



# FRESNO COUNTY FIRE

PROTECTION DISTRICT

*Honor, Integrity, Cooperation & Professionalism*

## MEMORANDUM

**Date:** 03/13/18

**To:** Board Directors

**Attn:** Mike Del Puppo  
President

**From:** Fire District Staff

**Subject:** Workplace Violence Program and Policies

### **BOARD OF DIRECTOR'S BRIEFING PAPER**

#### **ISSUE:**

The District is required by law to create and maintain a Workplace Violence Program.

#### **BACKGROUND:**

On April 1, 2017, Cal/OSHA's Violence Prevention in Health Care regulation, CCR Title 8 §3342 for health care facilities and ancillary service operations went into effect. The District is subject to the conditions of the regulation because we fall into the designated service category of emergency medical services and medical transport (typically EMS and firefighters)

Effective April 1, 2018, all applicable agencies must comply with the following:

- Record workplace violence incidents on an incident log.
- Record workplace violence hazard identification, evaluation, and correction as required in the Injury & Illness Prevention Program regulation.
- Document training records as required in the Injury & Illness Prevention Program regulation.

**DISCUSSION:**

Through our membership with Fire Agencies Self Insurance System (FASIS), Bickmore Risk Control has created a Workplace Violence Program template to assist the District in complying with the new regulation. Staff has used the template to create a Workplace Violence Program for the District. Administration Policy 1320 was created and PCF Policy 200-20 was updated to comply with the regulation.

**ALTERNATIVES:**

There are no recommended alternatives.

**IMPACTS** (*Consider potential consequences related to each of the following areas of concern for proposed alternatives*):

- Fiscal – N/A
- Operational – N/A
- Legal – The District is legally obligated to develop a Workplace Violence Program
- Labor - N/A
- Sociopolitical - N/A
- Policy – Updates and renames PCF Policy 200-20 and creates Administration Policy 1320
- Health and safety - N/A
- Environmental - N/A
- Interagency - N/A

**RECOMMENDATION:**

It is recommended by Staff that the District Board of Director's accept the District Workplace Violence Program, Administration Policy 1320 and PCF Policy 200-20. It is also recommended that any Board Member make a motion to approve the District Workplace Violence Program, Administration Policy 1320 and PCF Policy 200-20 with and effective date of March 21, 2018.

**APPROVED:**

  
\_\_\_\_\_  
Josh I. Chrisman, Assistant Chief

  
\_\_\_\_\_  
Date



# **FRESNO COUNTY FIRE**

## **PROTECTION DISTRICT**

### **Administration**

## **POLICY & PROCEDURE HANDBOOK**

**POLICY NO.:** 1320

**SUBJECT:** Workplace Violence

**EFFECTIVE DATE:** March 21, 2018

**REVISION DATE:**

**RESPONSIBILITY:** Fresno County Fire Protection District

#### **PURPOSE:**

Fresno County Fire Protection District is committed to providing a work environment that is free of disruptive, threatening, or violent behavior involving any employee, appointed or elected official, volunteer, contractor, client, or visitor. Our policy is to establish, implement, and maintain an effective program as required by the Violence Prevention in Health Care regulation in the California Code of Regulations, Title 8 CCR § 3342. The regulation requires Fresno County Fire Protection District to have written procedures in place for our employees.

#### **POLICY:**

It is the Fresno County Fire Protection District's policy that intimidation, threats, possession of weapons, assaults and acts of violence in the workplace or affecting the work situation will not be ignored, condoned or tolerated. This zero tolerance policy applies equally to the conduct of all District personnel including Paid-Call Firefighters, temporary employees, contract employees and non-employees conducting business on District property or with District personnel. This zero tolerance policy applies at District facilities, District sponsored events or training and at emergency incidents.

Any employee, who intimidates, threatens, takes action against others or possesses firearms, nonlethal chemical agents or any deadly weapon will be subject to adverse action up to and including dismissal. If necessary, the District will refer additional action to state or local law enforcement.

Cal/OSHA requires employers to provide a place of employment free from recognized hazards that are likely to cause death or serious physical harm to the employees. The psychological harm caused by threats, intimidation and verbal abuse can be as serious as any physical attack. A “credible threat” is defined in Penal Code Section 646.9 as a verbal or written threat, including those performed using an electronic communication device, or a threat implied by a pattern of conduct or a combination of statements and conduct made with the intent to place the person in reasonable fear for his/her safety or the safety of his/her family.

Examples of conduct that are considered “threats or acts of violence,” prohibited by this policy, are as follows but not limited to:

- Hitting, shoving or throwing any object at an individual.
- Threatening to harm an individual or his/her family, friends, associates or their property. Any threat (including attempted threats) or consummated act of violence may be delivered in person, in writing, over the telephone or by electronic communication.
- Workplace violence, meaning any act of violence or threat of violence that occurs at the work site. The term workplace violence shall not include lawful acts of self-defense or defense of others. Workplace violence includes 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 the threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether or the employee sustains an injury
- The intentional destruction of or threat to destroy property owned, operated or controlled by the District.
- Intimidating or attempting to coerce an employee to perform wrongful acts that could harm employees or property of the District, other government agencies or the public.
- Stalking is a series of actions that puts a person in fear for his/her safety and is defined as any person who willfully, maliciously and repeatedly follows or harasses another person and who makes a credible threat with the immediate intent to place that person in reasonable fear for his/her safety or the safety of his/her immediate family. Stalking also includes actions such as surveillance.
- Engaging in loud, disruptive or threatening behavior which may include profanity, obscenities or physical displays of anger.
- Possession of firearms, replica firearms, nonlethal chemical agents or any deadly device/weapon. (The only exception is possession by a peace officer authorized under Penal Code section(s) 830, 830.1, or 830.2. The possession of

a Concealed Weapons Permit by an individual does not exempt them from this policy).

### Procedure

Any District personnel who feels threatened, provoked or intimidated by an incident(s), or witnesses or becomes aware of such incident(s) is responsible for notifying any manager or supervisor. The employer, upon disclosure of such an incident has an independent duty to investigate each reported incident and incidents observed or reported by someone other than the person who was the subject of the threat or action.

Depending upon the severity of the incident/hazard/threat, the following procedure will be followed:

- If it is an emergency, immediately call 911 or request assistance through the Emergency Command Center (ECC).
- An individual has the responsibility to report threatening or violent behavior to any supervisor to allow effective intervention to take place immediately.
- If the incident cannot be resolved, an internal investigation may be conducted in accordance with Firefighter Bill of Rights Act and, if necessary, action may be taken by state or local law enforcement agencies. The incident shall be documented by the supervisor and, if necessary, submitted to the appropriate level of management.
- Reference the Fresno County Fire Protection District Workplace Violence Prevention Program document for additional information and procedures.

### References:

Fresno County Fire Protection District Workplace Violence Prevention Program  
Government Code Section 19572  
Labor Code Section 6401.7  
California Code of Civil Procedure Section 527.8  
California Code of Regulations, Title 8, Sections 3203 and 3342  
Penal Code Sections 171b, 387, 646.9  
California Occupational Safety and Health Guidelines (Cal/OSHA)  
Firefighters Procedural Bill of Rights Act (FBOR), Government Code Section 3250

### **POLICY RESPONSIBILITY:**

Board of Directors, Fire Chief, District Administrative Officer, Division Chiefs, Battalion Chiefs, Station Captains, Station Fire Apparatus Engineers, Station Firefighters, and all District Employees.





# **FRESNO COUNTY FIRE**

## **PROTECTION DISTRICT**

### **PAID-CALL FIREFIGHTER POLICY & PROCEDURE HANDBOOK**

**POLICY NO.:** 200-20

**SUBJECT:** Workplace Violence

**EFFECTIVE DATE:** October 1, 2013

**REVISION DATE:** March 21, 2018

**RESPONSIBILITY:** Fresno County Fire Protection District  
Paid-Call Firefighter (PCF)

#### **POLICY/PROCEDURE:**

#### **PURPOSE:**

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## References:

Fresno County Fire Protection District Workplace Violence Prevention Program

Government Code Section 19572

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California Code of Regulations, Title 8, Sections 3203 and 3342

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Firefighters Procedural Bill of Rights Act (FBOR), Government Code Section 3250

## **POLICY RESPONSIBILITY:**

Board of Directors, Fire Chief, District Administrative Officer, Division Chiefs, Battalion Chiefs, Station Captains, Station Fire Apparatus Engineers, Station Firefighters, Paid-Call Company Officers, Paid-Call Fire Apparatus Operators, Paid-Call Firefighters and all District Employees.



**Fresno County Fire Protection District  
Workplace Violence Prevention Program**

**March 21, 2018**

## TABLE OF CONTENTS

Policy.....	1
Prohibited Acts .....	1
Responsibility and Authority .....	2
Compliance .....	3
Communication .....	3
Procedures.....	4
Hazard Assessment .....	5
Hazard Correction .....	6
Post Incident Response and Investigation .....	6
Recordkeeping .....	7
Annual Review .....	7

### Appendix

- A. Workplace Violent Incident Log
- B. Workplace Violence Prevention Environmental Hazard Assessment & Control Checklist

## Policy

Fresno County Fire Protection District is committed to providing a work environment that is free of disruptive, threatening, or violent behavior involving any employee, appointed or elected official, volunteer, contractor, client, or visitor. Our policy is to establish, implement, and maintain an effective program as required by the Violence Prevention in Health Care regulation in the [California Code of Regulations, Title 8 CCR § 3342](#). The regulation requires Fresno County Fire Protection District to have these written procedures in place for our employees.

Our Workplace Violence Prevention Program (Program) is available upon request for examination and copying to our employees, their representatives, and the Chief of Cal/OSHA or his or her designee.

## Prohibited Acts

Fresno County Fire Protection District will not ignore, condone, or tolerate *threats of violence* or *workplace violence* by any employee, appointed or elected official, volunteer, contractor, client, or visitor.

- *Threats of violence* means a statement or conduct that causes a person to fear for his or her safety because there is a reasonable possibility the person might be physically injured and that serves no legitimate purpose.
- *Workplace violence* means any act of violence or threat of violence that occurs at the work site. The term workplace violence shall not include lawful acts of self-defense or defense of others. Workplace violence includes 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 the threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether or the employee sustains an injury

*Workplace violence* can be categorized into four types:

- Type 1: Workplace violence committed by a person who has no legitimate business at the work site and includes violent acts by anyone who enters the workplace with the intent to commit a crime
- Type 2: Workplace violence directed at employees by customers, clients, patients, students, inmates, visitors or other individuals accompanying a patient

- Type 3: Workplace violence against an employee by a present or former employee, supervisor, or manager
- Type 4: Workplace violence committed in the workplace by someone who does not work there but has or is known to have had a personal relationship with an employee

In addition, Fresno County Fire Protection District prohibits all *dangerous weapons* not used for fire suppression, accident and incident response, emergency medical services, the service of law enforcement, or security duties on all Fresno County Fire Protection District property. Any employee or appointed or elected official in possession of prohibited dangerous weapons on Fresno County Fire Protection District property is in violation of this policy and may be subject to disciplinary action up to and including dismissal. Any volunteer, contractor, client, or visitor in possession of prohibited dangerous weapons will be banned from the premises. *Dangerous weapons* include any instrument capable of inflicting death or serious bodily injury.

## **Responsibility and Authority**

### **Workplace Violence Program Administrator**

The Fire Chief has designated the District Administrative Officer as the designated Workplace Violence Program Administrator (Administrator). The Administrator has the authority and responsibility for developing, implementing, and maintaining this Program. The Fire Chief will also be able to answer employee questions concerning this Program.

### **Chief Officers, Company Officers, and Supervisors**

Responsibilities include:

- Implementing the Program in their work areas;
- Providing input to the Administrator regarding the Program;
- Participating in investigations of workplace violence reports; and
- Answering employee questions concerning this Program.

### **Employees**

Responsibilities include:

- Complying with the Program;
- Maintaining a violence-free work environment;
- Attending all training;
- Following all directives, policies, and procedures; and
- Reporting suspicious persons in the area and alerting the proper authorities when necessary.

## **Compliance**

The Administrator is responsible for ensuring the Program is clearly communicated and understood by all employees. The following techniques are used to ensure all employees understand and comply with the Program:

- Informing all employees of the Program during new employee safety orientation training and ongoing workplace violence prevention training;
- Providing comprehensive workplace violence prevention training to Chiefs, Fire Captains, and Supervisors concerning their roles and responsibilities for Program implementation;
- Evaluating employees to ensure their compliance with the Program; and
- Disciplining employees, appointed or elected officials, and volunteers who engage in threats of violence behaviors up to and including dismissal.

## **Communication**

Chiefs, Company Officers, and Supervisors are responsible for communicating with employees about workplace violence in a form readily understandable by all employees.

Employees are encouraged to inform their supervisors about any threats of violence or workplace violence. Employees may use the Workplace Violent Incident Log (Appendix A) to assist in their reporting of incidents. No employee will be disciplined for reporting any threats of violence or workplace violence.

Employee training on workplace violence will include:

- This Program;
- Workplace violence risks that employees may encounter in their jobs;
- How to recognize the potential for violence and escalating behavior;
- Strategies to de-escalate behaviors and to avoid physical harm;
- Fresno County Fire Protection District systems that are in place to warn of emergencies;
- How to report incidents to law enforcement; and

Employees assigned to respond to systems that are in place to warn others will receive additional training that includes:

- General and personal safety measures;
- Aggression and violence predicting factors;
- The assault cycle;
- Characteristics of aggressive and violent patients and victims;
- Verbal intervention and de-escalation techniques and physical maneuvers to defuse and prevent violent behavior;

- Strategies to prevent physical harm;
- Appropriate and inappropriate use of restraining techniques and medications as chemical restraints in accordance with Title 22; and
- An opportunity to practice the taught maneuvers and techniques, including a debriefing session.

Training will occur:

- When the Program is first established;
- At time of hire or transfer;
- Annually for employees performing patient contact activities and their supervisors;
- Annually for employees assigned to respond to internal alerts, alarms, or systems;
- When new equipment or work practices are introduced; and
- When a new or previously unrecognized workplace violence hazard has been identified;

Employees that receive training in a form other than live will have the opportunity to meet with a person knowledgeable on the Program within one business day of the training for interactive questions to be answered.

## **Procedures**

### **Emergencies and Reporting a Crime**

For immediate assistance in an emergency that is not associated with a service call, contact emergency services or law enforcement by calling 911. For immediate assistance in an emergency associated with a service call in progress, follow internal procedures for requesting immediate back-up assistance by notifying local law enforcement.

### **Reporting Workplace Violence Concerns**

Employees who witness or experience *threats of violence* or *workplace violence* can report the incident through their chain of command. Employees may report anonymously and without fear of reprisal by submitting the incident in writing through interoffice mail to the Fresno County Fire Protection District Administrative Officer or Chief.

### **Restraining Orders**

Employees or other personnel affiliated with the Fresno County Fire Protection District who have an active restraining order issued against another person that includes the workplace are encouraged to provide a copy of the restraining order to their supervisor and the Administrator. Supervisors who receive notification of a restraining order that includes the workplace will meet with the Administrator to decide what actions, if any, need to be initiated.



## **Emergency Services**

When responding to a call or at the scene of an incident, employees will communicate with the Emergency Command Center by radio and/or via mobile phone when they identify *threats of violence* or *workplace violence* so appropriate assistance can be provided. Patient-specific factors may include but are not limited to:

- Patient's mental status and conditions;
- Patient's treatment and medication status, type, and dosage;
- Patient's history of violence; and
- Any disruptive or threatening behavior displayed by patient.

## **Hazard Assessment**

Workplace hazard assessments will include:

- An annual review of the past year's workplace violence incidents; and
- Periodic physical security assessments.

The Workplace Violence Prevention Environmental Hazard Assessment & Control Checklist (Appendix B) can be used to assist with the security assessment. Inspections are performed according to the following schedule:

- Once a year;
- When the Program is implemented;
- When new, previously unidentified workplace violence/security hazards are recognized; and
- When workplace violence injuries or threats of injury occur.

## **Hazard Correction**

*Work practice controls* will be used to correct unsafe work conditions, practices, or procedures that threaten the security of employees.

*Work practice controls* are defined as procedures, rules, and staffing that are used to effectively reduce workplace violence hazards. Work practice controls may include, but are not limited to:

- Appropriate staffing levels;
- Provision of dedicated safety personnel (i.e. security guards);
- Employee training on workplace violence prevention methods; and
- Employee training on procedures to follow in the event of a workplace violence incident.

Corrective actions will be implemented in a timely manner based on the severity of the hazard, documented and dated.

## **Post Incident Response and Investigation**

Employees will use the Workplace Violent Incident Log (Attachment A) to assist in documenting incidents and investigations.

The following procedures will occur following an incident:

- Provide immediate medical care or first aid;
- Identify all employees involved in the incident;
- Offer staff individual trauma counseling resources;
- Conduct a debriefing with all affected staff;
- Determine if corrective measures developed under this Program were effectively implemented; solicit feedback from all personnel involved in the incident as to the cause of this incident and if injuries occurred, how injury could have been prevented; and
- Record the incident in the Workplace Violent Incident Log.

## **Recordkeeping**

- Records of workplace violence hazard identification, evaluation, and correction will be maintained for three years in accordance with the recordkeeping requirements of the Fresno County Fire Protection District's Injury and Illness Prevention Program.
- Training for each employee, including the employee's name, training dates, type of training, and training provider will be maintained for a minimum of three years.
- Records of violent incidents (Workplace Violent Incident Log) will be maintained a minimum of five years.

## **Annual Review**

Fresno County Fire Protection District's Workplace Violence Prevention Program will be reviewed annually and updated as needed considering the following criteria:

- Staffing;
- Sufficiency of security systems;
- Job, equipment, and facility design and risks;
- Modifications or additions to tasks and procedures that affect Program implementation;
- Newly identified hazards;
- Prior year incidents;
- Identified deficiencies; and
- Feedback provided by employees and their representatives.

# Appendix A

## WORKPLACE VIOLENT INCIDENT LOG

This form must be completed for every record of violence in the workplace for Fire/Emergency Medical Personnel

Incident ID #*:	Date and Time of Incident:	Department:
Specific Location of Incident:		

*\* Do not identify employee by name, employee #, or SSI. The Incident ID must not reflect the employee's identity)*

**Describe Incident (Include additional pages if needed):**

**Assailant information:**

<input type="checkbox"/> Patient	<input type="checkbox"/> Client	<input type="checkbox"/> Customer
<input type="checkbox"/> Family or Friend of Patient	<input type="checkbox"/> Family or Friend of Client	<input type="checkbox"/> Family or Friend of Customer
<input type="checkbox"/> Partner/Spouse of Victim	<input type="checkbox"/> Parent/Relative of Victim	<input type="checkbox"/> Co-Worker/Supervisor/Manager
<input type="checkbox"/> Former Partner/Spouse of Victim	<input type="checkbox"/> Animal	<input type="checkbox"/> Person In Custody
<input type="checkbox"/> Robber/Burglar	<input type="checkbox"/> Passenger	<input type="checkbox"/> Stranger
<input type="checkbox"/> Student	<input type="checkbox"/> Other:	

**Circumstances at time of incident:**

<input type="checkbox"/> Employee Performing Normal Duties	<input type="checkbox"/> Poor Lighting	<input type="checkbox"/> Employee Rushed
<input type="checkbox"/> Employee Isolated or Alone	<input type="checkbox"/> High Crime Area	<input type="checkbox"/> Low Staffing Level
<input type="checkbox"/> Unable to Get Help or Assistance	<input type="checkbox"/> Working in a Community Setting	<input type="checkbox"/> Unfamiliar or New Location
<input type="checkbox"/> Other:		

**Location of Incident:**

<input type="checkbox"/> Patient or Client Room	<input type="checkbox"/> Emergency or Urgent Care	<input type="checkbox"/> Hallway
<input type="checkbox"/> Waiting Room	<input type="checkbox"/> Restroom or Bathroom	<input type="checkbox"/> Parking Lot or Outside Building
<input type="checkbox"/> Personal Residence	<input type="checkbox"/> Breakroom	<input type="checkbox"/> Cafeteria
<input type="checkbox"/> Other:		

**Type of Incident (check as many apply):**

<input type="checkbox"/> Robbery	<input type="checkbox"/> Grabbed	<input type="checkbox"/> Pushed
<input type="checkbox"/> Verbal Threat or Harassment	<input type="checkbox"/> Kicked	<input type="checkbox"/> Scratched
<input type="checkbox"/> Sexual Threat, Harassment, or 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:	

**Consequences of incident:**

Medical care provided? <input type="checkbox"/> Yes <input type="checkbox"/> No	Law enforcement called? <input type="checkbox"/> Yes <input type="checkbox"/> no	Security contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
Did anyone provide assistance to conclude the event? <input type="checkbox"/> Yes <input type="checkbox"/> No		Days lost from work (if any) _____
Actions taken by employer to protect employees from a continuing threat? <input type="checkbox"/> Yes <input type="checkbox"/> No		

**Completed by:**

Name:	Title:	Date:
Telephone:	Email:	
Signature:	Telephone:	

**Appendix B**

**WORKPLACE VIOLENCE PREVENTION  
ENVIRONMENTAL HAZARD ASSESSMENT & CONTROL CHECKLIST**

<b>Assessed by:</b>	<b>Title:</b>
<b>Location(s) Assessed:</b>	

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 Fresno County Fire Protection District'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

### Building Interior

Yes	No		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?	



## Building Exterior

Yes	No		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?	

## Parking Area

Yes	No	Risk Factors	Comments:
		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 places?	
		Is there enough lighting to see clearly?	
		Are security escorts available?	

## Security Measures

Yes	No		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?	

