

WORKPLACE VIOLENCE PREVENTION SAFETY TRAINING

Instructor:

Richard DeBusk, CSP

May 2024



Objective of this Training

- Review the new policy on workplace violence prevention
- Review / update jobsite evaluations
- Discuss De-escalation techniques
- Hopefully, provide you information to help you resolve future situations safely

Rodeo Sanitary District



Workplace Violence Prevention Policy

Prepared by



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Company Policy

- Applies to all company activities and for all employees, contractors and visitors
- Zero tolerance – violent behavior has no place in the company
- If you are in danger or are injured, call 911
- Defines prohibited conduct – physical violence, threats, bullying, unauthorized possession or use of a weapon
- Each workplace is evaluated for workplace violence potential – we adjust policies as needed

Company Policy, Continued

- Defines reporting procedure – contact supervisor/lead or the Company President
- Complete Workplace violence Incident Report Form
- Company President will direct an investigation
- Prompt action will be taken

Jobsite Evaluation

Treatment Plan

Workplace Violence Prevention - Presented by Du-All Safety

WORKPLACE VIOLENCE ASSESSMENT CHECKLIST

PROJECT: RSD- Treatment Plant LOCATION/ ADDRESS: 800 San Pablo Avenue
 PERSON COMPLETING FORM: Richard DeBusk DATE: 5/6/24

GENERAL JOBSITE CONDITONS

1. Number of personnel typically at this location: up to 12
2. Number of separate contractors typically at this location: 1-3 contractor staff
3. Is cell phone coverage good in all areas at the jobsite (note: list any area with poor coverage): Yes
4. Emergency phone numbers for this site/project: 911 and Admin. phone

Note: For Status Below: G=Good or NI=Needs Improvement

ASSESSMENT TOPIC	STATUS G/NI	WHAT IMPROVEMENTS NEEDED
The Building/Site is secure. <ul style="list-style-type: none"> • Locked building/area, good lighting, unauthorized personnel cannot enter the building • There is a safe room that can be used in an emergency – locked from inside – cell phone signal inside room 	G N/A	Admin building is unlocked during normal business hours None of the rooms in Admin would provide any real protection
The Building/Site has some entry controls. <ul style="list-style-type: none"> • Site security? • Are the building doors locked to prevent unauthorized entry • Are building doors left open during <u>construction?</u>/<u>Normal Business Hours</u> 	No G G	N/A Admin doors unlocked during normal business hours, main plant behind locked gate after normal business hours
The outside area of the work area is secure. This includes parking areas, jobsite trailers, etc. <ul style="list-style-type: none"> • Are there unauthorized people hanging around the project or near the project • Is there any public access to the building at any time • Is the project in a high traffic area (vehicle or pedestrian) • Is the parking area where our vehicles are kept safe, secure and not accessible to the public • Is a buddy system in place (optional upon request) especially early morning and at night so workers are not alone in parking areas or other areas with public access 	G G (yes) G (no) G NI	Public access to Admin building during normal business hours Consider policy of locking main gate to facility if employees working alone.
Are there risk factors associated with members of the public or the workforce <ul style="list-style-type: none"> • Suspicious persons/vehicles on or near the jobsite • Reports/incidents of violence involving people on the jobsite 	 G (no) G (no)	

Jobsite Evaluation

Collections Offsite

Workplace Violence Prevention - Presented by Du-All Safety

WORKPLACE VIOLENCE ASSESSMENT CHECKLIST

PROJECT: RSD - Collections LOCATION/ ADDRESS: 800 San Pablo Ave.

PERSON COMPLETING FORM: Richard DeBusk DATE: 5/6/2024

- GENERAL JOBSITE CONDITONS
- Number of personnel typically at this location: 1-3 staff members
 - Number of separate contractors typically at this location: N/A
 - Is cell phone coverage good in all areas at the jobsite (note: list any area with poor coverage): Yes
 - Emergency phone numbers for this site/project: 911 and Admin.

Note: For Status Below: G=Good or NI=Needs Improvement

ASSESSMENT TOPIC	STATUS G/NI	WHAT IMPROVEMENTS NEEDED
<p>The Building/Site is secure.</p> <ul style="list-style-type: none"> Locked building/area, good lighting, unauthorized personnel cannot enter the building There is a safe room that can be used in an emergency – locked from inside – cell phone signal inside room 	N/A N/A	Note: staff are in vehicles in public areas working outside the vehicle.
<p>The Building/Site has some entry controls.</p> <ul style="list-style-type: none"> Site security? Are the building doors locked to prevent unauthorized entry Are building doors left open during construction? 	N/A N/A N/A	
<p>The outside area of the work area is secure. This includes parking areas, jobsite trailers, etc.</p> <ul style="list-style-type: none"> Are there unauthorized people hanging around the project or near the project Is there any public access to the building at any time Is the project in a high traffic area (vehicle or pedestrian) Is the parking area where our vehicles are kept safe, secure and not accessible to the public Is a buddy system in place (optional upon request) especially early morning and at night so workers are not alone in parking areas or other areas with public access 	NI N/A NI NI NI	Some work may occur near members of the public. There is traffic in some areas where collections work is performed The working alone policy should address collection staff.
<p>Are there risk factors associated with members of the public or the workforce</p> <ul style="list-style-type: none"> Suspicious persons/vehicles on or near the jobsite Reports/incidents of violence involving people on the jobsite 	NI G	A revision to procedures (IIPP) might be needed to address Collections Staff working alone in public areas, especially at night or on weekends when working near the public and people are observed close to work area.

Workplace Violence - Defined

- A violent act (or acts) including physical assaults and threats of assaults directed towards a person/persons at work - or unauthorized possession of a firearm at work
- Violence can be from employee, vendor, visitor, member of the public, family member or other – report any that take place while you are at work or performing a work task
- New Regulation in 2024, SB533



Those at Risk

- Some 2 million American workers are victims of workplace violence each year.
- Employees may be a risk from other employees or from members of the public
- Risks increase when you work near the public, other contractors or work that handles money or other valuables – tools are valuable!



Examples of Workplace Violence

- Assault – causing physical or emotional injury, pain, or distress:
- Hitting, slapping, punching, pushing, poking, and kicking



Examples of Workplace Violence



Verbal (in person or by telephone)

Threats – intent to cause physical harm



Examples of Workplace Violence

Intimidation/Harassment

Psychological – making statements that are:

- False
- Malicious
- Abusive
- Disparaging – with intent to cause reputation harm
- Derogatory
- Rude

Examples of Workplace Violence

Intimidation/Harassment-Physical

- Holding
- Impeding
- Blocking one's movement
- Following
- Stalking
- Touching
- Any other inappropriate contact or advances



Direct Effects of Violence

- Minor or major physical injuries
- Temporary or permanent physical disability
- Psychological trauma
- Death



Indirect Effects of Violence

- Low worker morale
- Increase in job stress



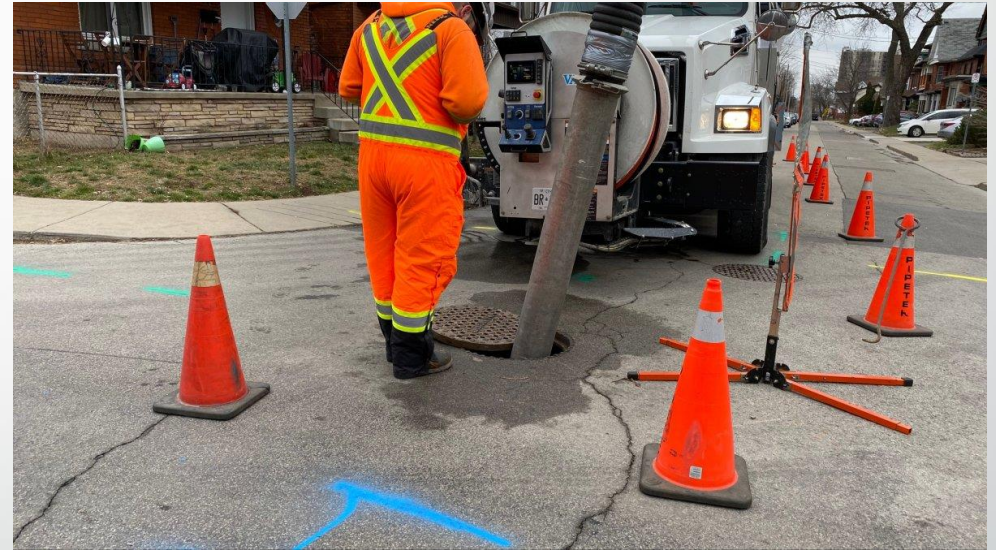
Indirect Effects of Violence

- Increase in worker turnover
- Reduced trust of management/co-workers
- A hostile work environment



Risk Factors

- Sites with work around the public where you can be involved with stressful situations – photo of collections worker working with traffic control
- Site with lots of people like construction sites
- Different contractors
- Poorly lit areas (parking lots, corridors)
- Inadequate security
- Unrestricted movement of the public



Signals of Potential Violence



- Verbally expressed anger or frustration
- Body language/threatening gestures
- Signs of alcohol or drug use
- Presence of a weapon (firearm, knife, etc.)

How to Prevent Violence

Develop a comprehensive prevention program, which includes:

- ✓ Zero tolerance policy
- ✓ Management commitment/enforcement
- ✓ Assessments of jobsites
- ✓ Training for employees

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Responsibilities - Employees

- Attend training and take action to protect yourself – avoid hazards
- Suggest any improvements needed to better ensure our safety
- Report any workplace violence incident
- De-escalate situations if possible

Responsibilities - Supervision

- Ensure employees are trained and aware of the policy and how to protect themselves
- Ensure worksites are assessed and any deficiencies corrected/addressed
- Ensure incidents are investigated promptly
- Evaluate high risk areas and work tasks – take action to prevent incidents
- Provide regular training on the policy and actions employees can take to protect themselves

Procedure

Immediate threat

- Don't confront the violent individual if you can avoid it, focus on your safety and an escape route
- Use de-escalation techniques if possible
- Call 911 if you feel you are in danger
- Take shelter in a safe place if needed
- Cooperate with law enforcement, tell them all the facts
- Report to management after you are safe

Procedure

Reports and investigation

- Upon receiving a report of workplace violence, the supervisor will begin an investigation
- We will complete the Report Form (next slide)
- All potential criminal activity will be reported to the police – get help we are not experts in this area
- Retaliation against an employee who makes a report is a serious violation of this policy!

Workplace Violence Incident Report Form

- Supervisor and employees will complete the report form
- Submit to the office promptly
- Supervisor can start the Management Assessment. Management will review and complete this part of the form
- Corrective action will be prompt and appropriate

Appendix D
Workplace Violence Incident Report form

1. Status of Person Reporting: <input type="checkbox"/> Employee <input type="checkbox"/> Visitor <input type="checkbox"/> Other Contractor <input type="checkbox"/> Other _____		2. Date of incident (mm/dd/yyyy): _____	3. Time of incident: _____ AM <input type="checkbox"/> PM <input type="checkbox"/>
4. Name of Person Reporting: (Last, First, MI) _____		5. Phone #: _____	6. Alternate #: _____
7. Company Jobsite Workplace Address _____		8. Email: _____	
9. Address or location of incident: (be specific about the building, inside or outside of building, etc.) _____			
10. Nature of the incident (note: check box and describe incident below) <input type="checkbox"/> Threat <input type="checkbox"/> Assault <input type="checkbox"/> Other (explain below) _____			
11. Were there injuries: <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, Describe below the injury and any first aid or medical treatment received. _____			
12. Witnesses name, and contact information: _____			
Management Assessment (Items 13 and 14 below to be completed by the Supervisor)			
13. Incident Assessment: _____			
14. Corrective Action _____			
15. Signature of Person Completing Report: _____	16. Company President Signature : _____	17. Date Submitted: _____	

This form is for reporting Workplace Violence incidents

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De-Escalation Techniques

- Maintain personal space – keep your distance
- Avoid touching
- Listen – give full attention to the other person
 - Nod, ask questions, do not change the subject
- Use neutral body language
- Empathize – present genuine concern and a willingness to understand and not judge
- Speak calmly
- Maintain strong eye contact
- Try to keep a way out (escape) for you. Recognize when the situation is going in a very negative direction

De-Escalation Techniques



- Other people in the room.

- Objects, such as chairs, tables, or items on a table.

- The space around you. Like exits or openings, and if you are blocking the person so that they are made to feel trapped.

Prevention Strategies

- Create some distance from public
- Co-worker escorts to parking lots (buddy system)
- Limiting personnel from working alone
- Restricting movement of public using controlled access cards
- Training in hazard awareness, resolving conflicts, recognizing potential signs
- Make counseling available to reduce worker's fear
- Having open communication with workers

If Situation Can't be Defused

- Remove yourself from the situation
- Call 911 for help
- Report any violent situations to management
- **For someone with a weapon:**
- Stay calm - Maintain eye contact
- Escape if you can – run, hide, fight
- Stall for time
- Keep talking...but follow instructions of the person with the weapon
- Don't risk harm to yourself or others
- Never try to be a hero or try to grab a weapon
- Watch for an opportunity to escape safely



Be Safe – Keep Your Eyes Open to Risks

