementation: Upon receipt of any new or updated requirements related to workplace violence prevention, we will promptly evaluate their relevance to our organization and integrate them into our WVPP as needed.
- b. Employee Awareness: Employees will be informed of any additional procedures, requirements, or information necessary for their health and safety as determined by regulatory authorities. This ensures that employees are aware of their roles and responsibilities in compliance with these standards.

⁶<http://dir.ca.gov/dosh/Workplace-Violence/General-Industry.html>

3. Documentation and Records:

a. Records Maintenance: Records of any additional procedures or information required by regulatory authorities will be maintained and made accessible for compliance monitoring and audit purposes.

4. Continuous Improvement:

a. Feedback Mechanisms: We encourage employees to provide feedback and suggestions related to new procedures or standards. This feedback is valuable for ensuring that our WVPP remains robust and compliant with evolving regulatory requirements.

5. Training and Education:

a. Employee Training: If new procedures or standards necessitate additional training, we will ensure that employees receive the necessary instruction and information to perform their duties safely.

6. Proactive Approach:

a. Anticipating Change: We will proactively monitor regulatory developments related to workplace violence prevention and take a proactive approach to implement any necessary changes in our WVPP.

Our commitment to the health and safety of our employees extends beyond the requirements of this WVPP. We will actively engage with any additional procedures, standards, or information deemed necessary by regulatory authorities to protect our employees' well-being.

XVI. RECORDING WORKPLACE VIOLENCE INCIDENTS IN THE VIOLENT INCIDENT LOG

Our commitment to workplace safety includes the thorough documentation of workplace violence incidents. This section outlines our procedures for recording and maintaining a Violent Incident Log, as required by regulatory standards:

1. Incident Documentation:

a. Recording Requirement: The employer shall maintain a Violent Incident Log that records information for every workplace violence incident, regardless of its nature or severity.

2. Information Sources:

a. Employee Input: Information recorded in the log will be based on input from employees who experienced the workplace violence incident, as well as witness statements and findings from investigations.

3. Protecting Personal Identifying Information:

a. Privacy Protection: To protect the privacy of individuals involved in a violent incident, personal identifying information that could reveal a person's identity, such as their name, address, electronic mail address, telephone number, or social security number, shall be omitted from the log.

4. Periodic Review:

a. Review Process: The Violent Incident Log shall be reviewed during the periodic reviews of the WVPP, as required in subparagraph (L) of paragraph (2) of subdivision (c).

5. Log Information:

The Violent Incident log must be used for every workplace violence incident that occurs in our workplace. At a minimum, it will include the information required by LC section 6401.9(d).

The information that is recorded will be based on:

- Information provided by the employees who experienced the incident of violence.
- Witness statements.
- All other investigation findings.

All information that personally identifies the individual(s) involved will be omitted from this log, such as:

- Names
- Addresses – physical and electronic
- Telephone numbers
- Social security number

The information recorded in the Violent Incident Log shall include the following details for each incident:

- The date, time, and location of the incident.
- The workplace violence type or types, as described in clause (iii) of subparagraph (B) of paragraph (6) of subdivision (a), involved in the incident.
- A detailed description of the incident.
- A classification of who committed the violence, including whether the perpetrator was a client or customer, family or friend of a client or customer, stranger with criminal intent, coworker, supervisor or manager, partner or spouse, parent or relative, or other perpetrator.
- A classification of circumstances at the time of the incident, including, but not limited to, whether the employee was completing usual job duties, working in poorly lit areas, rushed, working during a low staffing level, isolated or alone, unable to get help or assistance, working in a community setting, or working in an unfamiliar or new location.
- A classification of where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area.
- The nature of the incident or characteristics of the incident, including, but not limited to, whether it involved any of the following:
 - (i) Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.
 - (ii) Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object.
 - (iii) Threat of physical force or threat of the use of a weapon or other object.
 - (iv) Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.

(v) Animal attack.

(vi) Other.

- Consequences of the incident, including, but not limited to:
 - (i) Whether security or law enforcement was contacted and their response.
 - (ii) Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident.

I. Log Completer Information:

Information about the person completing the log, including their name, job title, and the date when the log was completed.

By diligently maintaining a Violent Incident Log and adhering to these recording procedures, we aim to comprehensively document workplace violence incidents, protect employee privacy, and continually assess the effectiveness of our WVPP in safeguarding our employees.

XVII. TRAINING OF EMPLOYEEES WORKPLACE VIOLENCE PREVENTION

SB 553 requires all employees to complete an annual mandatory workplace violence training and instruction that is clear, understandable, and effective.

The safety and well-being of our employees are of paramount importance. To ensure that all employees are equipped to recognize, prevent, and respond to workplace violence incidents effectively, we have established a comprehensive training program. This section outlines the training requirements and procedures that will be followed:

1. Training Content and Accessibility:

- a. The City/County of San Francisco Department of human Resources (DHR) has developed a training video for all city employees that includes an understanding of what a violent incident is, how to elevate for attention and help, and what the role of the supervisor is in completing a violent incident report. The city-wide training is meant to be a general overview and is not site-specific. Departments are expected to supplement the DHR training video for all city employees with site and/or role specific training and education.⁷
- b. [ASCIP training link]
- c. [CCSF emergency preparedness procedures link]

2. Initial Training:

- a. Frequency: Employees will receive initial training when the WVPP is first established and annually thereafter.
- b. Training Topics: The initial training will cover the following topics:

⁷ <https://sfdhr.org/workplace-violence-prevention-plan>

(A) An overview of the employer's plan, including how to obtain a copy at no cost, and how to participate in the development and implementation of the plan.

(B) Definitions and requirements outlined in this section.

(C) Procedures for reporting workplace violence incidents or concerns to the employer or law enforcement without fear of reprisal.

(D) Identification of workplace violence hazards specific to employees' job roles, the corrective measures implemented by the employer, guidance on seeking assistance to prevent or respond to violence, and strategies for avoiding physical harm.

(E) An explanation of the Violent Incident Log required by subdivision (d), and instructions on how to obtain copies of records as required by paragraphs (1) to (3) of subdivision (f).

(F) An opportunity for interactive questions and answers with a knowledgeable person regarding the employer's plan.

3. Additional Training:

Beyond the initial and annual training for all employees on WVPP, departments are expected to have ongoing effective communication with employees related to the topic of workplace violence. This can include reinforcing a culture that encourages reporting of violence incidents without fear of retaliation, addressing employee concerns around violence, and any post-event investigations yielding corrective actions that could reduce violent incidents. The vehicle of communication can be in-person, or virtual, and can include staff meetings, newsletters, town hall gatherings, or staff bulletins. These communications also serve to bring timely updates to employees when changes in processes have been identified after a violent incident investigation to prevent future episodes.

a. Occasions for Additional Training: Employees will receive additional training when any of the following conditions are met:

- A new workplace violence hazard is identified.
- Changes are made to the WVPP.

b. Scope of Additional Training: The additional training may be limited to addressing the new workplace violence hazard or changes made to the plan. This targeted approach ensures that employees remain informed and prepared in response to evolving workplace conditions.

4. Training Records:

a. Documentation: Records of all training sessions will be maintained, including the date, content, attendees, and any additional relevant information.

5. Ongoing Commitment:

a. Continuous Training: Our commitment to workplace violence prevention includes ongoing education and training to ensure that all employees are well-informed and capable of contributing to a safe and secure work environment.

By providing comprehensive training to our employees, we aim to empower them with the knowledge and skills necessary to actively participate in the prevention and response to workplace violence incidents. Together, we can foster a safer and more secure workplace for all.

XVIII. MAINTENANCE OF RECORDS / REQUESTING RECORDS

RECORDKEEPING. SB 553 has several requirements of recordkeeping that must be followed. The documentation of completion of the annual training by all employees must be maintained for at least one year following the date of completion. The retention of violent incident reports and investigations must be maintained for five years following the year of incident. The violent incident logs must be maintained for at least five years following the year of incidents. Records should be maintained, including workplace security and hazard assessments and inspections (including the person(s) or persons conducting the inspection), the workplace security concerns that have been identified, and the actions taken to correct the identified concerns.

To ensure transparency, accountability, and compliance with workplace violence prevention measures, we maintain records of various aspects related to our WVPP. This section outlines our record-keeping procedures in accordance with regulatory standards:

1. Records of Workplace Violence Hazard Identification, Evaluation, and Correction:

a. Retention Period: Records related to the identification, evaluation, and correction of workplace violence hazards (i.e., VIOLENT INCIDENT REPORT) shall be created and maintained for a minimum of five years.

2. Training Records:

a. Retention Period: Training records, including but not limited to training dates, training content summaries, names and qualifications of training facilitators, and the names and job titles of all attendees, shall be created and maintained for a minimum of one year.

3. Violent Incident Logs:

a. Retention Period: Violent incident logs (VIL) required by subdivision (d) shall be maintained for a minimum of five years.

4. Workplace Violence Incident Investigation Records:

a. Retention Period: Records of workplace violence incident investigations conducted pursuant to subparagraph (K) of paragraph (2) of subdivision (c) shall be maintained for a minimum of five years. These records will not contain "medical information" as defined in subdivision (j) of Section 56.05 of the Civil Code.

5. Accessibility of Records:

a. Division Access: All records required by this subdivision shall be made available to the Division of Occupational Safety and Health (Cal/OSHA) upon request for examination and copying.

b. Employee and Representative Access: All records required by paragraphs (1) to (3), inclusive, 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.

6. Record Maintenance:

a. Secure Storage: Records shall be securely stored to protect their integrity and confidentiality.

7. Data Protection:

a. Privacy Measures: Personal information, including "medical information" as defined in subdivision (j) of Section 56.05 of the Civil Code, will not be included in the records to safeguard individual privacy.

8. Annual WVPP Review:

a. Annual review of the WVPP includes confirming accessibility to the plan and assessing its effectiveness and overall employee compliance with the processes outlined in the WVPP. This includes updates and new procedures if improvements can be identified that would reduce workplace violent incidents. The whole plan should be reviewed at least annually or more often if there are violent incidents.

By diligently maintaining these records and ensuring their accessibility to authorized entities and individuals, we uphold our commitment to transparency and compliance with workplace violence prevention measures.

**EXHIBITS: 1. VIOLENT INCIDENT REPORT, 2. INVESTIGATION, 3. LOG,
AND 4. FLOW PROCESS**

EXHIBIT 1 – VIOLENT INCIDENT REPORT

VIOLENT INCIDENT REPORT

Violent Incident Report Instructions

The workplace Violent Incident Report shall be completed with as much detail as possible to support an investigation. The original report shall be forwarded to the WVPP Coordinator. A copy of the report shall be provided to the Vice Chancellor of Human Resources.

Employee Information

Reporting Employee: _____
Affected Employee(s): _____
Affected Employee(s) Job Title(s): _____
Department: _____
Facility Address: _____

Incident Information

Date incident occurred: _____
Time incident occurred: _____
Specific address and detailed description of description where incident occurred (i.e. empty hallway, warehouse bathroom): _____

Definitions of Violent Incident Types

- Type I violence: workplace violence committed by a person who has no legitimate business at the worksite and includes violent acts by anyone who enters the workplace or approaches workers with the intent to commit a crime.
- Type II violence: workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.
- Type III violence: workplace violence against an employee by a present or former employee, supervisor, or manager.
- Type IV 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.

Checklist of Questions to Answer After a Violent Incident

1. Which type of person threatened or assaulted the employee(s)?
Type I: Stranger Thief/Suspect Other
Type II: Client/Customer Passenger Person in Custody Patient Visitor
Type III: Current Co-worker Former Co-worker Supervisor/ Manager
Type IV: Current Spouse or Partner Former Spouse or Partner Employee's Friend Employee's Relative Family/friend of client or patient

2. What type of violent incident occurred (check all that apply)?
 Verbally harassed Verbally Threatened Physically Assaulted Punched
 Slapped Grabbed Pushed Choked Kicked Bitten
 Hit with Object Threatened with Weapon Assaulted with Weapon Animal Attack
 Other (Describe): _____

3. Was a weapon used? Yes No
Describe the incident: _____

4. Was/were the employee(s) working alone? Yes No
If not, who was/were with the employee(s) that may have witnessed the incident?

5. Were there threats made before the incident occurred? Yes No
If yes, was it ever reported to the employee's supervisor or manager that the employee(s) was/were threatened, harassed, or was/were suspicious that the attacker may become violent?

6. Are you willing to testify against the Respondent in Court to obtain a restraining order? Yes No

Reporter Information

Report Completed By: _____
Department/Job Title: _____
Date: _____
Phone number: _____
Email: _____

EXHIBIT 2 – VIOLENT INCIDENT INVESTIGATION

Violent Incident Investigation

Violent incidents are reported to the Police Chief, or Vice Chancellor of Human Resources, and or Title IX Coordinator. They or their respective designees are responsible for completing the investigation into the violent incident. Further investigation and resolution of the incident is expected within seven (7) days in addition to submitting a copy of the completed investigation to Human Resources.

Incident Analysis To be completed by the WVPP Coordinator or HR Professional:

Has this type of incident occurred before at the workplace? Yes No

What were the main factors that contributed to the incident?

What could have prevented or at least minimized the damage caused by this incident?

Post-Incident Response

Yes No Did the employee(s) require medical attention as a result of the incident?

Yes No Did the employee(s) miss work as a result of the incident?

Yes No Did the employee(s) apply for workers' compensation?

Yes No Was security contacted?

Yes No Was building facilities contacted?

Yes No Was immediate counseling provided to affected workers and witnesses?

Yes No Was critical incident debriefing provided to all affected staff who desired it?

Yes No Was post-trauma counseling provided to affected staff who desired it?

Yes No Was all counseling provided by a professional counselor?

Has there been follow-up with the Employee(s)? Yes No

Is this a recurring event? Yes No

Are there modifications to be made to WVPP to reflect updated practices? Yes No

Describe updates to WVPP _____

Investigation completed by: _____

Department/Job Title: _____

Date: _____

Phone number: _____

Email: _____

Definitions of Violent Incident Types

- Type I violence: workplace violence committed by a person who has no legitimate business at the worksite and includes violent acts by anyone who enters the workplace or approaches workers with the intent to commit a crime.
- Type II violence: workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.
- Type III violence: workplace violence against an employee by a present or former employee, supervisor, or manager.
- Type IV 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.

Incident Description

- P:** Physical attack (e.g. biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting)
- W:** Attack with weapon (e.g. gun, knife, other object)
- T:** Threat of force or threat of use of weapon or other object
- S:** Sexual assault or threat (rape or attempted rape, physical display, or unwanted verbal or physical sexual contact)
- V:** Verbal Harassment
- A:** Animal Attack
- O:** Other (explain)

Violent Incident Log: Log #: YYYYMMDD-#

Explain: [Provide a detailed description of the incident and any additional information on the violence incident type and what it included. Continue on separate sheet of paper if necessary.]

Workplace violence committed by: [For confidentiality, only include the 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.]

Circumstances at the time of the incident: [write/type what was happening 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.]

Where the incident occurred: [Where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area.]

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.
- [Include information on what the consequences of the incident were.]

o Were there any injuries? Yes or No. Please explain:
[Indicate here if there were any injuries, if so, provide description of the injuries]

o Were emergency medical responders other than law enforcement contacted, such as a Fire Department, Paramedics, On-site First-aid certified personnel? Yes or No. If yes, explain below:

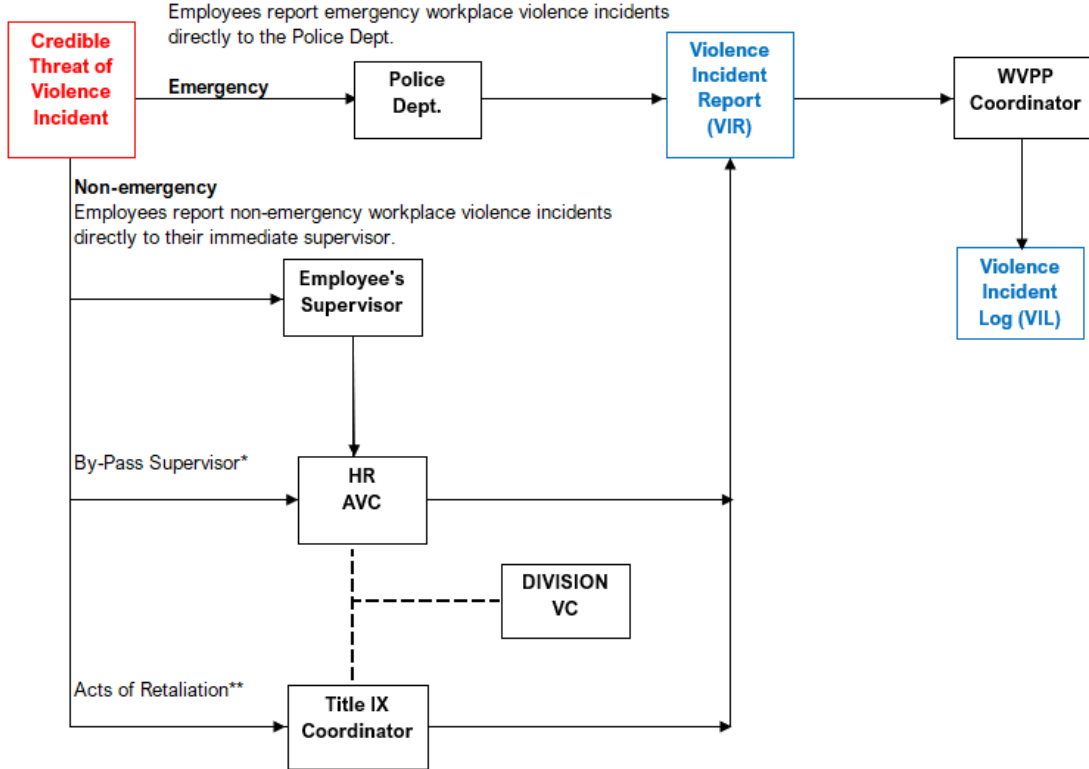
Did the severity of the injuries require reporting to Cal/OSHA? If yes, document the date and time this was done, along with the name of the Cal/OSHA representative contacted.

A copy of this violent incident log needs to be provided to the employer. Indicate when it was provided and to whom.

This violent incident log was completed by:
[Name of person completing this log], [Job Title of person completing this log], [Date this log was completed]
[Signature of person completing this log] [Date of completion]

EXHIBIT 4 - WORKPLACE VIOLENCE REPORTING FLOW PROCESS

Workplace Violence Reporting Flow Process



* Employees report non-emergency workplace violence incidents directly to the Associate Vice Chancellor of Human Resources, when the incident involves the supervisor as the alleged perpetrator.

** Acts of Retaliation Investigation: Any employee who reports workplace violence and believes they are being subjected to discipline, retaliation or reprisal should report it to Title IX Coordinator via the District Violent Incident Report.