

WORKPLACE VIOLENCE PREVENTION PROGRAM

for the Santa Clara County Office of Education

The Santa Clara County Office of Education (SCCOE) Workplace Violence Prevention Plan (WVPP or Plan) addresses the hazards known to be associated with the four types of workplace violence as defined by Labor Code (LC) section 6401.9.

Date of Last Review: October 12, 2023

Date of Last Revision(s): June 4, 2024

I. Workplace Violence Prevention

A. Policy Statement

The SCCOE is committed to providing a safe, secure workplace for our employees. Threats, threatening language, or any other acts of aggression or violence made toward or by any employee will not be tolerated and may lead to disciplinary action, including termination. A threat may include 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. This Plan covers any violent or potentially violent behavior that occurs in the workplace or at SCCOE-sponsored functions or events.

All SCCOE employees share the responsibility of keeping our work environment free from violence or potential violence. Any employee who witnesses or experiences violent behavior shall immediately report all incidents of workplace violence to their supervisor, the Emergency Preparedness, School Safety & Security Administrator, and/or the Manager, Risk and Liability. All threats will be promptly investigated. No employee will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith under this guideline.

II. DEFINITIONS

- A. **Emergency** - Unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.
- B. **Engineering controls** - An aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between the employee and the hazard.
- C. **Log** - The Violent Incident Log required by LC section 6401.9.
- D. **Plan** - The Workplace Violence Prevention Plan required by LC section 6401.9.
- E. **Serious injury or illness** - 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.

- F. **Threat of violence** - 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.
- G. **Workplace violence** - Any act of violence or threat of violence that occurs in a place of employment.
1. **Workplace violence** includes, but is not limited to, the following:
 - a) 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.
 - b) 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.
 - c) The following four workplace violence types:
 - 1) **Type 1 violence** - 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 employees with the intent to commit a crime.
 - 2) **Type 2 violence** - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.
 - 3) **Type 3 violence** - Workplace violence against an employee by a present or former employee, supervisor, or manager.
 - 4) **Type 4 violence** - 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.
- I. **Workplace violence** does not include lawful acts of self-defense or defense of others.
- J. **Work practice controls** - Procedures and rules which are used to effectively reduce workplace violence hazards.

III. RESPONSIBILITY

- A. The WVPP administrator, the County Superintendent of Schools, has the authority and responsibility for implementing the provisions of this Plan for the SCCOE.

Responsible Persons	Position	WVPP Responsibilities	Phone Number	Email
Mary Ann Dewan, Ph.D.	County Superintendent of Schools	The authority and responsibility for the establishment of policies and oversight for health and safety management rests with the Superintendent.	(408) 453-6511	MDewan@sccoe.org
Stephanie Gomez	Assistant Superintendent of Business Services	Responsible for the implementation of health and safety policies and ensuring health and safety.	(408) 453-6519	SGomez@sccoe.org
Michael Vallez	Emergency Preparedness, School Safety & Security Administrator	Responsible for administering and supervising the WVPP and responsible for: (1) Reviewing the WVPP annually; (2) Providing guidance on new and/or changing requirements; (3) Advising management on proposed policy and procedure changes; and (4) Assisting with identifying and correcting hazards.	(408) 453-6925	MVallez@sccoe.org
Howard Stiskin	Manager, Risk & Liability	Responsible for administering and supervising the WVPP and responsible for: (1) Reviewing the WVPP annually; (2) Providing guidance on new and/or changing requirements; (3) Advising management on proposed policy and procedure changes; and (4) Assisting with identifying and correcting hazards.	(408) 453-6708	HStiskin@sccoe.org

- B. All managers and supervisors are responsible for implementing and maintaining the WVPP in their work areas and for answering employee questions about the WVPP.

IV. EMPLOYEE ACTIVE INVOLVEMENT

- A. The SCCOE has the following effective policies and procedures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the Plan:

1. Management will work with and allow employees and authorized employee representatives to participate in:
 - a) Identifying, evaluating, and determining corrective measures to prevent workplace violence.
 - b) Designing and implementing training.
 - c) Reporting and investigating workplace violence incidents.
2. Employees and authorized representatives may participate in Plan development and implementation in a variety of methods, including:
 - a) Participating in the Office Wide Safety Committee.
 - b) Participating in the Educational Services Safety Committee.

- c) Participating in Monthly Relations Meetings.
 - d) Participating in Campus Collaborative Meetings.
 - e) Submitting feedback for the annual review of the WVPP.
 - f) Participating in the WVPP annual review Committee.
 - g) Participation in any SCCOE safety related meetings.
 - h) Submitting concerns to a supervisor, the Emergency Preparedness, School Safety & Security Administrator, and/or the Manager, Risk and Liability.
 - i) Employees can anonymously report a violent incident, threat, or other violence concerns by submitting an Anonymous Workplace Violence Report. The Anonymous Workplace Violence Report Form can be accessed and submitted from the Risk Management section of the Forms & Templates page on the SCCOE Intranet at [Anonymous Workplace Violence Report Form](#).
- B. Management will ensure that all workplace violence policies and procedures within this written Plan are clearly communicated and understood by all employees. Managers and supervisors will enforce the rules fairly and uniformly.
- C. All employees shall follow all WVPP directives, policies, and procedures, and assist in maintaining a safe work environment.
- 1. Employees shall complete all WVPP training required and provided by SCCOE. WVP training shall include, but not be limited to, specialized training tailored to each employee's job duties for maintaining a safe and secure work environment.
 - 2. Employees shall immediately report all incidents of workplace violence to their supervisor, the Emergency Preparedness, School Safety & Security Administrator, and/or the Manager, Risk and Liability. Emergency personnel (police/fire/paramedic) will be contacted as needed.
 - 3. Employees shall cooperate with any evaluations and/or investigations by their Division designee to complete the Violent Incident Log and any other necessary forms to document any incidents of workplace violence.
- D. The Plan shall be in effect at all times and in all work areas and be specific to the hazards and corrective measures for each work area and operation.

V. EMPLOYEE COMPLIANCE

- A. SCCOE's system to ensure that employees comply with the rules and work practices that are designed to make the workplace more secure, and do not engage in threats or physical actions which create a security hazard for others in the workplace, include the following:
- 1. Training employees, supervisors, and managers in the provisions of SCCOE's WVPP.
 - 2. Effective procedures to ensure that supervisory and nonsupervisory employees comply with the WVPP include the following:
 - a) Supervisory and nonsupervisory employees shall complete all WVPP training required and provided by SCCOE. WVPP training shall include, but not be limited to, specialized training tailored to each employee's job duties for maintaining a safe and secure work environment.

- b) Disciplinary action will be recommended when supervisory and/or nonsupervisory employees knowingly or consistently violate safety rules, training protocols and guidelines.
3. Provide retraining to employees whose safety performance is deficient with the WVPP.
4. Employees who demonstrate safe work practices that promote the WVPP in the workplace will be recognized annually in a Division Wide email.

VI. COMMUNICATION WITH EMPLOYEE

- A. We recognize that open, two-way communication between SCCOE's management team, staff, and other employers, about workplace violence issues is essential to a safe and productive workplace. The following communication system is designed to facilitate a continuous flow of workplace violence prevention information between management and staff in a form that is readily understandable by all employees, and consists of the following:
 1. Employees shall immediately report all incidents of workplace violence to their supervisor, the Emergency Preparedness, School Safety & Security Administrator, and/or the Manager, Risk and Liability. Emergency personnel (police/fire/paramedic) will be contacted as needed.
 - a) Employees will also be provided medical resources as needed (refer to Workers' Compensation section).
 2. Employees can also address safety or security issues by:
 - a) Participating in the Office Wide Safety Committee.
 - b) Participating in the Educational Services Safety Committee.
 - c) Participating in the Monthly Relations Meetings.
 - d) Participating in the Campus Collaboratives.
 - e) Submitting feedback for the annual review of the WVPP.
 - f) Participating in the WVPP annual review Committee.
 - g) Participation in any SCCOE safety related meetings.
 - h) Employees can anonymously report a violent incident, threat, or other violence concerns by submitting an Anonymous Workplace Violence Report. The Anonymous Workplace Violence Report Form can be accessed and submitted from the Risk Management section of the Forms & Templates page on the SCCOE Intranet at [Anonymous Workplace Violence Report Form](#).
 3. New employee orientation shall include training for workplace violence prevention.
 4. Meetings/specialized communication whenever a new or previously unrecognized workplace hazard has been identified and when changes are made to the Plan.

5. Employees are encouraged to report a violent incident, threat, or other workplace violence concern to SCCOE or emergency personnel (police/fire/paramedic) without fear of reprisal or adverse action. Emergency personnel (police/fire/paramedic) can be contacted from any SCCOE phone by dialing 9-1-1.
6. Employees' concerns will be investigated in a timely manner, and they will be informed of the results of the investigation and any corrective actions to be taken.
7. Relevant information will be shared with other employers as needed to ensure a coordinated response to any incidents.

VII. COORDINATION WITH OTHER EMPLOYERS

- A. SCCOE has the following effective procedures to coordinate implementation of the WVPP with other employers to ensure all parties understand their respective roles.
 1. All employees will be trained on workplace violence prevention.
 2. Workplace violence incidents involving any employee are reported, investigated, and recorded.
 3. At a non-SCCOE worksite/school, if any SCCOE employees experience a workplace violence incident, SCCOE shall investigate the incident, complete the Violent Incident Log and other forms as needed, and coordinate with the host site as necessary.

VIII. WORKPLACE VIOLENCE INCIDENT REPORTING PROCEDURE

- A. SCCOE will implement the following procedures to ensure that all threats or acts of workplace violence are effectively reported:
 1. Employees shall immediately report all incidents of workplace violence to their supervisor, the Emergency Preparedness, School Safety & Security Administrator, and/or the Manager, Risk and Liability. Emergency personnel (police/fire/paramedic) will be contacted as needed.
 2. Employees shall cooperate with any evaluations and/or investigations by their Division designee to complete the Violent Incident Log and any other necessary forms to document any incidents of workplace violence.
 3. SCCOE employees are encouraged to report a violent incident, threat, or other workplace violence concern to their supervisor, the Emergency Preparedness, School Safety & Security Administrator, the Manager, Risk and Liability, and/or emergency personnel (police/fire/paramedic) without fear of reprisal or adverse action. Disciplinary action will be recommended for any instances of retaliation for reporting an incident.

IX. EMERGENCY RESPONSE PROCEDURES

- A. SCCOE has in place the following specific measures to handle actual or potential workplace violence emergencies:
 1. Employees shall immediately report all incidents of workplace violence to their supervisor, the

Emergency Preparedness, School Safety & Security Administrator, and/or the Manager, Risk and Liability. Emergency personnel (police/fire/paramedic) will be contacted as needed.

2. Emergency personnel (police/fire/paramedic) can be contacted from any SCCOE phone by dialing 9-1-1.
3. SCCOE employees at each site will receive specific training for communication, evacuation plans, and responsibilities during an emergency situation.

X. WORKPLACE HAZARD IDENTIFICATION AND EVALUATION

- A. The following policies and procedures are established and required by SCCOE to ensure that workplace hazards are identified and evaluated:
 1. Inspections shall be conducted when the Plan is first established, after each workplace violence incident, and whenever SCCOE is made aware of a new or previously unrecognized hazard.
 2. Timely review of all submitted/reported concerns of potential hazards. Safety hazards that pose a threat of injury, illness or death will be resolved immediately.
 3. Employees and authorized representatives may participate in plan development and implementation in a variety of methods, including:
 - a) Participating in the Office Wide Safety Committee.
 - b) Participating in the Educational Services Safety Committee.
 - c) Participating in Monthly Relations Meetings.
 - d) Participating in the Campus Collaboratives.
 - e) Submitting feedback for the annual review of the WVPP.
 - f) Participating in the WVPP annual review Committee.
 - g) Participation in any SCCOE safety related meetings.
 - h) Submitting concerns to a supervisor, the Emergency Preparedness, School Safety & Security Administrator, and/or the Manager, Risk and Liability.
 - i) Employees can anonymously report a violent incident, threat, or other violence concerns by submitting an Anonymous Workplace Violence Report. The Anonymous Workplace Violence Report Form can be accessed and submitted from the Risk Management section of the Forms & Templates page on the SCCOE Intranet at [Anonymous Workplace Violence Report Form](#).

B. Periodic Inspections

1. Periodic inspections of workplace hazards will identify potentially unsafe conditions and work practices. This may require assessment of more than one type of workplace violence. Periodic Inspections shall be conducted bi-annually.
2. Periodic inspections to identify and evaluate workplace hazards will be performed by a supervisory designee based on site location.

3. Inspections for workplace hazards include assessing:
 - a) Access to, and freedom of movement, within the workplace.
 - b) Adequacy of workplace security systems, such as door locks, security windows, physical barriers and restraint systems.
 - c) Workers skilled in safely handling threatening or hostile situations.
 - d) Effectiveness of systems and procedures to warn others of a security danger or to summon assistance, e.g., alarms or panic buttons.
 - e) Availability of worker escape routes.
 - f) Procedures for reporting suspicious persons or activities.
 - g) Designated safe areas for employees to go in an emergency.

XI. WORKPLACE HAZARD CORRECTION

- A. Workplace hazards will be evaluated and corrected in a timely manner. SCCOE will implement the following effective procedures to correct workplace hazards that are identified:
 1. If an imminent workplace hazard exists that cannot be immediately abated without endangering employee(s), all exposed employee(s) will be removed from the situation except those necessary to correct the existing condition. Emergency personnel (police/fire/paramedic) will be contacted as needed.
 2. All corrective actions taken will be documented and dated on the appropriate forms (which may include one or more of the following depending on the situation):
 - a) Record of Workplace Hazard Identification.
 - b) Violent Incident Log.
 - c) Record of Workplace Violence Incident Investigation.
 3. Corrective measures for workplace hazards will be specific to a given work area/site based on an evaluation of:
 - a) Access to, and freedom of movement, within the workplace.
 - b) Adequacy of workplace security systems, such as door locks, security windows, physical barriers and restraint systems.
 - c) Workers skilled in safely handling threatening or hostile situations.
 - d) Effectiveness of systems and procedures to warn others of a security danger or to summon assistance, e.g., alarms or panic buttons.
 - e) Availability of worker escape routes.

- f) Procedures for reporting suspicious persons or activities.
- g) Designated safe areas for employees to go in an emergency.

XII. PROCEDURES FOR POST INCIDENT RESPONSE AND INVESTIGATION

- A. After a workplace incident, the WVPP administrator or their designee will implement the following post-incident procedures:
 - 1. Visit the scene of an incident as soon as safe and practicable.
 - 2. Interview involved parties, such as employees, witnesses, law enforcement, and/or security personnel.
 - 3. Review security footage of existing security cameras if applicable.
 - 4. Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
 - 5. Determine the cause of the incident.
 - 6. Take corrective action to prevent similar incidents from occurring.
 - 7. Record the findings and ensuring corrective actions are taken.
 - 8. Obtain any reports completed by law enforcement.
 - 9. The Violent Incident Log will be used for every workplace violence incident and will include information, such as:
 - a) The date, time, and location of the incident.
 - b) The workplace violence type or types 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 their 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:
 - 1) Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.
 - 2) Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object.
 - 3) Threat of physical force or threat of the use of a weapon or other object.

- 4) Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.
 - 5) Animal attack.
 - 6) Other.
- h) Consequences of the incident, including, but not limited to:
- 1) Whether security or law enforcement was contacted and their response.
 - 2) Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident.
 - 3) Information about the person completing the log, including their name, job title, and the date completed.
- i) Reviewing all previous incidents.
- B. Ensure that no personal identifying information is recorded or documented in the written investigation report. This includes information which would reveal 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.

XIII. TRAINING AND INSTRUCTION

- A. All employees, including managers and supervisors, will have training and instruction on general and job-specific workplace violence practices. These sessions could involve presentations, discussions, and practical exercises. Training and instruction will be provided as follows:
1. When the WVPP is first established.
 2. Annually to ensure all employees understand and comply with the Plan.
 3. Whenever a new or previously unrecognized workplace hazard has been identified and when changes are made to the Plan. The additional training may be limited to addressing the new workplace hazard or changes to the Plan.
 4. Training materials shall be appropriate in content and vocabulary to the educational level, literacy, and language of employees.
- B. SCCOE will provide its employees with training and instruction on the definitions found in Section II DEFINITIONS of the Plan and the requirements listed below:
1. SCCOE's WVPP, how to obtain a copy of the Plan at no cost, and how to participate in development and implementation of SCCOE's Plan.
 2. How to report workplace violence incidents or concerns to SCCOE or law enforcement without fear of reprisal.
 3. Workplace hazards specific to the employees' jobs, the corrective measures SCCOE has implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm.

4. The Violent Incident Log and how to obtain copies of records pertaining to hazard identification, evaluation and correction, training records, and Violent Incident Logs.
5. Opportunities SCCOE has for interactive questions and answers with a person knowledgeable about SCCOE's Plan.

XIV. EMPLOYEE ACCESS TO THE WRITTEN WVPP

- A. SCCOE ensures that the WVPP shall be in writing and shall be available and easily accessible to employees, authorized employee representatives, and representatives of Cal/OSHA at all times.
 1. The WVPP will be part of the Employee Compliance Handbook and be available to employees on the SCCOE Intranet.

XV. RECORDKEEPING

- A. SCCOE will:
 1. Create and maintain records of workplace hazard identification, evaluation, and correction, for a minimum of five (5) years.
 2. Create and maintain training records for a minimum of one (1) year and include the following:
 - a) Training dates.
 - b) Contents or a summary of the training sessions.
 - c) Names and qualifications of persons conducting the training.
 - d) Names and job titles of all persons attending the training sessions.
 3. Maintain violent incident logs for minimum of five (5) years.
 4. Maintain records of workplace violence incident investigations for a minimum of five (5) years.
 - a) The records shall not contain medical information per subdivision (j) of section 56.05 of the Civil Code.
 5. All records of workplace hazard identification, evaluation, and correction; training, incident logs and workplace violence incident investigations required by LC section 6401.9(f), shall be made available to Cal/OSHA upon request for examination and copying.

XVI. EMPLOYEE ACCESS TO RECORDS

- A. The following records shall be made available to employees and their representatives, upon request and without cost, for examination and copying within **15 calendar days of a request**:

1. Records of workplace violence identification, evaluation, and correction.
2. Training records.
3. Violent Incident Logs.

XVII. REVIEW AND REVISION OF THE WVPP

A. The SCCOE WVPP will be reviewed for effectiveness:

1. At least annually.
2. When a deficiency is observed or becomes apparent.
3. After a workplace violence incident.
4. As needed.

B. Review and revision of the WVPP will include the procedures listed in the EMPLOYEE ACTIVE INVOLVEMENT section of this WVPP, as well as the following procedures to obtain the active involvement of employees and authorized employee representatives in reviewing the Plan's effectiveness:

1. Review of SCCOE's WVPP should include, but is not limited to:

- a) Review of incident investigations and the Violent Incident Log.
- b) Assessment of the effectiveness of security systems, including alarms, emergency response, and security personnel availability (if applicable).

2. Determine that violence risks are being properly identified, evaluated, and corrected. Any necessary revisions are made promptly and communicated to all employees.

XVIII. EMPLOYER REPORTING RESPONSIBILITIES

A. As required by California Code of Regulations (CCR), Title 8, Section 342(a). Reporting Work-Connected Fatalities and Serious Injuries, SCCOE will immediately report to Cal/OSHA any serious injury or illness (as defined by CCR, Title 8, Section 330(h)), or death (including any due to Workplace Violence) of an employee occurring in a place of employment or in connection with any employment.