

Workplace Violence Prevention Plan
Training for Supervisors on Violent Incident Reporting
May 2024



Overview of This Training

- A High-level Summary of Senate Bill 553
- Citywide Approach to Workplace Violence Prevention
- Existing CCSF Policies for the Workplace
- What are Employee Requirements
- What are Supervisor Requirements
- How to find and fill out on Incident Report
- Sample Incident Report
- Some Key Reminders
- Other Supervisor Required Reporting to Cal/OSHA



City Wide Approach to Requirements

To create WVPP consistency across CCSF, DHR has created:

- Template WVPP provided to all departments to complete with their department specifics and location detail.
- **An Incident Report: For supervisors to complete.**
- Timely Investigation by Departmental Personnel Officer (DPO) after Violent Incident.
- Maintain a Violent Incident Log for 5 years.
- Required all employee training: a high level WVPP training, ready in June 2024, complete by year end.



A Sample of Current CCSF Policies

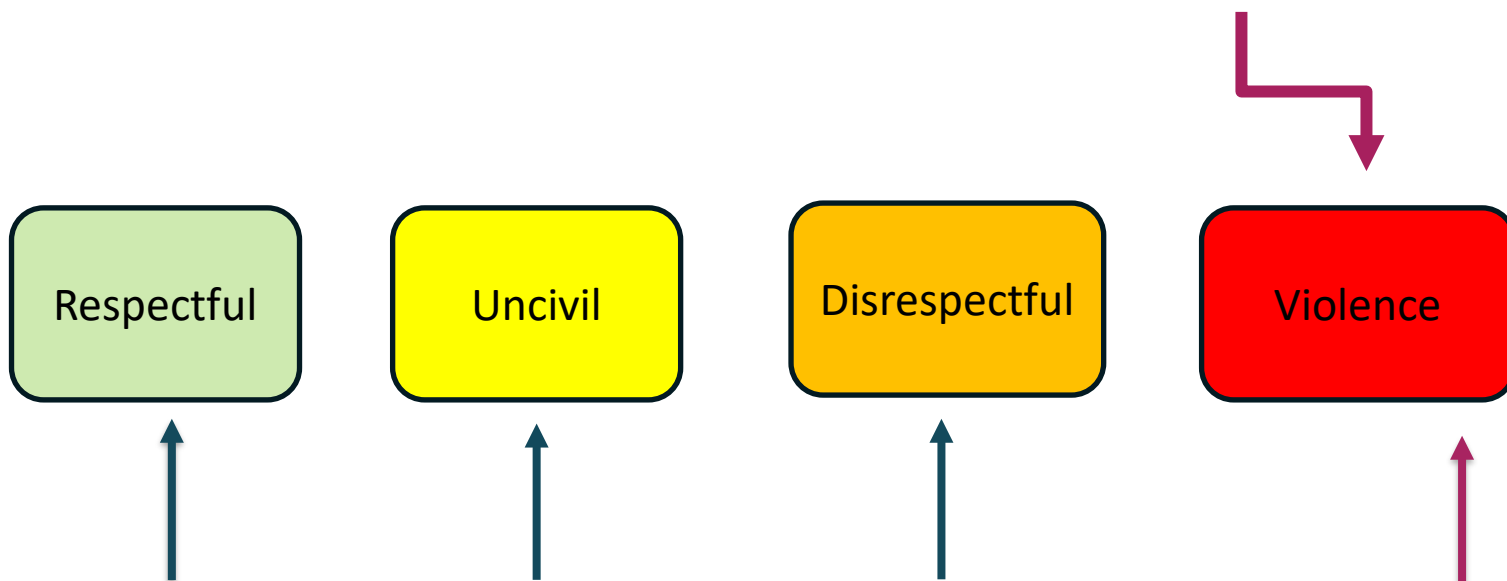
There are many existing CCSF policies to support a healthy, productive, and safe work environment for all to thrive:

- Equal Employment Opportunity Policy,
- Sexual Harassment Policy,
- Gender Inclusion Policy,
- Language Diversity Policy,
- Prohibition of Violence in the Workplace Policy,
- Equitable, Fair and Respectful Workplace Policy,
- Injury and Illness Prevention Program (IIPP),

And now another policy required by new state law:

- **Workplace Violence Prevention Plan (WVPP)**

- New WVPP focused identifying and reporting violence



- Many DHR trainings focus on having a healthy workplace, e.g., Equitable, Fair, and Respectful Workplace Policy
- New, required annual training on workplace violence



Workplace Violence Definitions

Workplace Violence: Any act of violence or threat of violence that occurs at the work site, including the following:

- **Type 1 Violence: by a Stranger.** Random and unpredictable. i.e. DPW street inspector assaulted by **Stranger** while sweeping up.
- **Type 2 Violence: by a client.** Most common type for CCSF: employees in public with daily interactions, pervasive risk. i.e. Transit operator being assaulted by a **passenger**.
- **Type 3 Violence: by a Co-worker, current or former.** i.e. Disgruntled **employee** returning to worksite to do harm.
- **Type 4 Violence: by a Partner current or former.** i.e. Domestic abuse situations, where **partner** comes to worksite to inflict harm on an employee.

Definitions are included in the incident report, so no need to memorize.



What are Employee Requirements

- All employees **must have annual training** on WVPP:
 - Online training module, brings awareness and familiarity with definitions and recognition of what is a violent incident or a violent threat, and
 - how to elevate for attention.
 - It will be found in the “My Learning” tab in employee portal beginning in June.
- All employees **must report** a violent incident or threat to their Supervisor, or any leadership in chain of command



What are Supervisor Requirements

Supervisor role is to report and record:

- ✓ Supervisors be ready to hear of a violent incident or threat experienced by an employee.
 - It is not the supervisor's role to determine innocence or guilt but to record the experience of the employee(s).
- ✓ Supervisors should have familiarity with the form and ability to fill out incident report (within 24 hours).
- ✓ Completed Incident Report is sent to DPO to investigate.
- ✓ Supervisors do alert DPO of incident.
 - DPO may bring in other resources including City Attorney, Real Estate, Police

Workplace Health and Safety | DHR x +

sfdhr.org/workplace-health-and-safety

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Workplace Health and Safety

EMPLOYEES

- Classes and Training
- Disaster Service Workers
- Employee Gateway
- Employee Handbook
- Employee Leaves
- Employee Relations
- Equal Employment Opportunity
- HR eLibrary
- New Employee Onboarding
- Online Tuition Reimbursement
- Workers' Compensation
- Workplace Health and Safety**
- Workplace Violence Prevention

Featured Information

Workplace Violence Prevention Plan

Prevent harassment, unlawful violence, and credible threat of violence in the workplace

[Learn more about Workplace Violence Prevention Plan »](#)

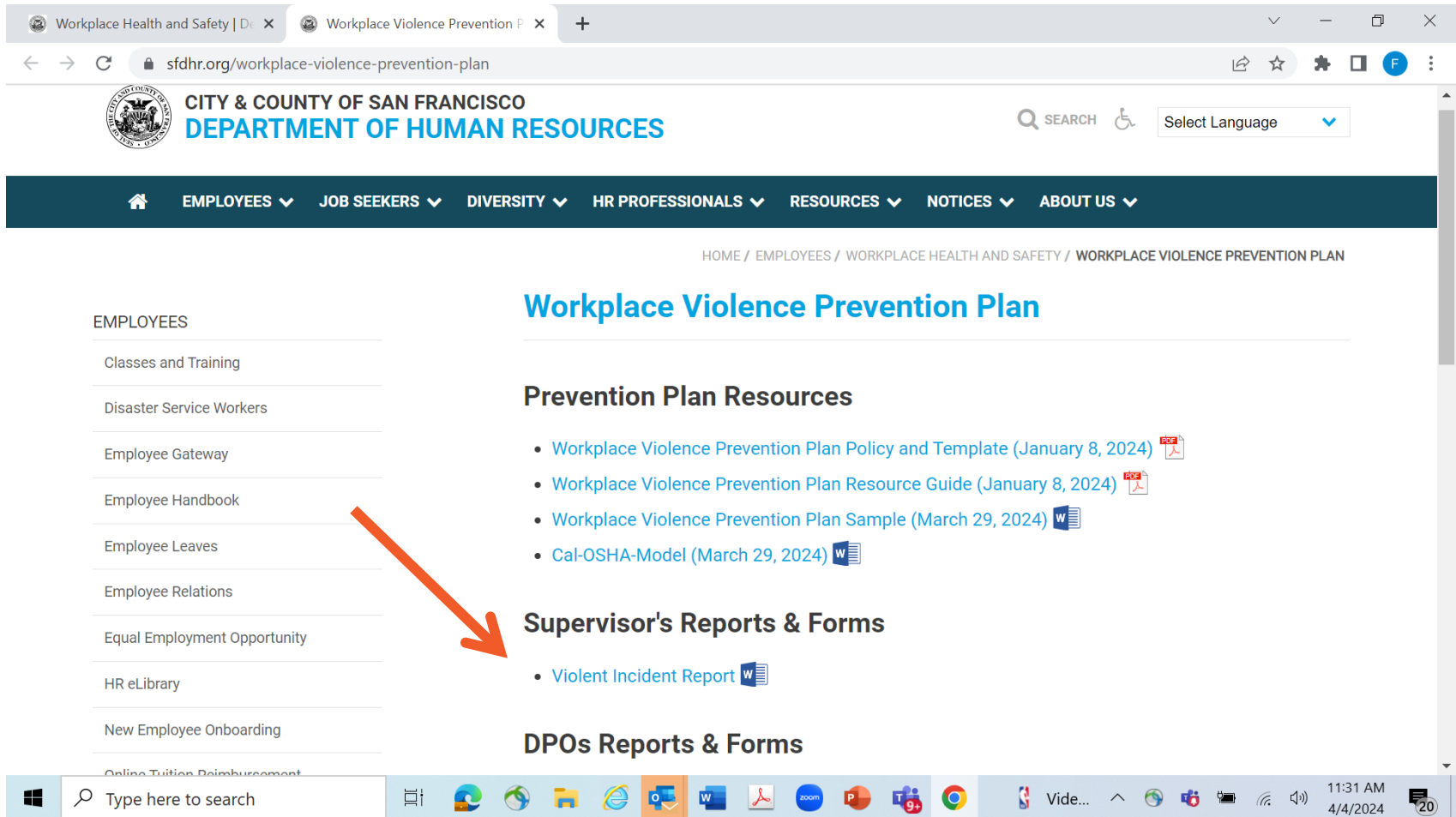
Employee Safety and the Injury and Illness Prevention Program

A universal intervention program that helps to reduce workplace incidents and injuries.

[Learn more about the Employee Safety and the Injury and Illness Prevention Program »](#)

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Workplace Health and Safety | D... x Workplace Violence Prevention P... x

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Workplace Violence Prevention Plan

Prevention Plan Resources

- Workplace Violence Prevention Plan Policy and Template (January 8, 2024) 
- Workplace Violence Prevention Plan Resource Guide (January 8, 2024) 
- Workplace Violence Prevention Plan Sample (March 29, 2024) 
- Cal-OSHA-Model (March 29, 2024) 

Supervisor's Reports & Forms

- Violent Incident Report 

DPOs Reports & Forms

EMPLOYEES

- Classes and Training
- Disaster Service Workers
- Employee Gateway
- Employee Handbook
- Employee Leaves
- Employee Relations
- Equal Employment Opportunity
- HR eLibrary
- New Employee Onboarding
- Online Tuition Reimbursement

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Supervisors Complete the Report

Fill out the Violent Incident report as best as you can.

- To fill out electronically: Microsoft (MS) Word format:
Open up the form, complete, and save.
- Or print out and fill in by hand, legibly.
- Your name goes at the bottom of last page.
- Do not use employee's names in the title of your report.
- Save your report: dept name, location, date of incident

An example:

DHR.1SouthVanNess.4.9.24

- Completed forms go to your DPO within 24 hours of incident.



Sample Incident Report page 1

Violent Incident-Report Instructions

The supervisor receiving a report of workplace violence must complete this form with as much detail as possible to support an investigation. The original report must be forwarded through all appropriate levels of supervision to the DPO and Department Head or their Designee. The department must maintain the original form. DHR will maintain a copy.

Employee Information

Reporting Employee: _____

Affected Employee(s): _____

Affected Employee(s) Job Title(s): _____

Department: _____

Facility Address: _____

Incident Information

Date incident occurred: _____

Time incident occurred: _____

Specific address and detailed description of description where incident occurred (i.e. empty hallway, warehouse bathroom):



Questions on the form:

- Who is the affected employee: the employee who was assaulted or threatened or who the event happened to.
- Who is the reporting employee: it can be the affected employee, a co-worker, witness, supervisor if employee is unable (who is telling the story of the event).
- Who is the report completed by: the employee, supervisor or manager who is filling out the incident report.



Checklist of Questions to Answer After a Violent Incident

1. Which type of person threatened or assaulted the employee(s)?

Type I: Stranger Thief/Suspect Other

Type II: Client/Customer Passenger Person in Custody Patient Visitor

Type III: Current Co-worker Former Co-worker Supervisor/ Manager

Type IV: Current Spouse or Partner Former Spouse or Partner Employee's Friend
 Employee's Relative Family/friend of client or patient

2. What type of violent incident occurred (check all that apply)?

Verbally harassed Verbally Threatened Physically Assaulted Punched

Slapped Grabbed Pushed Choked Kicked Bitten

Hit with Object Threatened with Weapon Assaulted with Weapon Animal Attack

Other (Describe): _____

3. Was a weapon used? Yes No

4. Describe the incident:



Sample Incident Report page 3

4. Was/were the employee(s) working alone? Yes No

If not, who was/were with the employee(s) that may have witnessed the incident?

5. Were there threats made before the incident occurred? Yes No

If yes, was it ever reported to the employee's supervisor or manager that the employee(s) was/were threatened, harassed, or was/were suspicious that the attacker may become violent?

6. Is the employee willing to testify against the Perpetrator in Court to obtain a restraining order? Yes No



Key Steps to Completing a Violent Incident Report

- Connect with involved employee(s).
- Rapidly notify leadership (yes in person or a phone call) during or shortly after event.
- Timely documenting of event on Incident Report form, while event is fresh in everyone's memory.
- Add as much detail as possible to the Incident Report form.
- Forward completed report to DPO who will investigate.
- Connect HR with employee for added support.

Book mark the site or download a copy for easy access.

WVPP template: Includes the reporting form in PDF format

<https://sfdhr.org/workplace-violence-prevention-plan>

WVPP Resource Guide: This has information focused on prevention strategies, beyond the law requirements

<https://sfdhr.org/workplace-violence-prevention-plan>

Further questions can be sent to
DHR.citysafety@sfgov.org



Ongoing Supervisor Responsibilities

- Don't forget:
 - Reporting serious injury (severe injury or death) is a Cal/OSHA requirement, and not reporting can result in hefty fines and delay of attention to a safety issue
 - **Supervisors** must complete the Serious Injury Reporting Form found here <https://sfdhr.org/health-and-safety-incidents>
 - Work-related Injury or Illness that is workers' compensation compensable
 - **Supervisors** must complete the Form 5020 found here <https://www.sf.gov/sites/default/files/2023-05/Form-5020.pdf>

Following two local workplace shooter events:

Senate Bill 553 was signed into law Sept. 30, 2023.

- It requires all California employers (with 10 or more employees) to have a Workplace Violence Prevention Plan (WVPP) in place by July 1, 2024 .
- CCSF taking a City-wide, consistent approach with the use of a common template used by all with additional departmental details and specifics provided by each Department.