

AGENDA ITEM 1 G
Consent Item

MEMORANDUM

DATE: September 3, 2026

TO: El Dorado County Transit Authority

FROM: Ryan Robinson, Safety & Training Manager

SUBJECT: Updated Workplace Violence Protection Plan

REQUESTED ACTION:
BY MOTION,

Adopt Resolution No. 26-26 approving updates to the El Dorado County Transit Authority Workplace Violence Protection Plan

BACKGROUND

California Labor Code Section 6401.9 requires covered employers to establish, implement, and maintain an effective Workplace Violence Prevention Plan (WVPP). The El Dorado County Transit Authority (El Dorado Transit) implemented its Workplace Violence Prevention Plan effective July 1, 2024, to establish procedures for identifying, evaluating, preventing, responding to, investigating, and documenting workplace violence incidents, threats, and hazards.

Staff reviewed the existing Plan and developed revisions to strengthen and clarify El Dorado Transit's workplace violence prevention procedures and responsibilities. The updates also improve coordination with EDCTA's Injury and Illness Prevention Program, Public Transportation Agency Safety Plan (PTASP), Safety Management System (SMS), emergency response procedures, and applicable Federal Transit Administration (FTA) and National Transit Database (NTD) requirements. The proposed revisions were submitted to the Special District Risk Management Authority (SDRMA) for review. SDRMA reviewed the proposed changes and approved the revisions for compliance.

DISCUSSION

The proposed revisions update and clarify key components of the Workplace Violence Prevention Plan, including:

- Roles, responsibilities, and authority for Plan administration and implementation;
- Workplace violence reporting, communication, and employee protections;
- Emergency response and employee safety procedures;
- Transit-specific workplace violence hazard identification, assessment, and correction;
- Post-incident response, investigation, and corrective action responsibilities;
- Employee training and recordkeeping requirements; and
- Coordination with EDCTA's PTASP/SMS and applicable FTA and NTD requirements.

The Human Resources Manager and Safety & Training Manager are designated as Joint Workplace Violence Prevention Plan Administrators, with responsibilities defined according to their respective areas of expertise. The Executive Director retains overall Agency authority and oversight.

The revisions are intended to provide employees and management with clearer procedures for preventing, reporting, responding to, and investigating workplace violence while maintaining compliance with applicable workplace safety and transit safety requirements. A redline version showing the proposed changes is included with the agenda packet. Upon Board approval, the updated Workplace Violence Prevention Plan will replace the currently adopted version.

**EL DORADO COUNTY TRANSIT AUTHORITY
RESOLUTION NO. 26-26**

**RESOLUTION OF THE BOARD OF DIRECTORS OF THE
EL DORADO COUNTY TRANSIT AUTHORITY
ADOPTION OF WORKPLACE VIOLENCE PREVENTION PLAN**

WHEREAS, the El Dorado County Transit Authority (“El Dorado Transit”) recognizes the importance of providing a safe and secure workplace for all employees; and

WHEREAS, California Labor Code Section 6401.9 requires covered employers to establish, implement, and maintain an effective Workplace Violence Prevention Plan; and

WHEREAS, the Board of Directors previously adopted the El Dorado County Transit Authority Workplace Violence Prevention Plan by Resolution No. 25-07 on March 6, 2025; and

WHEREAS, staff has reviewed and updated the Workplace Violence Prevention Plan to clarify responsibilities and procedures, strengthen workplace violence prevention and response measures, address transit-specific workplace violence hazards, and improve coordination with the Authority’s safety and emergency response programs; and

WHEREAS, the proposed updates to the Workplace Violence Prevention Plan were submitted to the Special District Risk Management Authority (SDRMA) for review, and SDRMA reviewed and approved the proposed changes for compliance; and

WHEREAS, the updated Workplace Violence Prevention Plan is intended to maintain compliance with applicable California workplace violence prevention requirements and coordinate workplace violence prevention with applicable Federal Transit Administration requirements and the Authority’s Public Transportation Agency Safety Plan and Safety Management System.

NOW, THEREFORE, BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE EL DORADO COUNTY TRANSIT AUTHORITY: The Board hereby adopts the updated Workplace Violence Prevention Plan of the El Dorado County Transit Authority, which shall supersede and replace the Workplace Violence Prevention Plan previously adopted by Resolution No. 25-07.

PASSED AND ADOPTED BY THE GOVERNING BOARD OF THE EL DORADO COUNTY TRANSIT AUTHORITY at a regular meeting of the Board held on the 3rd day of September 2026, by the following vote of the Board:

AYES:

NOES:

ABSTAIN:

ABSENT:

Brian Veerkamp, Chairperson

ATTEST:

Megan Wilcher, Secretary to the Board



Workplace Violence Prevention Plan

Implemented: July 1, 2024

Adopted: ~~Draft~~ **March 6, 2025**

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Policy

El Dorado County Transit Authority (EDCTA) is committed to providing a work environment that is free of threatening or violent behavior involving any employee, volunteer, contractor, vendor, client, passenger, or visitor. The purpose of this policy is to establish, implement, and maintain a structured and proactive approach to identifying, managing, and mitigating risks in the workplace. An effective Workplace Violence Prevention Plan (WVPP) will address the hazards known to be associated with four types of workplace violence as defined by the Labor Code Section 6401.9. ~~This plan will also include requirements for the Federal Transit Administration (FTA). This Workplace Violence Prevention Plan is intended to satisfy applicable California workplace violence prevention requirements and to coordinate workplace violence prevention with EDCTA's Injury and Illness Prevention Program, Public Transportation Agency Safety Plan (PTASP), Safety Management System (SMS), and emergency response procedures. Applicable Federal Transit Administration (FTA) requirements related to transit-worker assaults, safety risk management, safety risk mitigation, de-escalation training, and National Transit Database (NTD) reporting are incorporated or addressed where applicable. This written Plan shall be in effect at all times and shall be available and easily accessible to employees, authorized employee representatives, and representatives of Cal/OSHA.~~

An employee who is teleworking from a location of the employee's choice, which is not under the control of the employer, will be exempt from this policy.

Definitions

<u><i>Emergency:</i></u>	Unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other people.
<u><i>Engineering Controls:</i></u>	An aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between the employee and the hazard.
<u><i>Log:</i></u>	The violent incident log required (Appendix A).
<u><i>WVPP:</i></u>	The Workplace Violence Prevention Plan.
<u><i>Serious Injury/Illness:</i></u>	Any injury or illness occurring in a place of employment or in connection with any employment that requires inpatient hospitalization for other than medical observation or diagnostic testing, or in which an employee suffers an amputation, the loss of an eye, or any serious degree of permanent disfigurement, but does not include any injury or illness or death caused by an accident on a public street or highway, unless the accident occurred in a construction zone.
<u><i>Threat of Violence:</i></u>	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.

Work Practice Controls: Procedures and rules which are used to effectively reduce workplace violence hazards.

Workplace Violence: Any act of violence or threat of violence that occurs in a place of employment. 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, vendors, passengers, 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.

Physical Assault: For the purpose of Federal Transit Administration and reporting purposes for the National Transit Database (NTD), a physical assault is when the attack involves contact with the transit worker*, which could include any physical contact with the victim from the attacker's body, a weapon, a projectile or other item.

*For reporting purposes NTD reporting, operator is an employee whose function is to operate the transit vehicle. A transit worker refers to an employee or individual who is compensated by EDCTA or who is otherwise providing specific services on behalf of EDCTA.

Non-physical Assault: An assault in which the attack involves no physical contact with the transit worker. For example: Threats, intimidation, harassment, physical assault attempt.

Responsibility and Authority

Workplace Violence Prevention Plan Administrator

~~WVPP Administrator has the authority and responsibility for implementing the provisions of this plan for EDCTA. The following are the parties responsible and their duties:~~

The Human Resources Manager and Safety & Training Manager are designated as EDCTA's Joint Workplace Violence Prevention Plan Administrators and have equal day-to-day authority for implementation and enforcement of this Plan within their respective areas of responsibility. The

Executive Director retains overall agency authority and responsibility for ensuring adequate organizational resources and support. The Joint WVPP Administrators are authorized to receive reports, require immediate protective actions, initiate or coordinate investigations, identify and require corrective measures, coordinate training, maintain required records, and elevate matters to the Executive Director, law enforcement, Cal/OSHA, FTA, or other appropriate authorities when necessary.

Roles and Responsibilities

Executive Director / Accountable Executive

The Executive Director retains overall agency authority and provides executive oversight and organizational support for the Workplace Violence Prevention Plan. The Executive Director ensures that necessary resources are available to support implementation of the Plan; receives notification of significant workplace violence incidents, hazards, corrective actions, legal concerns, and operational impacts; approves final Plan adoption and major revisions; supports corrective actions when executive-level authority or resources are required; and retains ultimate authority for the Agency.

Human Resources Manager – Joint Workplace Violence Prevention Plan Administrator

The Human Resources Manager serves as a Joint Workplace Violence Prevention Plan Administrator and has equal day-to-day authority with the Safety & Training Manager within the functions assigned to the position. The Human Resources Manager leads and coordinates personnel and employment-related aspects of workplace violence prevention, including receiving and evaluating reports involving employees, supervisors, or managers; employee relations; retaliation concerns; domestic violence or stalking concerns that may affect the workplace; employee support; leave and workers' compensation coordination; reasonable accommodation; labor relations; personnel investigations; corrective or disciplinary processes; and confidential personnel matters. The Human Resources Manager participates in threat assessments, workplace violence investigations, corrective actions, training, emergency response decisions, and the annual review of the Workplace Violence Prevention Plan.

The Human Resources Manager shall also coordinate, as applicable, employee requests for workplace safety-related reasonable accommodations and protected leave arising from qualifying acts of violence in accordance with California Government Code section 12945.8 and other applicable law. When a reported domestic violence, sexual assault, stalking, or other qualifying act of violence presents or may present a workplace safety concern, the Human Resources Manager shall coordinate with the Safety & Training Manager, as appropriate, to evaluate workplace violence hazards and implement reasonable safety measures while maintaining employee confidentiality as required by law.

Safety & Training Manager – Joint Workplace Violence Prevention Plan Administrator

The Safety & Training Manager serves as a Joint Workplace Violence Prevention Plan Administrator and has equal day-to-day authority with the Human Resources Manager within the functions assigned to the position. The Safety & Training Manager leads and coordinates the safety and technical administration of the Workplace Violence Prevention Plan, including workplace violence hazard identification and

assessment; safety inspections; safety investigations; corrective action tracking and verification; workplace violence prevention training; emergency preparedness and response; required workplace violence records and the Workplace Violence Incident Log; integration with the Public Transportation Agency Safety Plan (PTASP) and Safety Management System (SMS); safety risk assessments and mitigations; and evaluation of applicable Federal Transit Administration (FTA) and National Transit Database (NTD) reporting requirements. The Safety & Training Manager may require immediate safety-related protective measures and may stop work when an imminent hazard exists.

Safety & Training Supervisor

The Safety & Training Supervisor supports the Joint Workplace Violence Prevention Plan Administrators, primarily through the Safety & Training Manager, with implementation and maintenance of the Plan. Responsibilities include assisting with workplace violence hazard assessments, inspections, training, field response, safety investigations, evidence preservation, documentation, corrective action tracking, recordkeeping, emergency preparedness, and post-incident follow-up. The Safety & Training Supervisor may coordinate immediate safety response activities when assigned or when delegated by Agency leadership.

Operations Manager

The Operations Manager is responsible for operational implementation of the Workplace Violence Prevention Plan within transit operations. Responsibilities include coordinating staffing, service adjustments, vehicle or route changes, Dispatch and supervisory response, employee relief, operational communications, and continuity of transit operations; participating in workplace violence hazard assessments, investigations, corrective actions, and threat-management decisions affecting operations; and ensuring that Operations personnel, including Dispatch and Operations Supervisors, comply with the requirements of the Plan.

Managers and Supervisors

Managers and Supervisors are responsible for implementing the Workplace Violence Prevention Plan within their assigned work areas and areas of operational responsibility. Responsibilities include responding promptly to reported or observed workplace violence incidents, threats, and hazards; taking immediate action to protect employees, passengers, and others when necessary; summoning law enforcement, emergency medical services, or other emergency assistance when appropriate; coordinating employee relief and immediate operational response; promptly notifying the Human Resources Manager and Safety & Training Manager of workplace violence incidents, threats, hazards, and concerns; preserving available evidence and relevant information when appropriate; supporting emergency response and post-incident actions; participating in investigations, workplace violence hazard assessments, and corrective actions as directed; communicating with affected employees as appropriate; preventing retaliation; and consistently implementing and enforcing Workplace Violence Prevention Plan requirements.

Employees

All employees are responsible for maintaining a violence-free work environment and complying with the Workplace Violence Prevention Plan. Employees are expected to attend required training; follow applicable policies, procedures, and emergency instructions; promptly report workplace violence incidents, threats, suspicious behavior, and workplace violence hazards; cooperate with investigations and hazard assessments; notify appropriate Agency personnel of restraining or protective orders that may affect workplace safety; use de-escalation and emergency communication procedures consistent with training; and seek emergency assistance when necessary.

Transit Operations and Maintenance Employees

Transit Operators, Dispatch personnel, Operations Supervisors, Maintenance personnel, and other employees performing transit operations, vehicle maintenance, road testing, roadside response, or related operational duties have additional responsibilities due to the nature of their duties, including interaction with passengers and members of the public and work performed in transit vehicles, passenger facilities, bus stops, park-and-ride facilities, layover locations, Maintenance facilities, Agency yards, public roadways, and other operational locations. These employees shall follow applicable de-escalation, emergency communication, Dispatch notification, cell phone and personal electronic device requirements, and workplace violence response procedures; promptly report assaults, threats, intimidation, harassment, suspicious behavior, and other workplace violence incidents; request supervisory, law enforcement, or emergency assistance when necessary; and provide sufficient information regarding incidents to support EDCTA's workplace violence investigation, PTASP/SMS safety risk management processes, and evaluation of applicable FTA and National Transit Database (NTD) reporting requirements. Transit Operations and Maintenance employees shall prioritize personal safety and shall not unnecessarily place themselves, passengers, coworkers, or members of the public at increased risk when responding to an actual or potential workplace violence incident.

Responsible Persons	Position	WVPP Responsibilities	Phone Number	Email
Brian James	Executive Director	Oversees the entire program Approves final plan and major changes	530-642-5383 Ext 210	bjames@eldoradotransit.com
Maria Harris	Human Resources Manager	Handles Reports Oversees the program	530-642-5383 Ext 209	mharris@eldoradotransit.com
Christine Parker	Safety Program Manager	Develops, Implements Maintains the plan Safety Inspections Organizes Safety Meeting and Training Materials Keeps records of reports of workplace Violence Determine Reportable Event for NTD; Risk Assessments; Emergency Preparedness Activity	530-642-5383 Ext 217	eparker@eldoradotransit.com

Employees (Including Managers and Supervisors)

Responsibilities include:

- Their own behavior when interacting with fellow employees, supervisors, passengers, members of the public, and vendors.
- Maintaining a violence free work environment.
- Attending all training.
- Following all directives, policies, and procedures.
- Cooperating fully in investigations/assessments of allegations of workplace violence
- Informing appropriate personnel about restraining or protective court orders related to domestic situations so that assistance can be offered at the workplace.
- Reporting suspicious people in the area and alerting the proper authorities when necessary.

Managers and Supervisors

Responsibilities include:

- Implementing the plan in their respective work areas.
- Taking all reported incidents of workplace violence seriously
- Investigating all acts of violence, threat, and similar disruptive behavior in a timely fashion
- Providing feedback to employees regarding the outcome of their reports
- Being cognizant of situations that have the potential to produce violent behavior and promptly addressing them with all concerned parties.

- ~~Encouraging employees who show signs of stress or evidence of possible domestic violence to seek assistance, such as the Employee Assistance Program~~
- ~~Providing input to the Administrator regarding the plan.~~
- ~~Participating in investigations of workplace violence reports.~~
- ~~Answering employee questions concerning this WVPP~~

Employee Active Involvement

EDCTA ensures the following policies and procedures to obtain the active involvement of employees and authorized employee representatives in developing, reviewing, and implementing the WVPP.

- ~~Management will work with and allow employees and authorized employee representatives to participate in:~~ Management will work with employees and authorized employee representatives and, when necessary, allow them to participate in:
 - Identifying, evaluating, and determining corrective measures to prevent workplace violence. This includes, but is not limited to, periodic safety meetings with employees and their representatives to discuss the identification of workplace violence related concerns and hazards, and to evaluate the concerns to identify corrective action.
 - Design and implementing training by encouraging employees to provide feedback and suggestions to help customize the training materials and sessions.
 - Reporting and potentially assisting in the investigation of workplace violence incidents.
- Management will ensure that all workplace violence policies and procedures within this WVPP are clearly communicated and understood by all employees. Managers and supervisors will enforce the rules fairly and uniformly.
- All employees will follow all directives, policies, and procedures, as outlined in this Plan, and assist in maintaining a safe work environment.
- The Plan shall be in effect at all times and in all work areas and be specific to the hazards and corrective measures for each work area and operation.

Compliance

El Dorado Transit ensures compliance with safe and healthy work practices and maintains a

secure work environment by the following:

- Informing all employees of the WVPP during new employee safety orientation training and ongoing workplace violence prevention training.
- Providing workplace violence prevention training to managers and supervisors concerning their roles and responsibilities for WVPP implementation.
- Providing retraining to employees whose safety performance is deficient with the WVPP.
- Evaluating employees to ensure their compliance with the WVPP and recognizing employees who demonstrate safe work practices that promote the elements of the WVPP. This will be accomplished, but not limited by verbal recognition, recognition on the electronic community board or memos by supervisors and/or managers.
- Disciplining employees for failure to comply with the WVPP in accordance with the compliance requirements outlined in El Dorado Transit's Policy and Procedure Manual and Memorandum of Understanding between Operating Engineers Local Union No. 3 Transit Operators bargaining Unit.

Communication

We recognize that open, two-way communication between our management team, staff, and other employers, 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, and consists of the following:

- The new hire orientation includes workplace violence prevention policies and procedures.
- Workplace violence prevention training.
- Regularly scheduled meetings that address security issues and potential workplace violence hazards.
- Effective communication between employees and managers about workplace violence prevention and concerns. This will be accomplished, but not limited:
 - Updates on status of investigations and corrective actions through email, memos and at safety meetings. These updates ~~could~~ may include information about the progress of investigations, the results of the investigation and any corrective actions taken.

~~—Remain transparency by memos, training sessions and~~

additional written documentation. Maintain transparency through memos, training sessions, and additional written communications

- Posted or distributed workplace violence prevention information.
- ~~Encouraging employees to inform their supervisors about any threats of violence or workplace violence. Employees are encouraged to report in writing using the Incident Report Form or the Event Report Form. Managers and Supervisors receiving the report will use the Workplace Violent Incident Log (Appendix A) to assist in their reporting of incidents records. Employees can report to El Dorado Transit or Enforcement without fear of reprisal. Employees are encouraged to promptly report workplace violence, threats of violence, stalking, intimidation, aggressive conduct, suspicious behavior, or workplace violence hazards to a supervisor or manager, Human Resources Manager, Safety & Training Manager, Safety & Training Supervisor, Dispatch or the On-Call Supervisor for operational matters, or law enforcement as appropriate. Reports may be made verbally, electronically, in writing using an Incident Report Form or Event Report Form, or anonymously through an available Agency reporting method. Managers and supervisors receiving a report shall promptly notify the Human Resources Manager and Safety & Training Manager. EDCTA prohibits retaliation, discrimination, intimidation, coercion, or adverse action against any employee for making a good-faith workplace violence report, participating in an investigation, reporting a hazard, seeking emergency assistance, or exercising rights under this Plan or applicable law.~~
Employees shall have access to an appropriate means of communication to seek emergency assistance, assess the safety of a situation, or communicate with a person to verify their safety, consistent with their assigned duties and applicable EDCTA safety requirements. Nothing in this Plan authorizes the use of a personal electronic device in violation of EDCTA policies or safety-sensitive work requirements. Transit Operators shall comply with all applicable EDCTA cell phone and personal electronic device requirements, including requirements governing when and where personal or Agency-issued phones may be used and the safe stopping and securing of a vehicle before phone use, except as otherwise specifically authorized by EDCTA procedures for

emergency or safety-related circumstances. Dispatch personnel shall comply with applicable safety-sensitive work requirements governing personal electronic devices and shall use Agency telephones, radios, or other authorized Agency communication systems while performing safety-sensitive Dispatch duties. Nothing in these restrictions shall prevent an employee from using an appropriate and safely available means of communication to summon emergency assistance when necessary. Employees' workplace violence concerns will be investigated in a timely manner, and employees will be informed of the results of the investigation and any corrective actions to be taken, as appropriate.

Coordination with Other Employers

EDCTA will implement the following effective procedures to coordinate the implementation of our WVPP with other employers to ensure those employers and their employees understand their respective roles:

- All employees will be trained in workplace violence prevention.
- Workplace violence incidents involving any employee are reported, investigated, and recorded.

Workplace Violence Incident Reporting Procedures

Employees can report all threats or acts of workplace violence to their supervisor, manager, or law enforcement without fear of reprisal. The supervisor or manager will be required to inform the ~~Safety Program Manager~~Safety & Training Manager and/or Human Resource Manager. In the event a supervisor or manager is not available, the employee can report an incident directly to the ~~Safety Program Manager~~Safety & Training Manager and/or Human Resources.

Any employee may report a workplace violence event to their supervisor in the following methods:

- Incident Report Form
- Event Report
- Verbally
- Electronically
- Anonymously via Trackit

Submit the Incident Report Form or Event Report Form anonymously by placing the completed form in the appropriate manager ~~box, or~~ supervisor box, or suggestion box.

Emergency Response Procedures

In the event of an actual or potential workplace violence emergency, the employee should determine the best response and immediate reporting option based on the situation, circumstances, and training. To obtain help from staff assigned to respond to workplace

violence emergencies the following methods of reporting are not limited to the following:

- Dialing 911.
- Notifying Dispatch by Radio.
- ~~— Immediately notify the manager, supervisor, Safety Program Manager, Safety & Training Manager, or Human Resources. immediately notify the manager or supervisor, Human Resources Manager, Safety & Training Manager, Safety & Training Supervisor, or Operations Manager, as appropriate.~~
- Using the silent alarm. Silent Alarms are available at both ~~Office~~ Administrative Assistant Location and in Dispatch. This silent alarm is used to notify emergency services in silence (active shooter, robbery etc.)
- Notification to staff by telephone, elevate, and verbal announcements.

Employees shall prioritize personal safety during an actual or potential workplace violence emergency. Employees are not required to obtain management approval before calling 911 or moving to a safer location. When safe and feasible, employees should disengage, create distance, move to safety, warn others, and request assistance. Employees should not pursue, physically restrain, or attempt to disarm a violent person except when necessary as a last resort for lawful self-defense or defense of others. During an emergency controlled by law enforcement or another emergency response agency, EDCTA personnel shall follow lawful directions and coordinate within the established Incident Command System (ICS) and National Incident Management System (NIMS) structure, as applicable.

Upon being notified of a workplace violence emergency, and if appropriate, the Administrator or designated “person-in-charge” will determine if emergency procedures should be activated and if evacuation or shelter-in-place procedures should be implemented. Evacuation maps and routes are placed conspicuously within the building.

Refer to ~~Appendix C~~ Appendix B for procedures on how to respond to specific workplace violence emergency scenarios and include effective procedures for evacuation or sheltering that are appropriate and feasible for the worksite.

Workplace Violence Hazard Assessment

~~A workplace hazard assessment will be conducted by the Administrator, and other selected employees, utilizing the Workplace Violence Prevention Hazard Assessment & Correction Form (Appendix B). An annual review of the past year’s workplace violence incidents will be conducted.~~ A workplace violence hazard assessment will be coordinated by the Safety & Training Manager and Human Resources Manager with participation from the Safety & Training Supervisor, Operations Manager, affected managers and supervisors, employees, and authorized employee representatives, as appropriate, utilizing the Workplace Violence Prevention Hazard Assessment & Correction Form (Appendix B). Assessments shall be specific to the hazards and corrective measures associated with each EDCTA work area and operation.

Inspections to identify and evaluate workplace violence hazards are performed according to the following

schedule:

- When the WVPP is first established.
- ~~Periodically scheduled.~~ At least annually and whenever operational changes or identified hazards warrant additional assessment.
- When new, previously unidentified workplace violence/security hazards are recognized.
- After each workplace violence incident or threat occur.

Transit-specific workplace violence hazard assessments shall consider, as applicable, passenger and public contact; fare and passenger-conduct disputes; ADA, mobility-device, service-animal, and securement interactions; employees working alone or in mobile workplaces; early-morning, nighttime, remote-stop, layover, transit-center, park-and-ride, and passenger-residence operations; operator isolation and escape paths; onboard cameras and operator barriers; Dispatch and radio communications; administrative and public-access areas; Maintenance shops, yard gates, fuel areas, parking lots, and contractor access; domestic violence or stalking concerns affecting the workplace; and prior workplace violence incidents, transit-worker assaults, and relevant PTASP/SMS safety information.

Workplace Violence Hazard Correction

Workplace violence hazards will be evaluated and corrected in a timely manner. The Administrator will implement the following procedures to correct the identified workplace violence hazards when observed, reported, or discovered:

- If an imminent workplace violence hazard exists that cannot be immediately abated without endangering employee(s), all exposed employee(s) will be removed from the situation except those required to correct the existing condition. Employees tasked with resolving the hazard will be provided with appropriate protective measures based on the level of exposure.
- All corrective actions taken will be documented and dated on the appropriate forms. Such as the Workplace Violence Hazard Assessment and Correction form (~~Appendix C~~ Appendix B), or other tracking measures.

Post Incident Response and Investigation

~~After a workplace incident, the Administrator or their designee will implement the following post-incident procedures when appropriate:~~ After a workplace violence incident or credible threat, the Safety & Training Manager and Human Resources Manager shall coordinate the post-incident response and investigation. The Safety & Training Manager will lead or coordinate safety, hazard, evidence, and operational safety aspects of the investigation, while the Human Resources Manager will lead or coordinate personnel, employee-relations, retaliation, labor, confidentiality, and employment-related matters. The Safety & Training Supervisor, Operations Manager, managers, supervisors, and Dispatch may assist as assigned. The following post-

incident procedures will be implemented as appropriate:

- Visit the scene of an incident as soon as safe and practicable.
- Interview involved parties, such as employees, witnesses, law enforcement, and/or security personnel.
- Review security footage of existing security cameras if applicable.
- Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
- Determine the cause of the incident.
- Take corrective action to prevent similar incidents from occurring.
- Complete the Violent Workplace Violence Incident log (see Appendix A) for every workplace violence incident and ensure corrective actions are taken.
- Obtain any reports completed by law enforcement.
- Evaluate whether the incident requires additional safety risk assessment, mitigation, or monitoring through EDCTA's PTASP/SMS and whether applicable FTA, NTD, Cal/OSHA, workers' compensation, insurance, or internal reporting requirements apply.

Training & Instruction

All employees, including managers and supervisors, will have training and instruction on general and job-specific workplace violence practices.

Training will occur:

- When the WVPP is first established.
- When hired.
- Annually to ensure all employees understand and comply with the Plan.
- When a new or previously unrecognized workplace, violence hazards have been identified.
- When changes are made to the WVPP that affect employee responsibilities or workplace violence hazards. Training related to a new hazard or Plan change may be limited to the new hazard or change.

Employee training on workplace violence will include:

- A review of the WVPP, how to obtain a copy of the WVPP, and how to participate in the development and implementation of the WVPP.
- How to report workplace violence incidents or concerns to EDCTA or law enforcement, without fear of reprisal.

- Workplace violence risks that employees may encounter in their jobs.
- How to recognize the potential for violence and escalating behavior.
- General and personal safety measures.
- Strategies to de-escalate behaviors and to avoid physical harm.
- The EDCTA's alerts, alarms, or systems that are in place to warn of emergencies.
- Information about the EDCTA Employee Assistance Program.
- Information about the ~~Violent~~ Workplace Violence Incident Log and how to obtain copies of records pertaining to completed logs, hazard identification, evaluation and correction, and training records.
- Transit-specific de-escalation and assault-prevention procedures required by EDCTA's PTASP and applicable FTA requirements for employees whose duties are covered by those requirements.

~~Employees will always have opportunities for interactive questions and answers with Human Resources, Administrator, or a person knowledgeable about the EDCTA's WVPP. Employees shall be provided opportunities for interactive questions and answers with a person knowledgeable about EDCTA's Workplace Violence Prevention Plan during required workplace violence prevention training. The Human Resources Manager, Safety & Training Manager, Safety & Training Supervisor, or another qualified person knowledgeable about the Plan may provide or facilitate the interactive questions and answers.~~

Recordkeeping

~~Records of violent incidents (Violent Incident Log), workplace violence hazard identification, evaluation and correction, and incident investigations will be maintained for (5) five years. No records shall contain medical information. Records of workplace violence incidents (Workplace Violence Incident Log), workplace violence hazard identification, evaluation and correction, and workplace violence incident investigations shall be maintained for at least five (5) years from the end of the calendar year in which the applicable incident, hazard identification, evaluation, correction, or investigation occurred or was completed, as applicable. These records shall not contain medical information.~~

~~Training for each employee, including the employee's name, training dates, type of training, and training provider will be maintained for a minimum of five (5) years. Training records shall include the training date, contents or a summary of the training session, names and qualifications of persons conducting the training, and names and job titles of all persons attending the training. EDCTA will maintain workplace violence prevention training records for a minimum of five (5) years.~~

The written WVPP shall be available and easily accessible to employees, authorized employee representatives, and Cal/OSHA representatives at all times. Workplace violence hazard identification, evaluation, and correction records; training records;

and Workplace Violence Incident Logs shall be made available to employees and authorized employee representatives, upon request and without cost, for examination and copying within fifteen (15) calendar days of the request, as required by California Labor Code section 6401.9. All records required by California Labor Code section 6401.9 shall be made available to Cal/OSHA upon request.

Cal/OSHA Reporting of Work-Related Fatalities and Serious Injuries

~~EDCTA will immediately, but no later than 8 hours after awareness, report to Cal/OSHA any work-related death or serious injury or illness, including any due to workplace violence, of an employee occurring at the workplace or in connection with any employment.~~ EDCTA will immediately report to Cal/OSHA any work-related death or serious injury or illness, including any resulting from workplace violence, of an employee occurring in a place of employment or in connection with any employment. “Immediately” means as soon as practically possible, but no later than eight (8) hours after EDCTA knows, or with diligent inquiry would have known, of the death or serious injury or illness. If EDCTA can demonstrate that exigent circumstances exist that prevent reporting within the eight (8)-hour period, the report shall be made as soon as practically possible, but no later than twenty-four (24) hours after the incident.

~~A serious injury or illness (CCR330) is defined as:~~ A serious injury or illness, as defined by Title 8 CCR § 330(h), includes:

- ~~— Any inpatient hospitalization for more than observation~~ Inpatient hospitalization, regardless of the length of time, for other than medical observation or diagnostic testing.
- Amputation
- Loss of an eye
- ~~— Serious degree of permanent disfigurement.~~ Any serious degree of permanent disfigurement.

~~It does not include any injury, illness, or death caused by an accident on a public street or highway unless the accident occurred in a construction zone.~~ For purposes of Cal/OSHA’s definition of a “serious injury or illness,” the definition does not include an injury, illness, or death caused by an accident on a public street or highway unless the accident occurred in a construction zone.

Annual Review

EDCTA’s Workplace Violence Prevention Plan (WVPP) will be reviewed for effectiveness:

- At least annually.
- When a deficiency is observed or becomes apparent.
- After a workplace violence incident.

- As needed.

Review of the WVPP will include measures outlined in the Employee Active Involvement section as well as the following:

- A review of the incident investigations and ~~violent~~ Workplace Violence incident log.
- Assessment of the effectiveness of security systems, including alarms, emergency response, and available security personnel, if applicable.
- Review if violence risks are being properly identified, evaluated, and corrected.
- —Any revisions should be made promptly and communicated to all employees.
- Review of employee and authorized employee representative input regarding workplace violence hazards, corrective measures, emergency response procedures, and training.
- Review of transit-worker assault incidents and trends and, when applicable, related PTASP/SMS safety risk assessments, safety risk mitigations, and monitoring of mitigation effectiveness.

Appendix A

WORKPLACE VIOLENCE INCIDENT LOG

This form must be completed for every record of violence in the workplace.

Incident ID # *** Date of Incident	Date and Time of Incident:	Department (Circle One): Administration Operations
---	-----------------------------------	---

Describe Incident (provide detailed description and information on the violence incident type. Include additional pages if needed):

--

Specific Location(s) of Incident & Workplace Violence Type (see definitions on other side, enter 1, 2, 3 or 4)

	☐ 1	☐ 2	☐ 3	☐ 4
	☐ 1	☐ 2	☐ 3	☐ 4

Where Incident Occurred:

☐ Office	☐ Parking L ot	☐ Outside of Building	☐ Outside of W orkplace
☐ Transit Vehicle	☐ Bus Stop	☐ Roadway	☐ Bus Yard

Type of Incident (check as many apply):

☐ Robbery	☐ Grabbed	☐ Pushed
☐ Verbal threat/harassment	☐ Kicked	☐ Scratched
☐ Sexual threat/harassment/assault	☐ Hit with an object	☐ Bitten
☐ Animal attack	☐ Shot (or attempted)	☐ Slapped
☐ Threat of physical force	☐ Bomb threat	☐ Hit with fist
☐ Threat of use of weapon or object	☐ Vandalism (of victim's property)	☐ Knifed (or attempted)
☐ Assault with a weapon or object	☐ Vandalism (of employer's property)	☐ Arson
☐ Robbery	☐ Other:	

Workplace violence committed by:

☐ Family or friend	☐ Client/Vendor	☐ Coworker
☐ Partner/Spouse	☐ Family or friend of client	☐ Manager/Supervisor
☐ Former Partner/Spouse	☐ Passenger	☐ Stranger w/criminal intent
☐ Parent/Relative	☐ Family or friend of Passenger	☐ Other:

Circumstances at time of incident:

☐ Employee performing normal duties	☐ Working in poor lighting	☐ Employee rushed
☐ Employee isolated or alone	☐ Unable to get help or assistance	☐ Working during low staffing levels
☐ Working in a community setting	☐ Working in unfamiliar/new location	☐ Other:

Consequences of incident:

Law enforcement/Security called? ☐ Yes ☐ No. If yes, explain:
Were actions taken to protect employees from continuing threats or other hazards? ☐ Yes ☐ No. If yes, explain:
Any injuries? ☐ Yes ☐ No. If yes, explain:
Emergency medical responders contacted, including on-site First Aid/CPR? ☐ Yes ☐ No. If yes, explain:
Did severity of injuries require reporting to Cal/OSHA? ☐ Yes ☐ No. If yes, enter date, time, and representative contacted:

Completed by:

Name:	Title:
Date:	Signature

Type of Violence:

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, passengers, vendors, 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.

Administrator for National Transit Database Reporting Purposes Only:

Who:

☐ Operator	☐ Other Transit Worker
-----------------------------------	---

What:

☐ Physical Assault	☐ Non-physical Assault
---	---

Where:

☐ Transit Vehicle	☐ Revenue Facility
☐ In Non-Revenue Facility	

Appendix B

WORKPLACE VIOLENCE PREVENTION HAZARD ASSESSMENT & CORRECTION FORM

Assessed by:	Title:
Location(s) Assessed:	

This checklist is designed to evaluate the workplace and job tasks to help identify situations that may place employees at risk of workplace violence.

Step 1: Identify risk factors that may increase the EDCTA's vulnerability to workplace violence events.

Step 2: Conduct a workplace assessment to identify physical and process vulnerabilities.

Step 3: Develop a corrective action Plan with measurable goals and target dates.

STEP 1: IDENTIFY RISK FACTORS

Yes	No	Risk Factors	Comments:
		Does staff have contact with the public?	
		Does staff exchange money with the public?	
		Does staff work alone?	
		Is the workplace often understaffed?	
		Is the workplace located in an area with a high crime rate?	
		Does staff enter areas with high crime rates?	
		Does staff have mobile workplaces?	
		Does staff perform public safety functions that might put them in conflict with others?	
		Does staff perform duties that may upset people?	
		Does staff work with people known or suspected to have a history of violence?	
		Do any employees have a history of threats of violence?	

STEP 2: CONDUCT ASSESSMENT

[illegible]

[illegible]

Yes	No	Security Measures	Comments:
		Is there a response Plan for workplace violence emergencies?	
		Are there physical barriers? (between staff and clients)	
		Are there security cameras?	
		Are there panic buttons?	
		Are there alarm systems?	
		Are there metal detectors?	
		Are there X-ray machines?	
		Do doors lock?	
		Does internal telephone system activate emergency assistance?	
		Are telephones with an outside line programed for 911?	
		Are there two-way radios, pagers, or cell phones?	
		Are there security mirrors?	
		Is there a secured entry?	
		Are there personal alarm devices?	
		Are there “drop safes” to limit available cash?	
		Are pharmaceuticals secured?	
		Is there a system to alert staff of the presence, location, and nature of a security threat?	
		Is there a system in place for testing security measures?	

STEP 3: DEVELOP CORRECTIVE ACTION PLAN

(Action Plan Types: BI – Building Interior, BE – Building Exterior, PA – Parking Area, SM – Security Measure)

[illegible]

Appendix C

WORKPLACE VIOLENCE EMERGENCY RESPONSE SCENARIOS & PROCEDURES

Workplace Violence Acts or Threats

Workplace violence is any act or threat of violence that occurs at the workplace. These incidents can include acts or threats of physical violence, intimidation, or harassment. Verbal abuse, physical assault, and homicide are all examples of workplace violence. We have zero tolerance toward all forms of violence.

FOUR TYPES OF WORKPLACE VIOLENCE

- **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.

EMPLOYEE WARNING SIGNS

Often, warning signs are observed in employees, customers, and others who may behave violently on a work site. These behaviors may include:

- Intimidation.
- Rude behavior toward fellow employees.
- Frequent arguments with co-workers or passengers.
- General aggressive behavior like hitting or kicking objects, breaking things, or screaming.
- Acts of revenge like stealing or property damage.
- Verbal wishes to harm other workers.

While there is no perfect way to predict violence will occur, any combination of these behaviors may be a signal.

Employees are encouraged to report these actions to their supervisor to prevent further escalation of any type of violent situation.

WARNING SIGNS FROM CUSTOMERS or PASSENGERS

- The person is not satisfied with any solutions you offer.
- Unreasonably agitated.
- Physical posturing (clenched fists).

If the verbal confrontation starts to escalate, remain calm, courteous, and stay neutral. Let them know you are contacting a manager to assist them further. Trust your intuition to determine if help is needed.

WHEN HELP IS NEEDED

- ~~• Continue to try and help the person by listening and providing feedback until law enforcement has arrived.~~
- ~~• If at any time you believe you are potentially in physical danger,
 - ~~▪ Remove yourself from the circumstance, if possible.~~
 - ~~▪ Radio dispatch.~~
 - ~~▪ Yell for help.~~~~
- ~~• If you are being assaulted:
 - ~~— Yell for help.~~
 - ~~— Look for a way to escape.~~
 - ~~— Act with aggression.~~~~

ON THE BUS

Transit Operators are often working on the job on their own. Transit Operators are trained, but not limited to the following:

- De-escalation tactics
 - Remain calm, think about your personal space, respect personal space from others, actively listening and empathize without judging
 - Communicate with appropriate tone, volume, slower rate of speech, provide choices
 - Position your body relaxed, hands down and visible, slow movements and a neutral facial expression
- If there is a concern for your safety or others safety, 10-code: 10-16 will initiate response from supervisor to begin viewing camera
- 10-code 10-34 will communicate to dispatch for immediate supervisor response
- 10-code 10-100 will communicate to dispatch to contact law enforcement
- If it is not safe to use any of the above 10-codes, use “Squirrel” over the radio. This will initiate emergency response.
- If a workplace violence incident, threat, disturbance, or other unsafe situation occurs while the transit vehicle is in motion:
 - The Transit Operator shall remain focused on the safe operation and control of the vehicle and shall not attempt to physically intervene in a passenger disturbance while the vehicle is moving.
 - As soon as reasonably practicable, the Transit Operator should move the vehicle to a safe location and safely stop and secure the vehicle, considering roadway conditions, traffic, passengers, the nature and location of the threat, and other surrounding circumstances.
 - The Transit Operator shall notify Dispatch using the appropriate radio communication or emergency code as soon as it can be accomplished safely.
 - If there is an immediate threat to life or safety, the Transit Operator shall request emergency assistance through Dispatch or contact 911 when it can be accomplished safely.
 - Once the vehicle is safely stopped and secured, the Transit Operator should follow applicable EDCTA emergency procedures and the de-escalation, disengagement, evacuation, or other protective measures appropriate to the circumstances.
 - The Transit Operator shall not resume operation of the vehicle until it is reasonably safe to do so and any immediate emergency or safety concern affecting continued operation has been addressed.
- If a verbal confrontation begins to escalate and you believe your safety or the safety of others may be at risk:
 - Disengage from the confrontation if it is safe to do so.

- Create distance between yourself and the individual.
- Move to a safe location whenever possible.
- Notify Dispatch by radio or telephone as soon as practical.
- Call 911 immediately if there is an immediate threat of violence or if anyone is in danger.
- Warn nearby employees, passengers, or members of the public when it is safe to do so.
- Do not attempt to physically restrain, pursue, or disarm the individual unless it is necessary as a last resort for lawful self-defense or defense of another person.
- If you are being physically assaulted:
 - Protect yourself.
 - Look for an opportunity to escape to a safe location.
 - Call for help by radio, telephone, or by yelling if necessary.
 - Contact 911 as soon as it is safe to do so.
 - Follow the instructions of responding law enforcement personnel.

PERSONAL SAFETY

- When leaving the building:
 - Be alert to your surroundings and look around the area outside before exiting the building. Do not use or look at your phone.
 - Attackers expect passive victims, so walk with a steady pace, appear purposeful, and project confidence.
- While in your vehicle:
 - Have your keys in your hand as you approach your vehicle so that you do not have to search for them.
 - Before entering your vehicle quickly check the back seat and around the vehicle for anything unusual.
 - Always lock your car doors as soon as you enter the vehicle.

Active Shooter

The three most common response options for an active shooter event are evacuate, hide out, or take action. During an active shooter event, employees need to be able to determine their best course of action for the situation they are facing.

CHARACTERISTICS OF AN ACTIVE SHOOTER SITUATION

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated areas, typically through the use of firearms. Victims are typically selected at random. The event is unpredictable and evolves quickly. Law enforcement is usually required to end an active shooter situation.

HOW TO RESPOND

- 1. EVACUATE**
 - Have an escape route in mind.
 - Leave immediately.
 - Keep hands visible.
- 2. HIDE OUT**
 - Hide in an area out of the shooter's view.
 - Block the entry to your hiding place and lock doors, if possible.
 - Silence your cell phone.
- 3. TAKE ACTION**
 - Last resort when your life is in imminent danger.
 - Attempt to incapacitate the shooter.
 - Act with physical aggression and throw items at shooter(s).
 - Have an escape route in mind.

CALL 911 WHEN IT IS SAFE TO DO SO

When law enforcement arrives remain calm and follow all instructions.

- Put down any items in your hands (i.e., bags, jackets).
- Raise hands and spread fingers.
- Always keep your hands visible.
- Avoid quick movements toward officers.
- Avoid pointing, screaming, or yelling.
- Do not stop to ask officers for help or directions when evacuating.

Information to provide law enforcement when asked:

- Location of the active shooter.
- Number of shooters.
- Physical description of shooters.
- Type of weapons if known.

Training resources:

- [Department of Homeland Security](#)
- [DHS Active Shooter Preparedness Video](#)

Bomb Threat

Most bomb threats are false and primarily intended to elicit a response from building occupants. However, no bomb threat should be assumed fake. If a potentially harmful device is found, call 911 for assistance. If a bomb threat presents an immediate danger, or if a suspicious or potentially explosive device is discovered, employees shall immediately contact 911 when it is safe to do so. Emergency notification to law enforcement shall not be delayed while attempting to complete EDCTA's internal management notification process.

If a bomb threat is received by PHONE

- Remain calm and do not hang up, keep the caller on the line for as long as possible.
- Use Bomb Threat Checklist for guidance and to document the call.
- ~~If possible, signal other staff members to listen and notify Operations Manager and Executive Director immediately.~~ If possible, signal another staff member to listen and initiate appropriate emergency notification. Immediately notify the Safety & Training Manager and Human Resources Manager. The Operations Manager and Executive Director shall also be notified as appropriate based on the nature and circumstances of the threat.
- If the phone has a display, copy the number and/or letters on the display.
- Write down the exact wording of the threat.
- Record the call, possible.
- ~~If the threat is left on your voicemail, do not erase and immediately notify the Operations Manager and Executive Director.~~ If the threat is left on voicemail, do not erase or alter the message. Immediately notify the Safety & Training Manager and Human Resources Manager. The Operations Manager and Executive Director shall also be notified as appropriate based on the nature and circumstances of the threat.

If received a WRITTEN bomb threat

- ~~Handle the document as little as possible and immediately notify your supervisor and then Operations Manager and Executive Director.~~ Handle the document as little as possible and immediately notify your Manager or Supervisor and the Safety & Training Manager and Human Resources Manager. The Operations Manager and Executive Director shall also be notified as appropriate based on the nature and circumstances of the threat.
- ~~Note date, time and location found.~~ Note the date, time, location, and nature of the written threat, including the circumstances in which it was found or received.
- Secure the document and do not alter in either way.

If you receive a SOCIAL MEDIA or EMAIL threat:

- Do not turn it off or log out of the account.
- Leave the message open on the device.
- Take a screenshot or copy the message and subject line.
- Note the date and time.
- ~~Notify Supervisor and then Operations Manager and Executive~~ Immediately notify your Manager or Supervisor and the Safety & Training Manager and Human Resources Manager. The Operations Manager and Executive Director shall also be notified as appropriate based on the nature and circumstances of the threat.

POSSIBLE EVACUATION

- Law enforcement will be called and follow their instructions.
- The decision to evacuate is handled on a case-by-case basis on instructions given by law enforcement.

DO NOT: Use two-way radios or cellular phones in close proximity to a suspicious item ~~and~~ **DO NOT**
TOUCH ~~Do Not Touch~~ or move a suspicious item.

BOMB THREAT CHECKLIST

Telephone Procedures

DATE: _____ TIME RECEIVED: _____ : _____ AM/PM CONCLUDED: _____ : _____ AM/PM

- REMAIN CALM, BE COURTEOUS, LISTEN TO, AND DO NOT INTERRUPT THE CALLER
- GET ATTENTION OF ANOTHER PERSON - GIVE NOTE SAYING "CALL POLICE - BOMB THREAT" 911
- IF YOUR PHONE HAS CALLER ID DISPLAY, RECORD NUMBER OF INCOMING CALL _____
- WRITE DOWN EXACT WORDS OF THE CALLER AND THREAT
- DON'T HANG UP THE PHONE. LEAVE LINE OPEN
- NOTIFY A SUPERVISOR

TRY TO KEEP THE CALLER ON THE PHONE AND TALKING BY ASKING THE FOLLOWING QUESTIONS:

1. WHEN WILL IT EXPLODE? AT WHAT TIME? _____
2. WHERE IS IT LOCATED? _____
3. WHAT DOES IT LOOK LIKE? _____
4. WHAT KIND OF BOMB IS IT? _____
5. WHAT WILL SET IT OFF? _____
6. WHY ARE YOU DOING THIS? _____
7. WHO Are YOU? _____
8. ARE YOU AWARE THAT IT COULD KILL OR INJURE INNOCENT PEOPLE IN ADDITION TO THOSE YOU INTEND TO HURT? _____

DESCRIPTION OF CALLER (check all that apply)

Sex: Male _____ Female _____ Unknown _____ Approximate Age _____

Voice	Speech	Language	Behavior	Background Noises
☐ Clean	☐ Accented	☐ Educated	☐ Agitated	☐ Airport
☐ Distorted	☐ Deliberate	☐ Foreign	☐ Angry	☐ Animals
☐ Loud	☐ Distinct	☐ Foul	☐ Blaming	☐ Baby
☐ Muffled	☐ Fast	☐ Intelligent	☐ Calm	☐ Birds
☐ Nasal	☐ Hesitant	☐ Irrational	☐ Fearful	☐ General Noise
☐ Pitch-High	☐ Lisp	☐ Rational	☐ Laughing	☐ Guns Firing
☐ Pitch-Med	☐ Slow	☐ Slang	☐ Nervous	☐ Gymnasium
☐ Pitch-Low	☐ Slurred	☐ Uneducated	☐ Righteous	☐ Machinery
☐ Pleasant	☐ Stuttered	☐ Unintelligible	☐ Other:	☐ Music
☐ Raspy	☐ If Accented,	☐ If Foreign,		☐ Party
☐ Smooth	Describe:	Describe:		☐ Quiet
☐ Soft				☐ Restaurant
☐ Squeaky				☐ Talking
☐ Unclear				☐ Tavern/Bar
☐ Other				☐ Television
				☐ Traffic
				☐ Train
				☐ Typing
				☐ Water/Wind
				☐ Other:

Name Of Person Receiving Call: _____

Phone Number Threat Was Received On: _____

Name Of Possible Suspect: _____

Civil Unrest

Civil unrest events are often associated with riots, looting, or protests. In these instances, sheltering-in-place is an action taken to protect the building occupants from external hazards, minimizing the chance of injury and/or providing the time necessary to allow for a safe evacuation.

SHELTER IN PLACE

If there is a need to shelter-in-place, the person-in-charge will advise employees and guests of the emergency. Please note employees and guests cannot be forced to shelter-in-place.

- The person-in-charge will collect the names of everyone in the shelter area.
- If possible, the business voicemail recording will be updated to indicate the building is closed due to the emergency.
- If the civil unrest includes hazardous chemicals, the HVAC systems may be shut off.
- If in danger of broken glass, window shades will be closed.
- Emergency supplies will be moved to the shelter area.
- EDCTA will listen/read available mediums (radio, internet) for further instructions until we are told all is safe or to evacuate.

Medical Emergency

CPR/AED

NON-Trained Responder:

- Call 911 and designate a person to direct EMS personnel as they arrive.
- Do not move a person unless absolutely necessary.

Trained and Certified CPR Responder Only:

- Designate someone to call 911 and direct EMS when they arrive.
- Check the person for responsiveness.
- Conduct a primary assessment (breathing) while checking responsiveness.
- Initiate CPR and/or AED if necessary.

FIRST AID ONLY

Non-Trained First Aid Responder:

- Call 911 and designate a person to direct EMS as they arrive.
- Do not move a person unless absolutely necessary.
- Use universal precautions, such as disposable gloves, and a face mask if comforting person while waiting.

Trained First Aid Responder Only:

- Designate someone to call 911 (if necessary) and direct EMS as they arrive.
- Do not move the person unless absolutely necessary.
- Use universal precautions, such as disposable gloves, face masks.
- Follow any directions provided by the 911 operator.
- Designate a person to direct EMS personnel as they arrive.
- Provide person information to the EMS personnel.

SUSPICIOUS PACKAGE

Explosives or other life-threatening items can be enclosed in either a parcel or an envelope, and its outward appearance is limited only by the imagination of the sender. However, suspicious packages have exhibited some unique characteristics that might assist you. To apply these factors, it is important to know the type of mail normally received.

CHARACTERISTICS TO LOOK FOR IN A SUSPICIOUS PACKAGE OR LETTER

- Restricted endorsements such as "personal" or "private." This is important when the addressee does not normally receive personal mail at the office.
- The addressee's name and/ title might be inaccurate.
- Distorted handwriting, or the name and address might be prepared with homemade labels or cut-and-paste lettering.
- Protruding wires, aluminum foil or oil stains visible.
- Emit a peculiar odor.
- Envelopes might feel rigid or appear uneven or lopsided.
- Unprofessionally wrapped with several combinations of tape. Might be endorsed "Fragile-Handle with Care" or "Rush-Do Not Delay."
- Making a buzzing, ticking noise, or sloshing sound.

IF YOU SUSPECT A SUSPICIOUS PACKAGE OR LETTER

- Do not take a chance. Immediately call 911.
- Do not move, alter, open, examine, or disturb the article.
- Do not put in water or a confined space such as a desk drawer or filing cabinet.
- Isolate the suspicious package or article and clear the immediate area until law enforcement arrives.