

**SUBJECT: VIOLENCE IN THE WORKPLACE**

**I. PURPOSE**

It is the intent of the City of Lompoc ("City") to attempt to provide a workplace for City employees that is free from violence. In doing so, the City is complying with and supporting Federal OSHA and California OSHA, which require employers to provide their employees with a safe and healthy work environment. To this end, it is the policy of the City of Lompoc to attempt to prohibit the occurrence of any form of workplace violence or threats of violence. It is also intended that all useful management tools such as the discipline policy and the Employee's Assistance Program be employed to attempt to secure the workplace from violence and reasonably protect employees from its effects. The City will fully cooperate with law enforcement in the prosecution of anyone who subjects employees to violent acts or threats of violence.

On November 30, 1994, The Workplace Violence Safety Act (Code of Civil Procedure section 527.8) became effective. The law allows employers to seek restraining orders and injunctions on behalf of employees who have suffered unlawful violence at the workplace or received credible threats of violence that can be reasonably construed to be carried out in the workplace. The law is intended to provide an additional remedy against workplace violence.

**II. SCOPE**

This procedure is applicable to all City departments. Exceptions to this procedure shall be allowed only when approved by the City Manager.

Where any section, subsection, sentence, clause or phrase of this procedure is inconsistent with an approved current memorandum of understanding enacted between the City and a recognized employee organization, the memorandum of understanding shall prevail.

**III. AMENDMENTS**

The City Manager may amend this procedure.

**IV. DEFINITIONS**

"Assault" is any threatening word or gesture showing an immediate intention, coupled with the present ability, to commit a violent injury on the person of another.

"Battery" is the willful and unlawful striking, touching, or use of force or violence upon the person of another.

"Course of conduct" is a pattern of conduct composed of a series of acts over a period of time, however short, evidencing a continuity of purpose, including following or stalking an employee to or from the place of work; entering the workplace, following an employee during hours of employment; telephone calls to an employee; correspondence with an employee, including but not limited to the use of the public or private mails, interoffice mail, fax, or e-mail.

"Credible threat of violence" is a knowing and willful statement or course of conduct which serves no legitimate purpose and would cause a reasonable person to believe that he or she is under the threat of death or serious bodily injury, and which is intended to, and actually causes, a person to believe that he or she is under the threat of death or serious bodily injury.

"Employee" includes minors, aliens, and all persons rendering actual service to the City, with or without pay or other compensation, however measured; elected and appointed officers; members of City boards, committees, and commissions; and for purposes of this administrative procedure only, volunteers and independent contractors performing services for the City at City work sites.

"Harassment" is a knowing and willful course of conduct directed at a specific person(s) that seriously alarms, annoys, torments, or terrorizes the person, and serves no legitimate purpose. The course of conduct must be such as would cause a reasonable person to suffer substantial emotional distress, and must actually cause substantial emotional distress to the person(s).

"Property Damage" is intentional damage to property which includes property owned by the City, employees, visitors or vendors.

"Serious Bodily Injury" is the serious impairment of a physical condition, such as loss of consciousness, concussion, bone fracture, protracted loss or impairment of function of any bodily member or organ, a wound requiring extensive suturing, or serious disfigurement.

"Stalking" is the willful, malicious, and repeated following or harassment of another person, accompanied by a credible threat with intent to place that person in reasonable fear for his or her own safety or for the safety of his or her immediate family.

"Unlawful violence" is any assault, battery, or stalking, but does not include lawful acts of defense of self or others or constitutionally and statutorily protected speech and activities, such as lawful conduct during labor dispute picketing.

## **V. CURRENT INTERNAL SAFEGUARDS**

The City maintains procedural internal safeguards that reduce the risk of violence among employees in the workplace. Current internal safeguards include:

1. Screening and testing of applicants for competency, suitability and possession of the necessary physical criteria to perform the essential functions of the position. Subsequent fitness for duty evaluations, as needed.
2. Probationary period and annual evaluations.
3. Progressive discipline system with seriousness of the offense weighed.
4. Open-door policy and a grievance procedure.
5. A variety of communications mechanisms, e.g., tailgate meetings, safety committee meetings, Employee Echo publications, and occasional addresses by the City Manager.
6. Substance abuse policies.
7. The Employee Assistance Program (EAP), which employees may use in strictest confidence and which may be used as a result of mandatory supervisor referral. The EAP provides personal counseling concerning stress, substance abuse, family, marital, financial, and personal issues, as well as counseling for employees whose employment has been terminated.

## **VI. CURRENT EXTERNAL SAFEGUARDS**

The following are examples of current external safeguards that the City provides to reduce the risk of violence to employees from individuals outside the organization:

1. As mentioned under XIV of this Policy, each City facility has some form of environmental controls or designs to protect employees from the intrusion of potentially violent persons. The security of these facilities will be assessed for adequacy upon implementation of this Policy and during subsequent inspections. Where needed, improvements will be made to the controls and designs. Escape routes have been designated in accordance with emergency plans that can be used in the event of bomb threats or other threats or acts of violence.
2. A radio system used by field employees that interconnects with the police and fire radio transmissions is available for communicating impending

danger, threats of violence, or violent acts taking place. Employees receive on-the-job training in the use of this system.

3. Customer and public relations training on an intermittent basis which includes dealing with the irate and dissatisfied customer, reacting to crimes in progress, and responding to threats of violence.
4. Restraining order procedure as explained in item XII of this Policy.

## **VII. PROHIBITED ACTIONS**

It is a violation of this policy to:

- Make threats of violence; or
- Commit or foster workplace violence as defined herein; or
- Use or possess a weapon, i.e., firearm, knife (with a blade exceeding 3.5inches in length), impact or electrical device, etc., at work or on City property, including in a City or private vehicle.

**EXCEPTION: An employee may use or possess a lawful weapon if the employee is a certified law enforcement officer or otherwise authorized and/or required to carry such device for work.**

All threats will be taken seriously. A violation of this policy shall be considered unacceptable personal conduct as provided in the City of Lompoc's Personnel Ordinance and Rules and Personnel Procedures Manual, Chapter 26, "Disciplinary Actions", shall be investigated, and can subject the employee to disciplinary action up to and including dismissal. Further, the City may pursue criminal charges in appropriate cases.

## **VIII. COMMUNICATION & TRAINING**

The City of Lompoc's Human Resources Department will provide initial training to department heads, division heads, and supervisors on this policy/procedure, upon distribution thereof and will then offer technical assistance as needed. The training will also include recognizing the signs of potential workplace violence from employees and the public, diffusing hostile situations, responding to violent behavior or events, and conducting an investigation. Following the initial training, all City employees will receive a copy of this policy/procedure and be referred to their supervisors for questions.

## **IX. REPORTING**

Employees who act in good faith by reporting violent behavior or violations of this policy shall not be subjected to harassment or retaliation. All employees are encouraged to be alert to the possibility of violence on the part of employees,

former employees, customers, and strangers. Any report of violence will be handled in a confidential manner to the extent reasonably feasible.

**Emergency Situations** - The first response to serious violence, if possible without escalating the situation, should be to call Police at 9-911 from City extensions and 911 from non-City extensions. Be prepared to calmly state your exact location, your name, the specific nature of the problem, the name of the violent person, and whether weapons are involved. A supervisor should be contacted, who will then inform his/her division or department head and the Human Resources Director. The Human Resources Director will contact the City Manager and City Attorney. They will direct any other measures necessary to attempt to protect the workforce, including, as a minimum measure, attempting to obtain control over the situation and secure the affected area.

**Non-Emergency Situations** - In non-emergency situations, the individuals involved usually should be separated, if this can be accomplished safely. A supervisor should be advised immediately about the confrontation or altercation. The supervisor will then contact their division or department head and Human Resources Director, who will determine further appropriate action.

**Potential Situations** - Employees who observe or are involved in situations where they fear that workplace physical retaliation may occur, where someone has made verbal threats of physical violence, or when they observe suspicious persons or activities, are obligated to discuss it immediately with their supervisor. The supervisor will then discuss it with their division or department head and Human Resources Director, who will evaluate the facts and determine what protective or response measures, if any, should be taken.

If a violation of this policy occurs and employees are injured, the following reporting procedures will also be adhered to:

1. Worker's Compensation and accident reporting (including OSHA 300 log) will be followed which include providing appropriate medical care;
2. The Police Department shall be notified; and
3. When workplace violence results in serious injury, illness, or death, the Police Department will immediately contact Cal/OSHA via telephone or fax.

## **X. INVESTIGATION**

The supervisor will conduct a prompt, fair, and thorough investigation of all acts or threats of violence. Other employees will be questioned if necessary. If the alleged perpetrator is an employee of the City, they may be questioned unless the situation is too dangerous; in those cases, the Police Department will be

contacted. If the perpetrator is a member of the public, the Police Department will conduct the investigation. Victims and witnesses will provide written signed statements. Witness statements will be kept confidential to the extent feasible. At any time the situation warrants, law enforcement shall be contacted and may be present at interviews. The investigation should ascertain detailed and concrete facts (not opinions) of what happened and should include the following:

- a. Who made or is involved in the threat or act;
- b. Who is the target of the threat or act;
- c. The specific nature of the threat or confrontation;
- d. Description of any physical conduct constituting or suggesting future violence;
- e. The identity and role of any other witnesses;
- f. The time and place where the incident occurred;
- g. Previous threats or acts of violence by the perpetrator;
- h. Any additional information that will define the act of violence that has occurred and/or assist in ensuring that the violence is kept out of the workplace.

**Search** - In the event that a search of an employee's work area, locker, file cabinet, or desk is deemed necessary to enforce this policy, the following procedure is required, except in cases of immediate and substantial threat of physical harm:

- a. Before conducting any search pursuant to policy, the consent of the employee shall first be sought, even if the employee is off the premises.
- b. No search shall be conducted until after the employee has been informed that their work area, locker, file cabinet, or desk is to be searched. If the employee is on the premises, the search shall be conducted in the presence of the employee.
- c. If consent is refused, searches into the areas where the employee is deemed to have a reasonable expectation of privacy may be conducted. In that event, before conducting the search, the department head and the City Attorney must be consulted and advised of the facts which demonstrate that the search is reasonable.
- d. No search pursuant to this policy may be made of the employee's person or of closed personal items, such as handbags, briefcases, or private automobiles, without the written consent of the employee. Should such a search be desired and consent refused, the City Attorney and the Chief of Police shall be consulted to determine if a nonconsensual search should be conducted and the proper procedure for doing so.
- e. As an alternative, the employee may be relieved of duty and sent home in

cases of immediate and substantial threat of physical harm.

- f. This policy shall not apply to searches conducted for any purpose other than pursuant to this policy.

## **XI. ACTION OPTIONS**

Depending on the employment relationship of the alleged perpetrator and an assessment of the legitimacy, nature, severity and urgency of a violent threat or act, the supervisor and Human Resources Director may take or recommend any of the following:

- a. No action warranted;
- b. Usual and customary discipline, up to termination;
- c. Advise of availability of counseling on voluntary basis;
- d. Obtain on-site counseling;
- e. Referral for fitness for duty evaluation;
- f. Place on paid home leave pending further action or information;
- g. Obtain an injunction or restraining order;
- h. Pursue criminal charges against the individual;
- i. Notify targets of threats to protect themselves;
- j. Notify other employees to be alert;
- k. Provide security on the worksite as needed;
- l. Any other reasonable and appropriate action.

## **XII. CONFIDENTIALITY**

Disciplinary action against an employee for violent activities will be accomplished in accordance with City policy and personnel rules and procedures, including the right to be fully informed about the allegations and to respond to the charges.

## **XIII. RESTRAINING ORDERS**

Any employee who has been harassed at the workplace or who has received a credible threat of violence that can be reasonably construed to be carried out at the workplace should immediately report the situation to his or her supervisor, who will notify the division or department head. The division or department head will immediately notify the City Manager, City Attorney, and Human Resources Director.

To the extent possible, the department head shall determine the facts of the situation and, with the victim and the City Manager, City Attorney, Chief of Police, Human Resources Director, and other City staff as necessary, analyze and evaluate the facts bearing on the situation, including the seriousness of the conduct, the probability of future violations at the workplace, and the safety of the victim at their workplace and of the victim's immediate family.

If the City determines that a restraining order is necessary, the City Attorney shall prepare and file the required documents and appear at the necessary hearings. The employee shall provide the information necessary to obtain the restraining order and cooperate in the preparation and proceedings. The work location as well as place of residence shall be included in the order, if appropriate. The employee may of course appear on their behalf and/or retain private counsel at their own expense.

The most important part of the documentation is the employee's statement of the specific acts of the harasser with details of the act or course of conduct that has alarmed, annoyed, or harassed the employee. This is the information the judge will use to determine if the City and the employee have proved that the victim has suffered unlawful violence in the workplace or received a credible threat of violence from the harasser and that great or irreparable harm will result if such harassment continues. Upon presentation of the required documents to the Court in serious cases, it is possible to obtain a temporary restraining order without the defendant (the person accused of harassing the employee) being present. A temporary restraining order remains effective for fifteen days. The City Attorney will arrange for the order to be served on the defendant and the Lompoc Police Department and any other law enforcement agencies involved in the matter.

Before the temporary restraining order expires, a Santa Barbara County Superior Court Judge will conduct a hearing in court to determine whether to extend the restraining order as a permanent injunction against the defendant. In response to the City's petition on behalf of the employee, the defendant may file papers which explain, excuse, justify, or deny the allegations of harassment.

At the hearing, the judge will receive relevant testimony from the parties and may make independent inquiries. If the defendant is a City employee, the judge must receive evidence concerning the City's decision to retain or discipline the defendant or to terminate his or her employment.

If the judge finds by clear and convincing evidence that the defendant engaged in unlawful violence or made a credible threat of violence, an injunction shall be issued prohibiting further unlawful violence or threats of violence. Such an order is effective for up to three years. The order can be modified, rescinded, or extended by procedures similar to those described above.

After the order is issued, the City Attorney will arrange for it to be personally served on the defendant and for certified copies of it to be provided to all applicable law enforcement agencies. The employee victim must also carry a certified copy of the order in their possession, notify their supervisor of the issuance of such an order, and provide a description of the individual cited.

If the defendant violates any condition of the order, they may be found guilty of a



misdemeanor, which is punishable by a fine up to \$1,000.00 or by one year in jail or both. Convictions for violations resulting in physical injury will subject the defendant to mandatory jail sentence of 30 days (which the judge may not reduce to less than two days).

#### **XIV. DEBRIEFING & EMPLOYEE ASSISTANCE**

If a violation of this policy occurs and employees are harmed physically and/or emotionally, the Human Resources Director will contact the Employee Assistance Program service provider to arrange for appropriate counseling/treatment for crisis response and debriefing on an individual and/or group basis. If a delay in counseling is inevitable, supervisors and/or the Human Resources Department will conduct discussion/debriefing sessions before employees are allowed to leave the worksite for the day.

#### **XV. SECURITY & HAZARD ASSESSMENT**

A worksite analysis shall be conducted within six months of the effective date of this policy. The Safety Officer will meet with a member of the Police Department, a representative from Building Maintenance, and the division head/or representative from each City facility and department/division to identify existing hazards and conditions, operations, and situations that create or contribute to hazards, and areas where hazards may develop pertaining to security of the facility and potential workplace violence issues. A report outlining recommendations for corrections with costs will be submitted to the City Manager. Following initial worksite analysis, periodic inspections will be conducted to identify unsafe conditions and work practices to ensure continued workplace safety. The supervisor of a worksite will investigate any and all complaints alleging a workplace security hazard, document such investigation, and take appropriate corrective measures.

**Control** - Each facility shall initiate appropriate environmental controls or designs in place to protect employees from intrusion of a potentially violent person(s). Typical controls/design may include:

1. Barriers such as counters between employees and the public.
2. Locked doors from public lobby areas to staff work areas.  
(Access available to staff by personal keys and electric door latches)
3. Locked public entrance doors before and after business hours.
4. Use of security personnel in armored vehicles to make deposits (City Hall).
5. Intrusion and Alarm system to notify the Police Department that an

unauthorized person has entered the facility (City Hall) during non-business hours.

6. Lighted parking lots.
7. Policies and procedures requiring visitors to report to the administrative office of facility.

**Escape Routes** - In accordance with each facility's emergency response plan, employees will use the designated escape routes. The Division Head responsible for those facilities without designated routes will determine which are the best paths to exit the building. They will then publish the routes and notify employees of such.

**XVI. WORKPLACE VIOLENCE PREVENTION PLAN**

The Workplace Violence Prevention Plan (WVPP) is outlined as Exhibit A to this policy.

**XVII. INTERPRETATION AND IMPLEMENTATION**

Any questions relative to the event and/or application of this policy should be directed to the Human Resources Department.

**AUTHORIZED:**

\_\_\_\_\_  
Dean Albro, City Manager

\_\_\_\_\_  
Date

## DIFFUSING HOSTILE SITUATIONS

The following are guidelines for encounters with escalating anger and potential violence in the workplace:

*Listening is key.* Persons who are angry want to be heard. Good listening says that your main interest is in helping solve their problem. This mitigates anger.

*Agree where appropriate.* They are expecting a confrontation. Instead, be understanding of their emotions and feelings. Tell them you understand why they are upset, and you will do your best to resolve their problem. If you are defensive, you will be inviting escalation and confrontation.

*Have no bystanders.* Give the angry person "special attention". If possible take the person to a quiet, private place. Bystanders become "audiences", often encouraging escalation.

*Keep to the subject.* Let the primary complaint/subject be the topic of the discussion. Do not be sidetracked by name calling, etc., this may make you defensive. Focus on the subject so you can help them. This will reduce stress and anxiety.

*Speak in a clear, slow manner.* This should encourage the angry person to slow down. Matching the angry person's volume and rapid speech will make the situation more confrontational.

*Use questions.* Let them do most of the talking and ask them thoughtful, key questions to stay in control of the discussion.

*If nothing helps, and the situation escalates...* Excuse yourself for a moment. The break may allow the angry person to calm down. If they don't, call for help.

*Source: Crisis Management International, Incorporated*

## **EARLY WARNING SIGNS OF WORKPLACE VIOLENCE**

It is difficult to identify those who will commit acts of aggression. However, employees and supervisors should be alert to traits and early warning signs for potential workplace violence.

The following may indicate a tendency to workplace violence:

- A history of emotional or mental disturbance;
- A history of implied threats or violent behavior;
- A history of drug or alcohol abuse;
- Paranoia or easily panicked behavior; (i.e. guarded behavior, over-sensitive to criticism, etc.);
- A fascination or preoccupation with weapons;
- Unexplained changes in behavior;
- Externalize blame - "not my fault";
- Extreme stress from personal problems and/or a life crisis;
- Life stresses exasperated by threat or reality of job loss (i.e. layoffs, labor disputes, etc.);
- Identifying with incidents of workplace violence reported in the media and either condoning or sympathizing with the actions of the individuals committing the violence;
- Being a loner with little or no involvement with other employees (i.e. a weak support system, etc.);
- Engaging in frequent disputes with supervisors or co-workers;
- Routine violation of City policy; and
- Close identity of self and self-worth with his/her job.



# **Workplace Violence Prevention Plan ("WVPP")**

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Est. July 1, 2024

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## I. Purpose

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The purpose of the **City of Lompoc's** Workplace Violence Prevention Plan ("Plan" or "WVPP") is to establish, implement, and maintain an effective workplace violence prevention plan as required under Labor Code sections 6401.7 and 6401.9.

Specifically, this Plan contains procedures to address the following statutory requirements:

- 1) Record information in a Violent Incident Log for every incident of Workplace Violence, as defined below.
- 2) Provide effective training to employees on the legal requirements related to the prevention of workplace violence, including but not limited to the **City of Lompoc's** WVPP.
- 3) Maintain records of the following: (a) Workplace Violence hazards, (b) **City of Lompoc** employee (hereinafter referred to as "employees") trainings, (c) Violent Incident Logs, and (d) the investigation of any incident of Workplace Violence.
- 4) Ensure certain records are made available to the Division of Occupational Safety and Health ("Division" or "DOSH"), employees, and any authorized employee representatives.

## II. Scope of Coverage

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### **a. Workplaces**

The WVPP shall apply to all **City of Lompoc** workplaces, unless a workplace is expressly exempted from coverage.

The following workplaces are exempt from and not subject to the WVPP:

- 1) A workplace that an employee has chosen to telework from that is not under the control of the **City of Lompoc**.

### **b. Employees**

The WVPP applies to all **City of Lompoc** employees, unless an employee is expressly exempted.

The following employees are exempt from coverage under the WVPP:

- 1) An employee who is teleworking from a location of the employee's choice, which is not under the control of the **City of Lompoc**.

### III. Effective Date

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The effective date of this Plan is July 1, 2024.

The Plan shall continue in full force and effect until repealed or rescinded.

### IV. Definitions

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For the purposes of the WVPP, the following definitions apply:

- “Access” means the right and opportunity to examine and receive a copy of the WVPP.
- “Designated Representative” means any individual or organization to whom an employee gives Written Authorization to exercise a right of Access. A recognized or certified collective bargaining agent shall be considered a Designated Representative for the purpose of Access to the WVPP.
- “Emergency” or “Emergencies” means unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.
- “Engineering Controls” mean an aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between the worker and the hazard.
- “Serious Injury or Illness” means 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.
- “Threat of Violence” means 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.





- “Workplace Violence” means any act of violence or Threat of Violence that occurs in the **City of Lompoc’s** covered workplace. Workplace Violence does not include lawful acts of self-defense or defense of others.
- Workplace Violence includes but is not limited to the following:
  - 2) 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.
  - 3) 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.
  - 4) The following four (4) types of Workplace Violence:
    - “Type 1 violence” means Workplace Violence committed by a person who has no legitimate business at the workplace and includes violent acts by anyone who enters the workplace or approaches workers with the intent to commit a crime.
    - “Type 2 violence” means Workplace Violence directed at employees by customers, clients, patients, students, inmates, or visitors.
    - “Type 3 violence” means Workplace Violence against an employee by a present or former employee, supervisor, or manager.
    - Type 4 violence” means 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.
- **“All department heads, managers, supervisors, and the Safety Officer”** (“Committee”) means the group of employees who assess **City of Lompoc’s** Workplace Violence hazards and support in the implementation of the WVPP.
- **“Safety Officer”** means the individual who is responsible for implementing the WVPP.
- “Work Practice Controls” means procedures and rules, which are used to effectively reduce Workplace Violence hazards.
- “Written Authorization” means a request provided to the **City of Lompoc** containing the following information:



- 1) The name and signature of the employee authorizing a representative of the employee to access the WVPP on the employee's behalf;
  - 2) The date of the request;
  - 3) The name of the designated representative (individual or organization) authorized to receive the WVPP on the employee's behalf; and
  - 4) The date upon which the Written Authorization will expire, if less than one (1) year.
- "WVPP" or "Plan" means the Workplace Violence Prevention Plan.
  - "Violent Incident Log" or "Log" means the violent incident log required by this WVPP.

## V. The Plan

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### a. Access

The **City of Lompoc** makes the WVPP available and accessible to employees, Designated Representatives, and representatives of the DOSH at all times.

#### 1) Employees

The **City of Lompoc** will provide Access to the WVPP to employees as follows:

- 1) The **City of Lompoc** has made and will continue to make the WVPP available and will provide Access to employees by providing an employee a physical copy of the WVPP within five (5) business days of receiving the request for Access from the employee.

Whenever an employee requests a copy of the WVPP, the **City of Lompoc** shall provide the requesting employee a printed copy of the WVPP, unless the employee agrees to receive an electronic copy of the WVPP.

The **City of Lompoc** will provide one (1) printed copy of the WVPP free of charge. If an employee requests additional copies of the WVPP within one (1) year of the previous request and the WVPP has not been updated with new information since the prior copy was provided, the **City of Lompoc** may charge reasonable, non-discriminatory reproduction costs for the additional copies.

- 2) An employee can Access the WVPP through the **City of Lompoc’s Intranet**, <https://lompoc.sharepoint.com/sites/COLIntranet/>, where the employee can review, print, and email the current version of the WVPP.

**2) Designated Representatives**

The **City of Lompoc** will make the WVPP available and provide Access to Designated Representatives in a manner consistent with Section V(a)(1) of the **City of Lompoc’s** WVPP only after the employee provides Written Authorization to the **City of Lompoc**, unless otherwise stated.

The **City of Lompoc** makes the WVPP available and provides Access to any employee organization that represents employees in a manner consistent with WVPP Section V(a)(1) without requiring that an employee provide prior Written Authorization to the **City of Lompoc**.

**3) DOSH Representatives**

The **City of Lompoc** will make the WVPP available to DOSH representatives upon request.

**b. Implementation**

**1) Safety Officer**

The individual(s) identified below shall serve as the **City of Lompoc’s Safety Officer** and is authorized to and responsible for implementing the WVPP:

("Title") Job Title/Position	Contact Information	WVPP Responsibilities
Safety Officer	Office: (805) 875-8267 Mobile: (805) 588-6362	Under general supervision, responsible for the administration and coordination of citywide safety programs including wellness programs, provides assistance and guidance to departments regarding employee safety and public hazardous conditions management; makes inspections and conducts safety training, recommends safety policies, practices, and procedures; facilitates a citywide safety committee with representation from every department; serves a single point of contact for Cal/OSHA inspections and inquiries; processes and

		settle small claims against the City; and performs other related work as required.
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Specifically, the **Safety Officer** will be responsible for the following:

- 1) Serve as the Chair of the **City of Lompoc’s department heads, managers, and supervisors** (“Committee”);
- 2) Establish and coordinate Work Practice Controls;
- 3) Establish and coordinate Engineering Controls;
- 4) Respond to reports of Workplace Violence incidents and Workplace Violence hazards, including investigating incidents of Workplace Violence and Workplace Violence hazards.

**2) All Department Heads, Managers, Supervisors, and the Safety Officer (“Committee”)**

The **City of Lompoc’s department heads, managers, supervisors, and Safety Officer** (“Committee”) are designated to assess the **City of Lompoc’s** Workplace Violence hazards and determine preventative actions to be taken.

The Committee shall be comprised of the **Safety Officer** and the following individuals: **Department Heads, Managers, and Supervisors.**

The Committee shall undertake the following:

- 1) Meet regularly, but not less than quarterly;
- 2) Prepare and make available to any affected employees, the records of the workplace violence issues discussed at the Committee meetings and maintained for review by DOSH upon request;
- 3) Review the results of the **City of Lompoc’s** periodic, scheduled workplace inspections;
- 4) Review investigations of Workplace Violence and their causes, and where appropriate, submit suggestions to the **City of Lompoc’s** management for the prevention of future incidents;
- 5) Review investigations of alleged Workplace Violence hazards brought to the attention of any Committee member. When determined necessary by the



Committee, the Committee may conduct its own inspection and investigation to assist in remedial solution(s);

- 6) Submit recommendations to assist in the evaluation of employee safety suggestions;
- 7) Upon request from the DOSH, verify abatement action taken by the **City of Lompoc** to abate citations issued by the DOSH;
- 8) Provide updates to the WVPP;
- 9) Prepare and implement Workplace Violence training subsequent to the initial training; and
- 10) At minimum, review the WVPP under the following circumstances: (a) once annually; (b) when a deficiency is observed or becomes apparent; and (c) after a Workplace Violence incident.
  - a) A review of the WVPP should include the following: (a) review of the Violent Incident Log; (b) review employee comments and feedback on the WVPP; (c) review of other records; and (d) a physical inspection of the workplace.
  - b) Following the review, report any revisions to the Plan to employees.

**c. *Obtaining Active Employee Involvement in Developing and Implementing the Plan***

The **City of Lompoc** encourages the active involvement of employees in developing and implementing the WVPP through and by the measures discussed in the sections below.

**1) Identifying, Evaluating, and Correcting Workplace Violence Hazards**

The **City of Lompoc** encourages the active involvement of employees in identifying, evaluating, and correcting Workplace Violence hazards through and by the following means:

- 1) Regular meetings of the Committee comprised of both the **City of Lompoc** and employees that are charged with identifying, evaluating, and correcting Workplace Violence hazards;
- 2) Schedule general employee meetings at which Workplace Violence hazards are freely and openly discussed by those present. Such meetings shall be regular,



scheduled, and announced to all employees so maximum employee attendance can be achieved;

- 3) Survey employees regarding the identification, evaluation, and correction of any Workplace Violence hazards;
- 4) Provide a means by which employees may provide anonymous feedback regarding the identification, evaluation, and correction of any Workplace Violence hazards; and
- 5) Provide a means by which employees may report potential Workplace Violence hazards that the **City of Lompoc** will evaluate and, if necessary, correct.

## 2) Designing and Implementing Training

The **City of Lompoc** encourages the active involvement of employees in designing and implementing training through and by the following means:

- 1) Regular meetings of the Committee comprised of both the **City of Lompoc** and employee representatives that are charged with designing and implementing training;
- 2) Provide opportunities for employees to identify the daily activities they believe put them at most risk for Workplace Violence and address those activities within the training;
- 3) Authorize sufficient time and resources to facilitate employee participation, including holding training during regular working hours; and
- 4) Establish surveys to evaluate the effectiveness of the training, and authorize sufficient time and resources following each training to ensure employees can complete the evaluation. The **City of Lompoc** shall adapt the training based on the results of these evaluations.

## 3) Reporting and Investigating Workplace Violence Incidents

The **City of Lompoc** encourages the active involvement of employees in reporting and investigating Workplace Violence incidents through and by the following means:

- 1) Regular meetings of the Committee comprised of both the **City of Lompoc** and employee Representatives that is charged with reviewing investigations of Workplace Violence incidents and hazards;



- 2) Encourage any employee who experiences, witnesses, or becomes aware of a violent incident, threat, or other Workplace Violence concern in which there is an immediate threat to the employee's safety or the safety of others or where a Serious Injury or Illness has occurred to immediately report the incident to law enforcement, security, and/or emergency medical services;
- 3) Encourage any employee who experiences, witnesses, or becomes aware of a violent incident, threat, or other Workplace Violence concern to immediately report the facts and circumstances of the violent incident, threat, or other Workplace Violence concern to their supervisor, department/division head, **Safety Officer**, or to the **Human Resources Department**;
- 4) Encourage any employee who experiences, witnesses, or becomes aware of a violent incident, threat, or other Workplace Violence concern to participate in the investigation of the violent incident, threat, or other Workplace Violence concern;
- 5) Implement procedures to ensure that employees are not retaliated against for reporting or participating in investigations of Workplace Violence incidents;
- 6) Allocate adequate resources and training for employees to appropriately recognize Workplace Violence concerns;
- 7) Provide coverage, if necessary, so employees can immediately report a concern of Workplace Violence during their regularly scheduled work hours and participate in investigations; and
- 8) Recognize and reward employees who report violent incidents, threat, or other Workplace Violence concerns.

#### **d. Compliance**

The **City of Lompoc** will ensure compliance with the Plan through and by the measures discussed in this section.

### **1) Expectations of Employees Regarding Compliance with the Plan**

#### **A. Employees**

All employees should be familiar with the WVPP and its requirements. All employees are responsible for using safe work practices, for following all directives, policies, and procedures, and for assisting the **City of Lompoc** maintain a safe and secure work environment.

All employees are required to know, understand, and adhere to the safety rules that apply to their workplace and the work they perform.

## **B. Managers and Supervisors**

Managers and supervisors are responsible for implementing and maintaining the WVPP in their respective work areas and for ensuring that all employees adhere to the safety rules that apply in these work areas.

Managers and supervisors should answer questions that employees may have about the Plan and its requirements, be able to direct employees to the **Safety Officer**, or provide resources for employees to use that will answer their questions.

### **2) Methods to Ensure Compliance**

#### **A. Recognition of Employees Who Comply with the Plan**

The **City of Lompoc** recognizes employees who comply with the Plan through the **Employee Suggestion Awards Program**;

#### **B. Training and Retraining of Employees on Plan Requirements**

The **City of Lompoc** shall ensure substantial compliance with the WVPP by providing employees with training as discussed in the Plan.

#### **C. Enforcement of the Plan Requirements and Discipline for Non-Compliance**

Managers and supervisors will enforce the rules and requirements related to the Plan fairly and uniformly.

Employees who do not comply with the safety rules and requirements set forth in the Plan may be subject to discipline, up to and including termination.

Managers and supervisors who do not enforce the rules and requirements related to the Plan or do not enforce them fairly and uniformly may be subject to discipline, up to and including termination.

#### **f. Communicating to Employees about Workplace Violence**

The **City of Lompoc's** will communicate to employees about reporting and investigating Workplace Violence incidents.



The **City of Lompoc**'s procedures for communicating to employees regarding Workplace Violence incidents include the following:

- 1) Reporting on violent incidents, threats, or other violent Workplace Violence concerns;
- 2) Informing affected employees of the general results of any investigation into Workplace Violence incidents, while protecting the privacy of affected and/or involved employees;
- 3) Informing affected employees of the corrective actions taken in response to the Workplace Violence incident, while protecting the privacy of affected and/or involved employees; and
- 4) Communicating to employees about the prohibition on retaliating against employees who participate in the investigation of Workplace Violence incidents.

### **1) Reporting Violent Incidents**

An employee may report a Workplace Violence incident through any of the following means:

- 1) Reporting the incident to any supervisor, manager, department head, or division head verbally or in writing;
- 2) Reporting the incident to the **Safety Officer** or other Human Resources Staff;
- 3) Reporting the incident to a Department/Division Designated Representative, who will facilitate a report to the **City of Lompoc**. The **City of Lompoc** will respond to the report after it receives the report from the Department/Division Designated Representative;
- 4) Reporting by completing and submitting a physical or electronic form to the Human Resources Department.

### **2) Acceptance of and Response to Reports of Workplace Violence**

The **City of Lompoc** shall accept and respond to all reports of Workplace Violence.

#### **A. Immediate Response**

Immediately following a report of Workplace Violence, the **City of Lompoc** shall immediately respond by providing first aid and emergency care to the injured employee(s) and by taking any measures necessary to prevent other employees from being injured.

The **City of Lompoc** will ensure that any injured employees receive prompt medical evaluation and treatment and that injured employees are provided transportation to receive medical care, if such care is not provided on-site.

The **City of Lompoc** will immediately report to DOSH any Serious Injury or Illness or death of an employee that is attributable to Workplace Violence.

#### **B. Investigating the Report of Workplace Violence**

The **City of Lompoc** shall investigate reports of Workplace Violence as provided in the following section.

#### **C. No Retaliation**

The **City of Lompoc** shall not take adverse action against any employee who reports Workplace Violence or who participates in any investigation of Workplace Violence based on such conduct.

#### **D. Provision of Leave for Employees Who are or May be Victims of Violence**

The **City of Lompoc** shall not take adverse action against any employee who takes time off from work in order to seek a Temporary Restraining Order (“TRO”) or to obtain other assistance to help safeguard the “health, safety, or welfare” of the employee or their child based on such conduct. An employee may use paid sick leave pursuant to the **City of Lompoc’s Paid Leave Policy** to take time off from work for these purposes.

An employee shall provide the **City of Lompoc** reasonable and advance notice of their intention to take time off from work for either of these purposes if feasible. If advance notice is not feasible, employees must provide a certification to the employer within a reasonable time after the absence.

#### **E. Temporary Restraining Orders**

When an employee has suffered unlawful violence or a credible Threat of Violence from any individual, which may reasonably be carried out at any of the **City of Lompoc’s** workplaces, the **City of Lompoc** may attempt to obtain a TRO on behalf of the employee.

### **3) Investigation of Workplace Violence**

The **City of Lompoc** shall respond to reports of Workplace Violence or a Threat of Violence by promptly initiating an investigation, as applicable.

The **City of Lompoc’s** investigation of Workplace Violence or a Threat of Violence may include, but not necessarily be limited to, the following steps or measures, as applicable:



- 1) Visiting the scene of an incident as soon as safe and practicable;
- 2) Collection of facts on who, what, when, where, and how the incident occurred;
- 3) Collection of statements from involved parties, such as employees, witnesses, law enforcement, and/or security personnel;
- 4) Reviewing security footage of existing security cameras if applicable;
- 5) Collection of photographic or video evidence of damage or injuries, where appropriate;
- 6) Examining the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator;
- 7) Consultation with the affected employees, witnesses, and Committee members to identify potential contributing causes;
- 8) Obtaining any reports completed by law enforcement;
- 9) Assessment of any Threat of Violence, identifying the following, as applicable and to the extent the information is known by the **City of Lompoc**:
  - a) The exact nature and context of the threat and/or threatening behavior;
  - b) The identified target;
  - c) The person's apparent motivation;
  - d) The person's ability to carry out the threat; and
  - e) The person's background, including work history, criminal record, mental health history, and past behavior on the job.

Following an investigation, the **City of Lompoc** may take the following measures, as applicable:

- 1) Notify the affected employees of the general results of the investigation, while protecting the privacy of affected and/or involved employees;
- 2) Collaborate with the Committee to recommend corrective action;
- 3) Implement changes in Engineering Controls, procedures, or policies, if appropriate; and/or

- 4) Establish updated Work Practice Controls, if necessary.

The **City of Lompoc** shall retain records of Workplace Violence incident investigations for a minimum of five (5) years.

#### 4) Documentation in Violent Incident Log

All Workplace Violence incidents shall be subsequently reported in the Violent Incident Log. Information that is recorded in the Log for each incident shall be based on information solicited from the employees who experienced the Workplace Violence, on witness statements, and on investigation findings. The **City of Lompoc** shall omit from the Log any element of personal identifying information that would be sufficient to allow identification of any person involved in a Workplace Violence incident.

The information recorded in the Log shall include all of the following:

- 1) The date, time, and location of the incident;
- 2) The Workplace Violence type or types (e.g., Type 1, Type 2, Type 3, or Type 4);
- 3) A detailed description of the incident;
- 4) A classification of who committed the Workplace Violence, including whether the perpetrator was:
  - a) A client or customer;
  - b) Family or friend of a client or customer;
  - c) Stranger with criminal intent;
  - d) Coworker;
  - e) Supervisor or manager;
  - f) Partner or spouse;
  - g) Parent or relative; or
  - h) Other perpetrator;
- 5) A classification of circumstances at the time of the incident, including, but not limited to, whether the employee was:
  - a) Completing usual job duties;



- b) Working in poorly lit areas;
  - c) Rushed;
  - d) Working during a low staffing level;
  - e) Isolated or alone;
  - f) Unable to get help or assistance;
  - g) Working in a community setting; or
  - h) Working in an unfamiliar or new location.
- 6) A classification of where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area;
- 7) The type of incident, including, but not limited to, whether it involved any of the following:
- a) Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting;
  - b) Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object;
  - c) Threat of physical force or threat of the use of a weapon or other object;
  - d) Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact;
  - e) Animal attack; or
  - f) Other;
- 8) Consequences of the incident, including, but not limited to:
- a) Whether security or law enforcement was contacted and their response;
  - b) Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident;

- 9) Information about the person completing the Log, including their name, job title, and the date completed.

### **5) Prohibition on Retaliation**

The **City of Lompoc** has implemented the following measures to prevent and prohibit retaliation against those who report Workplace Violence, a Threat of Violence, or hazards related to Workplace Violence, or who participate in the investigation of such incidents or hazards:

- 1) The **City of Lompoc** responds to reports of Workplace Violence, a Threat of Violence, or hazards related to Workplace Violence in a prompt and timely manner;
- 2) The **City of Lompoc** provides employees multiple channels by which to report incidents, hazards, or concerns, including anonymously and through or by a Designated Representative;
- 3) The **City of Lompoc** admonishes managers and supervisors not to retaliate against any employee who reports Workplace Violence, a Threat of Violence, or hazards related to Workplace Violence, or any employee who participates in the investigation of such incidents or hazards; and
- 4) The **City of Lompoc** trains all employees that retaliation against any employee who reports Workplace Violence, a Threat of Violence, or hazards related to Workplace Violence, or any employee who participates in the investigation of such incidents or hazards is expressly prohibited and that there are consequences, such as discipline, for retaliation against such employees.

#### ***g. Identification, Evaluation, and Correction of Workplace Violence Hazards***

The **City of Lompoc** shall undertake all necessary actions to identify, evaluate, and correct Workplace Violence hazards.

#### **1) Identification of Workplace Violence Hazards**

The **City of Lompoc** shall undertake all necessary actions to identify Workplace Violence hazards.

The **City of Lompoc** shall conduct inspections of its workplace(s) to identify Workplace Violence hazards.

Specifically, the **City of Lompoc** shall conduct inspections under the following circumstances:

- 1) When the WVPP is first established;
- 2) After each Workplace Violence incident;
- 3) Whenever the **City of Lompoc** is made aware of a new or previously unrecognized hazard; and
- 4) Every **six months**.

Periodic inspections to identify and evaluate Workplace Violence and hazards will be performed by the following employees in the following areas of the workplace:

Name of Employee/Job Title of Employee	Inspection Area/Department/Specific Location
Safety Officer, Department Heads. Division Heads, Managers, or Supervisors	All <b>City of Lompoc</b> facilities or buildings

Inspections for Workplace Violence hazards may include assessing factors specific to the **City of Lompoc's** workplace, such as the following:

- 1) The exterior and interior of the workplace for its attractiveness to robbers;
- 2) The need for violence surveillance measures, such as mirrors and cameras;
- 3) Procedures for employee response during a robbery or other criminal act, including the **City of Lompoc's** policy prohibiting employees, who are not security guards, from confronting violent persons or persons committing a criminal act;
- 4) Procedures for reporting suspicious persons or activities;
- 5) Effective location and functioning of emergency buttons and alarms;
- 6) Posting of emergency telephone numbers for law enforcement, fire, and medical services;
- 7) Whether employees have access to a telephone with an outside line;
- 8) Whether employees have effective escape routes from the workplace;
- 9) Whether employees have a designated safe area where they can go to in an emergency;



- 10) Adequacy of workplace security systems, such as door locks, entry codes or badge readers, security windows, physical barriers, and restraint systems;
- 11) Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of the **City of Lompoc**;
- 12) Employees' skill in safely handling threatening or hostile service recipients;
- 13) Effectiveness of systems and procedures that warn others of actual or potential Workplace Violence danger or that summon assistance, e.g., alarms or panic buttons;
- 14) The use of work practices such as the "buddy" system for specified emergency events;
- 15) The availability of employee escape routes;
- 16) How well the **City of Lompoc's** management and employees communicate with each other;
- 17) Access to and freedom of movement within the workplace by non-employees, including recently discharged employees or persons with whom one of our employees is having a dispute;
- 18) Frequency and severity of employees' reports of threats of physical or verbal abuse by managers, supervisors, or other employees; and
- 19) Any prior violent acts, threats of physical violence, verbal abuse, property damage, or other signs of strain or pressure in the workplace.

## **2) Investigation of Workplace Violence Hazards**

The **City of Lompoc** will initiate an investigation following the identification of a Workplace Violence hazard in order to evaluate the nature of the hazard.

The **City of Lompoc** may undertake the following as part of such investigation, as applicable:

- 1) Collection of statements from witnesses;
- 2) Collection of photographic or video evidence of damage or injuries, where appropriate; and
- 3) Consultation with the affected employees, witnesses, and Committee members to identify potential contributing causes.



### 3) Correction of Workplace Violence Hazards

After the identification and investigation of a Workplace Violence hazard and after a Workplace Violence Hazard inspection, the **City of Lompoc** will take appropriate steps to correct the hazard and prevent or control future or potential hazards by implementing the following measures:

- 1) **Substitution:** When possible, the **City of Lompoc** will correct a hazard by eliminating or substituting it with a safer Work Practice Control (“Substitution”).
- 2) **Removal of Employees:** In the event that a Workplace Violence hazard exists that cannot be immediately corrected without endangering employees or property, the **City of Lompoc** will remove all employees from the work site except those necessary to correct the existing hazard. Employees who are necessary to correct the hazard will be provided with necessary protection in order to protect them from the hazard.
- 3) **Replacement of Equipment:** If a piece of equipment is hazardous, the **City of Lompoc** will remove it from service and identify it as defective.
- 4) **Engineering Controls:** The **City of Lompoc** will apply physical changes to either remove the hazard from the workplace or create a barrier between employees and the hazard. Based on the nature of the hazard and the needs of the workplace, Engineering Control strategies may include the following: (a) using physical barriers (such as enclosures or guards) or door locks to reduce employee exposure to the hazard; (b) metal detectors; (c) panic buttons; (d) improved or additional lighting; and (e) more accessible exits (where appropriate).
- 5) **Work Practice Controls:** The **City of Lompoc** will adjust Work Practice Controls if Substitution or Engineering Controls are impossible or inappropriate. Additional Work Practice Controls may be necessary in addition to Substitution and Engineering Controls to prevent future Workplace Violence hazards. Work Practice Control strategies may include the following: (a) hiring security guards and having them patrol the workplace interior and perimeter; (b) ensuring employees have access to a telephone with an outside line; posting emergency telephone numbers in the workplace for law enforcement, fire, and medical services; (c) improved or altered communication measures; (d) improved or altered policies of prohibited practices (such as a weapons ban or limitation of the amount of cash on hand); and a “buddy system” for specified Emergency events; (d) adding security cameras or mirrors.
- 6) **Training:** The **City of Lompoc** will educate employees about the identified hazard in subsequent WVPP training.

- 7) **Collaborate with the Committee:** The **City of Lompoc** will collaborate with the Committee on other ways to correct the hazard.
- 8) **Notice to Affected Employees:** The **City of Lompoc** will notify affected employees in writing of the corrective measures the **City of Lompoc** implemented to address the Workplace Violence hazard.

#### **4) Recording Information regarding Workplace Violence Incidents**

The **City of Lompoc** will document the identification, investigation, and correction of Workplace Violence hazards and maintain such records for at least five (5) years following the identification, investigation, and correction of such hazards.

The **City of Lompoc** shall record information in the Violent Incident Log for each Workplace Violence incident.

Information that is recorded in the Log for each incident shall be based on information solicited from the employee(s) who experienced the Workplace Violence, on witness statements, and on investigation findings.

The Log is attached to the WVPP as **Attachment A**.

The **City of Lompoc** will document all work-related injuries or illness caused by Workplace Violence that resulted in death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid to DOSH.

##### ***h. Responding to Workplace Violence Emergencies***

The **City of Lompoc** will use an emergency alerting system to alert employees of the presence, location, and nature of Workplace Violence Emergencies.

Following a Workplace Violence Emergency, a notification through the alerting system will include information regarding the following:

- 1) The existence/presence of a Workplace Violence Emergency;
- 2) The location of a Workplace Violence Emergency;
- 3) The nature of the Workplace Violence Emergency; and
- 4) The appropriate response procedures for employees.

The **City of Lompoc** has developed an evacuation and/or sheltering plan for each **City**

of **Lompoc** workplace. See **Attachment 1** (*Emergency Action & Evacuation Guide*), to this Plan.

In a Workplace Violence Emergency, employees can obtain help from any manager or supervisor, the **Safety Officer**, Department/Division Head, City Manager, Human Resources Department, or, if applicable, from security or law enforcement. Employees should promptly call 9-911 from their work extension or 911 from an external phone device in the event of a Workplace Violence Emergency.

### *i. Training*

The **City of Lompoc** shall provide training when the Plan is first established and when new employees are hired.

The **City of Lompoc** shall ensure annual training thereafter.

The **City of Lompoc** shall provide training on all of the following subjects:

- 1) The **City of Lompoc's** Plan, how to obtain a copy of the **City of Lompoc's** Plan at no cost, and how to participate in the development and implementation of the **City of Lompoc's** Plan;
- 2) Definitions and requirements of the Plan;
- 3) How to report Workplace Violence incidents or concerns to the **City of Lompoc** or law enforcement without fear of reprisal;
- 4) Workplace Violence hazards specific to the employees' jobs, the corrective measures the **City of Lompoc** has implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm; and
- 5) The **City of Lompoc's** Violent Incident Log, and how to obtain copies of records related to Workplace Violence.

The training shall include an opportunity for interactive questions and answers with a person knowledgeable about the **City of Lompoc's** Plan.

The **City of Lompoc** shall provide additional training when a new or previously unrecognized Workplace Violence hazard has been identified and when changes are made to the Plan.

## **VI. Recordkeeping**

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The **City of Lompoc** shall maintain the following types of records for the following

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periods:

Type of Record	Maintenance Period
Records of Workplace Violence hazard identification, evaluation, and correction	Minimum of five (5) years
Training records, including training dates, contents or a summary of the training sessions, names and qualifications of persons conducting the training, and names and job titles of all persons attending the training sessions	Minimum of one (1) year
Violent Incident Logs	Minimum of five (5) years
Records of Workplace Violence incident investigations. These records must not contain medical information.	Minimum of five (5) years

The **City of Lompoc** shall ensure that records of Workplace Violence Incident Investigations do not contain any medical information including any information in electronic or physical form, in possession of or derived from a provider of health care, health care service plan, pharmaceutical company, or contractor regarding a patient's medical history, mental health application information, reproductive or sexual health application information, mental or physical condition, or treatment that includes or contains any element of personal identifying information sufficient to allow identification of the individual.

The **City of Lompoc** shall make all records required by this WVPP available to DOSH upon request for purposes of examination and copying.

The **City of Lompoc** shall make the following records available to employees and their Designated Representatives, upon request and without cost, for examination and copying within fifteen (15) calendar days of a request:

- 1) Records of Workplace Violence hazard identification, evaluation, and correction;
- 2) Training records; and
- 3) Violent Incident Logs.





# Emergency Action & Evacuation Guide

Department Name: City of Lompoc

(In compliance with: California Code of Regulations Title 8, Section 3220)

Emergency Action & Evacuation Guide

## **Introduction**

This Emergency Action and Evacuation Plan (EAP) covers the designated actions the City of Lompoc and its employees must take to ensure employee safety from emergencies. Cal-OSHA regulations require employers to establish, implement and maintain an Emergency Action and Evacuation Plan. The program must be in writing and include the following elements:

- The preferred means of reporting fires and other emergencies.
- A system to alert and notify employees of an emergency.
- Evacuation procedures and emergency escape routes.
- A procedure to account for all employees after an emergency evacuation is completed.
- Names or regular job titles of persons or departments who can be contacted for further information or explanation of duties under the plan.

## **Plan Maintenance**

This emergency Action and Evacuation Plan will be reviewed annually.

If you have questions or suggestions regarding this document, please direct those to the Safety Officer.

## **Contact Information**

This Emergency Action and Evacuation Plan has been prepared for the City of Lompoc Human Resource Dept. The plan complies with the California Code of Regulations, Title 8, Section 3220.

Department Name: Human Resources

Department Location: 100 Civic Center Plaza (City Hall)

Department Telephone: 805-875-8208

Department Fax: 805-875-8211

## **Department Employees**

<b>Name and Title</b>	<b>Telephone</b>	<b>email</b>
Gabriel Garcia (Director)	805-875-8209	<a href="mailto:g_garcia@ci.lompoc.ca.us">g_garcia@ci.lompoc.ca.us</a>
John Webb (Safety Officer)	805-875-8267	<a href="mailto:j_webb@ci.lompoc.ca.us">j_webb@ci.lompoc.ca.us</a>
<i>(Alternate Safety Contact)</i>		
Amabelle Apolinario	805-875-8205	<a href="mailto:a_apolinario@ci.lompoc.ca.us">a_apolinario@ci.lompoc.ca.us</a>

## Emergency Protocols-Alert and Notification

### Reporting Emergencies:

In the event of an emergency, the City of Lompoc employees should contact City of Lompoc Dispatch by dialing **9-1-1** from a land line or a cell phone.

### You should call 9-1-1:

- In the event of a medical emergency
- To report all fire incidents, ***even if the fire is extinguished***
- To report criminal or suspicious behavior
- If you are in doubt about the seriousness of a situation, such as any possible situation that you believe may be
- serious and that may result in injury, death, loss of property, apprehension of a suspected criminal or prevention of a crime that is about to occur.

***You should immediately alert the Lompoc Maintenance Dept of any extinguisher usage.***

### Provide the following information to City of Lompoc Dispatch

- Who you are
- Whether you are in a safe location
- What the nature of the emergency is
- Where it is located
- When it happened
- How it happened

### Alert and Notification of Employees:

If an emergency calls for an evacuation or employees to take action, there needs to be a system in place to notify them. Emergency alert and notification of employees should be multi-layered, as systems can fail. A variety of methods are available, though not all systems apply to every building on the City of Lompoc campus, including:

- Audible alarm
- Verbal notification

## Emergency Protocols-Evacuation

### Evacuation Procedures & Routes

Many incidents (e.g. fire, police response) could require an evacuation of all or part of City Hall. All employees must evacuate the building when notified to do so.

### ***Prior to Exiting***

After being notified to evacuate, stop all work activities and evacuate immediately. Close, but do not lock, the doors (locked doors can hamper rescue operations). Remember that you may not be allowed back into the building for an extended time.

Emergency Action & Evacuation Guide



## ***Evacuation Routes/Exiting the Building***

During an emergency evacuation, use the nearest door if available. Each employee needs to be aware of at least two exit routes in their work area in the event one is compromised.

### ***Assembly Area***

After exiting the building, all employees, students, volunteers, and visitors should follow the evacuation route to the pre-arranged assembly area.

The Department Director should assign an Assembly Area Manager to each evacuation location. List all buildings in which department members are assigned space and the corresponding assembly areas and manager.

All employees should stay within your respective group at the Assembly Area. No one should leave the area until notified by the First Responders, or Assembly Area Manager.

## **Assigned Job Responsibilities**

### ***Assembly Area Manager Duties:***

It is recommended that the senior employee or their designee acts as the Assembly Area Manager. The Assembly Area Manager is responsible for taking roll call and it is imperative that *prior* to an emergency the Department Safety Coordinator (DSC) and Assembly Area Manager work together to ensure an updated employee roll call sheet is available and accessible at the time of the emergency. Ideally, the person responsible for roll call will take a personnel list (use attached form or alternate) before leaving the building. The Assembly Area Manager should report any injuries in need of immediate care to First Responders. Any other minor injuries should be documented and reported through the proper chain of command to the Department Director.

The Assembly Area Manager is responsible for sharing information as it becomes available to the evacuated persons. The Assembly Area Manager *should not leave* the assembly area; therefore it is suggested the Assembly Area Manager assign a liaison to the First Responders.

### ***Department Safety Coordinator Duties:***

The Department Safety Coordinator ensures important communication and information exchange between the First and Second Responders (e.g. Fire, Police, and the Area Assembly Manager. The Responder Liaison (whom may be the DSC if present) is responsible for informing the on-scene Incident Commander of the status of department employees and visitors. Responder Liaisons should be prepared to provide the following information (if known)

- Nature of the emergency (e.g. fire)
- Location of the emergency
- Number of persons trapped

- Number of persons hurt
- Number of persons unaccounted for

After a major incident, building occupants may not re-enter buildings until advised by the Department Director.

## **Rescue and Medical Duties**

The City of Lompoc relies on the Lompoc Fire Department and partnering agencies to provide rescue and medical duties.

## **Responsibilities of the Department Safety Coordinator**

- Review and update the Emergency Action and Evacuation Plan annually.
- Update and submit the Emergency Call List.
- Train employees on the location of emergency exits, fire extinguishers, manual pull stations, first aid kits, and AEDs if applicable.
- Ensure evacuation routes are posted and walkways remain clear at all times.
- Train employees annually on the Emergency Action and Evacuation Plan. Ensure all new hires are familiar with the procedures and a copy of the plan is made available.
- Train the Assembly Area Managers, Responder Liaisons, and Alternate Department Safety Contact. Confirm they understand their duties as assigned in the plan.

Evacuation Maps are posted in each department, in the City Hall they are posted on each department wall.

## **Department Name**

### **City of Lompoc City Hall or other location**

The Department Safety Coordinator and Alternate Safety Contact are responsible for maintaining a current list of personnel in the department. This form can be used, or, if your department currently has a directory, you can format it into a roll sheet with room and building location and attach it to the Emergency Action and Evacuation Plan. Assembly Area Managers and DSCs should have a copy to complete roll call during an emergency. A current list of Employees Phone Directory can be found on the City's Intranet or through the Department/division manager or supervisor.

### **Sheltering-in-Place**

One of the instructions you may be given in an emergency is to shelter-in-place. Shelter-in-place is used mainly for hazardous materials incidents and sustained police action, or when it is more dangerous to venture outside than to remain indoors in your current location. This means you should remain indoors until authorities tell you it is safe or you are told to evacuate. The following are guidelines that should be shared with your department's employees.

## General Guidelines on how to Shelter-in-Place

- Select a small, interior room, with no or few windows, ideally with a hard-wired telephone (cellular telephone equipment may be overwhelmed or damaged during an emergency).
- Close and lock all windows and exterior doors.
- Review your Emergency Action and Evacuation Plan; inspect your workplace emergency kits if you have them.
- Do not exit the building until instructed to do so by an official.
- Check for status updates.

## Specific for a Hazardous Material Incident

- Turn off all fans, heating and air conditioning systems
- If instructed, use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door and any vents into the room
- If you are in your car, close windows and turn off vents and air conditioning

***In an incident requiring you to shelter-in-place, it may take several hours before it is safe to leave your building. It is important to have food and water in your office or work location to last a minimum of 24 hours, and preferably up to 72 hours. Having a workplace preparedness kit is easy to make and a good idea.***

**\*\*All Employees need to have documented training \*\***

## **Signatures**

This Emergency Action and Evacuation Plan has been reviewed and approved by the following:

\_\_\_\_\_  
(Department Director)

\_\_\_\_\_  
(Date)

The Safety Contact and Alternate are aware of their responsibilities, as described in this plan:

\_\_\_\_\_  
(Department Safety Coordinator)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Alternate Safety Contact)

\_\_\_\_\_  
(Date)