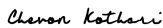


		Policy # 405
Subject: Workplace Violence Prevention		
Responsible Department: ALL		
Effective Date: 07/1996		Revision Date: 07/2024
<small>DocuSigned by:</small>  <small>4AGC70CE80DD4FC...</small>		
David Villanueva County Executive		
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Sylvester Fadal Deputy County Executive		
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Joseph Hsieh Interim Director, Personnel Services		

Purpose

The purpose of the Workplace Violence Prevention Policy is to provide guidance to all Sacramento County (County) employees on workplace violence prevention and to direct County Departments to create a clearly understood, accessible, and actionable workplace violence prevention plan for their worksites.

Authority

- California Labor Code section 6400, 6401.9
- California Code of Regulations, Title 8, Section 3203
- County of Sacramento Code, Title 2, Chapter 2.09, Article 3, Sections 320 and 330.
- Division of Occupational Safety and Health (Cal/OSHA)

Scope

All County Elected Officials and employees.

Policy

County is committed to providing a work environment free from the fear of violence, aggression, intimidation and/or harassment, by responding to all

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threats and supporting all possible methods of workplace violence prevention. Therefore, it is the policy of the County to prohibit workplace violence in any form.

Each Department and Office, hereinafter referred to as "Department", is required to maintain individual Workplace Violence Prevention Plans (WVPP). The Department of Personnel Services (DPS) has created a template that can be filled out and adapted to the operational needs of each Department.

Each Department shall complete a WVPP and submit to the DPS for review annually by October 1.

Definitions

Workplace violence is defined as any act of violence or threat of violence that occurs on the employer's premises and at other locations where employees are engaged in work related activities or are present as a condition of employment. This 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 firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury.
- Threats of or act of self-inflicted harm or suicide.

Threat of violence means 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.

There are four types of workplace violence:

- I. **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.
- II. **Type 2 violence** – workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.

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- III. **Type 3 violence** – workplace violence against an employee by a present or former employee, supervisor, or manager. Includes acts or threats of self harm by a County employee.
- IV. **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 lawful defense of others.

Education and Training Requirements

All County employees are required to complete an annual mandatory workplace violence training course within 90 days of release of this policy and annually thereafter. General employee training will be developed and administered by DPS. At a minimum, it will consist of:

- The contents and general intent of this Policy.
- How to obtain a copy of this Policy at no cost.
- How to participate in development and implementation of this Policy
- Definitions
- The requirements of Labor Code 6401.9.
- How to report workplace violence incidents or concerns to the employer or law enforcement without fear of reprisal.
- Workplace violence hazards specific to the employees' jobs, the corrective measures the employer has implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm.
- The violent incident log and how to obtain copies of records relating to workplace violence events.
- An opportunity for interactive questions and answers with a person knowledgeable about the employer's plan.

Each Department shall ensure that all first-line supervisors, managers, designated employees (i.e., human resources personnel, safety representatives), and all persons assigned as members of any Crisis Management Team receive appropriate training to commensurate with their respective roles and duties.

Supervisor training will:

- Be coordinated and scheduled through DPS.
- Address both proactive and reactive intervention techniques.

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- Be provided by and/or coordinated with professionals and specialists in law enforcement, mental health, safety, and other County and community resources as necessary.

Each Department is expected to supplement this training with additional information specific to the work performed by its respective employees and the unique hazards of their worksites. Additional training shall be provided when a new or previously unrecognized workplace violence hazard has been identified and when changes are made to this Policy. The additional training may be limited to addressing the new workplace violence hazard or changes to the Policy.

In addition to supplementing the general annual training, Departments are expected to have on-going communication with employees related to the topic of workplace violence. This includes providing employees an opportunity to participate in development and implementation of the plan, reinforcing a culture that encourages reporting of workplace violence incidents without fear of retaliation, and addressing employees' concerns around violence promptly.

Workplace Violence Incident Log

Each Department is responsible for maintaining a Workplace Violence Incident Log. Departments may maintain separate logs for each worksite, or one Departmental log that identifies the worksite for each incident. The log shall not include any personal identifying information and shall be available to all employees and their representatives upon request.

The log must include the following for each reported or known incident:

- Date, time and location of the incident
- Workplace violence type (1, 2, 3, or 4)
- Detailed description of the incident
- A classification of who committed the violence:
 - client or customer
 - family or friend of a client or customer
 - stranger with criminal intent
 - current or former 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

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- working during a low staffing level
 - isolated or alone
 - unable to get help or assistance
 - working in a community setting
 - working in an unfamiliar or new location
- A classification of where the incident occurred, such as:
 - In the workplace (e.g., office, shop, warehouse, etc.)
 - Parking lot
 - Other area outside the workplace
- Type of incident, including, but not limited to, whether it involved any of the following:
 - Physical attack without a weapon, including but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting
 - Attack with a weapon or object, including but not limited to firearm, knife, or other object on self or others
 - Threat of physical force or threat of the use of a weapon or other object on self or others
 - Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact
 - Animal attack
 - Stalking
- Consequences of the incident, including, but not limited to:
 - Whether security or law enforcement was contacted and their response
 - Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident
- Information about the person completing the log, including their name, job title, and date completed

DPS will maintain a County-wide incident log. Departmental staff must use the online [Update Workplace Violence Incident Log Form](#) to promptly notify DPS of incidents and investigations. Only authorized personnel will have access to this form.

Department Responsibilities

Each Department shall enforce the provisions of this policy and take proactive measures in response to workplace violence issues.

Crisis Management Team (CMT)

Each Department is responsible for establishing a CMT to ensure Departmental compliance with this policy, including ensuring all workplace violence incidents

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are reviewed and investigated promptly. The name(s) and title(s) of Departmental staff serving on the CMT must be clearly identified on the Department's WVPP and provided to DPS. Only CMT members will be given access to the online [Update Workplace Violence Incident Log Form](#).

A CMT Coordinator shall be assigned as the primary contact for all workplace violence related activities at each Department. Departments shall inform DPS of the name of the Team Coordinator of their CMT upon any changes.

The CMT is responsible for ensuring all Departmental employees are compliant with the training mandates of this policy and ensuring that Department-specific training for workplace violence prevention is offered when needed.

The CMT Coordinator shall work with DPS and the Sheriff's Office in the event of an investigation, as needed. DPS and the Sheriff's Office are available to provide assistance as needed.

The CMT is responsible for investigating all Workplace Violence Types 1, 2, and 4 incidents. DPS reviews all Type 3 incidents and may assign the Department to investigate, when appropriate.

If Departments lack the resources to investigate an incident, DPS is available to provide assistance.

Departments are encouraged to assemble CMTs consisting of more than one staff member. In instances where only one staff member is available, that member shall also serve as the CMT Coordinator.

Site-Specific WVPP

Each Department shall establish, implement, and maintain an effective WVPP, in writing, to supplement this policy. The plan shall be available and easily accessible to all employees, authorized employee representatives, DPS, and representatives of Cal/OSHA at all times. The plan shall be in effect at all times and in all work areas and be specific to the hazards and corrective measures for each work area and operation. It shall be reviewed annually and updated as needed.

Assessments

Departments shall conduct initial and on-going documented workplace security assessments, at least annually, at all of its associated worksites and hazard assessments of operations to identify security hazards and/or practices, which may contribute to the potential risk of violence in the workplace.

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Impacted employees must be notified when the Department has identified a hazard. Each Department is responsible for developing a notification process as part of their WVPP. Known hazards must be corrected in the order of severity. Hazards that are not yet corrected must be controlled to minimize risk.

Departments shall consider employee reports and concerns about workplace violence in their annual or more frequent security assessments.

DPS and the Sheriff's Office Threat Management Unit (TMU) will, upon request, assist Departments with workplace security assessments.

Internal Resources and Responsibilities

The following internal resources are available to provide professional guidance and assistance to Departmental and/or countywide teams, as necessary to promote a proactive approach to preventing workplace violence events where possible.

DPS

DPS receives all reports of workplace violence on a countywide basis, tracks reported workplace violence incidents and assists Departments with prevention activities, including training and worksite security assessments.

DPS is responsible for ensuring the availability of:

- Threat evaluation and assessment services through the Sheriff's Office
- Mental health advice, training and consultation
- Legal advice

DPS may assist CMTs in responding to workplace violence incidents upon request.

DPS's Safety Office can be contacted by calling 916-876-5026 or emailing DPSSACCOSafety@saccounty.gov.

DPS is also responsible for reviewing allegations of Type 3 workplace violence incidents. These allegations involve an act of violence being carried out by another County employee. Following review of reported incidents, DPS will either:

1. Conduct the investigation

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2. Determine the allegations can be investigated by the CMT/Department

Department of Health Services (DHS)

The DHS may participate in educational programs hosted by DPS and also provides clinical consultation and crisis intervention services as necessary for the implementation of this policy.

Programs are provided by DHS to Departments that are interested in learning more about the early recognition and prevention of conditions (i.e. alcohol and substance abuse) or psychiatric disorders (i.e. depression) that may lead to job-related violence.

Urgent consultations and referrals are available 24 hours a day.

Crisis Management Teams may obtain an immediate consultation or referral by contacting the Administrator on Duty (AOD) at the Sacramento County Mental Health Treatment facility. For assistance, call the main number at: 916-875-1000 and ask the receptionist to page the AOD.

County Counsel

The County Counsel's Office will provide legal advice on proposed actions or litigation and work with Departments to obtain temporary restraining orders as necessary. For assistance, call the main number at: 916-874-5544.

Sheriff's Office

The Sheriff's Office provides prevention, threat assessment, and emergency response services for locations in the County of Sacramento.

- Preventive activities include assisting Departments in employee awareness/crisis intervention training and worksite security assessments.
- Advise Departments on how to handle current restraining orders against County employees.
- Emergency response includes providing on-duty personnel to bring stability to a volatile situation. If the incident occurs in a city, the appropriate city police must be notified. Follow-up action such as surveillance and/or site protection will be provided/coordinated with the affected Department on a case by-case basis. If on-duty deputies are not available for these services, it may become necessary for the affected Department to contract with a local security guard company or to contact the Sheriff's Office about utilizing off-duty deputies.

The Sheriff's Office also provides chaplain services for crisis intervention support as needed.

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For assistance with non-emergency situations, call the main number at: 916-874-5115. If there is an emergency, call 9-911 if calling from a County desk phone or 916-874-5111 from a cell phone.

District Attorney

The District Attorney's Office receives workplace violence cases referred from law enforcement agencies and reviews them for potential prosecution. If appropriate, some cases are handled by the Special Investigations Unit or the Domestic Violence Unit. The Victim and Witness Assistance Program can offer assistance in obtaining restraining orders. For assistance, call the DA main number at: 916-874-6218.

Employee Assistance Program (EAP)

The EAP is available to all benefit eligible county employees and should be used as a preventive measure as much as possible in order to resolve personal or professional issues which may be the underlying catalyst for violent acts. If a violent act occurs, the EAP should be contacted immediately to provide crisis intervention to impacted employees. They can be reached by phone at:

(800) 327-0632 or visit <https://member.magellanhealthcare.com/>.

For further information on the Employee Assistance Program, contact DPS at (916) 874-9092 or at MyBenefits@sacounty.gov.

Public Information Office

The Sacramento County Public Information Office will coordinate all media and press releases. Direct all media and press inquiries to the County's Public Information Office at (916) 874-5001 or email sacpio@sacounty.gov.

Reporting Workplace Violence Incidents and Investigations

All County employees are encouraged to use the online [Workplace Violence Incident Reporting Form](#) to report incidents. Employees may also report workplace violence incidents through their chain of command or to DPS. Regardless of the reporting method, all employees shall be encouraged to report incidents without fear of retaliation. All reports or threats of workplace violence shall be documented.

All information and documents obtained from the incident reporting form and during the course of an investigation will be treated as confidential to the fullest extent possible and only shared with those on a need-to-know basis.

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Employees who experience or witness workplace violence will be contacted for an intake or an investigative interview in a timely manner.

All reported incidents shall be reviewed and investigated promptly by one of the following:

Unit	Type 1	Type 2	Type 3	Type 4
CMT	X	X	X	X
DPS			X	
Outside Investigator			X	

The Sheriff's Office conducts investigations that involve criminal allegations; however, this does not replace the required administrative investigation that must be conducted by either CMT, DPS, or an Outside Investigator. Outside Investigators are used at the recommendation of the County Counsel and DPS and approved by the Department Director or designee when a conflict of interest may exist should a County employee investigate the incident.

Following an investigation, a closure letter will be provided to the employees who reported the incident stating the outcome of the investigation and any corrective measures to be taken by the Department.

All investigative reports must be submitted to DPS via the [Workplace Violence Investigation Completion Form](#) within thirty (30) days of completion.

Recordkeeping

DPS will maintain records of all incidents of workplace violence that occur within the County, records of investigations and/or actions taken, and current status of each workplace violence case reported.

Departments shall update DPS as needed to ensure all case data is reported in a timely manner. All records of employee training shall be entered into the affected employee's training file in COMPASS associated with the training event attended.

Review

County employees may notify DPS with concerns about this policy's effectiveness at DPSSACCOSafety@saccounty.gov.

This policy will be reviewed annually, as State regulations change, when a deficiency in the policy is observed or becomes apparent, and after a workplace violence incident. It will be updated by DPS as needed.