



2024 ISHA AWARDS OF EXCELLENCE APPLICATION

Entries must be for projects completed by September 1, 2023 through August 31, 2024

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City Sacramento State CA Zip 95816

Phone 916-554-2660 Fax _____

Entry Category:

Education/Workforce Development – A program or project that introduces new employees, demonstrates an effective training mechanism, or otherwise enhances knowledge of our industry.

Events and Fundraising – A program or project that clearly raised significant funds for a industry related cause and/or an event that experienced a dramatic increase in attendance, industry visibility and/or net profitability.

Governmental Affairs – A program or project that effectively communicates the message of governmental activities, or demonstrates success in championing an industry cause.

Member Programs – A program or project that shows performance results through increases in members or retention of members.

Public Relations – A program or project that positively highlights the activities of the association to external audiences.

Communications – A program or project that positively impacts the association's communication to members and stakeholders.

Please respond to the following questions on a separate piece of paper.

1. Title of Program
2. Goals & Objectives of Program
3. Target Audience
4. Results of Program
5. Evaluation Measures
6. How was the program presented to the Target audience?
7. Addition information

ENTRIES MUST BE RECEIVED NO LATER THAN OCTOBER 9, 2024

2024 ISHA AWARDS OF EXCELLENCE APPLICATION

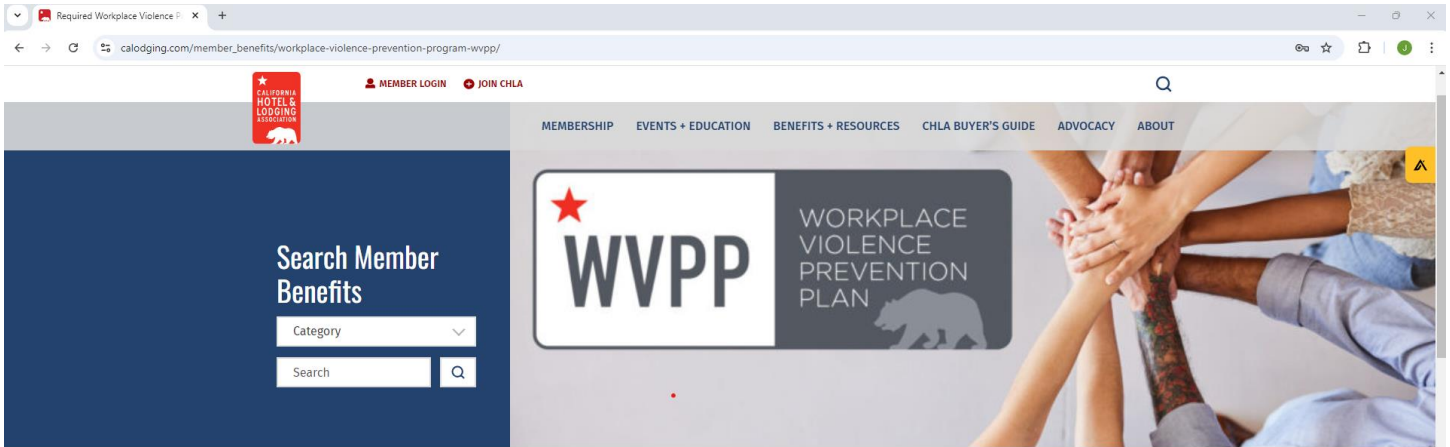
California Hotel & Lodging Association

1. **Title of Program:** Workplace Violence Prevention Program
2. **Goals & Objectives of Program:** To provide members a comprehensive guide for developing and implementing an effective Workplace Violence Prevention Plan which complies with Senate Bill 553 and the California Department of Occupational Safety and Health (Cal/OSHA). Effective July 1, 2024, SB 553 established the first general industry workplace violence prevention safety requirements in the United States. Each employer is to develop and implement a plan that is specifically tailored to their property's unique attributes. Considering this is a general industry workplace requirement, CHLA created this proprietary program geared to the hotel and lodging sector. CHLA partnered with attorneys from Ballard Rosenberg Golper & Savitt, LLP to develop the guide.

Worth noting, SB 553 allows Cal/OSHA until December 31, 2026 to adopt regulations. Throughout the spring and summer of 2024, California employers were faced with complying with the new law without specific guidance or regulations from Cal/OSHA. Cal/OSHA eventually released draft standards in August 2024; however, that was five (5) months after CHLA released its program helping hundreds of California hotels and lodging establishments implement their Workplace Violence Prevention Plans.

3. **Target Audience:** CHLA members. We set up a landing page on our website for requests for the Workplace Violence Prevention Program.
4. **Results of Program:** Over 550 downloads to date. While specific data is not yet available related to SB 553, we believe the implementation of Workplace Violence Prevention Plans at hotels across the state helps ensure the health and safety of our employees, guests, and visitors.
5. **Evaluation Measures:** CHLA evaluated the success of the program by monitoring the number of downloads, open and click rates on related email communications, and participation in a webinar we hosted.
6. **How was the Program Presented to the Target Audience:** Email communications including standalone Member Alerts and eNewsletter (Hotel Weekly) blurbs, in addition to other stakeholder outreach.

WEBSITE SCREENSHOT SHOWING REQUEST FORM



EMPLOYMENT • HR BENEFITS

Workplace Violence Prevention Program (WVPP)

By July 1, 2024, California employers are required to develop and implement a written Workplace Violence Prevention Plan (WVPP). Senate Bill 553 (SB 553) establishes the first general industry workplace violence prevention safety requirements in the United States. The WVPP may be part of your Injury and Illness Prevention Plan (IIPP) or it may be a standalone plan. An effective WVPP improves life safety and health in the workplace. Materials provided by the California Hotel & Lodging Association (CHLA) should be used as a starting point to help you develop or improve your own WVPP, customized specifically to your property.

WVPP Development Guide and Frequently Asked Questions (FAQs)

CHLA is pleased to provide a WVPP Development Guide and FAQs at no cost to members upon request. Developed by Ballard Rosenberg Golper & Savitt, LLP and CHLA, the WVPP Development Guide and FAQs provide a comprehensive outline for developing and implementing an effective WVPP which complies with SB 553 and the standards set forth by the California Department of Occupational Safety and Health (Cal/OSHA). Following this guide will help to ensure the health and safety of your property's employees, visitors, and guests.

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Additional Resources

[Cal/OSHA Workplace Violence Prevention Fact Sheet](#)

[Copy of Senate Bill 553](#)

Other Member Benefits



[Cal/OSHA Musculoskeletal Injury Prevention Program \(MIPP\)](#)



[Human Resources Benefits](#)

Request WVPP Development Guide and FAQs

First Name *

Last Name *

Email *

Not Mr. Jesse Geremia? [Click Here.](#)

Property Name *

Street Address *

City *

I certify that I have read the copyright statement. This also certifies my understanding of and agreement with the above policies. *
 Agree

[Request WVPP](#)



**Workplace Violence Prevention Plan
Development Guide and FAQs
March 2024**



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Workplace Violence Prevention Plan

[Insert effective or revised date of plan]

I. Introduction

[Insert employer name] (the “Company”) is committed to our employees’ safety and health at the workplace. In accordance with our commitment, and in compliance with California Labor Code Section 6401.9, we are establishing, implementing, and maintaining this Workplace Violence Prevention Plan (“Plan”). A copy of this Plan will be readily available at [insert location] at no cost for your review.

Everyone in the workplace is expected to review and comply with this Plan.

Sections of this document are printed in blue to identify them as internal notes. Those in brackets are intended to be updated specifically to your property, while those in italics are comments for your reference, which can be deleted from your final Plan.

The following individuals are responsible for implementing and maintaining this Plan at the workplace:

- [Insert name and/or job title] [will be responsible for _____]
- [Insert name and/or job title] [will be responsible for _____]

If there are multiple responsible individuals, clearly describe their roles.

This Plan will be reviewed for effectiveness and revised as needed at the following times: (i) annually; (ii) when a deficiency is observed or becomes apparent; (iii) following the occurrence of a workplace violence incident; and (iv) whenever the need arises. We encourage the active involvement of all employees and any authorized employee representatives in reviewing this Plan by [insert procedures to obtain active involvement in reviewing the Plan, such as creating a committee or soliciting active participants].

II. Definitions

“**Emergency**” means unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.

“**Log**” means the violent incident log required by this Plan.

“**Threats 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 a place of employment. Workplace violence includes, but is not limited to, the following: (i) 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; (ii) 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; and (iii) the following four workplace

violence types:

- “*Type 1 violence*,” which means workplace violence committed by a person who has no legitimate business at the worksite, and includes violent acts by anyone who enters the workplace or approaches workers with the intent to commit a crime;
- “*Type 2 violence*,” which means workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors;
- “*Type 3 violence*,” which means workplace violence directed against an employee by a present or former employee, supervisor, or manager; and
- “*Type 4 violence*,” which 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.

Workplace violence does not include lawful acts of self-defense or defense of others.

This plan does not apply to employees while working remotely (teleworking) from a location of the employee’s choice that is **not** controlled by the company.

III. Active Participation

We encourage the active participation of all employees and any authorized employee representatives in the development and implementation of this Plan. To that end, the Company has implemented the following effective procedures:

- Employees should inform [insert individual] if they identify or know of any workplace violence hazards.
- If a workplace violence hazard is identified, the Company will ask employees and any authorized employee representatives to assist the Company in evaluating and correcting the hazard.
- Employees are encouraged to participate in the design and implementation of the workplace violence training provided pursuant to this Plan and should share any thoughts on the training with [insert individual].
- Employees are requested to report any workplace violence incidents they are aware of and will be asked to assist in the investigation of workplace violence incidents as appropriate.
- [Insert any other effective procedures to obtain the active involvement of employees and authorized representatives in developing and implementing the Plan, such as sending emails soliciting involvement, posting on company intranet or bulletin boards, creating a committee, establishing regular safety meetings, etc.]

To the extent the Company has other employers occupying the workplace, or is a multi-employer worksite, it must ensure that those employers understand their respective roles and responsibilities.

When applicable, the Company will coordinate the implementation of this Plan with other employers to ensure that those employers and their employees understand their respective roles and responsibilities. The Company will do so via the following effective methods:

- Communicate with employers present in the workplace about this Plan. *This can be accomplished by providing other employers who share the worksite copies of the Company’s plan.*

- Ensure that all employees are provided with the required workplace violence training. *This means training only your Company employees as set forth below. Other employers are responsible for their own employees.*
- Ask employers and their employees present in the workplace to report any workplace violence incidents or hazards.
- Ask employers and their employees present in the workplace to participate in the investigation of any workplace violence incidents when applicable.
- Ensure that all workplace violence incidents are recorded as required and copies of violent incident logs are shared as appropriate.
- *[Insert any other methods to coordinate implementation with other employers, which may include providing them a copy of the Plan and holding a meeting to ensure they understand their involvement as set forth herein.]*

IV. Reporting Workplace Violence Matters

The Company asks all employees to immediately report any violent incidents, threats, or other workplace violence concerns to the Company. Such reports can be made to *[insert how employees can report]*. The Company strictly prohibits any retaliation against employees for reporting these matters to the Company or to law enforcement and employees may make such reports without fear of reprisal.

This may include a method for employees to report anonymously, such as through a hotline or online reporting form.

V. Identifying & Correcting Workplace Violence Hazards

The Company has adopted the following procedures to identify and evaluate workplace violence hazards in the workplace:

- Periodic inspections *[insert frequency]* to identify unsafe conditions, work practices, and employee reports and concerns. In addition to the scheduled periodic inspections, inspections will also be conducted when: (i) the Plan is first established; (ii) after the occurrence of a workplace violence incident; and (iii) whenever the Company is made aware of a new or previously unrecognized hazard.
- Employees are asked to immediately report any actual or potential workplace violence hazards that they identify or are aware of.
- *[Insert any other procedures to identify and evaluate workplace violence hazards.]*
- The Company will promptly evaluate and correct any identified workplace violence hazards, based on the severity of the hazard, when such hazard is observed or discovered.
- When an imminent workplace violence hazard exists which cannot be immediately abated without endangering employee(s) and/or property, the Company will remove all exposed personnel from the area except those necessary to correct the existing condition. Employees necessary to correct the hazardous condition will be provided with the necessary safeguards.
- *[Insert any other procedures to correct identified workplace hazards.]*
- *Example: Inspections for workplace violence hazards include assessing the following:*

- *the exterior and interior of the workplace for its attractiveness to robbers;*
- *the need for violence surveillance measures, such as mirrors and cameras;*
- *procedures for employee response during a robbery or other criminal act;*
- *procedures for reporting suspicious persons or activities;*
- *effective location and functioning of emergency buttons and alarms;*
- *posting of emergency telephone numbers for law enforcement, fire, and medical services;*
- *whether employees have access to a telephone with an outside line;*
- *whether employees have effective escape routes from the workplace;*
- *whether employees have a designated safe area where they can go to in an emergency;*
- *the availability of employee escape routes;*
- *adequacy of workplace security systems, such as door locks, entry codes, or badges readers, security windows, physical barriers, and restraint systems;*
- *frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment;*
- *employees' skill in safely handling threatening or hostile service recipients;*
- *effectiveness of systems and procedures that warn others of actual or potential workplace violence danger or that summon assistance;*
- *the use of work practices such as the "buddy" system for specified emergency events;*
- *how well our establishment's management and employees communicate with each other;*
- *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;*
- *frequency and severity of employees' reports of threats of physical or verbal abuse by managers, supervisors, or other employees;*
- *any prior violent acts, threats of physical violence, verbal abuse, property damage, or other signs of strain or pressure in the workplace.*

Records of workplace violence hazard identification, evaluation, and correction must be created and maintained for a minimum of five (5) years.

VI. Responding to Reports & Incidents of Workplace Violence

The Company will promptly investigate all incidents of workplace violence and reports of workplace violence matters or concerns brought to its attention and take all necessary and appropriate corrective actions to alleviate the concern. Employees will be asked to participate in the investigation and will be informed of the results thereof and any corrective actions taken, as appropriate. [Insert any additional procedures for investigation of workplace violence, which may include review of surveillance tapes, interviews with employees or third parties, review of emails, text messages, social media or other electronic communications matters. Section X. explains how incidents must be investigated and recorded on an incident log].

Incident investigation records must be maintained for a minimum of five (5) years.

VII. Responding to Workplace Violence Emergencies

The Company has enacted the following procedures in the event there is an actual or potential workplace violence emergency in the workplace:

- The Company will promptly alert employees of the presence, location, and nature of the workplace violence emergency by *[insert method(s), such as intercom, email, etc.]*.
- The Company will have evacuation or sheltering plans. *Include plans and describe the procedures. The plans could include maps of evacuation routes, locations of emergency exits, and instructions for sheltering in place.*
- Employees may obtain help from *[insert individuals such as security personnel, MODs, or law enforcement]* by *[insert method(s)]*. *Could include contact information for response staff and local law enforcement, post in common areas, and list the posted locations. Could also inform employees to call 9-1-1 for emergency assistance and then notify the Plan administrator(s).*

VIII. Procedures to Ensure Compliance

The Company is enacting various effective procedures to ensure that all employees comply with this Plan. Such procedures include:

- Oversight by individuals responsible for the implementation and maintenance of this Plan.
- Recognizing employees for following this Plan and other safe and healthful work practices.
- Training and retraining programs for employees as described herein and as otherwise appropriate.
- Disciplining employees as appropriate for failure to comply with this Plan.
- *[Insert any other means to ensure employees comply with the Plan].*

IX. Training

Employees will receive training when this Plan is first established and on an annual basis thereafter. Additional training will be provided when a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the Plan. Such additional training may be limited to addressing the newly identified workplace violence hazard or reviewing the changes to the Plan. Training records must be created and maintained for one (1) year.

The training will provide an opportunity for employees to ask interactive questions with a person knowledgeable of this Plan and cover the following topics:

- This Plan, how to obtain a copy of the Plan, and how to participate in the development and implementation of the Plan.
- The definitions and requirements of California Labor Code Section 6401.9.
- How to report workplace violence incidents or concerns to the Company or law enforcement without fear of reprisal.

- Workplace violence hazards specific to employees' jobs, the corrective measures the Company has implemented, how to seek assistance to prevent or respond to violence in the workplace, and strategies to avoid physical harm.
- The violent incident log and how to obtain copies of applicable records.

Keep in mind accessibility, and individual needs and abilities, as reasonable accommodations may be provided to ensure that all employees have equal access to training.

X. Maintaining a Violent Incident Log

A sample Violent Incident Log can be found in Exhibit 1.

The Company shall record information in a violent incident log for every workplace violence incident.

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 employer shall omit any element of personal identifying information sufficient to allow identification of any person involved in a violent incident, such as the person's name, address, electronic mail address, telephone number, social security number, or other information that, alone or in combination with other publicly available information, reveals the person's identity. The log shall be reviewed during the periodic reviews of the plan, as specified above.

At a multiemployer worksite, the employer or employers whose employees experienced the workplace violence incident shall record the information in a violent incident log as set forth above and shall also provide a copy of that log to the controlling employer.

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

- (A) The date, time, and location of the incident.
- (B) The workplace violence type or types, as described in clause (iii) of subparagraph (B) of paragraph (6) of subdivision (a), involved in the incident.
- (C) A detailed description of the incident.
- (D) A classification of who committed the violence, including whether the perpetrator was a client or customer, family or friend of a client or customer, stranger with criminal intent, coworker, supervisor or manager, partner or spouse, parent or relative, or other perpetrator.
- (E) A classification of circumstances at the time of the incident, including, but not limited to, whether the employee was completing usual job duties, working in poorly lit areas, rushed, working during a low staffing level, isolated or alone, unable to get help or assistance, working in a community setting, or working in an unfamiliar or new location.
- (F) A classification of where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area.
- (G) The type of incident, including, but not limited to, whether it involved any of the following:

(i) Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.

(ii) Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object.

(iii) Threat of physical force or threat of the use of a weapon or other object.

(iv) Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.

(v) Animal attack.

(vi) Other.

(H) Consequences of the incident, including, but not limited to:

(i) Whether security or law enforcement was contacted and their response.

(ii) Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident.

(I) Information about the person completing the log, including their name, job title, and the date completed.

Violent Incident Log records must be maintained for a minimum of five (5) years.

Continue onto the next page for Frequently Asked Questions (FAQs)

Workplace Violence Prevention Plan FAQs

Introduction

1. **The Plan.** By July 1, 2024, employers in California are required to establish, implement, and maintain an effective workplace violence prevention plan, which includes procedures for identifying, evaluating, and correcting workplace violence hazards, as well as procedures for responding to workplace violence incidents and emergencies.
2. **Must Be In Writing.** The workplace violence prevention plan must be in writing, easily accessible to employees, and specific to the hazards and corrective measures for each work area and operation.
3. **Employee Training.** Employers must provide training to employees on the employer's plan, the definitions and requirements of workplace violence, how to report incidents or concerns, workplace violence hazards specific to their jobs, and the violent incident log.
4. **Record Keeping.** Employers are required to maintain records of workplace violence hazard identification, evaluation, and correction, as well as training records and violent incident logs, for a minimum of five years.
5. **Penalties For Non-Compliance.** The Division of Occupational Safety and Health (DOSH), Cal/OSHA, enforces this section and may issue citations and civil penalties for violations. The DOSH will propose and the Standards Board will adopt standards regarding the workplace violence prevention plan. These standards will include the requirements of this section and any additional requirements deemed necessary by the DOSH to protect the health and safety of employees.

What are the requirements for a workplace safety plan?

The requirements for a workplace safety plan, as stated in Labor Code § 6401.9, are as follows:

1. No later than July 1, 2024, the plan must be established, implemented, and maintained by the employer.
2. The plan must be in writing and easily accessible to employees, authorized employee representatives, and representatives of the division at all times.
3. The plan must be specific to the hazards and corrective measures for each work area and operation.
4. The plan may be incorporated as a standalone section in the company's existing written injury and illness prevention program or maintained as a separate document.
5. The plan must include the names or job titles of the persons responsible for implementing the plan.
6. The plan must have effective procedures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the plan.

7. The plan must include methods for coordinating implementation with other employers, if applicable.
8. The plan must have effective procedures for accepting and responding to reports of workplace violence, and prohibiting retaliation against employees who make such reports.
9. The plan must ensure that supervisory and nonsupervisory employees comply with the plan.
10. The plan must include procedures for communicating with employees regarding workplace violence matters.
11. The plan must have procedures to respond to workplace violence emergencies, including means to alert employees, evacuation or sheltering plans, and obtaining help from security personnel or law enforcement.
12. The plan must include procedures for developing and providing training to employees.
13. The plan must have procedures to identify and evaluate workplace violence hazards, including scheduled periodic inspections and employee reports and concerns.
14. The plan must have procedures to correct workplace violence hazards in a timely manner.
15. The plan must include procedures for post-incident response and investigation.
16. The plan must have procedures to review its effectiveness and revise it as needed.
17. The plan must include any additional procedures or information required by the division and standards board to protect the health and safety of employees.
18. The plan must be reviewed at least annually, when a deficiency is observed or becomes apparent, and after a workplace violence incident.

These requirements are designed to ensure that employers have a comprehensive plan in place both to prevent and respond to workplace violence incidents.

How do I conduct a workplace inspection?

To conduct a workplace inspection, you can follow the guidelines outlined in Labor Code § 6401.9. Here are the steps to conduct a workplace inspection. It is important to ensure the safety and well-being of employees by implementing effective measures to prevent workplace violence.

1. **Identify workplace violence hazards:** Start by identifying potential workplace violence hazards in your workplace. This can include assessing the physical layout of the workplace, the nature of the work being performed, and any previous incidents of workplace violence.
2. **Conduct periodic inspections:** Schedule periodic inspections to identify unsafe conditions and work practices that may contribute to workplace violence hazards. These inspections should be conducted when the workplace violence prevention plan is first established, after each workplace violence incident, and whenever a new or previously unrecognized hazard is identified

3. **Involve employees:** Actively involve employees and authorized employee representatives in the identification, evaluation, and correction of workplace violence hazards. This can be done through their participation in the development and implementation of the evaluation, and correction of workplace violence hazards. This can be done through their participation in the development and implementation of the workplace violence prevention plan, as well as through their reporting of workplace violence incidents and concerns.
4. **Correct hazards in a timely manner:** Once workplace violence hazards are identified and evaluated, take prompt action to correct them. The correction of hazards should be done in a timely manner, consistent with the requirements of paragraph (6) of subdivision (a) of § 3203 of Title 8 of the California Code of Regulations.
5. **Review the effectiveness of the plan:** Regularly review the effectiveness of the workplace violence prevention plan and revise it as needed. This review should involve the active involvement of employees and authorized employee representatives. The plan should be reviewed at least annually, when a deficiency is observed or becomes apparent, and after a workplace violence incident.

By following these steps, you can conduct a thorough workplace inspection to identify and address workplace violence hazards.

How do I get employee involvement in the plan?

To get employee involvement in the plan, you can follow the steps outlined in Labor Code § 6401.9. Here is how you can achieve employee involvement in the workplace violence prevention plan:

1. **Establish effective procedures:** The employer should establish effective procedures to obtain the active involvement of employees in developing and implementing the plan. This includes their participation in identifying, evaluating, and correcting workplace violence hazards, designing and implementing training, and reporting and investigating workplace violence incidents.
2. **Communicate the plan:** The employer should provide employees with initial training when the plan is first established. This training should include information about the employer's plan, how to obtain a copy of the plan at no cost, and how to participate in its development and implementation.
3. **Provide training:** The employer should provide employees with annual training on the definitions and requirements of the workplace violence prevention plan. This training should also cover how to report workplace violence incidents or concerns to the employer or law enforcement without fear of reprisal, workplace violence hazards specific to their jobs, and strategies to prevent or respond to violence.
4. **Encourage questions and answers:** During the training sessions, the employer should provide an opportunity for interactive questions and answers with a person knowledgeable about the plan. This allows employees to clarify any doubts or seek further information.
5. **Additional training:** The employer should provide additional training when a new or previously unrecognized workplace violence hazard is identified or when changes are made to the plan. This training can be limited to addressing the new hazard or changes.

By following these steps, employers can ensure that employees are actively involved in the workplace violence prevention plan, contributing to its development, implementation, and ongoing improvement.

What information is included in the workplace violence training?

The information to be included in the workplace violence training include the following:

1. **The employer's plan:** The training should cover the employer's workplace violence prevention plan, including how to obtain a copy of the plan at no cost and how to participate in its development and implementation.
2. **Definitions and requirements:** The training should provide an understanding of the definitions and requirements of workplace violence as outlined in § 6401.9 of the California Labor Code.
3. **Reporting incidents or concerns:** Employees should be trained on how to report workplace violence incidents or concerns to the employer or law enforcement without fear of reprisal.
4. **Hazards specific to employees' jobs:** The training should address workplace violence hazards that are specific to each employee's job, as well as the corrective measures implemented by the employer. It also should cover strategies to seek assistance in preventing or responding to violence and strategies to avoid physical harm.
5. **Violent incident log:** Employees should be informed about the violent incident log required by subdivision (d) of Section 6401.9 and trained on how to obtain copies of records required by the log and the importance of maintaining accurate records.
6. **Interactive questions and answers:** The training should provide an opportunity for employees to ask questions and receive answers from a person knowledgeable about the employer's workplace violence prevention plan.

In summary, the workplace violence training covers the employer's plan, definitions and requirements, reporting procedures, job-specific hazards, the violent incident log, and interactive Q&A sessions.

What are the effective procedures for responding to workplace violence emergencies?

It is important to note that the specific procedures for responding to workplace violence emergencies may vary depending on the nature of the workplace and the potential risks involved. Employers should tailor their response procedures to address the unique needs and circumstances of their organization.

The effective procedures for responding to workplace violence emergencies include the following:

1. **Alerting employees:** The employer should have effective means to alert employees of the presence, location, and nature of workplace violence emergencies. For example, this can be done through various methods such as alarms, intercom systems, or mass notification systems via text messages.
2. **Evacuation or sheltering plans:** The employer should have appropriate and feasible evacuation and/or sheltering plans for the worksite. These plans should outline the designated evacuation routes or safe areas where employees can seek shelter during a workplace violence emergency.

3. **Obtaining help:** The procedures should include information on how employees can obtain help from staff assigned to respond to workplace violence emergencies, if available, as well as how to contact security personnel or law enforcement.

What are the consequences of a workplace violence incident?

The consequences of a workplace violence incident, as stated in Labor Code § 6401.9, include the following:

1. Contacting security or law enforcement and keeping track of their response to the incident.
2. Taking actions to protect employees from a continuing threat or from any other hazards identified as a result of the incident.

These consequences are aimed at ensuring the safety and well-being of employees in the aftermath of a workplace violence incident. The employer is responsible for promptly addressing the incident and taking appropriate measures to prevent further harm or hazards.

What information should be included in the incident log according to this document?

The incident log should include the following information:

1. Date, time, and location of the incident.
2. Workplace violence “type” or types involved in the incident.
3. Detailed description of the incident.
4. Classification of who committed the violence, or threat of violence, including the relationship of the perpetrator to the victim (e.g., client, coworker, supervisor, stranger, etc.).
5. Classification of circumstances at the time of the incident, such as working conditions or environmental factors, whether the employee was completing usual job duties, working in poorly lit areas, rushed, working during a low staffing level, isolated or alone, unable to get help or assistance, working in a community setting, or working in an unfamiliar or new location.
6. Classification of where the incident occurred, such as in the workplace parking lot or other areas outside the workplace.
7. Type of incident, including whether it involved:
 - Physical attack, attack with a weapon, threat of physical force, sexual assault or threat, animal attack, or other.
 - Physical attack without a weapon, include biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, scratching, or spitting.
 - For an attack with a weapon or object, include the object used.

- For a mere threat of physical force or threat of the use of a weapon or other object, explain details.
 - For a sexual assault or threat, include all details of the event.
 - For an animal attack, include all details of the event.
8. Consequences of the incident, including actions taken to protect employees and the response of security or law enforcement.
 9. Information about the person completing the log, including their name, job title, and the date completed.

It is important to note that personal identifying information that could reveal the identity of any person involved in a violent incident should be omitted from the log, such as the person's name, address, electronic mail address, telephone number, social security number, or other information that, alone or in combination with other publicly available information, reveals the person's identity. Additionally, the log should be reviewed during the periodic reviews of the workplace violence prevention plan.

How long should different records related to workplace violence be maintained?

Different records related to workplace violence should be maintained for the following durations:

1. Records of workplace violence hazard identification, evaluation, and correction: These records should be created and maintained for a minimum of **five years**.
2. Training records: Training records should be created and maintained for a minimum of **one year**. These records should include 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.
3. Violent incident logs: Violent incident logs required by the law should be maintained for a minimum of **five years**. These logs should contain information such as the date, time, and location of the incident, the workplace violence type involved, a detailed description of the incident, the classification of who committed the violence, the classification of circumstances at the time of the incident, the classification of where the incident occurred, the type of incident, consequences of the incident, and information about the person completing the log.
4. Records of workplace violence incident investigations: Records of workplace violence incident investigations should be maintained for a minimum of **five years**. These records should not contain "confidential medical information" as defined in subdivision (j) of § 56.05 of the Civil Code.

It is important to note that all records required by the law should be made available to the Division upon request for examination and copying. Additionally, these records should be made available to employees and their representatives, upon request and without cost, for examination and copying within 15 calendar days of a request.

Where can employers find qualified trainers for the required training?

The statute does not explicitly state where employers can find qualified trainers for the required training. However, based on general knowledge, employers can find qualified trainers for the required training through various sources such as:

1. **Occupational Safety and Health Administration (OSHA):** OSHA provides resources and training programs for workplace safety, including workplace violence prevention. Employers can contact OSHA or visit their website to find qualified trainers who specialize in workplace violence prevention.
2. **Safety and Health Associations:** There are several safety and health associations that offer training programs and certifications for workplace safety. These associations may have a directory or list of qualified trainers who can provide workplace violence prevention training.
3. **Cal/OSHA:** This is the state's workplace injury agency. [www.https://www.dir.ca.gov/dosh/](https://www.dir.ca.gov/dosh/)
4. **Professional Training Organizations:** There are professional organizations and training providers that specialize in workplace safety and offer training programs for employers. These organizations may have a network of qualified trainers who can deliver the required training.
5. **Local Safety Consultants:** Local safety consultants or consulting firms may offer workplace violence prevention training services. Employers can search for safety consultants in their area and inquire about their expertise in providing the required training.
6. **Online Training Platforms:** There are online platforms that offer workplace safety training courses, including workplace violence prevention. Employers can explore these platforms to find qualified trainers who provide online training programs.

It is important for employers to ensure that the trainers they choose have the necessary qualifications, expertise, and experience in workplace violence prevention. They should also consider the specific requirements and guidelines outlined in the document when selecting trainers for the required training.

How does the Division enforce this section?

The Division enforces this section by issuing citations and notices of civil penalty to individuals or entities that are found to be in violation of the workplace violence prevention plan requirements outlined in § 6401.9 of the California Labor Code.

The enforcement process involves the following steps:

1. **Citation:** The division issues a citation to the violator, alleging a violation of the workplace violence prevention plan requirements.
2. **Notice of Civil Penalty:** Along with the citation, the division also issues a notice of civil penalty, which specifies the amount of the penalty that the violator is required to pay.
3. **Appeal:** The recipient of the citation and penalty has the right to appeal the citation and penalty to the appeals board. The appeals board is responsible for reviewing the appeal and making a decision on the matter.

4. **Compliance:** If the citation and penalty are upheld, the violator is required to comply with the workplace violence prevention plan requirements and pay the specified penalty.

It is important to note that the specific procedures and processes for enforcement may be further detailed in the relevant sections of the California Labor Code and associated regulations. It is recommended that companies who receive a citation involve counsel knowledgeable in this area of the law.

EXHIBIT 1

VIOLENT INCIDENT LOG

REPORTED BY: _____ DATE OF REPORT: _____

TITLE / ROLE: _____

WORKPLACE VIOLENCE INCIDENT INFORMATION

DATE OF INCIDENT: _____ TIME OF INCIDENT: _____

NAME OF PERSON DEMONSTRATING PROHIBITED BEHAVIOR: _____

NAME OF VICTIM: _____

LOCATION: _____

SPECIFIC AREA OF LOCATION: _____

ADDITIONAL PERSON(S) INVOLVED: _____

WITNESSES: _____

TYPE OF INCIDENT

PHYSICAL ATTACK: biting choking grabbing hair pulling kicking
 punching slapping pushing scratching spitting

WEAPON TYPE OF WEAPON: _____

THREAT OF PHYSICAL FORCE OR USE OF A WEAPON: EXPLAIN DETAILS BELOW.

SEXUAL ASSAULT OR THREAT: EXPLAIN DETAILS BELOW.

ANIMAL ATTACK: EXPLAIN DETAILS BELOW.

RESULTING ACTION EXECUTED, PLANNED, OR RECOMMENDED:

REPORTING STAFF NAME: _____ SIGNATURE: _____ DATE: _____

SUPERVISOR NAME: _____ SIGNATURE: _____ DATE: _____