

Shasta Head Start Child Development, Inc.  
Workplace Violence Prevention Plan (WVPP)

Last updated 7/1/2024

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## I. Introduction

Shasta Head Start has developed and implemented this written Workplace Violence Prevention Plan (WVPP) as part of our health and safety program. The work performed by Shasta Head Start's personnel is varied, both in nature and location. Under all circumstances, it is the intent of Shasta Head Start to provide a safe and healthy work environment and to help support employees in the overall identification, correction, and prevention of workplace violence or workplace violence hazards.

Accordingly, effective July 1, 2024, Shasta Head Start has implemented this WVPP in compliance with Senate Bill 553, encoded as California Labor Code Section 6401.9 and California Occupational Health & Safety Administration regulation. Shasta Head Start expects and requires all employees to follow the requirements set forth in this WVPP. This program represents the policy and commitment of the Board of Directors, Executives, Management, and employees of Shasta Head Start Child Development, Inc. to work together to ensure a safe work environment which fully complies with Senate Bill 553 encoded as Section 6401.9 of the California Labor Code.

## II. Responsible Persons

Shasta Head Start has designated the Human Resource Manager as the Workplace Violence Prevention Plan Administrator (WVPP Administrator). It is the responsibility of this person to ensure overall implementation of the WVPP. In addition, supervisors have the responsibility of supporting, implementing, and maintaining this program.

### **Employer Information:**

- |                              |   |
|------------------------------|---|
| • <i>Organization</i>        | Shasta Head Start Child Development, Inc.   |
| • <i>Address</i>             | 375 Lake Boulevard, Suite 100, Redding, CA 96003  |
| • <i>Type of Business</i>    | Early Child Development   |
| • <i>Responsible Person</i>  | Human Resource Manager  |
| • <i>Alternate Person(s)</i> | Executive Director<br>Human Resources Training & Development Coordinator<br>Supervisors |

Responsible Person Duties: *Shasta Head Start Child Development, Inc & HR Manager*

- Establish, implement, and maintain an effective Workplace Violence Prevention Plan that is in writing, and easily accessible to employees and authorized employee representatives, in all work areas, at all times.
- Identify and evaluate workplace violence hazards and determine corrective action to help prevent these hazards.
- Establish procedures to accept and respond to reports of workplace violence and prohibit retaliation against an employee who makes such report.
- Design and implement training that helps ensure employee understanding and involvement.
- Ensure effective procedures to respond to actual or potential workplace violence emergencies.

- Establish procedures to communicate how employees' concerns will be investigated and how employees will be informed of the results of the investigation and any corrective action that is taken.
- Ensure compliance with workplace violence prevention practices and procedures from all supervisory and nonsupervisory employees.
- Ensure that records on training, inspections, violent incidents, and corrective measures are properly maintained, as required by this WVPP and other CAL/OSHA-required programs in accordance with Title 8 CCR.
- Conduct investigations for actual or potential reports of Workplace Violence incidents.

Responsible Person Duties: *Supervisors (Directors, Managers, Site Supervisors, Head Teachers)*

- Ensure new employees are thoroughly trained on initial and ongoing Workplace Violence Trainings.
- Implement time for interactive workplace violence questions at site meetings or quarterly Admin meetings.
- Ensure the WVPP procedures are understood, supported, and enforced.
- Identify and evaluate workplace violence hazards and determine corrective action to help prevent these hazards.
- Report complaints, incidents, suggestions to the WVPP Administrator.
- Conduct investigations for actual or potential reports of Workplace Violence incidents.

Responsible Person Duties: *Human Resources Training & Development Coordinator*

- Provide all new hires with initial workplace violence training.
- Ensure that annual trainings are completed by all employees.
- Track and record all workplace violence trainings agency wide.
- Identify and evaluate workplace violence hazards and determine corrective action to help prevent these hazards.

### **III. Employee's Active Involvement**

All employees share in the responsibility for creating and maintaining a safe environment free from workplace violence. Shasta Head Start recognizes that open, two-way communication between our management team and staff about workplace violence issues is essential to a safe and productive workplace. The following communication system is designed to facilitate a continuous flow of workplace violence prevention information between management and staff in a form that is readily understandable by all employees. Please notify your supervisor immediately if you need translation assistance. The following procedures have been created to encourage active involvement of employees in developing and implementing the WVPP.

Supervisors will work with and allow employees to participate in identifying, evaluating, and correcting workplace violence during their monthly site meetings (quarterly for Admin staff). These meetings can include brainstorming sessions, discussions of recent incidents, reviews of safety procedures, and suggestions for procedure changes. All employees are encouraged to participate in identifying and reporting workplace violence, as well as designing and implementing their ideas for the development and training of the plan through direct contact with their supervisor or the WVPP Administrator. Direct contact can include in person conversation, encrypted email, or phone call/voicemail.

#### **IV. Employee Compliance**

Under Shasta Head Start's policy, all employees (supervisory and nonsupervisory) are required to follow agency workplace violence prevention policies and operating procedures, at all times, and at all work locations. When needed, employees will be provided with additional training and information or re-training to maintain their knowledge.

The discipline policy of Shasta Head Start is intended to encourage employee compliance with our WVPP and to comply with the mandate of California Labor Code 6401.9.

Shasta Head Start believes that employees found performing work in a manner that defies the WVPP procedures shall be subject to discipline or termination by management.

The management of Shasta Head Start will determine the course of action best suited to the circumstances. In each situation the supervisor will consider the severity of the problem and the employee's past performance to determine what discipline is necessary. Depending on the severity of the findings, and according to the supervisor's discretion, an employee may be disciplined in any of the following ways:

- i. Verbal Warning
- ii. Written Warning
- iii. Termination

Each disciplinary action will be clearly documented in the employee's personnel file. The documentation will clearly state the Workplace Violence Prevention policy that was violated and steps the employee must take if it is to be corrected.

#### **V. Training**

All employees shall receive training and instruction in the following areas:

- Shasta Head Start's Workplace Violence Prevention Plan, how to obtain a copy, and how to participate in the development and implementation of the plan.
- The definitions and requirements of this section.
- How to report workplace violence incidents or concerns to a supervisor or law enforcement.

- Workplace violence hazards specific to the employees' jobs, the corrective measures that have been implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm.
- The violent incident log and how to obtain copies of the required records.

Employees will have an opportunity to participate in interactive questions and answers with the Responsible Person or another person knowledgeable of the plan.

Training of employees at Shasta Head Start as to this WVPP shall occur:

- When the program is first established and annually thereafter.
- To all new employees.
- Whenever a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the plan.

In accordance with this WVPP, training shall be provided on an annual basis. Training records shall be created and maintained for a minimum of one year and include training dates, contents or a summary of the training sessions, names and qualifications of persons conducting the training, and names and job titles of all persons attending the training sessions.

This WVPP shall be made an integral part of existing training programs at Shasta Head Start. Additional training shall be provided to supervisors to familiarize them with the workplace violence to which employees under their immediate direction and control may be exposed to.

## **VI. Workplace Violence Reporting Procedures**

Shasta Head Start has established the following specific emergency response procedures in the event of an actual or potential workplace violence emergency. Procedures are specific to each worksite and include plans for both evacuation and sheltering in place.

**If an imminent threat or danger is present, employees should call emergency law enforcement by dialing 911.** In the absence of an imminent threat or danger, employees should make a report to their supervisor, preferably in writing, as soon as possible after an incident. The supervisor will then inform the WVPP Administrator. Reports can also be made to the WVPP Administrator and/or other Supervisory Personnel in various situations.

Upon receipt of the report, the WVPP Administrator will evaluate the issue and determine whether the risk or threat necessitates the involvement of law enforcement. Employees may also elect to contact law enforcement regarding the incident or their concern, and Shasta Head Start will not interfere with their right to do so or retaliate, or permit retaliation, against any employee who contacts law enforcement.

The WVPP Administrator or the applicable Supervisor will immediately undertake an investigation of the incident, threat, or concern. Investigations will be recorded in a *Workplace Violence Investigation Form* (page 11) and submitted to the WVPP Administrator. Investigations will include the following:

- A review of previous incidents

- An evaluation of the scene of the incident or threat
- Interviews with involved parties
- An assessment of the perpetrator's behavior, performance history, etc.
- Analysis to determine the root cause of the incident
- Advise and oversee corrective measure
- Consults with law enforcement and obtain reports if necessary
- Document and submit investigations findings to the WVPP Administrator

At the conclusion of the investigation, the reporting party and any other employee affected by the incident shall be informed of the results of the investigation and any corrective action taken through email documentation.

Any employee who suffers or suspects retaliation for making a report under this Workplace Violence and Prevention Program should report the retaliation by notifying the HR Manager.

All violent incidents will be recorded in a *Violent Incident Log* (page 9) by the WVPP Administrator or applicable Supervisor. Information that is recorded in this log shall be based on information solicited from the employees who experienced the workplace violence, on witness statements, and on investigation findings. Any element of personal identifying information shall be omitted from the log, such as 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, reveals the person's identity. Reports will be submitted to the WVPP Administrator and kept as confidential as possible during the investigation, but no report can be kept completely confidential.

Records of Violent Incident Logs will be maintained for a minimum of 5 years, employees may request copies of the records by contacting the HR Manager. The Violent Incident Log will be reviewed annually.

## **VII. Identifying, Evaluating, & Correcting Workplace Violence Hazards**

Shasta Head Start has implemented the following measures to identify, evaluate, and if needed, correct workplace violence hazards.

All employees share in the responsibility of identifying workplace violence hazards. Hazardous conditions, observations of unsafe actions of employees and visitors, and other workplace violence concerns should be immediately reported to the employee's supervisor without fear of reprisal.

Inspections to identify and evaluate potential workplace violence hazards will be conducted by the WVPP Administrator and/or Supervisors by using the *Checklist for Identifying, Evaluating, & Correcting Workplace Violence Hazards* (page 13). Inspections will be conducted upon implementation of the WVPP, after a workplace violence incident, and whenever Shasta Head Start becomes aware of a new or unrecognized hazard.

Hazards that threaten the security of employees will be corrected in a timely manner based on the severity of the hazard when first discovered. The WVPP Administrator, with assistance from Supervisors, is responsible for overseeing the timely correction of the identified hazard(s). The

correction to the hazard will be documented in the *Checklist for Identifying, Evaluating, & Correcting Workplace Violence Hazards*. If an imminent workplace hazard exists that cannot be immediately corrected without endangering employee(s), these employees will be removed from the situation with the exception of those necessary to correct the situation. If necessary, Supervisors will remain at the workplace to correct the situation and will be provided with the required protection.

## **VIII. Evacuation & Shelter in Place Procedures**

In the event of a workplace violence incident or threat, employees will be notified by their Supervisor or the Designated Person in Charge regarding the location and nature of the emergency as well as direction on whether employees must evacuate or shelter in place. Supervisors will be considered the Designated Person in Charge unless otherwise told. Employees will communicate verbally or through the use of cell phones with the Designated Person in Charge and will be notified by this person when the emergency situation is over. Employees should use their best judgement on what form of communication is safest during these situations.

In the event of an evacuation the Designated Person in Charge will determine if it is necessary to evacuate and the safest route out of the building. Employees will follow their centers Licensing 610 form: *Emergency Disaster Plan for Child Care Centers*. These forms are located in prominent locations within each classroom or with the receptionist if located at the Administration office.

In the event of a shelter in place emergency the Designated Person in Charge will initiate the Lockdown Emergency Procedure. Employees will take shelter in the designated lockdown location away from windows and doors, possibly under a table. The Designated Person in Charge will lock the doors, close the blinds, and turn off the lights. Points of entry can be barricaded with bookshelves, couches, or other heavy furniture. Under no circumstances should staff be allowed out during the lockdown. Lockdown procedures will continue until emergency personnel, or the Designated Person in Charge verifies it is safe to exit.

*\* Do not dial 8 to call out before dialing 911*

<b>Emergency Contact</b>	<b>Phone Number</b>
Police Department	911
Fire Department	911
Ambulance	911



# Violent Incident Log

*The information from each log must come from an employee who witnessed the incident, other witness statements, or investigative findings. No personal identifying information may be included in the log, such as a name.*

**Date of Incident:** \_\_\_\_\_ **Time of Incident:** \_\_\_\_\_

**Location of Incident:** \_\_\_\_\_

☐ Classroom ☐ Kitchen ☐ Office ☐ Parking Lot ☐ Other \_\_\_\_\_

**Type of Violence:** \_\_\_\_\_

1. Workplace violence committed by someone with no legitimate business interests at the worksite and includes violent acts by anyone who enters the workplace or approaches workers with the intent to commit a crime.
2. Workplace violence directed at employees by customers, clients, patients, students, or visitors.
3. Workplace violence between two current employees or one current and one former employee
4. Workplace violence committed by a non-employee who has a personal relationship with an employee.

**Nature of Violence:** *(check all that apply)*

- ☐ Physical attack without a weapon, including, but not limited to biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, scratching, or spitting.
- ☐ Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object.
- ☐ Threat of physical force or threat of the use of a weapon or other object.
- ☐ Sexual assault or threat, including but not limited to rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.
- ☐ Animal attack
- ☐ Other \_\_\_\_\_

**Offender:**

- ☐ Client or Customer ☐ Family or Friend of a Client or Customer ☐ Partner or Spouse
- ☐ Co-worker ☐ Supervisor or manager ☐ Parent or relative ☐ Stranger with criminal intent
- ☐ Other \_\_\_\_\_

**Description of Incident:** *(continue on separate sheet if necessary)*

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**Circumstances:** *(e.g., employee was rushed, working in a poorly lit area, isolated/alone, unfamiliar location)*

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**Action Taken:** *(e.g., use of law enforcement, means of protection, administrative, etc.)*

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**Additional Comments:**

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**Log Completed By:**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Position: \_\_\_\_\_

## Workplace Violence Investigation Form

Have there been prior incidents at this location? *(if yes, review all past incidents)* ☐ Yes ☐ No

Evaluate the scene of the incident or threat and document findings.

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Witness Names:

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Interview involved parties and document findings. *(continue on separate sheet if necessary)*

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Does the perpetrator have any past behavior or performance history? *(if yes, document)* ☐ Yes ☐ No

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What is determined to be the root cause of the incident?

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What corrective measures are being taken to prevent reoccurrence?

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Date corrective measure was completed: \_\_\_\_\_

Was law enforcement contacted? *(if yes, obtain reports)*    ☐ Yes    ☐ No

Additional Comments:

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Log Completed By:

Name: \_\_\_\_\_

Date: \_\_\_\_\_

## Checklist for Identifying, Evaluating, & Correcting Workplace Violence Hazards

*Inspections will be conducted upon implementation of the WVPP, after a workplace violence incident, and whenever Shasta Head Start becomes aware of a new or unrecognized hazard.*

Yes	No	N/A	Potential Hazard	Corrective Action/Notes	Date Corrected
			Is the parking lot and other outside areas lit well?		
			Is the parking lot secure with a gate, lock, security camera etc.?		
			Are vehicles safely locked and secured?		
			Do vehicles receive routine inspections and are they kept in good working order?		
			Are vehicle door and window locks controlled by the driver?		
			Have neighboring facilities or businesses experienced violence or crime?		
			Is the area surrounding the building free of bushes or other hiding places?		
			Are exterior walkways visible from inside the building?		
			Are all security cameras positioned well and working properly?		
			Is the alarm system working and tested regularly?		
			Are there procedures to control key access?		
			Is public access to the building controlled?		
			Are authorized visitors required to sign-in?		
			Are authorized visitors required to wear ID badges or name tags?		
			Can an employee(s) observe others in waiting areas?		
			Are waiting and work areas free of objects that could be used as weapons?		
			Is there adequate staffing at the center/office?		
			Do all necessary doors and windows lock?		
			Are restrooms secure with working locks?		
			Are broken locks, windows, cameras repaired promptly?		
			Do employees have access to a telephone with an outside line?		
			Can an employee be heard if they call for help?		

			Are all incidents of violence or suspicious activity reported?		
			Are employees notified of past violent incidents?		
			Is there an internal procedure for conflict situations?		
			Are all staff trained on emergency procedures?		
			Is emergency information visibly posted?		
			Is indoor lighting adequate enough to see clearly?		
			Are employee work areas separate from public areas?		
			Is there a secure location for employees to store their personal belongings?		
			Are exits clear and are there enough exits or adequate routes of escape?		
			Can exit doors be opened only from the inside to prevent unknown and unauthorized entrances?		
			Are floor plans posted to show entrances and exits?		
			Other...		

Completed By: \_\_\_\_\_

Position: \_\_\_\_\_

Center: \_\_\_\_\_

Date: \_\_\_\_\_

## **Acknowledgement of Receipt and Review of Workplace Violence Prevention Plan (WVPP)**

I have received my copy of Shasta Head Start's Workplace Violence Prevention Plan (WVPP). I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures contained in this WVPP.

The attached copy of the WVPP is for you to keep. Please sign and date below and return this page to the Human Resource Department.

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Employee Print Name

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Employee Signature

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Date