



VIOLENCE PREVENTION AND WORKPLACE SECURITY POLICY

1. PURPOSE

The City of Oakley is committed to providing a safe and secure environment for working and conducting business. Acts or threats of physical violence, including intimidation, harassment or coercion, which occur on City property or involve City employees will not be tolerated. A zero-tolerance policy shall be in effect. Discipline, up to and including termination will result for employees who violate the policy. Any unlawful actions committed by employees or members of the public while on City property or while using City equipment or facilities will be prosecuted as appropriate.

2. DEFINITIONS

Employee: Any person performing work for the City of Oakley including paid personnel, contracted parties or serving as a volunteer

Threat: Any verbal or non-verbal form of communication intended to scare, menace, intimidate, or cause a person to fear for their safety.

Weapon: Firearms or other objects intended to be used as a weapon or to cause harm to oneself or others.

Workplace Violence: Any act of written, verbal, or physical aggression that occurs in the workplace intended to physically harm an individual or could cause a reasonable person to be in fear of imminent physical harm.

3. VIOLENCE AWARENESS

Workplace violence or threat of violence may occur under various scenarios such as:

- In a *Type I* incident, the assailant has no legitimate business relationship to the workplace and usually enters the affected workplace to commit an assault or other criminal act.
- In a *Type II* incident, the assailant is either the recipient, or the object, of a service provided by the affected workplace or the victim, e.g., the assailant is a

current or former client, patient, customer, passenger, criminal suspect, inmate or prisoner.

- In a *Type III* incident, the assailant has some employment-related involvement with the affected workplace. Usually this involves an assault by a current or former employee, supervisor or manager; by a current/former spouse or significant other; a relative or friend; or some other person who has a dispute with an employee of the affected workplace.

4. SECURITY AUDIT

Periodic inspections to identify and evaluate workplace security hazards and threats of workplace violence will be performed. The Department Head may request a security audit to determine whether any additional security measures are necessary. Requests for an audit need to be made in writing to Human Resources; thereafter an audit will be conducted by Police Department Staff.

Periodic inspection will be conducted according to the following schedule:

- At the initial release of the Injury and Illness Protection Program (IIPP)
- When new, previously unidentified security hazards are recognized
- When violence related occupational injuries or threats occur

5. PROHIBITED ACTIONS

Verbal or physical threats or acts of violence are prohibited.

A. Threats of Violence

A threat of a violent act is a verbal expression of physical action that conveys intent to commit a violent act. For the purpose of this policy, threats made in jest will be considered a threat of a violent act.

Threatening behavior can include, but is not limited to:

- Making a verbal threat to harm another individual or to destroy property
- Any conduct, verbal or non-verbal, which implies the threat of bodily harm or damage to property

B. Violent Act

A violent act is an aggressive physical behavior of force exerted for the apparent purpose of violating, damaging or abusing others, or for the apparent purpose of damaging property.

A violent act includes, but is not limited to:

- Physical violence against another individual
- Fighting or challenging another individual to a fight

- Purposefully damaging property

C. Weapons Possession and Use

City employees shall not possess firearms or any illegal weapons at a City work site, on City property (including parking areas and City vehicles), or while engaged in activities on behalf of the City in other locations.

EXEMPTIONS TO THIS PROVISION:

1. Sworn law enforcement personnel are exempt from prohibitive actions of this policy while in the course and scope of their work and as a requirement of the job.
2. Employees required to utilize City owned knives, multi-tools, (or other tools that could potentially be used as weapons) within the normal scope of their employment.

While the provisions of this policy do not apply to employees who must carry firearms or other items, as a condition of employment, it is a provision of this policy that employees must use these items in accordance with their particular Division's policy, operational procedures, and all applicable State and Federal laws.

6. GUIDELINES

When prohibited conduct occurs CALL 9-1-1. In instances that are not emergency situations, contact your immediate supervisor.

7. REPORTING

Any employee who is the victim of any violent threatening or harassing conduct, any witness to such conduct, or anyone receiving a report of such conduct, whether the perpetrator is a City employee or a non-employee, shall immediately report the incident to their supervisor or other appropriate person in the chain of command. Any City employee having knowledge or prohibited conduct involving any other City employee (as victim or perpetrator) in the workplace must report it. Disciplinary action may result if the employee having knowledge of prohibited conduct fails to report the incident. If such conduct involves a supervisor, the employee may report directly to Human Resources.

8. RESPONSIBILITIES

Human Resources is responsible for: Establishing avenues of support for employees who experience prohibited conduct including the City's Employee Assistance Program (EAP). The communication of this policy and administrative procedures to employees, managers and supervisors.

Supervisors and Managers are responsible for: assessing situations, making judgments on the appropriate response, and then responding to the report of, or knowledge of workplace violence and for initiating the investigation process.

- Obtaining emergency police intervention or medical response if required
- Notify the Department Head. If not available, notify Human Resources.
- Obtaining written statements from witnesses after the situation has been brought under control.
- If an injury to an employee occurs, call RN First Call 877-854-6877 to report injury, to receive treatment advice, and medical referral, as needed. Notify Human Resources immediately after.
- Assist in, or cooperate with, subsequent investigation of workplace violence incidents.
- Assist in identifying potentially dangerous situations and the development of procedures to address those situations.

Employees are responsible for:

- Seeking assistance to resolve personal issues that may lead to acts of violence in the workplace
- Removing themselves from threatening situations as soon as possible. Alert other at-risk employees if safely possible and the situation permits.
- Obtain emergency police intervention or medical response if required.
- Report to managers and supervisors any dangerous or threatening situations that occur in the workplace if they are the victim, or witness to, an act of violence or other violation of this policy.
- Cooperate with any subsequent investigation of workplace violence incidents

9. CONFIDENTIALITY

To the extent possible, an employee reporting an act of violence or the threat of violence will be afforded confidentiality. However, identities of individuals making such reports may be legally required to be revealed to accused persons during the course of an investigation or when discipline results from such reports. Investigation records will be held in the strictest confidence, to the extent permissible by law. The privacy rights of all parties involved in an investigation will be protected to the greatest extent possible.

10. RETALIATION

Whether or not discipline results from an investigation of a reported instance of violence, the City will not condone retaliation of any kind. Acts of retaliation or

behavior suggestive of retaliation shall be reported to the Department Director. All employees are assured that they may report an actual or potentially violent incident or participate in any investigation without fear of retaliation by the City, a supervisor or another employee. Retaliatory behavior will be cause for disciplinary action.

11. CONSEQUENCES OF MISCONDUCT

Potential violations of this policy will be investigated and, when substantiated, appropriate action will be taken to ensure the safety and security of the work environment. Such action may include disciplinary action up to and including termination of the City employment and/or criminal prosecution.

12. TRAINING

The City of Oakley intends to make training available to employees to assist with the identification of risk factors associated with workplace violence and in the proper handling of emergency situations, so as to minimize the threat of violent incidents occurring in the workplace.

13. RECORD KEEPING

Record keeping for workplace security training will be retained by Human Resources.



Workplace Violence Inspection Checklist

Department Area Inspected: City Hall
 Inspectors: Chris Thorsen, Chief of Police

Description of Inspection		Satisfactory		
STAFFING				
1	Is there someone responsible for building security? Notes: Police Department	Yes	No	Sometimes
2	Are workers told who is responsible for security? Notes: Generally assumed to be the police	Yes	No	Sometimes
3	Is adequate and trained staffing available to protect workers against assaults or other violence? Notes:	Yes	No	Sometimes
4	Is there a "buddy system" for when workers are in potentially dangerous situations? Notes:	Yes	No	Sometimes
5	Are there trained security personnel accessible to workers in a timely manner? Notes: PD staff via alarm	Yes	No	Sometimes
6	Do security personnel have sufficient authority to take all necessary action to ensure worker safety? Notes:	Yes	No	Sometimes
7	Are security personnel provided outside the building? Notes: Officers on patrol	Yes	No	Sometimes
8	Is the parking lot attended or otherwise secure? Notes:	Yes	No	Sometimes
9	Are security escorts available to walk employee to & from the parking lot? Notes: Upon request	Yes	No	Sometimes
TRAINING				
1	Are workers trained in the emergency response plan (for example, escape routes, notifying the proper authorities)? Notes: Emergency Action Plan Training offered 2/18/15	Yes	No	Sometimes
2	Are workers trained to report violent incidents or threats? Workplace Violence Prevention Training offered 8/23/16 Notes:	Yes	No	Sometimes

3	Are workers trained in how to handle difficult clients or patients? Notes: Yes. Workplace Violence Prevention Training offered 8/23/16	Yes	No	Sometimes
4	Are workers trained in ways to prevent or defuse potentially violent situations? Notes: Yes. Workplace Violence Prevention Training offered 8/23/16	Yes	No	Sometimes
5	Are workers trained in personal safety and self-defense? Notes:	Yes	No	Sometimes
FACILITY DESIGN				
1	Are there enough exits and adequate routes of escape? Notes:	Yes	No	Sometimes
2	Can exit doors be opened only from the inside to prevent unauthorized entry? Notes:	Yes	No	Sometimes
3	Is the lighting adequate to see clearly in indoor areas? Notes:	Yes	No	Sometimes
4	Are there employee-only work areas that are separate from public areas? Notes: Counter only, it is a mental block, but not a physical barrier	Yes	No	Sometimes
5	Is access to work areas only through a reception area? Notes:	Yes	No	Sometimes
6	Are reception and work areas designed to prevent unauthorized entry? Notes: Front Admin Area- Yes; Building Services- No	Yes	No	Sometimes
7	Could someone hear a worker call for help? Notes:	Yes	No	Sometimes
8	Can workers observe clients in waiting areas? Notes:	Yes	No	Sometimes
9	Are waiting & work areas free of objects that could be used as weapons? Notes: Chairs	Yes	No	Sometimes
10	Are chairs and furniture secured to prevent use as weapons? Notes:	Yes	No	Sometimes

11	Is furniture in waiting and work areas arranged to prevent employees from becoming trapped? Notes:	Yes	No	Sometimes
12	Are patient or client areas designed to maximize comfort and minimize stress? Notes:	Yes	No	Sometimes
13	Is a secure place available for employees to store their personal belongings? Notes: Employees have a lockable desk	Yes	No	Sometimes
14	Are private, locked restrooms available for staff? Notes: Private, but not lockable	Yes	No	Sometimes
SECURITY MEASURES				
1	Physical barriers (Plexiglass partitions, elevated counters to prevent people from jumping over them, bullet-proof customer windows, etc.)? Notes: PD-Yes, City Hall- No	Yes	No	Sometimes
2	Security Cameras or closed circuit TV in high-risk areas? Notes:	Yes	No	Sometimes
3	Panic buttons (portable or fixed)? Notes:	Yes	No	Sometimes
4	Alarm systems? Notes:	Yes	No	Sometimes
5	Metal detectors? Notes:	Yes	No	Sometimes
6	X-ray machines? Notes:	Yes	No	Sometimes
7	Door locks? Notes:	Yes	No	Sometimes
8	Phones with an outside line programmed to call 911? Notes:	Yes	No	Sometimes
9	Security mirrors (convex mirrors)? Notes:	Yes	No	Sometimes
10	Secured entry (buzzers)? Notes: PD side only	Yes	No	Sometimes
11	Personal alarm devices? Notes:	Yes	No	Sometimes
OUTSIDE THE FACILITY				
1	Do workers feel safe walking to and from the workplace? Notes:	Yes	No	Sometimes
2	Are the entrances to the building clearly visible from the street? Notes:	Yes	No	Sometimes

3	Is the area surrounding the building free of bushes or other hiding places? Notes:	Yes	No	Sometimes
4	Is video surveillance provided outside the building? Notes:	Yes	No	Sometimes
5	Is there enough lighting to see clearly outside the building? Notes:	Yes	No	Sometimes
6	Are all exterior walkways visible to security personnel? Notes:	Yes	No	Sometimes
7	Is there a nearby parking lot reserved for employees only? Notes: Assumed to be the section by engineering, plus the corp yard & a dedicated P.D. section.	Yes	No	Sometimes
8	Is there enough lighting to see clearly in the parking lot and when walking to the building? Notes:	Yes	No	Sometimes
9	Have neighboring facilities and business experienced violence or crime? Notes:	Yes	No	Sometimes
WORKPLACE PROCEDURES				
1	Is public access to the building controlled? Notes:	Yes	No	Sometimes
2	Are floor plans posted showing building entrances, exits and location of security personnel? Notes:	Yes	No	Sometimes
3	Are these floor plans visible only to staff and not to outsiders? Notes:	Yes	No	Sometimes
4	Is other emergency information posted, such as telephone numbers? Notes:	Yes	No	Sometimes
5	Are special security measures taken to protect people who work late a night (escorts, locked entrances, etc.)? Notes:	Yes	No	Sometimes
6	Are visitors or clients escorted to offices for appointments? Notes:	Yes	No	Sometimes
7	Are authorized visitors to the building required to wear ID badges? Notes:	Yes	No	Sometimes

8	Are identification tags required for staff (omitting personal information such as the person's last name and social security number)? Notes:	Yes	No	Sometimes
9	Are workers notified of past violent acts by particular clients, patients, etc.? Notes: No formal process	Yes	No	Sometimes
10	Is there an established liaison with local police? Notes:	Yes	No	Sometimes
11	Are patients or clients in waiting areas clearly informed how to use the department's services so that they will not become frustrated? Notes:	Yes	No	Sometimes
12	Are waiting times for patient or client services kept short to prevent frustration? Notes:	Yes	No	Sometimes
13	Are broken windows and locks repaired promptly? Notes:	Yes	No	Sometimes
14	Are security devices (locks, cameras, alarms, etc.) tested on a regular basis and repaired promptly when necessary? Notes:	Yes	No	Sometimes
FIELD WORK				
STAFFING				
1	Is there adequate staffing in the field? Notes:	Yes	No	Sometimes
2	Are escorts or "buddies" provided for people who work in potentially dangerous situations? Notes:	Yes	No	Sometimes
3	Is assistance provided to workers in the field in a timely manner when requested? Notes:	Yes	No	Sometimes
TRAINING				
1	Are workers briefed about the area in which they will be working (gang colors, neighborhood culture, language, drug activity etc.)? Notes:	Yes	No	Sometimes
2	Can workers effectively communicate with people they meet in the field (same language, etc.)? Notes:	Yes	No	Sometimes
3	Are people who work in the field late at night or early mornings advised about special precautions to take? Notes:	Yes	No	Sometimes

WORK ENVIRONMENT				
1	Is there enough lighting to see clearly in all areas where workers must go? Notes:	Yes	No	Sometimes
2	Are there safe places for workers to eat, use the restroom, store valuables, etc? Notes:	Yes	No	Sometimes
3	Are there places where workers can go for protection in an emergency? Notes: EAC designates the civic center park	Yes	No	Sometimes
4	Is safe parking readily available for workers in the field? Notes:	Yes	No	Sometimes
SECURITY MEASURES				
1	Are employees provided two-way radios, pagers, or cellular phones? Notes:	Yes	No	Sometimes
2	Are employees provided with personal alarm devices or portable panic buttons? Notes:	Yes	No	Sometimes
3	Are vehicle door and window locks controlled by a driver? Notes:	Yes	No	Sometimes
4	Are vehicles equipped with physical barriers (Plexiglas partitions, etc.)? Notes: P.D. vehicles	Yes	No	Sometimes
WORK PROCEDURES				
1	Are workers given maps and good directions covering the areas where they will be working? Notes:	Yes	No	Sometimes
2	Are workers given alternative routes to use in neighborhoods with a high crime rate? Notes: N/A	Yes	No	Sometimes
3	Does a policy exist to allow workers to refuse service to clients or customers (in the home, etc.) in a hazardous situation? Notes: verbally communicated not formal	Yes	No	Sometimes
5	Do workers avoid carrying unnecessary items which someone could use as a weapon against them? Notes:	Yes	No	Sometimes
6	Is a safe vehicle or other transportation provided by the employer for use in the field? Notes:	Yes	No	Sometimes
7	Are vehicles used in the field routinely inspected and kept in good working order? Notes:	Yes	No	Sometimes

8	Is there always someone who knows where each worker is? Notes:	Yes	No	Sometimes
9	Are name tags required for workers in the field (omitting personal information such as a last name and social security number)? Notes:	Yes	No	Sometimes
Are special precautions taken when workers:				
1	Perform "enforcement" functions (parking control officers, inspectors, etc.)? Notes: P.D. - Yes/ Code Enforcement?	Yes	No	Sometimes
2	Have to take something away from people (remove children from the home, turn off utilities, etc.)? Notes:	Yes	No	Sometimes
3	Have contact with people who behave violently? Notes:	Yes	No	Sometimes
4	Use vehicles or wear clothing marked with the name of an organization that the public may strongly dislike? Notes:	Yes	No	Sometimes
5	Perform duties inside people's homes? Notes:	Yes	No	Sometimes
6	Have contact with dangerous animals (dogs, etc.)? Notes:	Yes	No	Sometimes

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