

AGENDA ITEM 2 E
Action Item

MEMORANDUM

DATE: March 6, 2025

TO: El Dorado County Transit Authority

FROM: Christine Parker, Safety Program Manager

SUBJECT: Workplace Violence Prevention Plan

REQUESTED ACTION:

BY MOTION,

**Adopt Resolution No. 25-07 approving the Workplace
Violence Prevention Plan**

BACKGROUND

On September 30, 2023, California Senate Bill 553 was signed into law and the California Labor Code section 6401.9 became effective and enforceable on July 1, 2024.

California Labor Code section 6401.9 requires The El Dorado County Transit Authority (El Dorado Transit) to establish, implement, and maintain an effective written Workplace Violence Prevention Plan. The plan must include effective procedures to identify hazards, evaluate hazards, response, investigation and review the plan.

DISCUSSION

Workplace violence poses significant risks to the safety, health, and well-being of employees and can disrupt organizational productivity. Regulatory compliance to Labor Code 6401.19 requires employees to take proactive measures to mitigate risks. The Workplace Violence Prevention Plan is aligned with regulatory compliance and industry best practices and aims to create a robust framework for preventing, identifying and addressing workplace violence.

El Dorado Transit will review practices and procedures regularly to remain compliant and keep employees safe while at work. Updates to the plan will be based on reviews of reports from employees, actions taken by El Dorado Transit and other data collected.

In accordance with the California Labor Code, El Dorado Transit implemented the Workplace Violence Prevention Plan on July 1, 2024. To remain transparent to the public and Board of Directors, El Dorado Transit is recommending the adoption of the Workplace Violence Prevention Plan.

**EL DORADO COUNTY TRANSIT AUTHORITY
RESOLUTION NO. 25-07**

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

WHEREAS, El Dorado County Transit Authority (“El Dorado Transit”) recognizes the importance of promoting safety for all employees

WHEREAS, the proposed Policy needs to comply with California Labor Code 6401.9; and

WHEREAS, the adoption of this policy is aligned with industry best practices and will enhance organizational effectiveness and the safety for the agency.

NOW, THEREFORE, BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE EL DORADO COUNTY TRANSIT AUTHORITY: The Board adopts the attached Workplace Violence Prevention Plan of the El Dorado County Transit Authority.

PASSED AND ADOPTED BY THE GOVERNING BOARD OF THE EL DORADO COUNTY TRANSIT AUTHORITY at a regular meeting of the Board held on the 6th day of March 2025, by the following vote of the Board:

AYES:

NOES:

ABSTAIN:

ABSENT:

David Yarbrough, Chairperson

ATTEST:

Megan Wilcher, Secretary to the Board



Workplace Violence Prevention Plan

Implemented: July 1, 2024

Adopted: March 6, 2025

Prepared by: El Dorado County Transit Authority
6565 Commerce Way
Diamond Springs, CA 95619
(530) 642-5383
www.eldoradotransit.com

TABLE OF CONTENTS

Policy	1
Definitions.....	1
Responsibility and Authority	2
Employee Active Involvement	4
Compliance	4
Communication.....	5
Coordination with Other Employers	6
Workplace Violence Incident Reporting Procedures.....	6
Emergency Response Procedures	7
Workplace Violence Hazard Assessment	7
Workplace Violence Hazard Correction	7
Post Incident Response and Investigation.....	8
Training & Instruction	8
Recordkeeping	9
Cal/OSHA Reporting of Work-Related Fatalities and Serious Injuries	9
Annual Review.....	10
Appendix A.....	11
WORKPLACE VIOLENT INCIDENT LOG.....	11
Appendix B	13
WORKPLACE VIOLENCE PREVENTION.....	13
HAZARD ASSESSMENT & CORRECTION FORM.....	13
Appendix C	18
Workplace Violence Acts or Threats	18
Active Shooter.....	20
Bomb Threat.....	21
BOMB THREAT CHECKLIST	22
Civil Unrest	23
Medical Emergency.....	24
Suspicious Package	25

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).

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>Emergency:</u>	Unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other people.
<u>Engineering Controls:</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>Log:</u>	The violent incident log required (Appendix A).
<u>WVPP:</u>	The Workplace Violence Prevention Plan.
<u>Serious Injury/Illness:</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>Threat of Violence:</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.
<u>Work Practice Controls:</u>	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:

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	cparker@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:
 - 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 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.

- 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 will not be prevented from accessing their mobile phone, the use of EDCTA phones, radio, or other communication devices to seek emergency assistance, assess the safety of a situation, or communicate with a person to verify their safety. Employees' concerns will be investigated in a timely manner, and they will be informed of the results of the investigation and any corrective actions to be taken.

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 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 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

Submit the Incident Report Form or Event Report Form anonymously by placing the completed form in the appropriate manager or supervisor 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, or Human Resources.
- Using the silent alarm. Silent Alarms are available at both Office 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.

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 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.

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

- When the WVPP is first established.
- Periodically scheduled.
- When new, previously unidentified workplace violence/security hazards are recognized.
- After each workplace violence incident or threat occur.

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), 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:

- 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 Incident log (see Appendix A) for every workplace violence incident and ensure corrective actions are taken.
- Obtain any reports completed by law enforcement.

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.

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 Incident Log and how to obtain copies of records pertaining to completed logs, hazard identification, evaluation and correction, and training records.

Employees will always have opportunities for interactive questions and answers with Human Resources, Administrator, or a person knowledgeable about the EDCTA's WVPP.

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.

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.

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.

A serious injury or illness (CCR330) is defined as:

- Any inpatient hospitalization for more than observation
- Amputation
- Loss of an eye
- 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.

Annual Review

EDCTA's Workplace Violence Prevention Plan 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 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.

Appendix A

WORKPLACE VIOLENCE INCIDENT LOG

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

Date of Incident	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)

	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Where Incident Occurred:

<input type="checkbox"/> Office	<input type="checkbox"/> Parking lot	<input type="checkbox"/> Outside of Building	<input type="checkbox"/> Outside of workplace
<input type="checkbox"/> Transit Vehicle	<input type="checkbox"/> Bus Stop	<input type="checkbox"/> Roadway	<input type="checkbox"/> Bus Yard

Type of Incident (check as many apply):

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

Workplace violence committed by:

<input type="checkbox"/> Family or friend	<input type="checkbox"/> Client/Vendor	<input type="checkbox"/> Coworker
<input type="checkbox"/> Partner/Spouse	<input type="checkbox"/> Family or friend of client	<input type="checkbox"/> Manager/Supervisor
<input type="checkbox"/> Former Partner/Spouse	<input type="checkbox"/> Passenger	<input type="checkbox"/> Stranger w/criminal intent
<input type="checkbox"/> Parent/Relative	<input type="checkbox"/> Family or friend of Passenger	<input type="checkbox"/> Other:

Circumstances at time of incident:

<input type="checkbox"/> Employee performing normal duties	<input type="checkbox"/> Working in poor lighting	<input type="checkbox"/> Employee rushed
<input type="checkbox"/> Employee isolated or alone	<input type="checkbox"/> Unable to get help or assistance	<input type="checkbox"/> Working during low staffing levels
<input type="checkbox"/> Working in a community setting	<input type="checkbox"/> Working in unfamiliar/new location	<input type="checkbox"/> 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:

<input type="checkbox"/> Operator	<input type="checkbox"/> Other Transit Worker
-----------------------------------	---

What:

<input type="checkbox"/> Physical Assault	<input type="checkbox"/> Non-physical Assault
---	---

Where:

<input type="checkbox"/> Transit Vehicle	<input type="checkbox"/> Revenue Facility
<input type="checkbox"/> 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

Yes	No	Building Interior	Comments:
		Are employee ID badges required?	
		Are employees notified of past workplace violence events?	
		Are trained security personnel or staff accessible to employees?	
		Are bullet resistant windows or similar barriers used when money is exchanged with the public?	
		Are areas where money is exchanged visible to others?	
		Is a limited amount of cash kept on hand with appropriate signage?	
		Could someone hear an employee who called for help?	
		Do employees have a clear line of sight of visitors in waiting areas?	
		Do areas used for client or visitor interviews allow co-employees to observe problems?	
		Are waiting and work areas free of objects that could be used as weapons?	
		Is furniture in waiting and work areas arranged to prevent employee entrapment?	
		Are clients and visitors clearly informed how to use the department services so they will not become frustrated?	
		Are private, locked restrooms available for employees?	
		Do employees have a secure place to store personal belonging?	

Yes	No	Building Exterior/Parking Lot	Comments:
		Do employees feel safe walking to and from the workplace?	
		Are the entrances to the building clearly visible from the street?	
		Is the area surrounding the building free of bushes or other hiding places?	
		Are security personnel provided outside the building?	
		Is video surveillance provided outside the building?	
		Is there enough lighting to see clearly?	
		Are all exterior walkways visible to security personnel?	
		Is there a nearby parking lot reserved for staff?	
		Is the parking lot attended and secure?	
		Is the parking lot free of blind spots and landscape trimmed to prevent hiding?	
		Is there enough lighting to see clearly?	
		Are security escorts available?	

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)

Type	Action Item	Person(s) Responsible	Target Date	Status	Comments

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.

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 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 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 received a WRITTEN bomb threat

- Handle the document as little as possible and immediately notify your supervisor and then Operations Manager and Executive Director
- Note date, time and location found.
- 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

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