

POLICY AND PROCEDURE
UNION PUBLIC UTILITY DISTRICT

DATE ADOPTED: 05/22/24	MANUAL	POLICY NO. 2235
APPROVED BY: Board of Directors	POLICY TITLE Workplace Violence	Page 1-12

POLICY

The Union Public Utility District (UPUD) is committed to providing a work environment that is free of disruptive, threatening, or violent behavior involving any employee, appointed or elected official, volunteer, contractor, client, and/or visitor. Our policy is to establish, implement, and maintain an effective plan as required by SB 533. The regulation mandates us to constantly establish, implement, and uphold a workplace violence prevention plan across all our premises, aiming to safeguard employees and other personnel from aggressive and violent conduct in the workplace.

PROHIBITED ACTS

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

- Threats of violence include both verbal and non-verbal conduct that causes a person to fear for their safety because there is a reasonable possibility they might be physically injured and that serves no legitimate work-related purpose.
- Workplace violence means any act of violence or threat of violence that occurs at the work site. The term workplace violence shall not include lawful acts of self-defense or defense of others. Workplace violence includes the following:
 1. 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.
 2. An incident involving the threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether or not the employee sustains an injury.

Workplace violence can be categorized into four types:

- Type 1: Workplace violence committed by a person who has no legitimate business at the work site - includes violent acts by anyone who enters the workplace with the intent to commit a crime
- Type 2: Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors
- Type 3: Workplace violence against an employee by a present or former employee, supervisor,

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or manager

Type 4: Workplace violence committed in the workplace by someone who does not work there but has or is known to have had a personal relationship with an employee

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

RESPONSIBILITY AND AUTHORITY

Workplace Violence Prevention Plan Administrator

The General Manager has the authority and responsibility for developing, implementing, and maintaining this plan and conducting or overseeing any investigations of workplace violence reports.

The General Manager shall solicit feedback and input from employees and their authorized representatives in developing and implementing the WVP plan. Active involvement of employees could include, but is not limited to, their participation in identifying, evaluating, and correcting workplace violence hazards; in designing and implementing training; and in reporting and investigating workplace violence incidents.

The General Manager shall coordinate the implementation of the workplace violence prevention plan, when applicable, to ensure those employers and their employees understand their respective roles as provided in the plan. These other employers and their staff shall be provided with training on UPUD's WPV plan.

General Manager Responsibilities include:

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

Employees Responsibilities include:

- Complying with the plan;
- Maintaining a violence-free work environment;
- Attending all training;
- Following all directives, policies, and procedures; and
- Reporting suspicious persons in the area and alerting the proper authorities when necessary.

COMPLIANCE

The General Manager is responsible for ensuring the plan is clearly communicated and understood by all employees. The following techniques are used to ensure all employees understand and comply with the

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plan:

- Informing all employees of the plan during new employee safety orientation training and ongoing workplace violence prevention training;
- Ensuring all employees receive training on this plan;
- Providing comprehensive workplace violence prevention training to managers and supervisors concerning their roles and responsibilities for plan implementation;
- Evaluating employees to ensure their compliance with the plan;
- Disciplining employees, appointed or elected officials, and volunteers who engage in threats of violent behaviors up to and including dismissal;
- Recognizing employees that follow safe and healthful work practices, training and retraining programs, disciplinary actions, or any other such means that ensures employee compliance with the plan; and
- Ensuring training of this plan is conducted on an annual basis.

COMMUNICATION AND TRAINING

The General Manager is responsible for communicating with employees about workplace violence in a form readily understandable by all employees.

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

After the employee has reported their concerns about any threats of violence or workplace violence to the General Manager they will investigate the incident. The General Manager will then inform the employee of the results of their investigation and any corrective actions to be taken as part of the UPUD's responsibility in complying with hazard correction measures outlined in the WVP plan.

Employee training on workplace violence will include:

- This plan and how to participate in its development and implementation;
- The definitions and requirements of section 6401.9 of the Labor Code;
- Workplace violence risks that employees may encounter in their specific roles;
- How to recognize the potential for violence and escalating behavior;
- Strategies to de-escalate behaviors and to avoid physical harm;
- UPUD alerts, alarms, or systems that are in place to warn of emergencies;
- How to obtain copies of this plan; records of workplace violence hazard identification, evaluation, and correction; training records; and violent incident logs;
- How to complete and submit a violent incident log;
- How to seek assistance and/or report incidents to staff or law enforcement;
- Evacuation routes and sheltering locations
- An opportunity for interactive questions and answers with a person knowledgeable about the plan; and

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- Provide additional training on new or previously unrecognized workplace violence hazards and/or updates to the plan.

PROCEDURES

Responding to Actual or Potential Workplace Violence Emergencies

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

- Direct contact, phone call, or text message.

When any employee becomes aware of an actual or potential workplace violence emergency, they shall notify the management and colleagues through phone or text message.

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

Employees shall call 911 to report the incident and request assistance from law enforcement.

Emergencies and Reporting a Crime

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

Reporting Workplace Violence Concerns

Employees who witness or experience threats of violence or workplace violence can report the incident through their chain of command or directly to the General Manager. Employees may report a violent incident, threat, or other workplace violence concern anonymously and without fear of reprisal by submitting the incident in writing through interoffice mail.

Restraining Orders

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

HAZARD ASSESSMENT

Workplace hazard assessments will include:

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

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

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

HAZARD CORRECTION

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

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

- Appropriate staffing levels;
- Provision of dedicated safety personnel (i.e. security guards);
- Employee training on workplace violence prevention methods; and
- Employee training on procedures to follow in the event of a workplace violence incident.

Corrective actions will be implemented in a timely manner based on the severity of the hazard, documented and dated.

POST-INCIDENT RESPONSE AND INVESTIGATION

The General Manager will use the Workplace Violent Incident Log (Attachment A) to assist in documenting incidents and investigations.

These procedures will occur following an incident:

- Provide immediate medical care or first aid;
- Identify all employees involved in the incident;
- Offer staff individual trauma counseling resources;
- Conduct a debriefing with all affected staff;
- Investigate the incident and the circumstances leading up to its materialization;
- Determine if corrective measures developed under this plan were effectively implemented; solicit feedback from all personnel involved in the incident as to the cause of this incident and if injuries occurred, how injury could have been prevented; and
- Record the incident in the Workplace Violent Incident Log.

RECORDKEEPING

- Records of workplace violence hazard identification, evaluation, and correction will be maintained

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for five years per the recordkeeping requirements of the UPUD's Injury and Illness Prevention Program.

- Training for each employee, including the employee's name, training dates, type of training, and training provider will be maintained for a minimum of three years.
- Workplace Violent Incident Logs will be maintained for a minimum of five years at the District's Office.
- Records of violent incidents investigations will be maintained for a minimum of five years at the District's Office.

PLAN REVIEW

UPUD's Workplace Violence Prevention Plan will be reviewed annually, upon a violent incident, or when a plan deficiency becomes known. UPUD staff will update the plan as needed. UPUD will request the active involvement of employees and authorized employee representatives in reviewing the plan. Any review of the plan will consider the following criteria:

- Staffing;
- Sufficiency of security systems;
- Job, equipment, and facility design and risks;
- Modifications or additions to tasks and procedures that affect plan implementation;
- Newly identified hazards;
- Prior year incidents;
- Identified deficiencies; and
- Feedback provided by employees and their authorized representatives.

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Appendix A

WORKPLACE VIOLENT INCIDENT LOG

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

Incident ID#:	Date and Time of Incident:
Specific Location of Incident:	

*Do not identify employee by name, employee #, or SSI. The Incident must not reflect the employee's identity

Describe Incident (Include additional pages if needed:

Assailant Information: (circle)

Partner/Spouse of Victim	Animal	Other
Former Partner/Spouse of Victim	Passenger	
Robber Burglar	Customer	
Client	Family of Friend of Customer	
Family or Friend of Client	Co-Worker/Supervisor/Manager	
Parent/Relative of Victim	Stranger	

Circumstances at time of incident: (circle)

Employee Performing Normal Duties	Working in a Community Setting
Employee Isolated or Alone	Employee Rushed
Unable to Get Help or Assistance	Low Staffing Level
Poor Lighting	Unfamiliar or New Location
High Crime Area	Other

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Location of Incident: (circle)

Personal Residence	Hallway
Restroom or Bathroom	Parking Lot or Outside Building
Office	Other

Type of Incident (circle as many apply):

Robbery	Assault with a Weapon or Object	Vandalism
Verbal Threat or Harassment	Grabbed	Pushed
Sexual Threat, Harassment, or Assault	Kicked	Scratched
Animal Attack	Hit with an Object	Bitten
Threat of Physical Force	Shot (or Attempted)	Slapped
Threat of Use of Weapon or Object	Bomb Threat	Hit with Fist
Knifed (or Attempted)	Other	

Consequences of Incident:

Medical care provided? <input type="checkbox"/> Yes <input type="checkbox"/> No	Law enforcement called? <input type="checkbox"/> Yes <input type="checkbox"/> No
Security Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No	Days lost from work (if any) _____
Did anyone provide assistance to conclude the event? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Actions taken by the employer to protect employees from a continuing threat <input type="checkbox"/> Yes <input type="checkbox"/> No	

Completed by:

Name:	Title:	Date:
Telephone:	Email:	
Signature:		

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Appendix B

**WORKPLACE VIOLENT INCIDENT LOG
ENVIRONMENTAL HAZARD ASSESSMENT & CONTROL CHECKLIST**

Assessed by:	Title:
Location(s) Assessed:	

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

- Step 1: Identify risk factors that may increase UPUD’s vulnerability to workplace violence events.
- Step 2: Conduct a workplace assessment to identify physical and process vulnerabilities
- Step 3: Develop a corrective action plan with measurable

STEP 1: IDENTIFY RISK FACTORS

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

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STEP 2: CONDUCT ASSESSMENT

Building Interior

Yes	No	Building Interior	Comments:
		Are employee ID badges required?	
		Are employees notified of past workplace violence events?	
		Are trained security personnel or staff accessible to employees?	
		Are areas where money is exchanged visible to others?	
		Is a limited amount of cash kept on hand with appropriate signage?	
		Could someone hear an employee who called for help?	
		Do employees have a clear line of sight of visitors in waiting areas?	
		Do areas used for client or visitor interviews allow co-employees to observe problems?	
		Are clients and visitors clearly informed so they will not become frustrated?	
		Are private, locked restrooms available for employees?	
		Do employees have a secure place to store personal belongings?	

Building Exterior

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

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Security Measures

Yes	No	Security Measures	Comments:
		Is there a response plan for workplace violence emergencies?	
		Are there physical barriers? (between staff and customers)	
		Are there security cameras?	
		Are there alarm systems?	
		Do doors lock?	
		Are telephones with an outside line programmed for 911?	
		Is there a secured entry?	

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STEP 3: DEVELOP CORRECTIVE ACTION PLAN

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

Type	Action Item	Person(s) Responsible	Target Date	Status	Comments