



BACKGROUND:

I. PURPOSE

A. The County of El Dorado (County) is firmly committed to providing a workplace that is free from acts or threats of violence. In keeping with this commitment, the County has established a strict policy that provides “zero tolerance” for actual or threatened violence against employees, visitors, or other persons who are either on County premises or have contact with employees in the course of their duties. ~~Preventing violence in the workplace is every employee’s responsibility. It is therefore~~ it is essential that every employee understand the importance of workplace safety and security. ~~Finally, the County is committed~~ This policy establishes training, procedures, and protocol to: ~~reduce the potential for violence, and also identifies security contacts and reporting procedures for employees to report violence, threats of violence, harassment, and intimidation that occur in the workplace.~~

~~Providing violence prevention training to its employees Providing threat assessment when a violent act is imminent, and Providing trauma response when a violent act occurs.~~

POLICY:

B. ~~The County~~ State of ~~El Dorado prohibits violent acts or threats~~ California Division of violence against employees or other persons. This includes ~~threatening or committing acts of violence in the workplace, while on duty, while on County related business, or while operating any vehicle or equipment owned or leased by the County. Conduct, which is prohibited, includes, but is not limited to violence, direct or indirect threats of violence, intimidation, physical fighting or altercation or unauthorized use of weapons.~~

~~The County of El Dorado Chief Administrative Office — Risk Management shall administer this policy as part of the Injury and Illness Prevention Plan (IIPP), and coordinate:~~



- ~~• Periodic assessment and evaluation of workplace risk factors which may contribute to the possibility of violence in the workplace, and~~
- ~~• Training of all employees that involves education of risk factors associated with the various types of workplace violence, crime awareness and emergency response plans, and~~
- ~~• Support to department management in identifying and addressing workplace risk factors specific to each department.~~

~~1. Definitions:~~

~~Acts of violence include, but are not limited to:~~

~~A. Violence: Aggressive acts or initiation of physical force or intimidation exerted for the purpose of violating, injuring, damaging or abusing persons, or property.~~

~~B. Threat: An expression of a direct (intent to take action) or indirect (what could happen or that something could happen) intention to inflict pain, injury, damage or punishment upon another person or property.~~

~~C. Intimidation: Instilling fear in a person by a show of force or a threat of force.~~



~~D. Physical Fighting: The act of aggression or initial force in physically contending with another person with the intent to overpower and/or to cause harm.~~

~~E. Weapons: An instrument, article or substance, which in the possession of an employee or visitor or under the circumstances of which it is used and or is threatened to be used, can cause physical injury or death.~~

~~F. Risk Factors: The behavioral warning signs (acts, behaviors, and situations) that may increase the probability of workplace violence. Examples of Risk Factors include: individuals exhibiting unusual fascination with the illegal use of firearms/weapons, and/or incidents of workplace violence; individuals that exhibit changes in behavior suggestive of drug and/or alcohol addition; severe depression; significant decrease in productivity; poor or strained relationships with co-workers; significant personality changes, etc.~~

~~2. What Constitutes Violence or Threats of Violence:~~

Occupational Safety and Health (CAL/OSHA) defines workplace violence in three main categories:

Type I - An incident where the assailant has no legitimate business relationship to the workplace and usually enters the workplace to commit a robbery or other criminal act.



Type II - An incident involving a violent act by a recipient of a service provided by the County, _____ such as a client, patient, customer, passenger, _____ or a criminal suspect or prisoner.

Type III - An incident committed by someone seeking revenge for perceived unfair treatment. A ~~type~~Type III event usually involves a threat of violence or a physical act of violence resulting in a fatal or non-fatal injury, by a current or former worker, supervisor, _____ or manager; a current or former spouse or lover; a relative or friend; or some other person who has a dispute involving a worker of the County.

C. Under the General Duty Clause, Section 5(a)(1) of the Occupational Safety and Health Act (OSHA) of 1970, employers are required to provide their employees with a place of employment that "is free from recognizable hazards that are causing or likely to cause death or serious harm to employees." The courts have interpreted OSHA's general duty clause to mean that an employer has a legal obligation to provide a workplace free of conditions or activities that either the employer or industry recognizes as hazardous and that cause, or are likely to cause, death or serious physical harm to employees when there is a feasible method to abate the hazard.

II. POLICY

A. The County prohibits violent acts or threats of violence against employees or other persons. A threat is the clearest indicator of potential violence and employees should understand that certain risk factors and behavior patterns may offer early warning signs of violent behavior. This includes threatening or acts of violence in the workplace, while on duty, while on County-related business, or while operating any vehicle or equipment owned or leased by the County. Conduct which is prohibited, includes, but is not limited to, violence; direct, indirect, or veiled threats of violence; threats conditioned upon other actions; intimidation; physical fighting or altercation; or unauthorized use of weapons. It is the responsibility of every employee in the workplace to assist in the prevention of violence.

3. Reporting Requirements:

~~It is the responsibility of every employee in the workplace to assist in the prevention of violence.~~ Every verbal or physical threat of violence, ~~including bomb threats or suspicious packages,~~ must be treated seriously ~~and reported.~~

Employees must immediately report all threats or acts of violence which occur while acting in the scope of County employment on or off County premises, or during any activity which relates to the legitimate business interests of the County, to a supervisor, department manager, and/or department head. In cases of emergency, employees must contact local law enforcement immediately (i.e., 911 for local or county phones). Threats of violence must also be reported to, in addition to Human Resources, Risk Management and Human Resources as soon as possible. Early reporting of dangerous and potentially



~~dangerous incidents will facilitate an effective investigation and response by the County in a timely manner. Towards this end, every employee must report incidents of workplace violence in the following manners.~~

~~A. Employees~~

~~1. Acts and Threats of Violence~~



~~Employees must report all threats or acts of violence which occur on County work sites to their supervisor, manager and/or department head. Division. Employees must make these reports regardless of any relationship, which may exist between the individual who initiated the threat or engaged in the violent act, and the individual who was the victim of the conduct. These reportable threats or acts of violence may be actually experienced or witnessed, or they may be acts that the employee becomes aware of otherwise. In cases of emergency, employees must immediately contact local law enforcement immediately (i.e., 911 for local or County county phones). Threats or acts of violence must also be reported to Risk management and Human Resources as soon as possible. Employees must also report all threats or acts of violence which they experience while acting in the scope of their employment off County premises, or which relate to the legitimate business interests of the County. Employees must also report any threats or acts of violence occurring off County premises of which they are a target, if there~~

~~Is a reasonable basis _____ This policy applies to believe that the violence will follow them to the workplace.~~

~~In most situations the employee should report all threats or act employees and volunteers of violence to their immediate supervisor. However, in situations where the employee's immediate supervisor is unavailable, or is the individual making the threat or performing the violent act, the employee must report the conduct to the County, including contract employees, supervisory employees, department manager and/or department head. When the employee is uncomfortable reporting a situation within the department the employee must report to risk management heads, managers, elected officials, and Human Resources. In cases of emergency, employees must contact local law enforcement immediately (i.e., 911~~



~~from local or County phones). Threats or acts of violence must also be reported to Risk Management and Human Resources as soon as possible.~~

~~In situations where an employee becomes aware of an imminent act of violence, emergency assistance must be sought immediately. In such situations, the employee should immediately contact law enforcement by dialing 911 (i.e., from local or County phones). Immediately after contacting the law enforcement authorities for emergency assistance, the employee must report the incident to his or her supervisor, manager, and/or Department Head. Employees may inquire of the Department, Risk Management, and or Human Resources regarding the status of the complaint.~~

~~Employees must make these reports regardless of any relationship, which may exist, between the individual who initiated the threat or engaged in the violent act and the individual who was the victim of the conduct.~~

all non-supervisory staff. No employee will be disciplined, retaliated against, or discharged for reporting any legitimate threats or acts of violence. Intentionally false and/or misleading reports are unacceptable. Employees found to have made such intentionally false or misleading reports will be subject to disciplinary action up to and including termination.

~~2. Warning Signs of Workplace Violence~~



~~Incidents of workplace violence have increased in recent years and are frequently caused by anger and/or frustrations, obsessive love affairs and domestic disputes that spillover into the workplace.~~

~~A threat is the clearest indicator of potential violence. (Threats include direct threats, veiled threats and threats conditioned upon other actions.) Employees should understand that certain risk factors and behavior patterns may offer early warning signs of violent behavior.~~

~~Employees are to report County personnel and any other individuals who exhibit violent risk factors, which might affect the work environment.~~

~~3. Restraining Orders~~

~~Employees who obtain a restraining order listing their workplace, person, or County property as a protected area must provide a copy of the temporary restraining order, or the permanent restraining order to their supervisor, department manager and/or department head, and Human Resources, Risk Management Division. The County has an obligation to provide a safe workplace and can only meet this obligation if it receives information concerning individuals who have been ordered to maintain a distance from its facilities and/or employees. ~~Restraining orders must also be reported to Risk Management and Human Resources as soon as possible.~~~~



~~B. Supervisors/Managers/Department Heads~~

~~1. Acts and Threats of Violence~~

~~Supervisors, managers and Department Heads must report all acts or threats of violence which occur on County Work sites, that they experience, Witness or of which they become aware. Supervisors, managers and department heads must report all threats or acts of violence which they experience while acting within the scope of their employment or when the supervisor, manager or Department Head forms a reasonable belief that off-site occurrences relate to the legitimate business interests of El dorado County.~~

~~Supervisors, managers and department heads must report any acts or threats of violence occurring off County premises of which they are a target, if there is a reasonable basis to believe that the violence will follow them to the workplace. Reports of threats or acts of violence must be made to department management and the Every department head.~~

~~In cases of emergency, employees must contact local law enforcement will assess the potential for violence and take measures to maintain workplace safety. Supervisors and managers will monitor the workplace and immediately (i.e., 911 local or County phones). Threats or acts of violence must also be reported to Risk Management and Human Resources as soon as possible.~~

~~2. Other Conduct~~



~~Supervisors, managers and department heads must become familiar with the early warning signals of violence. Supervisors, Managers, and department heads are required to consult with Risk Management and Human Resources when any employee displays one or more of those risk factors.~~

~~The County requires departments to request assistance from Risk Management and Human Resources regarding threat assessment (if a violent act is imminent) and trauma response (when a violent act occurs).~~

~~3. Reporting Procedure~~

~~Supervisors and managers must prepare an incident report based on information from the reporting employee and/or personal observation and submit the report to the department head with copies forwarded to Risk Management and Human Resources. The supervisor or manager must immediately interview a reporting employee to obtain specific information concerning the conduct at issue, such as:~~

- ~~• Who engaged in the incident~~
- ~~• What conduct is at issue~~
- ~~• Against whom was the conduct directed~~
- ~~• What specifically was said or done~~
- ~~• Whether the party at issue engaged in any physical conduct that would indicate he/she plans to follow through on a threat~~
- ~~• Names of witnesses to the conduct at issue~~



- ~~The time and place where the conduct occurred~~
- ~~Whether there is any previous history of assess any violent or threatening conduct~~
- ~~The relationship of behavior even if the person to whom the conduct was directed and the person undertaking the conduct~~
- ~~Any other information which will aid in the investigation~~

~~Supervisors and managers should also ask the reporting employee whether he/she has any suggestions for minimizing the risk of violence based on the information known to them. Supervisors, managers and department heads should carefully document objective facts and relevant personal feelings so that trained professionals will or persons engaged in the conduct are not their subordinates, or they have access to the information necessary to reach fair and accurate conclusions. Subjective statements shall be recorded only if they relate to recording employee's or supervisor's personal feelings of fear or intimidation not received a complaint.~~

~~C. Peace Officers:~~

~~Peace officer employees shall follow their agency's established protocols for reporting threats and acts of violence perpetrated against them by members of the public when the peace officer is acting within the course and scope of his or her job duties as a peace officer. It will not be necessary to contact nor file a separate report with Risk Management and Human Resources in regard to these matters unless assistance is going to be requested from these two departments or the conduct involves a risk of harm to other county employees.~~

~~4. Compliance Is Essential~~

any of its terms, who engage in or contribute to violent behavior, who do not report all acts or threats of violence, or who threaten others with violence will be subject to disciplinary action, up to and including termination. The County may also take legal action where appropriate.

B. Training

Workplace Violence training will be assigned and required for each new County employee to complete. Upon attending the New Employee Orientation, provided through Human Resources, the new employee will receive an account in Target Solutions and be assigned a computer-based training module in Workplace Violence. This training will be available to all County employees at any time and can be assigned through either the department training coordinator or the department safety coordinator, depending on the department's procedures. Department heads are responsible for providing their staff with information about workplace violence threats and violence management techniques on a periodic basis.

The Sheriff's Department Office of Emergency Services provides hands-on and classroom violence prevention training to County employees. This training is available upon request.

C. Definitions

Harassment: Behavior that is not welcome, and that is offensive, demoralizing, and/or interferes with work effectiveness.

Intimidation: Instilling fear in a person by a show of force or a threat of force.

Physical Fighting: The act of aggression or initial force in physically contending with another person with the intent to overpower and/or to cause harm.

Risk Factors: The behavioral warning signs (acts, behaviors, and situations) that may increase the probability of workplace violence. Examples of Risk Factors include: individuals exhibiting unusual fascination with the illegal use of firearms/weapons, and/or incidents of workplace violence; individuals that exhibit changes in behavior suggestive of drug and/or alcohol addiction; severe depression; significant decrease in productivity; poor or strained relationships with co-workers; significant personality changes, etc.

Threat: An expression of a direct (intent to take action) or indirect (what could happen or that something could happen) intention to inflict pain, injury, damage or punishment upon another person or property.

Threat Assessment Team (TAT): Group consisting of personnel from Human Resources (Director of Human Resources and Risk Management Division staff members); County Counsel; Sheriff; and Mental Health. The TAT investigates all Violence in the Workplace incidents and provides response and/or recommendations to departments.

Violence: Aggressive acts or initiation of physical force or intimidation exerted for the purpose of violating, injuring, damaging or abusing persons, or property.

~~5. Application~~

~~This policy applies to all employees and volunteers of the County of El Dorado, including contract employees, supervisory employees, department heads, managers, elected officials, and all non-supervisory staff. All employees shall receive a copy of this Workplace Violence Prevention Policy and shall sign a written acknowledgment that they have received and read a copy of the policy. A copy of this acknowledgment shall be placed in the employee's official personnel file.~~

~~**Primary Department:** Chief Administrative Office-Risk Management, Human Resources~~

~~**References:** Weapons: An instrument, article, or substance, which in the possession of an employee or visitor or under the circumstances of which it is used and or is threatened to be used, can cause physical injury or death.~~

~~Workplace: Any place County business is conducted, including County buildings and property, County vehicles, private vehicles while used on County business, other assigned work locations, and off-site training.~~

~~**III. PROCEDURE**~~

~~A. When a violent action or threat is brought to the attention of a department head, supervisor, manager, or departmental safety coordinator, an evaluation of the severity of the situation must be made immediately. If evacuation is necessary, proceed in accordance with the building emergency action plan. In the likelihood of imminent violence, employees must contact law enforcement immediately.~~

~~Emergency – 911~~

~~El Dorado County Sheriff – Emergency 530-626-4911, Non-emergency 530-621-5655~~

~~South Lake Tahoe Police Department – Emergency 530-541-4060, Non-emergency 530-542-6100~~

~~Placerville Police Department – Emergency 530-642-5280, Non-emergency 530-642-5298~~

~~California Highway Patrol – Emergency 911, Non-emergency 530-622-1110~~

B. Early reporting of dangerous and potentially dangerous incidents will facilitate an effective investigation and response by the County in a timely manner. Towards this end, each employee must immediately report incidents of workplace violence through the Human Resources, Risk Management Division website. The employee who experiences the incident will submit the "Violence in the Workplace Employee Report" and the immediate supervisor will submit the "Violence in the Workplace Management Report" per the websites below. Employees are to provide as much information as possible to assist in the investigation and response. Supervisors and managers must prepare the report based on information from the reporting employee and/or personal observation. Once the "Submit to Risk" button is selected on the website form, an immediate notification is sent to the TAT. The TAT then analyzes the information and either handles the threat directly through its members or submits recommended courses of actions for the department to take.

Employee Report - <http://edcnet/risk/ViolenceInTheWorkplaceEmployeeReport.html>

Management Report - <http://edcnet/risk/ViolenceInTheWorkplaceMgmtReport.html>

C. In the event of an emergency situation that is not contained and/or actively threatens County employees, the County can communicate through several means to provide situational awareness and recommendations to all County employees. Active Directory Service (ADS) is the County's internal network that each employee becomes a member of upon logging into a County computer. A notification tool in ADS is capable of providing instant "pop-up" messages on all County computers that are members of the network. Additionally, County-wide notifications can be sent out through an EDC-ALL email address that broadcasts an email to all accounts ending in "@edcgov.us". Any County-wide broadcasts must be coordinated through County Information Technologies, and requests will originate from the department head, their designee, or any member of the TAT.

D. The County considers all threats of violence or intimidation seriously. The County's TAT investigates all reports of actual or threatened violence, assesses the risks, and makes recommendations for action to the affected department.

E. County law enforcement employees shall follow their agency's established protocols for reporting threats and acts of violence perpetrated against them by members of the public when the peace officer is acting within the course and scope of his or her job duties as a peace officer. It will not be necessary to contact nor file a separate report with Human Resources, Risk Management Division in regard to these matters unless assistance is requested or the conduct involves a risk of harm to other County employees.

IV. REFERENCES

California Occupational Safety & Health Act;
Labor Code Section 6400 et al. Seq.

V. RESPONSIBLE DEPARTMENT

Human Resources - Risk Management

VI. DATES ISSUED AND REVISED; SUNSET DATES:

<u>Issue Date:</u>	<u>03/30/1999</u>	<u>Sunset Review Date:</u>	<u>XX/XX/XXXX</u>
<u>Revision Date:</u>	<u>XX/XX/XXXX</u>	<u>Sunset Review Date:</u>	<u>XX/XX/XXXX</u>