

# **Appendix G**

## **Workplace Violence Prevention Program (WVPP)**



## California State University, Long Beach

### Healthcare Workplace Violence Prevention Plan

**Effective Date of Program: July 1, 2016**

Counseling and Psychological Services (“CAPS”) is committed to employees’ safety and health. We will not tolerate any form of violence in the workplace and will endeavor to prevent violent incidents from occurring and/or addressing such incidents if they should occur by implementing this Workplace Violence Prevention Program (WVPP).

As used in this WVPP, the following definitions apply to these terms:

- **“Workplace violence”** means any act of violence or threat of violence that occurs at the workplace, other than lawful acts taken in self-defense or defense of others. This includes:
  - (1) The threat or use of physical force against an employee resulting in, or having a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an actual injury; or
  - (2) 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 the employee sustains an actual injury.
- **“Threat of violence”** means a statement or conduct that (i) serves no legitimate purpose, and (ii) causes a person to fear for his or her safety because there is a reasonable possibility the person might be physically injured.
- **“Type 1 violence”** is violence committed by strangers or non-employees with no legitimate reason to be at the workplace.
- **“Type 2 violence”** is violence committed by the persons to whom you are providing services such as clients, patients or students.
- **“Type 3 violence”** is violence committed by current or former employees.

- “**Type 4 violence**” is violence committed by persons who have a personal or familial relationship with an employee.
- “**Environmental risk factors**” means factors in the workplace or its surrounding areas (such as employee parking lots) that may contribute to the likelihood or severity of a workplace violence incident.
- “**Patient specific risk factors**” means factors specific to a patient (such as drug or alcohol use, past violent behavior, or a psychiatric or physical condition) that may increase the likelihood or severity of a workplace violence incident. The term “Patient” is intended to have the same meaning as the term “Clients” under CAPS’ current policies and procedures.

## **Section 1: Responsibility**

The WVPP will be administered by the Director of CAPS (“hereinafter referred to as the WVPP Administrator”). The WVPP Administrator has been assigned and provided the authority and responsibility for implementing the provisions of this WVPP.

Supervisors are responsible for implementing and maintaining this WVPP in their work areas and for answering questions about it. A copy of this WVPP will be distributed to employees, posted on the employee bulletin board, and will otherwise be available upon request. Employees will be timely informed of any updates or revisions to the WVPP.

## **Section 2: Employee Participation & Communication**

CAPS believes that to maintain a safe, healthy and secure workplace there should be open communication among employees, including supervisors, on all workplace safety, health and security issues. CAPS considers as valuable and important employee input and views about (i) workplace violence hazards, (ii) how to investigate, train for and address those hazards, and (iii) how to implement, maintain and improve the WVPP

Employees may, at any time, provide input or convey their concerns or views about matters relating to this WVPP or workplace violence, including (i) the identification, evaluation and correction of workplace violence hazards, (ii) training, and (iii) the reporting and investigation of workplace violence incidents. Among the ways employees can communicate their views or concerns are by providing them:

- Directly to the WVPP Administrator;
- Directly to supervisors;
- During regularly scheduled staff meetings; or,
- During an employee survey concerning workplace violence that CAPS will conduct annually.

### **Section 3: Compliance**

Employees are prohibited from engaging in any threats or physical actions which create a security hazard for others in this workplace. All employees are expected to follow and comply with this WVPP and its provisions and to maintain a safe and secure workplace.

To help ensure that employees, including supervisors, are complying with the provisions of this WVPP, CAPS will inform employees of the provisions of the WVPP, periodically review their performance regarding the WVPP, and address in appropriate fashion any identified deficiency in complying with the provisions of the WVPP. CAPS may also identify and commend employees who help promote workplace security. CAPS will also provide training to employees regarding work practices designed to ensure workplace security.

### **Section 4: Reporting Incidents**

(a) In emergency situations, employees will immediately report any workplace violence incident to the University Police by calling 911. The employee(s) will also report the incident to the WVPP Administrator and their immediate supervisor.

In non-emergency situations, employees will immediately report any workplace violence incident to the WVPP Administrator and their immediate supervisor. In addition, the WVPP Administrator, immediate supervisor and/or employee(s) will report the incident to the University Police by calling (562) 985-4101 or the use of email.

(b) Employees are expected to report any incident or occurrence involving workplace violence. No punitive or retaliatory action will be taken against an employee who makes such a report. Employees may make such a report without any fear of reprisal.

(c) Employees may seek assistance and intervention from local emergency services or law enforcement when a violent incident occurs. No punitive or retaliatory action will be taken against an employee who seeks assistance and intervention from local emergency services or law enforcement should a violent incident occur.

### **Section 5: Post-Incident Investigation and Response & Recordkeeping**

(a) The WPVV Administrator or his/her designee(s) will timely investigate the reported incident. The purpose of the investigation is to determine the root cause(s) of the incident, whether the corrective measures developed under the WVPP (for example, adequate staffing, the use of alarms or other means of summoning assistance, and response by staff or law enforcement) were effectively implemented and/or complied with, and whether there is a need for additional corrective action(s). The intent of the investigation is not to establish blame, but to ensure a like incident does not occur in the future.

CAPS employees are expected to cooperate fully and completely in any such investigation. Employees will be timely informed of the results of the investigation and corrective actions, if any, to be taken.

(b) In the event there is an actual incident of workplace violence, CAPS will: (i) provide timely and appropriate medical care or first aid, if needed; (ii) make available individual trauma counseling to all employees affected by the incident; (iii) conduct a timely post-incident debriefing with the involved employees and any other available individuals; (iv) if the incident involved Type 2 violence, review any known patient-specific risk factors and any risk reduction measures that were specified for the patient or client; (v) review whether corrective measures developed under the WVPP were effectively implemented; and, (vi) solicit from employees involved in the incident their thoughts about the cause of the incident and whether any measure would have prevented the injury. CAPS employees are expected to cooperate fully and completely with any such post-incident response.

(c) All workplace violence incidents shall be recorded by the WVPP Administrator in the CAPS Violent Incident Report Log attached as **Appendix 1**, or in a form substantially similar to it. The Violent Incident Report Log will be maintained by the WPVV Administrator. The following information will be placed into the Log if known, and only to the extent that its inclusion is permitted by and consistent with federal and/or state law or regulations:

- A description of the incident and any resulting injury.
- The date, time and location of the incident.
- Whether the incident involved a physical attack, an attack with a weapon or object, a threat of physical force or use of a weapon or object, sexual contact, sexual assault, or a threat of sexual assault.
- Whether any medical treatment was required and provided.
- The person(s), if anyone, who were involved in addressing the incident;
- Whether law enforcement was contacted or involved.
- If the incident involved a continuing threat, the actions taken to protect employees

## **Section 6: Workplace Violence Hazard Assessment - Environmental Risk Factors**

CAPS will perform an assessment of environmental risk factors according to the following schedule:

- Prior to initiation of the WVPP;
- Annually; or
- Upon the occurrence of any of the following events:
  - Whenever a new or previously unidentified hazard is recognized;
  - Whenever an incident of workplace violence occurs; or
  - Whenever new workplace practices (*e.g.*, office procedure, work schedule change, office location change, office remodel) are introduced or adopted.

(a) Assessments will take into account and consider all prior workplace violence incidents that occurred in CAPS during the preceding 12 months, regardless of whether the incident resulted in an actual injury.

(b) Assessments will be documented on the WVPP Risk Factors and WVPP Assessment checklists attached as **Appendix 2** and **Appendix 3**, or forms substantially similar to them.

(c) An evaluation of the safety issues identified as a result of the assessment, recommendations for corrective measures, and a timeline for implementation will be documented on the WVPP Assessment Checklist Annual Review and Recommendations form attached as **Appendix 4**, or a form substantially similar to it.

(d) CAPS will (i) take immediate measures to protect employees from any imminent workplace violence hazard it identifies, and (ii) take measures to protect employees from any identified serious hazard within seven (7) days of its discovery. If an identified corrective measure cannot be implemented within this time frame, CAPS will take interim corrective measures in an effort to mitigate the imminent or serious nature of the workplace violence hazard until such time as the permanent corrective measure can be put into place.

## **Section 7: Workplace Violence Hazard Assessment – Patient Specific Risk Factors**

To the extent permitted by and consistent with federal and/or state law or regulation, CAPS will attempt to identify situations in which patient specific Type 2 violence is more likely to occur by utilizing industry and professionally accepted intake and diagnostic techniques designed to identify and evaluate patient specific risk factors such as (i) any mental status or condition that may cause the patient to be nonresponsive to instructions or to behave unpredictably, disruptively, uncooperatively, or aggressively; (ii) the patient's treatment and medication status, type, and dosage; (iii) any history of violence; and, (iv) any disruptive or threatening behavior displayed by the patient.

## **Section 8: Annual Review**

CAPS will review the effectiveness of the WVPP at least annually. In conjunction with its annual review, CAPS will (i) review its Violent Incident Log; (ii) perform the environmental risk factor assessment set out in Section 4; (iii) survey its supervisors and employees to identify any additional issues not identified by the records review and the assessment; and, (iv) if necessary, implement corrective measures.

The environmental risk factor assessment will include an evaluation of (i) whether CAPS or university staffing is sufficient to address the risk of workplace violence, (ii) whether the security systems (such as panic buttons, alarms, emergency and police response) are adequate; (iii) whether the risk, likelihood or severity of a workplace violence incident had increased or materially changed since the last assessment; and, (iv) whether new and additional workplace violence risks specific to CAPS and its surrounding areas (such as parking lots) had become known or developed since the last assessment.

## **Section 9: Training**

All current and new CAPS employees, whether permanent or temporary, will receive training and instruction on general and job specific workplace violence hazards, the safety and corrective practices CAPS has implemented, including activities that each employee is expected to perform under this WVPP. Training will be provided verbally and through written and/or on-line materials. Subject to any limitations imposed by, and to the extent permitted by and consistent with, federal and/or state labor laws or regulations, training and instruction will be provided as follows,

(a) Basic workplace violence training and instruction will be provided:

- (i) To all employees at the time this WVPP is first established, and at least annually thereafter.
- (ii) To a newly hired, assigned or transferred employee who has not previously received training and instruction;
- (iii) When an employee is assigned to a new job duty or activity, the employee will be provided with training and instruction about the workplace violence hazards associated with the new duty or activity;
- (iv) When new equipment or new work practices are introduced, employees will be provided training and instruction specific to any new workplace violence hazards associated with the equipment or practices; and,
- (v) When a new or previously unrecognized workplace violence hazard is identified, employees will be provided with training and instruction concerning the hazard.

(b) To the extent applicable, basic training and instruction will include, but is not limited to, the following:

- (i) An explanation of this WVPP and its provisions, and how to obtain or access a copy of the WVPP;
- (ii) An explanation of the risk factors identified in the most recent environmental risk factors assessment, and the corrective or safety measures taken to address identified hazards;
- (iii) How to identify situations with a potential for workplace violence and possible response strategies;
- (iv) Strategies for responding to and protecting oneself during a workplace violence incident;
- (v) Instruction on what to do in the event of an alarm or other notification of Emergency, including training in the use of panic buttons;
- (vi) How CAPS will respond to and address workplace violence incidents;
- (vii) How to report concerns, threats and incidents to CAPS, University Police or outside law enforcement;
- (viii) How to participate in the development or improvement of the WVPP;
- (ix) The resources available to employees for coping with incidents of violence; and,
- (x) A question and answer period for employees.

(c) Employees who are assigned to respond to alarms or other notifications of violent incidents or whose assignments involve confronting or controlling persons exhibiting aggressive or violent behavior will also be provided with the following additional training. The additional training will be provided before their initial assignment and at least annually thereafter. The additional training will, to the extent applicable, include the following.

- (i) General and personal safety measures;
- (ii) Aggression and violence predicting factors;
- (iii) The assault cycle;
- (iv) Characteristics of aggressive and violent patients;
- (v) Maneuvers to defuse and prevent violent behavior;
- (vi) Strategies to prevent physical harm;
- (vii) Restraining techniques; and,
- (viii) Use of medications as chemical restraints.

These responder employees will be given an opportunity to practice with other employees with whom they work, the maneuvers and techniques included in the training. Problems identified as a result of the practice session will be corrected.





## CAPS WVPP Appendix 2

### CAPS Workplace Violence Prevention Program Assessment Checklist

	Yes	No	NOTES
<b>STAFFING</b>			
Is there someone responsible for building security?			
Who is it?			
Are workers told who is responsible for security?			
Is adequate and trained staffing available to protect workers who are in potentially dangerous situations?			
Are there trained security personnel accessible to workers in a timely manner?			
Do security personnel have sufficient authority to take all necessary action to ensure worker safety?			
Are security personnel provided outside the building?			
Is the parking lot attended or otherwise secure?			
Are security escorts available to walk employees to and from the parking lot?			
<b>TRAINING</b>			
Are workers trained in the emergency response plan (for example, escape routes, notifying the proper authorities)?			
Are workers trained to report violent incidents or threats?			
Are workers trained in how to handle difficult clients or patients?			
Are workers trained in ways to prevent or defuse potentially violent situations?			
Are workers trained in personal safety and self-defense?			
<b>FACILITY DESIGN</b>			
Are there enough exits and adequate routes of escape?			
Can exit doors be opened only from the inside to prevent unauthorized entry?			
Is the lighting adequate to see clearly in indoor areas?			
Are there employee-only work areas that are separate from public areas?			
Is access to work areas only through a reception area?			
Are reception and work areas designed to prevent unauthorized entry?			
Could someone hear a worker call for help?			
Can workers observe patients or clients in waiting areas?			
Do areas used for patient or client interviews allow co-workers to observe any problems?			
Are waiting and work areas free of objects that could be used as weapons?			
Are chairs and furniture secured to prevent their use as weapons?			
Is furniture in waiting and work areas arranged to prevent workers from becoming trapped?			
Are patient or client areas designed to maximize comfort and minimize stress?			

Is a secure place available for workers to store their personal belongings?			
Are private, locked restrooms available for staff?			
<b>SECURITY MEASURES – Does the workplace have?</b>			
Physical barriers (Plexiglas partitions, elevated counters to prevent people from jumping over them, bullet-resistant customer windows, etc.)?			
Security cameras or closed-circuit TV in high- risk areas?			
Panic buttons – (portable or fixed)			
Alarm systems?			
Metal detectors?			
X-ray machines?			
Door locks?			
Internal phone system to activate emergency assistance?			
Phones with an outside line programmed to call 911?			
Security mirrors (convex mirrors)?			
Secured entry (buzzers)?			
Personal alarm devices?			
<b>OUTSIDE THE FACILITY</b>			
Do workers 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?			
Is video surveillance provided outside the building?			
Is there enough lighting to see clearly outside the building?			
	<b>Yes</b>	<b>No</b>	<b>NOTES</b>
Are all exterior walkways visible to security personnel?			
Is there a nearby parking lot reserved for employees only?			
Is the parking lot free of bushes or other hiding places?			
Is there enough lighting to see clearly in the parking lot and when walking to the building?			
Have neighboring facilities and businesses experienced violence or crime?			
<b>WORKPLACE PROCEDURES</b>			
Are employees given maps and clear directions in order to navigate the areas where they will be working?			
Is public access to the building controlled?			
Are floor plans posted showing building entrances, exits, and location of security personnel?			
Are these floor plans visible only to staff and not to outsiders?			
Is other emergency information posted, such as the telephone numbers?			
Are special security measures taken to protect people who work late at night (escorts, locked entrances, etc.)?			
Are visitors or clients escorted to offices for appointments?			

Are authorized visitors to the building required to wear ID badges?			
Are identification tags required for staff (omitting personal information such as the person's last name and social security number)?			
Are workers notified of past violent acts by particular clients, patients, etc.?			
Is there an established liaison with local police and counseling agencies?			
Are patients or clients in waiting areas clearly informed how to use the department's services so they will not become frustrated?			
Are waiting times for patient or client services kept short to prevent frustration?			
Are broken windows and locks repaired promptly?			
Are security devices (locks, cameras, alarms, etc.) tested on a regular basis and repaired promptly when necessary?			

## CAPS WVPP Appendix 3

### CAPS Workplace Violence Program- Risk Factors Checklist

#### 1. RISK FACTORS FOR WORKPLACE VIOLENCE

	YES	NO	Notes/Follow-up Action
Do employees have contact with the public?			
Do they exchange money with the public?			
Do they work alone?			
Do they work late at night or during early morning hours?			
Is the workplace often understaffed?			
Is the workplace located in an area with a high crime rate?			
Do employees perform jobs that might put them in conflict with others?			
Do they ever perform duties that could upset people (deny benefits, confiscate property, terminate child custody, etc.)?			
Do they deal with people known or suspected of having a history of violence?			
Do any employees or supervisors have a history of assault, verbal abuse, harassment, or other threatening behavior?			
Other risk factors – please describe:			

#### 2. INSPECTING WORK AREAS

	YES	NO	NOTES/FOLLOW-UP ACTION
Are nametags or ID cards required for employees (omitting personal information such as last name and home address)?			
Are workers notified of past violent acts in the workplace?			
Are trained security and counseling personnel accessible to workers in a timely manner?			
Do security and counseling personnel have sufficient authority to take all necessary action to ensure worker safety?			
Is there an established liaison with state police and/or local police and counseling agencies?			
Are bullet-resistant windows or similar barriers used when money is exchanged with the public?			
Are areas where money is exchanged visible to others who could help in an emergency? (For example, can you see cash register areas from outside?)			
Is a limited amount of cash kept on hand, with appropriate signs posted?			
Could someone hear a worker who calls for help?			
Can employees observe patients or clients in waiting areas?			
Do areas used for patient or client interviews allow co-workers to observe any problems?			
Are waiting areas and work areas free of objects that could be used as weapons?			
Are chairs and furniture secured to prevent their use as weapons?			

Is furniture in waiting areas and work areas arranged to prevent entrapment of workers?			
Are patient or client waiting areas designed to maximize comfort and minimize stress?			
Are patients or clients in waiting areas clearly informed how to use the department's services so they will not become frustrated?			
Are waiting times for patient or client services kept short to prevent frustration?			
Are private, locked restrooms available for employees?			
Is there a secure place for workers to store personal belongings?			

### 3. INSPECTING EXTERIOR BUILDING AREAS

	Yes	No	NOTES/FOLLOW-UP ACTION
Do workers 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?			
Is lighting bright and effective in outside areas?			
Are security personnel provided outside the building?			
Is video surveillance provided outside the building?			
Are remote areas secured during off shifts?			
Is a buddy escort system required to remote areas during off shifts?			
Are all exterior walkways visible to security personnel?			

### 4. INSPECTING PARKING AREAS

	Yes	No	NOTES/FOLLOW-UP ACTION
Is there a nearby parking lot reserved for employees only?			
Is the parking lot attended or otherwise secured?			
Is the parking lot free of blind spots and is landscaping trimmed back to prevent hiding places?			
Is there enough lighting to see clearly in the parking lot and when walking to the building?			
Are security escorts available to employees walking to and from the parking lot?			

### 5. SECURITY MEASURES

Does the workplace have:	YES	NO	NOTES/FOLLOW-UP ACTION
Physical barriers (plexiglass partitions, bullet-resistant customer window, etc.)?			
Security cameras or closed-circuit TV in high-risk areas?			
Panic buttons?			
Alarm systems?			
Metal detectors?			
Security screening device?			

Door locks?			
Internal telephone system to contact emergency assistance?			
Telephones with an outside line programmed for 911?			
Two-way radios, pagers, or cellular telephones?			
Security mirrors (e.g., convex mirrors)?			
Secured entry (e.g., “buzzers”)?			
Personal alarm devices?			
“Drop safes” to limit the amount of cash on hand?			
Broken windows repaired promptly?			
Security systems, locks, etc. tested on a regular basis and repaired promptly when necessary?			

**6. COMMENTS**

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Checklist completed by: \_\_\_\_\_  
 Department: \_\_\_\_\_ Date: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_

## **CAPS WVPP Appendix 4**

### **CAPS Workplace Violence Prevention Plan Annual Review and Recommendations**

**Year:**

(A) Based on the review of any reports of workplace violence made within the past year, the Incident Log, WVPP Assessment checklist and WVPP Risk Factors checklist, CAPS identified the following current risk factors for workplace security in CAPS. These include consideration of factors regarding hazard prevention and control, engineering controls, administrative controls, and personal protective devices or controls.

(1)

(2)

(B) As a result of the workplace violence hazard & risk assessment, CAPS has instituted the following recommendations and timeline for implementation for mitigation of these issues:

(1)

(2)

These changes were or will be completed on *(date)*\_\_\_\_\_.

(C) Additional protocols and procedures developed as a result of recommendations made by CAPS:

(1)

(2)