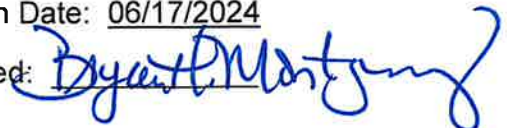




Administrative Policy Manual

Policy No:     A-15    

Revision Date: 06/17/2024

Approved: 

SUBJECT:    WORKPLACE VIOLENCE PREVENTION

PURPOSE:    The City of Indio is committed to mitigating and preventing workplace violence.

GENERAL POLICY:

The City of Indio shall provide a safe working environment for all employees. Employees are encouraged to promote a safe and harmonious atmosphere in any working environment. In the event there is a disruption in the working environment, employees are reminded to stay calm and follow procedures outlined in this policy and the Workplace Violence Prevention Plan.

PROVISIONS:

1. As a result of California Senate Bill 553 (SB 553), all employers that fall within the scope of California Labor Code (LC) 6401.7 and LC 6401.9, are required to establish, implement, and maintain an effective, written Workplace Violence Prevention Plan (WVPP) no later than July 1, 2024.
2. In accordance with Federal and State Occupations Safety and Health Acts, health laws, and workers' compensation laws, the City shall do everything that is reasonably necessary to protect the life, safety, and health of employees. This includes furnishing safety devices and safeguards and adopting practices, means, methods, operations, and processes reasonably adequate to create a safe and healthy workplace.
3. Employees shall not make any threat, either physical or verbal, against a co- worker, supervisor, or member of the public.
4. Employees and supervisors shall immediately report any threats or incidents of violence to his/her supervisor and/or department head.
5. Supervisors and department heads are required to investigate incidents of violence or threats of violence including:

- a. Reviewing previous incidents;
- b. Visiting the scene of an incident promptly after it occurs;
- c. Interviewing injured and threatened employees and witnesses;
- d. Examining and mitigating security risk factors;
- e. Determining the cause of the incident;
- f. Recording the findings and take action.

Department heads will be responsible for ensuring employees receive training to recognize and respond appropriately to potential violent behavior from individuals. Training should include:

- g. How to report threats or incidents of violence;
  - h. How to detect early warning signs of violent behavior;
  - i. Strategies to avoid physical harm;
  - j. How to access the City's Employee Assistance Program (EAP) for critical incident stress debriefings or counseling.
6. Through the employment application and screening process, every effort will be made to screen out potentially violent individuals based on omissions and/or misrepresentations in the employment applications, previous acts of violence on or off the job, or disqualifying criminal convictions.
  7. Every effort will be made to identify those engaged in the use of illegal drugs including but not limited to pre-employment, reasonable suspicion and/or random drug testing, and post-accident drug testing.
  8. Supervisors and department heads will take immediate action to correct hazardous situations that threaten the security of the public or employees including notifying law enforcement of a criminal act, providing emergency medical care in the event of an act of violence and debriefing on critical incidents.
  9. Employees who engage in violent or threatening behavior towards a co-worker or member of the public, including sexual harassment, shall be disciplined.
  11. If necessary, City Officials, under Section 527.8 of the California Code of Civil Procedures, are permitted to seek a temporary restraining order to protect employees who have been the subject of actual or threatened violence in the workplace.
  11. Employees who witness an act of violence shall immediately contact the Police Department.
  12. All employees are required to read and sign off on the City's Workplace Violence Policy and Workplace Violence Prevention Plan. Signed copies will be placed in each employee's personnel file.

## PURPOSE OF THE WORKPLACE VIOLENCE PREVENTION PLAN

The purpose of the Workplace Violence Prevention Plan (WVPP) is to have a clearly understood, accessible, and actionable policy to respond quickly to episodes of workplace violence. The WVPP complements the existing City of Indio Workplace Violence Policy A-15 by laying out, more specifically, the steps to identify, report, track, and analyze violent incidents to reduce the likelihood of re-occurrence.

The goal of establishing a WVPP is to reduce violent incidents in the workplace at all City of Indio work sites. Ultimately, this will be achieved through improved employee awareness, violent incident identification and reporting, tracking of violent incidents, and corrective actions when hazards are recognized. To support a consistent approach across all departments, the Department of Human Resources & Risk Management or designee has created a committee of representing employees from all departments to develop and implement a WVPP.

## WORKPLACE VIOLENCE DEFINITIONS

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

- **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 employees 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.

## EDUCATION, TRAINING, AND COMMUNICATION

SB 553 requires all employees to complete an annual mandatory workplace violence training and instruction that is clear, understandable, and effective. The Department of HR & Risk Management will develop a training program for all City employees that includes:

- an understanding of what a violent incident is, and
- how to elevate for attention and help

The city-wide training is meant to be a general overview and is not site-specific. Departments are expected to supplement the HR Department's training program for all city employees with site and/or role specific training and education.

Communication beyond the initial and annual training for all employees on WVPP, departments are expected to have ongoing effective communication with employees related to the topic of workplace violence. This can include:

- reinforcing a culture that encourages reporting of violence incidents without fear of retaliation,
- addressing employee concerns around violence, and
- any post-event investigations yielding corrective actions that could reduce violent incidents.

The vehicle of communication can be in-person, or virtual, and can include staff meetings, newsletters, town hall gatherings, or staff bulletins. These communications also serve to bring timely updates to employees when changes in processes have been identified after a violent incident investigation to prevent future episodes.

## MANAGEMENT RESPONSIBILITIES

All managers and supervisors are responsible for implementing and maintaining the WVPP in their work areas and for answering employee questions about the WVPP. Managers and supervisors are responsible for providing a secure work environment for their staff, including the identification of security risks, staff training needs, the development and management of departmental security policies and procedures, and incident reporting, investigation, and follow up.

The WVPP will be posted on the HR Department's website along with the Violent Incident Log and Anonymous Complaint Form.

## VIOLENT INCIDENT REPORT

All threats or acts of workplace violence are reported to an employee's supervisor or manager, who will inform the WVPP administrator. This will be accomplished by completing the Violent Incident Log. If that's not possible, employees will report incidents directly to the WVPP administrator (Director HR & Risk Management or designee).

## WORKPLACE HAZARD CORRECTION

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

## RECORDKEEPING

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



**CITY OF INDIO  
WORKPLACE VIOLENCE PREVENTION PLAN  
EMPLOYEE ACKNOWLEDGMENT**

I, \_\_\_\_\_, acknowledge that as a City of Indio full-time, part-time, temporary, intern, or contract employee, have read and will follow the policy of the Workplace Violence Prevention Plan. I understand this acknowledgment will be placed in my personnel file with the City.

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Full Name

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Signature

Date