



ADMINISTRATIVE PROCEDURE

SUBJECT: PREVENTING WORKPLACE THREATS AND VIOLENCE	Number <u>XI-2</u>	Effective Date: Issued: <u>11/05/1998</u> Revised: <u>06/17/2020</u>	Page 1 of 5
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PURPOSE:

To set forth the District's policy on addressing and preventing workplace threats and acts of violence; to create an awareness throughout the District of the potential for workplace threats and acts of violence; and to establish the respective responsibilities of employees, supervisors, managers, and the Emergency Operations Team (EOT) in the prevention, and management of workplace threats and violence.

IMPLEMENTATION OVERVIEW:

In the event of a threat or incident of workplace violence, employees are expected to first seek personal safety and the safety of others when possible, and then immediately notify local law enforcement authorities as necessary and appropriate (e.g., by calling 9-1-1).

The Human Resources & Risk Manager is responsible for implementing this policy. The Human Resources & Risk Manager, in coordination with the Manager of Health & Safety, representatives of employee groups, and the Emergency Operations Team, will actively involve employees and their union representatives in the development and implementation of the policy including their participation in identifying, evaluating, and correcting workplace violence hazards; designing and implementing training; and reporting and investigating workplace violence incidents.

DEFINITIONS AND ADDITIONAL INFORMATION:

Workplace Violence: Any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site.

Threat: A real and imminent, not conjectural or hypothetical, threat (oral or written statement or conduct) to injure a person or persons, or otherwise engage in violence, made with the apparent intent and ability to carry out the threat, or indication of an intended threat that would cause a reasonable person to be in fear.

Emergency Operations Team (EOT): A team of District staff designated to perform a specific role in the management of workplace emergencies, including but not limited to those related to workplace violence, and in managing efforts to ensure site and personal safety, to minimize disruption to business, and to promote a swift return to normal operations.

Temporary Restraining Order (TRO) and other injunctive relief options: A TRO is a tool available through the civil court system to protect individuals and agencies from continued illegal and/or unwanted

activity or conduct. It provides a relatively swift means to invoke certain protections afforded by the legal system. In the event that the protective provisions of a TRO are violated by the person against whom it is issued, there are legal consequences and a basis for more serious action against that person.

The District may seek a TRO/injunction on behalf of an employee when they have suffered unlawful violence (including assault, battery or stalking), or in response to an actual or potential threat of violence in the workplace. The legal procedure for obtaining a Temporary Restraining Order is detailed in California Procedure Code Section 527.8.

All employees who apply for or obtain a TRO/injunction that lists any District location as a protected area, shall provide the Human Resources & Risk Manager with a copy of the temporary or permanent TRO/injunction.

POLICY:

The safety and security of employees, customers, service contractors, and visitors is of paramount importance to the District. Threats, threatening behavior, or acts of violence on District property or in the course of conducting District business is not tolerated. Violations of this policy will lead to disciplinary action up to and including termination. No retaliation will be taken against any person making a good faith report or complaint under this policy.

Prohibited conduct under this policy includes, but is not limited to any of the following while on District property or during the course of District business:

- Any threat, threatening behavior, or use of violence.
- An incident involving the violent or unauthorized use of any weapon, whether traditional or improvised.
- Possession of any type of a firearm, fixed blade knives greater than 3.5 inches in length, explosives, or other weapon.

EMERGENCY COMMUNICATIONS

The District may use one or more methods of communicating workplace threats or violence emergencies including evacuation or sheltering plans as appropriate and feasible for the worksite such as the Rapid Alert Notification System (RANS), All-Users emails, phone calls, text messages, etc.

BOMB THREAT PROCEDURES

Employees are directed to refer to the U.S. Department of Homeland Security's Bomb Threat Procedures and Checklist (Exhibit A).

ACTIVE SHOOTER PROCEDURES

Employees are directed to refer to the Contra Costa Water District's Active Shooter Procedures (Exhibit B).

RESPONSIBILITIES:

To ensure a safe and secure workplace, and to help avoid workplace threats and violence, employees are expected to assume the following responsibilities:

1. District Employees:
 - a. Display their District-issued photo identification at or above the waist and on the outside of their clothing at all times while on District property or in the course of conducting District business; support all District security policies, procedures, and protocols during their daily duties; and do their part to maintain a safe and secure work environment on and off District property.
 - b. Never make threats to others; never engage in threatening behavior; and never commit violent acts in the workplace or in a work-related situation. This prohibition includes fighting, horseplay, and other physical misconduct that may result in injury to self and/or others.
 - c. Review and comply with the District's Preventing Workplace Threats and Violence Policy. For privacy and security reasons, employees are expected to maintain confidentiality and not release personal information including personal contact information about any employee to any unauthorized individual regardless of their stated relationship without the explicit consent of the employee.
 - d. Promptly report to their supervisor and/or Human Resources & Risk staff any workplace or work-related behavior that violates this policy.
 - e. If necessary and appropriate (e.g., where a violent act has resulted in a serious bodily injury or where there is imminent danger of serious bodily harm or death), make the first report to the local law enforcement agency by contacting 9-1-1.
 - f. Employees should not place themselves in peril, nor should they attempt to intercede during an incident. An active shooter situation may be an exception, but only if employees are unable to Run or Hide.
 - g. Employees are required to promptly notify the Human Resources & Risk Manager of any protective or restraining order they have obtained, or to which they are subjected, and that lists the workplace as a protected area.
 - h. Employees are encouraged to report safety concerns with regards to domestic violence. The District is committed to supporting victims of domestic violence by providing referrals to the District's Employee Assistance Program provider and providing time off for reasons related to the matter. Such employees should contact the Human Resources & Risk Manager to learn of applicable leave options.

- i. Employees are encouraged to use the District's Employee Assistance Provider for confidential emotional support or other referral services related to a wide variety of needs including but not limited to domestic violence.
 - j. All employees at every District facility who have front-desk reception responsibilities (regardless of temporary or regular-status) are expected to call employees to the front-desk area to receive any professional or personal visitors. Visitors are not permitted to move to an employee-only area without an employee guide.
2. District Supervisors:
- a. Monitor the work environment and employee conduct for potentially violent behavior, threats, threatening behavior or violent acts.
 - b. Report to their supervisor and/or Human Resources & Risk staff all threats and/or violent acts in the workplace or a work-related situation.
 - c. Immediately conduct a preliminary assessment of the type and nature of the threat/violence (e.g., oral threat, physical assault, shooting, barricaded subject, hostage situation, etc.), and take immediate precautionary measures (notify onsite security staff, District staff, and/or local law enforcement) to ensure the safety of employees, customers, service contractors and visitors.
 - d. Secure the work site to the extent that it is practical and safe to do so.
 - e. Notify the victim(s) and/or potential victim(s) of the threat/violence and instruct them to contact Human Resources & Risk staff for further information/assistance.
 - f. Attend required Preventing Workplace Threats and Violence training and ensure their employees are trained in implementing sound practices to ensure a safe and secure workplace.
3. Human Resource & Risk Manager:
- a. Administer and monitor compliance with this Administrative Procedure.
 - b. Convene/activate the Emergency Operations Team (and appropriate outside resources) as necessary and appropriate when a threat or violent act is reported or observed.
 - c. In coordination with the District's Manager of Health & Safety, facilitate a prompt investigation of all reports or incidents of threats or violence in the workplace.
 - d. When applicable investigations are completed, report the results and recommended corrective actions to the General Manager.

- e. Ensure appropriate Preventing Workplace Threats and Violence training is provided. Initial training should generally be provided within six months to new employees. These safety-related training records will be maintained by the Manager of Health & Safety for at least one year. Training records will be made available to all employees and their representatives, on request, for examination and copying within 10 calendar days of request.
- f. Record information in a violent/threat incident log about every incident, post-incident response, and investigation performed in connection with this policy. The information collected will include the date, time, and specific location of the incident; the workplace violence type; the nature of the incident; consequences of the incident, whether security or law enforcement authorities were contacted; amount of lost time from work if any; and actions taken to protect employees in the future, as appropriate. The log will be maintained for a minimum of five years after the most recent recorded incident.

Ensure the violent incident logs are made available to all employees and their representatives, on request, for examination and copying within 10 calendar days of a request. Personally identifying information will be redacted.

- 4. Department Heads and Division Managers:
 - a. Ensure the policy of the District is followed.
 - b. Assist in monitoring compliance with and training on the provisions of this policy.
 - c. If a Department facility is being patrolled, notify all other Department Heads of the patrol security assignment and the basic reasons and anticipated duration of such patrol.

APPROVED:



Stephen J. Welch
General Manager

Exhibits: A - U.S. Department of Homeland Security Bomb Threat Procedures and Checklist
 B - Contra Costa Water District Active Shooter Procedures