



***Jerry Thompson and  
Sons Painting, Inc.***

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**WORKPLACE VIOLENCE**

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YOUR OSHA COMPLIANCE SOLUTION

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## 1 OBJECTIVE

Jerry Thompson and Sons Painting, Inc. has adopted this document to establish, implement, and maintain an effective Workplace Violence Prevention Plan that will be in effect at all times in every unit, service, and operation. This written plan is specific to the hazards and corrective measures for the unit, service, or operation, and will be available to employees at all times. This plan is written and designed to correlate with the requirements set forth under labor code 6401.9.

## 2 PROGRAM ADMINISTRATOR

Jerry Thompson and Sons Painting, Inc. has designated Suzanne Brown for administration of this program. Suzanne Brown may delegate duties and responsibilities to other Jerry Thompson and Sons Painting, Inc. personnel to ensure the plan's effectiveness. Responsibilities of Suzanne Brown include:

- a. Creating and implementing effective procedures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the plan, including, but not limited to, through their participation in identifying, evaluating, and correcting workplace violence hazards, in designing and implementing training, and in reporting and investigating workplace violence incidents.
- b. Creating and implementing methods to coordinate implementation of the plan to ensure that employees understand their respective roles, as provided in the plan. These methods will ensure that all employees are provided training required by this program and that workplace violence incidents involving any employee are reported, investigated, and recorded.
- c. Creating and implementing effective procedures to accept and respond to reports of workplace violence, and that prohibit retaliation against an employee who makes such a report.
- d. Creating and implementing effective procedures to ensure that supervisory and nonsupervisory employees comply with the plan in a manner consistent with Jerry Thompson and Sons Painting, Inc.'s Injury and Illness Prevention Program.
- e. Creating and implementing effective procedures to communicate with employees regarding workplace violence matters, including, but not limited to, both of the following:
  - i. Effective means to alert employees of the presence, location, and nature of workplace violence emergencies.
  - ii. Evacuation or sheltering plans that are appropriate and feasible for the worksite.
  - iii. How to obtain help from staff assigned to respond to workplace violence emergencies, if any, security personnel, if any, and law enforcement.
- f. Developing procedures and providing training as required by this program.
- g. Creating and implementing procedures to identify and evaluate workplace violence hazards, including but not limited to scheduled periodic inspections to identify unsafe conditions and work practices and employee reports and concerns.
- h. Creating and implementing procedures to correct workplace violence hazards identified and evaluated in scheduled periodic inspections in a timely manner consistent with Jerry Thompson and Sons Painting, Inc.'s Injury and Illness Prevention Program.
- i. Creating and implementing procedures for post incident response and investigation.
- j. Creating and implementing procedures to annually review the effectiveness of the plan and revising the plan as needed.

*Note: Appendix 7 may be used for site-specific procedures.*

### **3 WORKPLACE VIOLENCE, AN EXPLANATION OF**

#### **3.1 What is Workplace Violence?**

California labor code 6401.9 defines workplace violence as any act of violence or threat of violence that occurs in a place of employment. The term workplace violence does not include lawful acts of self-defense or defense of others. Workplace violence includes the following:

- a. 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;
- b. 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 the employee sustains an injury; or
- c. Any of the four types described in section 3.2.

#### **3.2 Types of Violence**

California labor code 6401.9 has set 4 types of workplace violence, which include the following:

1. "Type 1 violence" is workplace violence committed by a person who has no legitimate business at the work site, and includes violent acts by anyone who enters the workplace with the intent to commit a crime.
2. "Type 2 violence" is workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.
3. "Type 3 violence" is workplace violence against an employee by a present or former employee, supervisor, or manager.
4. "Type 4 violence" is 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.

#### **3.3 Recognizing Warning Signs**

It can be difficult to know when a person is going to be violent. While not all people show the following signs, the types of behaviors and physical signs can serve as warning signs that a situation could turn violent. Employees should look for multiple warning signs and for signs of escalation.

- Crying, sulking or temper tantrums;
- Swearing or emotional language;
- Making inappropriate statements;
- Social isolation;
- Sudden and/or unpredictable change in energy level;
- Holds grudges, especially against his or her supervisor;
- Verbalizes hope that something negative will happen to the person against whom he or she has a grudge;
- History of violence;
- Threatening behavior;
- Intimidating behavior;
- Negative personality characteristics;
- Extreme or bizarre behavior;
- Decline in work performance;
- Increase in personal stress;
- Low self-esteem;
- Abuses drugs or alcohol; or
- Shows a lack of concern for the safety or well-being of others.

### 3.4 Physical Signs of Potential Violence

Sometimes it is not what a person says, but what their body is “doing.” Use caution if you see someone who shows one or more of the following “non-verbal” signs or body language:

- Flushed or pale face;
- Sweating;
- Pacing, restless, or repetitive movements;
- Signs of extreme fatigue (e.g., dark circles under the eyes);
- Trembling or shaking;
- Clenched jaws or fists;
- Exaggerated or violent gestures;
- Change in voice;
- Loud talking or chanting;
- Shallow, rapid breathing;
- Scowling, sneering or use of abusive language;
- Glaring or avoiding eye contact; or
- Violating your personal space (they get too close.)

### 3.5 Workplace Violence Prevention Plan

The establishment of this written plan will serve to set preventative measures against workplace violence and enhance a safe working environment for all employees.

## 4 COMMUNICATION AND COORDINATION

### 4.1 Management Commitment and Provision

Jerry Thompson and Sons Painting, Inc. is committed to the prevention of workplace violence and will provide all safeguards required by this program, including provision of personal protective equipment, training, and medical services, at no cost to the employee, at a reasonable time and place for the employee, and during the employee's paid time.

## **4.2 Employee Involvement and Responsibility**

All employees, supervisory and non-supervisory, will be required to comply and to be actively involved in the plan. To obtain the active involvement of all employees, and their representatives, in developing, implementing, and reviewing the Plan, employees will be included to participate in:

- a. Identifying, evaluating, and correcting workplace violence hazards,
- b. Designing and implementing training, and
- c. Reporting and investigating workplace violence incidents.

## **4.3 Employee Communication**

During training and on-going training, employees will be informed of open communication regarding workplace violence matters, including:

- a. How employees will document and communicate to other employees and between shifts and facilities, information regarding conditions that may increase the potential for workplace violence incidents (this may be documented using the form in Appendix 3);
- b. How an employee can report a violent incident, threat, or other workplace violence concern;
- c. How employees can communicate workplace violence concerns without fear of reprisal;
- d. How employee concerns will be investigated, and how employees will be informed of the results of the investigation and any corrective actions to be taken.

## **4.4 Multi-Employer Coordination**

To coordinate implementation of the Plan with other employers whose employees work in the same facility, service, or operation as Jerry Thompson and Sons Painting, Inc., all employees will be provided training and informed of procedures regarding workplace violence, such reporting, investigating, and recording workplace violence incidents.

## **4.5 Emergency Services and/or Law Enforcement Assistance**

- 4.5.1 Employees will be referred to the Emergency Action Plan for emergency procedures and contact information for obtaining assistance from the appropriate law enforcement agency during all work shifts.
- 4.5.2 Jerry Thompson and Sons Painting, Inc. will not disallow an employee from, or take punitive or retaliatory action against an employee for, seeking assistance and intervention from local emergency services or law enforcement when a violent incident occurs.

# **5 VIOLENCE PREVENTION PLAN**

## **5.1 Environmental Risk Assessment**

Risk factors for workplace violence in each facility and area of the establishment, including areas surrounding the facility such as employee parking areas and other

outdoor areas will be identified and evaluated in initial and periodic environmental risk assessments. Assessment tools, environmental checklists, or other effective means will be used to identify locations and situations where violent incidents are more likely to occur. Environmental risk factors will include, as applicable, but will not necessarily be limited to, the following:

- a. Employees working in locations isolated from other employees because of being assigned to work alone or 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;
- b. Poor illumination or blocked visibility of areas where possible assailants may be present;
- c. Lack of physical barriers between employees and persons at risk of committing workplace violence;
- d. Lack of effective escape routes;
- e. Obstacles and impediments to accessing alarm systems;
- f. Locations within the facility where alarm systems are not operational;
- g. Entryways where unauthorized entrance may occur, such as doors designated for staff entrance or emergency exits;
- h. Presence of furnishings or any objects that can be used as weapons in the areas where patient contact activities are performed;
- i. Storage of high-value items, currency, or pharmaceuticals.

## **5.2 Visitor Risk Assessment**

Visitors or other persons who are not employees will be identified and evaluated in risk assessments. Assessment tools, decision trees, algorithms, or other effective means will be used to identify situations in which Type 2 violence is more likely to occur and to assess visitors or other persons who display disruptive behavior or otherwise demonstrate a risk of committing workplace violence.

## **5.3 Preventive Measures**

Engineering and work practice controls will be used to eliminate or minimize employee exposure to the identified hazards to the extent feasible, such as, but not limited to:

- a. Buddy system;
- b. Barriers or shields;
- c. Authorized access zones.

## **5.4 Reporting Workplace Violence**

Employees will be encouraged to report all incidents of workplace violence, including Type 3, to their immediate supervisor, management, or law enforcement, as applicable; written reports may be documented on the Report Form in Appendix 2. All reports will be accepted and responded accordingly to severity. Employees will be assured protection against retaliation for reporting incidents.



## 5.5 Corrective Procedures

### 5.5.1 General

All identified workplace violence hazards will be corrected in a timely matter, records may be documented on the form in Appendix 4.

### 5.5.2 Imminent Hazards

Employees will be protected from imminent hazards immediately and from identified serious hazards within seven days of the discovery of the hazard, where there is a realistic possibility that death or serious physical harm could result from the hazard. When an identified corrective measure cannot be implemented within this timeframe, interim measures to abate the imminent or serious nature of the hazard will be implemented while completing the permanent control measures.

### 5.5.3 Corrective Measures

Corrective measures may include, as applicable, but will not be limited to:

- a. Ensuring that sufficient numbers of staff are trained and available to prevent and immediately respond to workplace violence incidents during each shift.
- b. Providing line of sight or other immediate communication in all areas where patients or members of the public may be present.
  1. 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.
  2. Where privacy or physical layout prevents line of sight, alarm systems or other effective means may be provided for an employee who needs to enter the area.
- c. Configuring facility spaces, including, but not limited to, interview rooms, and common rooms, so that employee access to doors and alarm systems cannot be impeded by other persons, or obstacles.
- d. Removing, fastening, or controlling furnishings and other objects that may be used as improvised weapons in areas where individuals who have been identified as having a potential for workplace Type 2 violence are reasonably anticipated to be present.
- e. Creating a security plan to prevent the transport of unauthorized firearms and other weapons into the facility in areas where visitors or other individuals are reasonably anticipated to possess firearms or other weapons that could be used to commit Type 1 or Type 2 violence. This will include monitoring and controlling designated public entrances by use of safeguards such as weapon detection devices, remote surveillance, alarm systems, or a registration process conducted by personnel who are in an appropriately protected work station.
- f. Maintaining sufficient staffing, including or such as, security personnel, who can maintain order in the facility and respond to workplace violence incidents in a timely manner.
- g. 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.

- h. Creating an effective means by which employees can be alerted to the presence, location, and nature of a security threat.
- i. Establishing an effective response plan for actual or potential workplace violence emergencies that includes obtaining help from facility security or law enforcement agencies as appropriate.
  - 1. Employees designated to respond to emergencies must not have other assignments that would prevent them from responding immediately to an alarm to assist other staff.
  - 2. The response plan must also include procedures to respond to mass casualty threats, such as active shooters, by developing evacuation or sheltering plans that are appropriate and feasible for the facility, a procedure for warning employees of the situation, and a procedure for contacting the appropriate law enforcement agency.
- j. Assigning or placing sufficient numbers of staff, to reduce the potential of Type 2 workplace violence hazards.

## **5.6 Post-Incident and Investigation**

In the event of an incident, the following procedures for post-incident response and investigation will, at a minimum, include:

- a. Providing immediate medical care or first aid to employees who have been injured in the incident;
- b. Identifying all employees involved in the incident;
- c. Making available individual trauma counseling to all employees affected by the incident;
- d. Conducting a post-incident debriefing as soon as possible after the incident with all employees, supervisors, and security involved in the incident;
- e. Reviewing whether appropriate corrective measures developed under the Plan such as adequate staffing, provision and use of alarms or other means of summoning assistance, and response by staff or law enforcement were effectively implemented;
- f. Soliciting from the injured employee and other personnel involved in the incident their opinions regarding the cause of the incident, and whether any measure would have prevented the injury.

*Note: Management may utilize the form found in Appendix 5 for investigation documentation.*

## **6 VIOLENT INCIDENT LOG**

### **6.1 General**

For every workplace violence incident, information on the incident will be recorded in a violent incident log.

### **6.2 Log Information**

Information that is recorded in the log for each incident will be based on information solicited from the employee who experienced workplace violence, on witness statements, and on investigation findings. Any element of personal identifying

information that is sufficient to allow identification of any person involved in a violent incident, such as the person's name, address, electronic mail address, telephone number, social security number, or other information that, alone or in combination with other publicly available information, reveals the person's identity may be omitted from the log record. The log will be reviewed during periodic reviews of the plan in accordance with Jerry Thompson and Sons Painting, Inc.'s procedures.

*Note: Management may utilize the form found in Appendix 6 for violent incident log input.*

### **6.3 Multi-Employer Worksites**

Where there are multiple employers at a worksite, the employer or whose employees experienced the workplace violence incident will record the information in a violence incident log pursuant to subsection 6.1 and a copy of the log will be provided to the controlling employer.

### **6.4 Log Criteria**

The information recorded in the log will include:

- a. The date, time, and location of the incident.
- b. The workplace violence type or types as described subsection 3.1 and 3.2 of this program involved in the incident.
- c. A detailed description of the incident;
- d. 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.
- e. 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.
- f. A classification of where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area.
- g. The type of incident, including, but not limited to, whether it involved any of the following:
  1. Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.
  2. Attack with a weapon or object, including a firearm, knife, or other object.
  3. Threat of physical force or threat of the use of a weapon or other object.
  4. Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.
  5. Animal attack.
  6. Other.
- h. Consequences of the incident, including, but not limited to:
  1. Whether security or law enforcement was contacted and their response.
  2. Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident.

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

## **7 TRAINING**

### **7.1 Provision of Training**

Effective training will be provided to employees, as specified in sections 7.2 through 7.4, that addresses the workplace violence risks that the employees are reasonably anticipated to encounter in their jobs. Training will be provided with training material appropriate in content and vocabulary to the educational level, literacy and language of employees.

### **7.2 Employee Participation in Training**

To continually improve workplace procedures and environment, employees and their representatives are encouraged to be actively involved in the:

- a. Development of training curricula and training materials;
- b. Participation in training sessions; and
- c. Reviewing and revising of the training program.

### **7.3 Initial Training**

7.3.1 Employees will receive initial training when the plan is first established, and annually thereafter.

7.3.2 Initial and annual training will include the following:

- a. Jerry Thompson and Sons Painting, Inc.'s plan, how to obtain a copy of the employer's plan at no cost, and how to participate in development and implementation of the employer's plan.
- b. The definitions and requirements of this program.
- c. How to report workplace violence incidents or concerns to Jerry Thompson and Sons Painting, Inc. or law enforcement without fear of reprisal.
- d. Workplace violence hazards specific to the employees' jobs, the corrective measures Jerry Thompson and Sons Painting, Inc. has implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm.
- e. The violent incident log required by section 6 of this program and how to obtain copies of records required by this program.
- f. An opportunity for interactive questions and answers with a person knowledgeable about Jerry Thompson and Sons Painting, Inc.'s plan.

### **7.4 Additional Training**

Additional training will be provided when a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the plan. The additional training may be limited to addressing the new workplace violence hazard or changes to the plan.

## **8 PLAN EVALUATION AND REVIEW**

### **8.1 Implementation**

A system to review the effectiveness of the Plan is hereby established and implemented for the overall facility or operations at least annually, in conjunction with employees and their representatives regarding the employees' respective work areas, services, and operations. Problems found during the review will be corrected in accordance with subsection 5.5.

### **8.2 Evaluation Procedures**

The review will include evaluation of the following:

- a. Staffing, including staffing patterns that contribute to, or are insufficient to address, the risk of violence;
- b. Sufficiency of security systems, including alarms, emergency response, and security personnel availability;
- c. Job design, equipment, and facilities;
- d. Security risks associated with specific areas of the facility with uncontrolled access, late-night or early morning shifts, and employee security in areas surrounding the facility such as employee parking areas and other outdoor areas;
- e. The Plan, as it applies to units within a facility, the facility as a whole, or the particular operation, will also be reviewed for the unit, facility or operation, and updated whenever necessary as follows:
  1. To reflect new or modified tasks and procedures which may affect how the Plan is implemented, such as changes in staffing, engineering controls, construction or modification of the facilities, evacuation procedures, alarm systems and emergency response;
  2. To include newly recognized workplace violence hazards;
  3. To review and evaluate workplace violence incidents which result in a serious injury or fatality; or
  4. To review and respond to information indicating that the Plan is deficient in any area.

### **8.3 Independent Reviews**

When a revision to the Plan is needed for only part of the facility or operation, the review process may be limited to the employees in the facility or operation(s) affected by the revision, independently of the annual review for the Plan for the facility as a whole.

## **9 RECORDKEEPING**

### **9.1 Workplace Violence Prevention Activity**

Records of workplace violence hazard identification, evaluation, and correction will be created and maintained for a minimum of five years.

## **9.2 Training Records**

Training records will be created and maintained for a minimum of one year and include training dates, contents or a summary of the training sessions, names and qualifications of persons conducting the training, and names and job titles of all persons attending the training sessions.

## **9.3 Incident Records**

Records of violent incidents will be maintained for a minimum of 5 years and will not contain “medical information” as defined by Civil Code Section 56.05(j). Such records include, but not limited to:

- a. Violent incident logs;
- b. Reports; and
- c. Workplace violence injury investigations conducted.

## **9.4 Availability**

9.4.1 All records required by this plan will be made available to the Chief on request, for examination and copying.

9.4.2 All records required by this plan will be made available to employees and their representatives, upon request, and without cost, for examination and copying within 15 calendar days of a request.

## APPENDIX 1 – DEFINITIONS

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

**Engineering Controls** – An aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between the worker and the hazard.

**Log** – The violent incident log required by this program.

**Threat of Violence** – Any verbal or written statement, including, but not limited to, texts, electronic messages, social media messages, or other online posts, or any behavioral or physical conduct, that conveys an intent, or that is reasonably perceived to convey an intent, to cause physical harm or to place someone in fear of physical harm, and that serves no legitimate purpose.

**Workplace Violence** – Any act of violence or threat of violence that occurs in a place of employment.

Workplace violence includes, but is not limited to the following:

- The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury.
- An incident involving a threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury.
- The following four workplace violence types:
  - **Type 1 Violence** – Workplace violence committed by a person who has no legitimate business at the worksite, and includes violent acts by anyone who enters the workplace or approaches workers with the intent to commit a crime.
  - **Type 2 Violence** – Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.
  - **Type 3 Violence** – Workplace violence against an employee by a present or former employee, supervisor, or manager.
  - **Type 4 Violence** – Workplace violence committed in the workplace by a person who does not work there, but has or is known to have had a personal relationship with an employee.

Workplace violence does not include lawful acts of self-defense or defense of others.

**Workplace Practice Controls** – Procedures and rules which are used to effectively reduce workplace violence hazards.

## APPENDIX 2 – EMPLOYEE REPORT OF UNSAFE CONDITION OR HAZARD

*Jerry Thompson and Sons Painting, Inc. is committed to maintaining a safe work environment and a safe work environment is one which is free from accidents, injuries, and work-related illnesses. Employees may use this form to report safety issues and issues/complaints will be investigated to determine what action needs to be taken. This form can be submitted anonymously. Employees have the right to report safety issues without fear of reprisal.*

<b>Department:</b>	<b>Data: ___ / ___ / ___</b>
<b>Name (Optional):</b>	<b>Job Title (Optional):</b>

<b>Location of condition believed to be unsafe hazard:</b>
<b>Date and time the condition or hazard was observed:</b>
<b>Description of unsafe condition or hazard:</b>
<b>Employee recommended corrective hazard:</b>

Has this matter been reported to your supervisor?      Yes                  No

Employee Signature (Optional): \_\_\_\_\_



**APPENDIX 3 – SHIFT CHANGE FORM**

<b>Department:</b>	<b>Data:</b> ___ / ___ / ___
<b>Shift or Unit Change:</b>	<b>Time:</b>

<b>Attendees:</b>
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<b>Discussion highlights:</b>
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<b>Corrective measures, if any:</b>
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**Additional Notes:**

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**APPENDIX 4 – IDENTIFIED HAZARDS AND CORRECTION RECORD**

<b>Company Name:</b>	
<b>Date of Inspection:</b> ___/___/___	<b>Inspector(s):</b> _____ _____

UNSAFE CONDITION OR WORK PRACTICE	LOCATION	PRIORITY/ EVALUATION	PERSON ASSIGNED	CORRECTIVE ACTION TAKEN (DATE)

Additional Notes:

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**APPENDIX 5 – VIOLENT INCIDENT INVESTIGATION**

Date: \_\_\_\_\_

**Investigation Team Names and Titles:**

Name	Title
_____	_____
_____	_____
_____	_____
_____	_____

**Accident/Incident Description/Injury Information**

Name of Injured Employee: \_\_\_\_\_ Age: \_\_\_\_\_

Employee’s First Language: \_\_\_\_\_

Employee’s Job Title: \_\_\_\_\_

Job at Time of Injury: \_\_\_\_\_

Type of employment:  Full-time  Part-time  Temporary  Seasonal  Other \_\_\_\_\_

Length of Time with Company: \_\_\_\_\_

Length of time in current position at the time of the accident or incident: \_\_\_\_\_

Date of Accident/Incident: \_\_\_\_\_ Time of Accident/Incident: \_\_\_\_\_

Description and Severity of Injury: \_\_\_\_\_

\_\_\_\_\_

Immediate medical care or first aid provided? \_\_\_\_\_

Detailed description of accident or incident. Include relevant events leading up to, during, and after the accident or incident. *(It is preferred that the information is provided by the injured employee.)*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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Description of accident or incident from eye witnesses, including relevant events leading up to, during and after the accident or incident. Include names of persons interviewed, job titles and date/time of interviews.

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Description of accident incident from additional employees with knowledge, including relevant events leading up to, during and after the accident or incident. Include names of persons interviewed, job titles and date/time of interviews.

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The Root Causes are the underlying reasons the accident or incident occurred and are the factors that need to be addressed to prevent future accidents or incidents. If safety procedures were not being followed, why were they not being followed? Any patient-specific risk factors or environmental risk factors?

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Recommended Corrective Actions to Prevent Future Accidents or Incidents *(Solicit opinions and recommendations from injured employee and other personnel involved in the incident.)*

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Corrective Actions Taken/Root Causes Addressed *(Provide individual trauma counseling to affected employees?)*

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**Attach any photographs in support of any investigation and corrective action procedures.**

**APPENDIX 6 – VIOLENT INCIDENT LOG**

Year 20 \_\_\_\_

Establishment name: \_\_\_\_\_

(a) Date	(a) Time	(a) Location	(b) Workplace Violence Type(s)	(c) Description of the Incident	(d) Classification of Who Committed the Violence	(e) Classification of Circumstances at the Time of the Incident	(f) Classification of Where the Incident Occurred	(g) Type of Incident	(h) Consequences

Completed by: \_\_\_\_\_

Job title: \_\_\_\_\_

Phone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Date completed: \_\_\_\_\_

- (a) The date, time, and location of the incident.
- (b) The workplace violence type or types, as described in clause (iii) of subparagraph (B) of paragraph (6) of subdivision (a), involved in the incident.

“Workplace violence” includes, but is not limited to, the following:

  - (I) “Type 1 violence,” which means workplace violence committed by a person who has no legitimate business at the worksite, and includes violent acts by anyone who enters the workplace or approaches workers with the intent to commit a crime.
  - (II) “Type 2 violence,” which means workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.
  - (III) “Type 3 violence,” which means workplace violence against an employee by a present or former employee, supervisor, or manager.
  - (IV) “Type 4 violence,” which means workplace violence committed in the workplace by a person who does not work there, but has or is known to have had a personal relationship with an employee.

“Workplace violence” does not include lawful acts of self-defense or defense of others.
- (c) A detailed description of the incident.
- (d) 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, other perpetrator.
- (e) 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 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.
- (f) A classification of where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area.
- (g) The type of 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 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.
- (h) 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.

**APPENDIX 7 – SITE-SPECIFIC PROCEDURES**

**Site or Facility Location:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Responsible Person:** \_\_\_\_\_

**How Employees are Involved in Development of the Violence Protection Plan (including coordination methods)**

**How Employees Can Report Workplace Violence Incidents**

**How Workplace Violence Incidents will be Investigated**



## Emergency Response