



**Resource Guide for Workplace Violence Prevention:
Supporting Materials for Departmental Personnel Officers (DPOs), Human Resources
Professionals (HRPs), and Health and Safety Professionals**

Issued: January 8, 2024

INTRODUCTION

The Workplace Violence Prevention Plan (WVPP) has grown out of the need to have a clearly understood, accessible, and actionable policy in response to the growing episodes of workplace violence. The recently passed California Senate Bill (SB) 553 requires workplaces to have such a policy in place by July 1, 2024, to address the increased episodes of violence at the worksite. CCSF is adding an earlier deadline of April 15, 2024, to confirm readiness. The WVPP Policy and Template can be found [here](#).

This resource guide is intended to supplement, not take the place of, the WVPP. It is intended to give departments a deeper background and understanding to respond to and support employees more effectively through any workplace violence incidents.

The WVPP must be accessible to all employees and give clear and concrete guidance of what to do in a deteriorating situation. DPOs, Human Resource Professionals, and Health and Safety Professionals will be intimately involved with the support of their department employees in identifying, managing, reporting of any such episodes and hazard correction.

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1. PRE-VIOLENT INCIDENT PLANNING

Before any violent incident or episode is recognized, all employees must be educated and use common definitions for episodes as defined by SB 553. This includes training, education, and awareness to identify a workplace violent incident. The WVPP fits in with existing CCSF policies around equity, inclusion, along with safety in the workplace as addressed by departments' existing Injury and Illness Prevention Program (IIPP).

A. CURRENT CCSF POLICIES

The City is committed to maintaining a workplace free from violence and threats of violence, and it has a history of non-tolerance towards workplace violence. CCSF will not condone any acts or threats of violence by a City employee or former employee against any other employee in or about facilities. Employees are also prohibited from possessing, storing, or having control of any weapon on the job, except when required during the performance of the employee's official duties. Weapons include, but are not limited to, firearms, knives, or weapons defined in the California Penal Code Section 12020.

Furthermore, CCSF is committed to a productive and healthy workplace for all employees. To support a healthy work environment there are many policies including: Prohibition of Violence in the Workplace Policy, Equal Employment Opportunity Policy, Sexual Harassment Policy, Gender Inclusion Policy, Language Diversity Policy, Equitable, Fair and Respectful Workplace Policy, and IIPP. Together these policies and programs support employees in all settings.

B. WORKPLACE BEHAVIORS

CCSF strives to have healthy, safe, and equitable workplaces where employees can thrive in their work and careers. Despite the focus on constructive behaviors, unhealthy behaviors directed towards employees can at times happen, including:

- Uncivil behaviors: Interrupting, not permitting input, excluding others, put downs/Insults, micro aggressions, passive/aggressive behaviors to
- Disrespectful behaviors: including bullying, arguments, outbursts: yelling, inappropriate tone or comments, retaliation, harassment, to
- Workplace violence which includes violent acts or threats of violence in the workplace, including threatening, and violent behavior. This is the area of focus for the WVPP. Violent behavior includes any physical assault, with or without weapons. However, incidents do not need to include assaults and/or weapons to be considered workplace violence, and threats whether in-person or virtual through email, social media or by phone are all considered threats. Violent behavior includes actions or words that endanger or harm an employee or client, as well as actions that lead a person to reasonably believe that they are in danger or specific threats to inflict physical harm.

C. WORKPLACE VIOLENCE DEFINITIONS:

Though there may be different interpretations of violence, for purposes of reporting and analyzing events, SB 553 definitions are listed below and are used consistently throughout training and reporting materials.

Workplace violence can be categorized into four types: violence committed by strangers; violence by customers or clients; violence by coworkers; and violence by personal relations.

- **Type I. Violence by Strangers**

This is violence committed by an assailant who has no legitimate business relationship with the City and usually enters the affected workplace to commit a destructive or other criminal act. Employees who have face-to-face contact and exchange money with the public, work late at night and into the early morning hours, and work alone or in very small numbers are at greatest risk of a Type I event. i.e. DPW street cleaner assaulted by a stranger while working.

- **Type II. Violence by Customers/Clients**

This is violence committed by an assailant who either receives services from or is under the custodial supervision of the City. These events involve assaults on public safety and correctional personnel, public transit operators, health care and social service providers, teachers, and other public or private service sector employees who provide professional, public safety, administrative or business services to the public. Assailants can be current or former customers, current clients, patients, or criminal suspects, and inmates. This is the most common violent incident type for CCSF employees. i.e. Transit operators being assaulted by a customer/client.

- **Type III. Violence by Coworkers**

This involves violence by an assailant who has some work-related involvement with the City; for example, a current or former employee, supervisor, or manager. Any workplace can be at risk of violence by a co-worker. Engaging in bullying, issuing a threat, or committing an assault, the individual's actions are motivated by perceived difficulties in his or her relationship with the victim or with the affected workplace, and the individual may seek revenge for perceived unfair treatment. i.e. Co-worker violence can be a disgruntled employee returning to worksite to do harm.

- **Type IV. Violence by Personal Relations**

This includes incidents of violence at the workplace by an assailant who confronts an individual with whom he or she has or had a personal relationship outside of work. Personal relations include a current or former spouse, family member, friend, or acquaintance. i.e. Domestic abuse situations, where partner comes to worksite to do harm.

D. EDUCATION AND TRAINING:

All Employee Level Training:

There is required training on workplace violence for all employees that must be completed annually. This is a core component of SB 553: training materials must be clear, understandable, actionable, and effective.

As such, DHR developed all-employee level training video to support employees' education and understanding of what a violent incident is, how to elevate for attention, and what are supervisors' roles in completing a violent incident report (Addendum A).

Departmental Level Training and Education

Departments must detail in their WVPP the site-specific training relevant to their specific sites and employee risk scenarios. Beyond the required training noted above, departments should confirm training and awareness for all new workers, all workers given new job assignments for which training

has not been provided, all workers with respect to workplace security hazards specific to each worker's job assignment, and whenever they are made aware of a new or previously unrecognized workplace security hazard or the WVPP has been updated or modified. Departments must include for employees any updates to their site-specific protocols on at least an annual basis.

2. WHEN THERE IS VIOLENT INCIDENT

Planning and clear protocols are the best approach to managing scenarios that will happen even if on an infrequent basis. Having clear lines of accountability and processes to manage the incident will both reassure employees and have a consistent approach for evaluation and tracking.

A. ELEVATION OF A VIOLENT INCIDENT:

At the time of the incident: determine the need to escalate. With any incident, employee safety is of the highest importance. This can include leaving the area, calling for help, or with a more imminent threat even calling 9-1-1. The department WVPP must include site specific details for emergency preparedness and safe egress, and who to contact during and after an event.

Employees must feel comfortable identifying a violence issue and elevating it for attention. Employees must be able to inform management about workplace hazards or threats of violence without fear of reprisal or adverse action. The employee must share the specifics of the violent incident with a supervisor/manager or other leader.

B. INVOLVEMENT OF YOUR CITY ATTORNEY

Your Departmental City attorney will help discern if there are next steps to be taken particularly if this is recurring issue, or the threat is deemed credible. The most important thing is to involve your legal team early, and not significantly after the event. These violent incidents are very serious and should entail picking up the phone for urgent support, and not waiting for a more convenient time to call or send an email.

California law permits an employer to obtain a restraining order (RO) against a perpetrator (including a perpetrator who is also an employee) who is threatening or stalking an employee, elected official, volunteer, or independent contractor. Details as to how and when a RO may be appropriate are between the departmental leaders, DPO, and their CAT.

Intervention could include seeking a RO. ROs can be used both in response to a current violent incident and in prevention of a violent incident. In the setting of a credible threat of violence¹, a RO may be used preventatively to avoid a violent incident. Credible threats of violence can result from a pattern of behavior, or from a one-time situation.

SB 553 supports a bargaining unit to request a RO on behalf of an employee. However, with the comprehensive WVPP and uniform adoption across CCSF departments, the first priority beyond keeping the employees safe is to involve the City's supportive services including CAT and at times police.

Effective 1/1/2025 employees may request their bargaining unit to seek an RO on their behalf.

¹ "Credible threat of violence" is a knowing and willful statement or course of conduct that would place a reasonable person in fear for his or her safety, or the safety of his or her immediate family, and that serves no legitimate purpose.

3. AFTER THE VIOLENT INCIDENT

Many of the SB 553 requirements are focused on what happens after the violent incident: from violent incident reporting, to investigation, to maintaining an incident log, to analyzing the violent incidents, identifying trends, and making improvements to avoid future events.

A. POST-EVENT VIOLENT INCIDENT REPORT

The supervisor receiving a report of workplace violence must gather all of the relevant details about the incident and complete the violent incident report (Addendum A).

The early collection of information about the incident while pertinent details are still memorable, ideally completing within 24 hours of the event. The original report must then be forwarded to the DPO and Department Head or their Designee to support the incident investigation. Advise the employee(s) that they have the right to speak to their Human Resources Professional (HRP) or their Union Representative about their Violent Incident Report. As required by SB 553, completed violent incident reports should be made available to the employee (and their bargaining unit) within 15 days from the date of the request.

B. POST-EVENT VIOLENT INCIDENT INVESTIGATION

After receiving any incident report, an investigation by the DPO or Designee into the nature of the incident and its repercussions on employees and clients must be done within a timely manner, such as within seven (7) calendar days. The investigation questions (addendum B) guide the evaluation for updates and changes to WVPP to prevent future episodes. The investigation may reveal that accusations against the alleged perpetrator were false. In this case, you may have to dig deeper to determine and deal with the root causes of such false accusations.

The investigations look at the seriousness of the employee's injury as a result of the violent incident: did the employee require medical attention, or employee miss work, file a workers' compensation claim.

Did the expected procedural next steps happen, such as was security involved, were building facilities contacted.

C. VIOLENT INCIDENT LOG AND ANALYSIS:

The requirements for tracking information in the violent incident log (Addendum C) are required by SB 553, and the log data must be maintained for at least five years. It is required in the legislation that Departments review and act on their own violent incident data. It is expected that violent incidents are managed at the department and division level. Including DHR in the updated log information will contribute to DHR having a broader understanding of workplace violence across the whole of CCSF worksites, but DHR is not managing these violent incidents.

D. CRITICAL INCIDENT STRESS MANAGEMENT AND DEBRIEFING:

Critical Incident Stress management and debriefing is a formalized structured method used to review a stressful experience such as a violent incident or a disaster. It is often used by first responders or across multiple agencies and involves facilitator-led group processes. Such practices are often adopted by law enforcement and first responders and may be supported and adopted by some departments.

Critical Incident Stress Management

Critical Incident Stress Management is system of education, prevention, and mitigation of the effects from exposure to highly stressful critical incidents. It is handled most effectively by specially trained individuals, such as crisis intervention specialists.

Critical Incident Stress Debriefing

Critical Incident Stress Debriefing (CISD) is a facilitator-led group process conducted soon after a traumatic event with individuals considered to be under stress from trauma exposure. When structured, the process usually (but not always) consists of seven steps: Introduction; Fact Phase; Thought Phase; Reaction Phase; Symptom Phase; Teaching Phase; and Re-entry Phase. During the group process, participants are encouraged to describe their experience of the incident and its aftermath, followed by a presentation on common stress reactions and stress management. This early intervention process supports recovery by providing group support and linking employees to further counseling and treatment services if they become necessary.

E. ALL EMPLOYEE UPDATES AND SUPPORT

After the event, how does the department support the affected employees and others: is immediate counseling provided, is post-trauma counseling provided to affected staff who desire it? Departments should attend to the emotional well-being of all employees after a violent incident, even those not directly involved. This may include an overall staff debriefing on the situation and future prevention measures, the involvement of the Employee Assistance Program, and post-event trauma counseling for workers desiring such assistance.

Upon identifying trends of violent incidents, Departments must update their WVPPs to reflect hazard correction. The updated WVPP, in particular, the changes in operational processes must be shared with employees. SB 553 requires the opportunity for interactive questions and answers between employees and a “person knowledgeable about the employer’s plan”. This person with knowledge is the WVPP administrator, the Departmental Personnel Officer (DPO), Human Resources Professional (HRP), or Health and Safety Professional as identified in departments’ WVPPs.

4. PREVENTION STRATEGIES AND VIOLENT INCIDENTS

SB 553 requirements are focused on employee education and engagement, reporting violent events, and subsequent analysis, and there is less of a focus on steps for violent incident prevention.

It is up to departments to study their unique situations with an eye to improvement after any violent incident and identify what steps could have been taken and should be done to prevent future incidents. The approaches listed below are far from complete but give a sample of suggested prevention strategies to avoid future violent incidents.

A. PREVENTION THROUGH IMPROVED WORKPLACE DESIGN

Physical controls may be used to reduce risks of violent incidents from the workplace. Since the City's policy is to keep its facilities as accessible as possible to its clients, the City prefers to not rely on physical security measures as the primary means of preventing workplace violence.

Some worksite procedures that can help prevent client violence include having clients sign in at the reception area, wear a visitor badge, and/or be escorted if they must enter work areas.

Many employees ask about security guards. In certain controlled situations, properly trained security guards can be effective, but it is not possible to cover every situation with more security.

However, there are certain measures that will not affect the open appearance of the facility nor greatly impact your department's budget:

- Install a central reception area to better identify strangers and screen clients.
- Install some kind of physical barrier to the rest of the facility to control client access to employee work areas.
- Always provide an escape route for reception personnel and have emergency plan training and resources.
- Check exterior lighting, especially in areas where employees walk to their cars. Discuss lighting needs with your Facility Manager, who can discuss improvements with the appropriate personnel.
- If necessary, prune landscaping to eliminate hiding places near entrances, walkways, and parking areas.
- Make sure that all non-public entrances are kept closed and locked, and that signs are posted where necessary directing clients to public entrances.

It may be necessary at some facilities to go beyond the minor physical measures listed above. Be aware that any such physical measures, although effective, are not a fail-safe protection against workplace violence.

B. PREVENTION THROUGH BEHAVIOR AWARENESS

Violent acts are rarely committed without warning. A violent act is often preceded by warning signs or changes in behavior. Become familiar with the behaviors and attitudes that may devolve into violent behavior. Though there is much overlap of behaviors across the violent incident types, having awareness and bringing attention in a timely manner before a situation deteriorates into a violent incident may be the best prevention. The preventive measures differ for each of the four types of workplace violent incidents.

C. PREVENTING TYPE I VIOLENCE BY STRANGERS

Since violence by strangers tends to be random and less predictable, it is important to educate employees regarding violent incident prevention and personal safety and make sure they understand the best practices identified. This includes self-awareness: not being focused on phones or devices when walking, awareness when walking alone, be aware of surroundings, stay in well-lit areas whenever possible, avoid walking alone, consider adopting a “buddy” system or other accompaniment plan.

D. PREVENTING TYPE II VIOLENCE FROM CUSTOMERS/CLIENTS

Client based incidents are the most common violent incident type for CCSF employees, and with many employees having daily interactions with the public, it poses a pervasive risk.

Client conflict often results from communication breakdowns and can be shaped by personal differences, attitudes, or lack of trust.

Client behaviors that contribute to the conflicts include anger, being verbally abusive, being disrespectful, refusing to follow procedures or being uncooperative. All of these behaviors have the potential to devolve into a violent incident.

Employees may not be able to address the major stresses in the client's life affecting their challenging behaviors. However, de-escalation practices listed below may help defuse the situation.

1. Treat everyone in a professional manner.
2. Listen to what the issue is and the person's concerns. Give your full attention, nod, ask questions, and avoid changing the subject or interrupting.
3. Wait until the person has released their frustration and explained how they are feeling.
4. Speak calmly to demonstrate empathy. Offer reflective comments to show that you have heard what their concerns are.
5. Respect Personal Space: maintain a safe distance and avoid touching the other person.
6. Present genuine concern and a willingness to understand without judging.

E. PREVENTING TYPE III VIOLENCE BY COWORKERS

There are multiple factors behind coworker violence: some related to individual employee behaviors and some related to the complex dynamics of a particular environment. Workplaces prone to disruptive incidents are often characterized by high levels of unresolved conflict and poor communication. Similar to client behaviors, employee behaviors also can include uncontrolled anger, being verbally abusive, bullying, being disrespectful, refusing to follow procedures, or being uncooperative. However, employee behaviors are often witnessed overtime. Concerning employee behavior changes may be witnessed earlier, thus early interventions can be made. Employee behaviors and attitudes that warrant concern include:

- Recent major change in behavior, demeanor, appearance
- Attendance problems, decreased productivity, or inconsistent work patterns
- Upset over recent event(s) at work or home
- Recently has withdrawn from normal activities, family, friends, co-workers
- Being isolated or a loner
- Morally superior, self-righteous
- Feels entitled to special rights and that rules don't apply to him/her
- Feels wronged, humiliated, degraded

A change in an employee's behavior that fits the overall pattern of deteriorating behaviors and attitudes is a cause for concern. Department leadership may need to be involved and intervene with the intent to de-escalate such behaviors using similar de-escalation steps noted above. The most important role for employees is to bring these concerns to a supervisor's attention.

CCSF fosters a work environment that supports communication and conflict resolution as covered in other CCSF workplace policies such as the [Equitable, Fair and Respectful Workplace Policy](#). Basic tenets include:

- Encourage open communication among employees
- Create professional development opportunities
- Maintain mechanisms for complaints and concerns, including timely response.
- Maintain consistent and fair discipline for employees

- Implement a conflict resolution process
- Create a safe physical workplace

F. PREVENTING TYPE IV VIOLENCE BY PERSONAL RELATIONS

Though Type IV violence is perpetrated by a current or former partner or acquaintance, it is most usually from a domestic partner with a prior history of domestic violence. Violence by personal relations can involve persons in a variety of relationships: friends, friend of the family, spouse or former spouse, live-in partner or former partner, dating, former dating or engagement relationship, a person with whom the victim has had a child.

Domestic violence occurs when a person in an intimate or familiar relationship is abused by the other person in that relationship. This abuse may be physical, but it can also be verbal, emotional, or sexual. Women are six times more likely than men to be injured by domestic violence, yet a victim can also be a male.

Often, domestic violence is something that is not brought to the workplace but felt to be a private matter. Since most incidents of domestic violence are perpetrated by individuals outside the City, they may not be readily apparent. However, the problem does spill over into the workplace and domestic violence has accounted for ten percent of deaths in the workplace.

If the victim has sought shelter or a restraining order, the workplace is frequently the place where they can be found. The perpetrator may show up at the work site to carry out acts of violence against the partner or anyone trying to protect that person.

Being Aware of Domestic Violence in the Workplace

As leaders from supervisor to DPO, you may become aware of a domestic violence situation that affects your employee and subsequently the workplace. But unlike violence or threats involving a stranger, domestic violence is almost always unreported at first. It is often after repeated abuse that a victim may be willing to come forward and share their situation. Therefore, being observant to the signs of potential unrecognized domestic violence may help with an early intervention. Do not assume that someone is being abused, yet do not consider abuse as an impossibility. Some signs of possible domestic violence to an employee are listed below:

- Crying, anxiety, defensiveness, anger.
- Lack of eye contact, or fear of eye contact, withdrawn.
- Minimizes the presence or seriousness of their injuries.
- Tardiness and/or absenteeism.
- Refers to a partner's "anger" or "temper".
- An overly attentive, aggressive, or defensive partner.

Dealing With a Domestic Violence Situation

If you have reason to believe that an employee may be experiencing domestic violence that is impacting your workplace, get advice from Human Resources or your DPO about your concerns. Bringing help and resources to assist a distressed employee may help prevent violent incidents in the future. It is important for all employees to feel supported and safe in their work environment, including those who have violence in their relationship outside of work.

5. UPDATING THE WVPP

Departments' WVPPs shall be reviewed at least annually by Department Heads or their Designees, when a deficiency is observed or becomes apparent, and after a workplace violence incident that involved the City Attorney's office. It is incumbent upon departments when reviewing trends in violent incidents that hazard corrections are made in a timely manner and the WVPP is updated to reflect the changes and employees are informed of updates and changes.

6. ACTIVE SHOOTER PREPAREDNESS

Much attention has been given to active shooter events. They have been increasing in frequency nationally, having more than doubled in the past five years. Shooter events with devastating outcomes, are incredibly unlikely to happen, yet simple awareness can be easily accomplished.

Many resources including trainings and videos be found [here](#).

Active shooter events tend to be brief, so acting quickly, calmly, and decisively can make a big difference on outcomes. Be aware of your buildings' exits: including the ones you do not usually access but could do so in an emergency.

The standard action in response to an active shooter situation is run, hide, fight.

- **Run:** leave the location of the assailant, leave your belongings behind, bring others with you if possible.
- **Hide:** If you are unable to leave the location: hide from view and barricade if possible. Silence your phone including the vibration setting. Lock doors, block entries, hide behind large objects, turn off lights. Avoid hiding in groups and spread out.
- **Fight:** as a last resort, if you are unable to run or hide, defend yourself. Act aggressively and improvise weapons: a chair, fire extinguisher, books, computers, to use to overcome an assailant until help arrives.



Addendum A – Violent Incident Report

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):

Definitions of Violent Incident Types

- **Type I 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 II violence**: workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.
- **Type III violence**: workplace violence against an employee by a present or former employee, supervisor, or manager.
- **Type IV 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.

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

Describe the incident:

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. Are you willing to testify against the Respondent in Court to obtain a restraining order?

Yes No

Reporter Information

Report Completed By: _____

Department/Job Title: _____

Date: _____ Phone number: _____

Email: _____



Addendum B – Violent Incident Investigation

The Department Head, DPO, Designee will complete the investigation into the violent incident. Further investigation and resolution of the incident is expected within seven (7) days in addition to submitting a copy of the completed investigation to DHR.

Incident Analysis To be completed by DPO/ HR Professional:

Has this type of incident occurred before at the workplace? Yes No
What were the main factors that contributed to the incident?

What could have prevented or at least minimized the damage caused by this incident?

Post-Incident Response

- Yes No Did the employee(s) require medical attention as a result of the incident?
- Yes No Did the employee(s) miss work as a result of the incident?
- Yes No Did the employee(s) apply for workers' compensation?
- Yes No Was security contacted?
- Yes No Was building facilities contacted?
- Yes No Was immediate counseling provided to affected workers and witnesses?
- Yes No Was critical incident debriefing provided to all affected staff who desired it?
- Yes No Was post-trauma counseling provided to affected staff who desired it?
- Yes No Was all counseling provided by a professional counselor?

Has there been follow-up with the Employee(s)? Yes No

Is this a recurring event? Yes No

Are there modifications to be made to WVPP to reflect updated practices? Yes No
Describe updates to WVPP _____

Investigation completed by: _____
Department/Job Title: _____
Date: _____ Phone number: _____
Email: _____



Addendum C – Violent Incident Log and Instructions

Every workplace violence incident is reported and recorded in a violent incident log. Any element of personal identifying information sufficient to allow identification of any person involved in a violent incident will **NOT** be recorded. Such personal identifying information includes 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, could reveal the person’s identity.

Upon receipt of report, DPO assigns a number system for tracking including date of report, Department, initials of who completed the log entry, without including employee name. Tracking and trending should include date, time and location, violence type, type of assault, and incident detailed description.

It is expected that the logs will be forwarded to DHR on a timely basis.

Departments are expected to review the data at least quarterly and make improvements to prevent further incidents.

Template Log is below:

Log #	Person who completed the Log	Incident Date	Incident Time (24-hour, military)	Physical Location	Violence Perpetrator(s) Type, e.g., I stranger; II: client; III: employee (current or former); IV: Personal relationship	Incident Type, e.g., Verbal threats, Physical attack	CAT Notified Y/N	Police Notified Y/N
Example: DHR12.13.23-1	Giano Bito	12/13/23	1403	1 S Van Ness, 4 th floor	III	Verbal	Y	Y