



# WORKPLACE VIOLENCE PREVENTION PLAN POLICY AND PROCEDURES

**Administrative Policy and Procedures**  
**October 17, 2024**

## Workplace Violence Prevention Plan Policy and Procedures

**Authorizing Manager:** Laura Guglielmo, Assistant Executive Officer

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**Approval Level:** Santos H. Kreimann, Chief Executive Officer

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### I. POLICY

LACERA is committed to providing a safe, healthy, and accessible work environment for all Staff Members, members, and visitors. We strictly prohibit violent behavior or threats of violence, whether implied or direct at LACERA, off-site work-related activities, and LACERA-sponsored events.

- 1. Prohibition of Workplace Violence:** Any form of violent behavior, threats, intimidation, harassment, or any conduct that instills fear or harm to others is not acceptable. LACERA Staff Members found to engage in such conduct will face disciplinary action, which may include dismissal and potential criminal prosecution. LACERA may also take legal action against Non-Staff Members for violent threats or actions.
- 2. Active Prevention and Response:** LACERA actively prevents Workplace Violence through regular risk assessments, staff training, evaluation of any workplace violence incidents, and the implementation of a Workplace Violence Prevention Program (WVPP). This program is designed in collaboration with Staff Members to ensure a comprehensive approach to workplace safety.
- 3. Investigation and Reporting:** All complaints and incidents of Workplace Violence will be thoroughly investigated. LACERA maintains a Violent Incident Log and ensures that all staff are trained in how to report incidents and concerns effectively. We encourage open communication and the prompt reporting of any violent incidents or threats.
- 4. Non-Retaliation:** Retaliation against any individual who reports or assists in the investigation of Workplace Violence or threats is strictly prohibited. LACERA is committed to protecting the rights of those who come forward to report concerns in good faith.

By adhering to these policies, LACERA reaffirms its commitment to maintaining a workplace that values the safety, dignity, and well-being of every Staff Member.

## II. PURPOSE

The purpose of LACERA's Workplace Violence Prevention Plan ("WVPP") is to establish, implement, and maintain an effective WVPP pursuant to [Labor Code section 6401.9](#). The WVPP also addresses the safety hazards associated with the five types of Workplace Violence discussed below. Specifically, the WVPP outlines the procedures to comply with the statutory requirements:

1. Maintain and record information in a Violent Incident Log for every incident of Workplace Violence, as defined below;
2. Provide training to Staff Members on preventing Workplace Violence, including but not limited to LACERA's WVPP;
3. Maintain records of the following: (a) Workplace Violence hazards, (b) Staff Members' training on Workplace Violence Prevention, (c) Violent Incident Logs, and (d) the investigation of any incident of Workplace Violence; and
4. Ensure records are made available to the California Occupational Safety and Health Administration (Cal/OSHA), Staff Members, and any authorized representatives as requested, permitted, or required.

## III. SCOPE

### A. Workplace

The WVPP shall apply to all LACERA Workplaces, as defined below.

### B. Staff Members

The WVPP applies to all LACERA permanent full-time and part-time Staff Members, temporary Staff Members, and permanent and short-term third-party contractors.

## IV. DEFINITIONS

For the purpose of the WVPP, the terms below have the following definitions:

**Access:** The right and opportunity to request, examine, and receive a copy of the WVPP.

**Corrective Actions:** A set of measures implemented by LACERA to investigate, address, and resolve instances of Workplace Violence or related misconduct. This can encompass a range of remedial actions, including but not limited to investigation, additional training, reassignment of job duties, changes in Workplace policies, repairs, or other strategies aimed at preventing further incidents and maintaining a safe work environment.

## IV. DEFINITIONS (Continued)

**Designated Representative:** Any individual or organization to whom a Staff Member gives Written Authorization to exercise a right of Access, as permitted or required. A recognized or certified collective bargaining agent shall be considered a Designated Representative for the purpose of Access to the WPPP.

**Emergency or Emergencies:** Unanticipated circumstances that can be life-threatening or pose a risk of significant injuries to Staff Members or other persons.

**Engineering Controls:** An aspect of the built space or a device that removes a hazard from the Workplace or creates a barrier between the worker and the hazard. Engineering Control strategies may include: (a) using physical barriers (such as enclosures or guards) or door locks to reduce Staff Member exposure to the hazard; (b) security cameras; (c) panic buttons; (d) improved or additional lighting; and (e) more accessible exits (where available and/or appropriate).

**Other Employers:** Any organization, company, or business entity that operates within or interacts within the same physical work environment, shares Staff Members, or engages in business partnerships with LACERA. Other Employers encompass contractors, subcontractors, vendors, suppliers, temporary staffing agencies, and any other external parties whose employees may be present at or engage with the Workplace as defined below.

**Threat of Violence:** Any verbal or written statement, including, but not limited to, texts, electronic messages, social media messages, or other online posts. Any behavior or physical conduct, that conveys an intent or that is reasonably perceived as an intent, to cause physical harm. Any behavior or physical conduct that places someone in fear of physical harm.

**Workplace:** A location or environment where Staff Members interact for work-related purposes, including common areas, break rooms, parking lots, and off-site locations where LACERA business activities occur. It can include a variety of settings such as LACERA Gateway Plaza offices, Los Angeles County facilities, and remote work locations.

**Workplace Violence:** Any act of violence or Threat of Violence that occurs in LACERA's covered Workplace. It includes, but is not limited to, the following:

- The threat or use of physical force against a Staff Member that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the Staff Member sustains an injury; and
- An incident involving a threat of or actual use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the Staff Member sustains an injury.

## IV. DEFINITIONS (Continued)

- The following are five (5) types of Workplace Violence, including those as defined by Labor Code section 6401.9:
  1. **Type 1 violence:** Workplace Violence committed by a person who has no legitimate business at the Workplace and includes violent acts by anyone who enters the Workplace or approaches Staff Members with the intent to commit a crime.
  2. **Type 2 violence:** Workplace Violence directed at Staff Members by contractors, members, visitors, or any other third parties.
  3. **Type 3 violence:** Workplace Violence against Staff Members by a present or former Staff Member, 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 a Staff Member.
  5. **Type 5 violence:** (Ideological Violence) – Violence perpetrated against a workplace or organization that represents an ideology that opposes that of an extremist or value-driven individual or group and the workplace or organization becomes a target for violence. This type of violence is a subset of terrorism.

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

**Workplace Violence Prevention Committee (Committee):** Staff Members responsible for implementing and administering the WVPP.

**Work Practice Controls:** Procedures and rules used to effectively reduce Workplace Violence hazards.

**Written Authorization:** A written request provided to the LACERA WVPP Committee containing the following information:

- A. The name and signature of the Staff Member authorizing a representative to Access the WVPP;
- B. The date of the request;
- C. The name of the Designated Representative (individual or organization) authorized to receive the WVPP on the Staff Member's behalf; and

#### IV. DEFINITIONS (Continued)

D. The date upon which the Written Authorization will expire if less than one (1) year.

**WVPP:** The Workplace Violence Prevention Plan required by [Labor Code section 6401.9](#).

**Violent Incident Log:** The Violent Incident Log is required by [Labor Code section 6401.9, taking care to include the information and omit other information as described in Labor Code section 6401.9\(d\)\(1\) and \(2\)](#).

#### V. ROLES AND RESPONSIBILITIES

Job Title/Position	WVPP Responsibilities
CEO	<ul style="list-style-type: none"> <li>• Overall responsibility for the WVPP</li> <li>• Approves the final WVPP and any major changes</li> </ul>
HR Director	<ul style="list-style-type: none"> <li>• Responsible for Staff Member participation and training</li> <li>• Investigate and resolve reports of alleged workplace violence or threats</li> </ul>
Health and Safety Officer	<ul style="list-style-type: none"> <li>• Responsible for Emergency response</li> <li>• Hazard identification</li> <li>• Conducts safety inspections</li> <li>• Coordinates Emergency response procedures</li> <li>• Establish and coordinate engineering controls</li> <li>• Conduct workplace violence safety surveys</li> <li>• Conducts WVPP training during the new hire orientation</li> </ul>
Managers/ Supervisors	<ul style="list-style-type: none"> <li>• Responsible for implementing, communicating, and maintaining the WVPP in their work areas</li> <li>• Staff Members' questions about the WVPP</li> <li>• Reporting any Workplace Violence incidents within 24 hours of becoming aware of them</li> </ul>
Staff Members	<ul style="list-style-type: none"> <li>• Responsible for learning the WVPP and program</li> <li>• Participate in WVPP training</li> <li>• Promote a non-violent Workplace with co-workers, management, vendors, and visitors</li> <li>• Identify and report any verbal threats of violence or physical acts of violence</li> </ul>

## **VI. THE WORKPLACE VIOLENCE PREVENTION PLAN**

### **A. Access**

At all times, LACERA makes the WVPP available and accessible to all Staff Members, Designated Representatives, and Cal/OSHA representatives.

#### **1. Staff Members**

LACERA will provide Access to the WVPP to Staff Members as follows:

- a. LACERA has made and will continue to make the WVPP available through the LACERA Intranet site, <https://4lacera.sharepoint.com/sites/LACERAConnect>, where the Staff Members can review, print, and email the current version of the WVPP; and
- b. Hazard assessment records, WVPP training records, and Violent Incident Logs will be made available to Staff Members, upon request, and without cost, for examination and copying within 15 calendar days from the date the request was submitted to the [WVPP Committee](#).

#### **2. Designated Representatives**

- a. LACERA will make the WVPP available and provide Access to Designated Representatives in a manner consistent with Section VI(A)(1) of LACERA's WVPP after the Staff Member provides Written Authorization to LACERA.
- b. Hazard assessment records, WVPP training records, and Violent Incident Logs will be made available to Designated Representatives, upon request, and without cost, for examination and copying within 15 calendar days from the date the request was submitted to the WVPP Committee (insert e-mail address).

#### **3. Cal/OSHA Representatives**

LACERA will make the WVPP available to Cal/OSHA representatives upon request for examination and copying.

### **B. Implementation**

#### **1. Workplace Violence Prevention Coordinator**

The Assistant Executive Officer, Business Services Group, shall serve as LACERA's Workplace Violence Prevention Coordinator and is authorized to and responsible for

## **VI. THE WORKPLACE VIOLENCE PREVENTION PLAN (Continued)**

implementing the WVPP and serving as the Chair of LACERA's Workplace Violence Prevention Committee ("Committee").

### **2. Health and Safety Officer**

Specifically, the Health and Safety Officer is responsible for the following:

- a. Establishing and coordinating Work Practice Controls;
- b. Establishing and coordinating Engineering Controls; and
- c. Responding to reports of Workplace Violence incidents and Workplace Violence hazards, including investigating incidents of Workplace Violence and Workplace Violence hazards.

### **3. Workplace Violence Prevention Committee**

LACERA established a Workplace Violence Prevention Committee ("WVPP Committee") to assess LACERA's Workplace Violence hazards and determine the preventative and Corrective Actions that need to be taken.

The WVPP Committee shall be comprised of the following individuals:

- a. Administrative Services Division Manager
- b. Administrative Services Officer
- c. Assistant Executive Officers
- d. Health and Safety Officer
- e. Legal Division Senior Staff Counsel for Employment Matters
- f. Workplace Violence Prevention Coordinator
- g. Union Steward

The WVPP Committee shall undertake the following:

- a. Meet regularly, but not less than quarterly;

## VI. THE WORKPLACE VIOLENCE PREVENTION PLAN (Continued)

- b. Prepare and make available to any affected Staff Member, the records of the Workplace Violence issues discussed at the WVPP Committee meetings and maintained for review by Cal/OSHA upon request; and
- c. Review the results of LACERA's periodic, scheduled Workplace inspections;
- d. Review investigations of Workplace Violence and their causes, and where appropriate, submit suggestions to Executive Management for preventing future incidents;
- e. Review investigations of alleged Workplace Violence hazards brought to the attention of any WVPP Committee member. When determined necessary by the WVPP Committee, the WVPP Committee may conduct its own inspection and investigation to assist in remedial solution(s);
- f. Submit recommendations to assist in the evaluation of Staff Member's safety suggestions;
- g. Upon request from Cal/OSHA, verify abatement action taken by LACERA to abate citations issued by Cal/OSHA;
- h. Provide updates to the WVPP;
- i. Prepare and implement Workplace Violence training after the initial training;
- j. At a minimum, review the WVPP under the following circumstances: (a) annually; (b) when a deficiency is observed or reported; and (c) after a Workplace Violence incident.
  - i) A review of the WVPP should include the following: (a) a review of the Violent Incident Log; (b) a review of Staff Members comments and feedback on the WVPP; (c) a review of other records; and (d) a physical inspection of the Workplace.
  - ii) Following the review, report any revisions to the Plan to all Staff Members; and
- k. Otherwise monitor compliance with all applicable provisions of the WVPP.

## **VI. THE WORKPLACE VIOLENCE PREVENTION PLAN (Continued)**

### **B. Obtaining Active Involvement in Developing and Implementing the Plan**

LACERA encourages the active involvement of all Staff Members in developing and implementing the WVPP through and by the measures discussed in the sections below.

#### **1. Identifying, Evaluating, Reporting, and Correcting Workplace Violence Hazards**

LACERA encourages the active involvement of Staff Members in identifying, evaluating, reporting, and correcting Workplace Violence hazards by the following means:

- a. Regular meetings of the WVPP Committee to identify, evaluate, and correct Workplace Violence hazards. WVPP Committee meetings are open to Staff Members; however, non-confidential matters will be discussed in the general meeting, but a discussion regarding confidential matters will take place in closed sessions with key stakeholders;
- b. Conduct quarterly announcements during the All-Staff brown bag meetings, ensuring discussions are documented in the meeting notes and posted on LACERA Connect. During these meetings, Workplace Violence hazards shall be openly and freely discussed, consistent with legal limits. Such meetings shall be regular, scheduled, and announced to all Staff Members to achieve maximum attendance;
- c. The Health and Safety Officer will survey Staff Members regarding the identification, evaluation, and correction of any Workplace Violence hazards;
- d. Provide a means by which Staff Members may provide anonymous feedback regarding the identification, evaluation, and correction of any Workplace Violence hazards; and
- e. Provide a means by which Staff Members shall report potential Workplace Violence hazards that LACERA will evaluate, mitigate, and remediate as indicated.

#### **2. Designing and Implementing Training**

LACERA encourages the active involvement of Staff Members in designing and implementing training consistent with the requirements of Labor Code section 6401.9 through and by the following means:

- a. Regular meetings of the WVPP Committee;

## **VI. THE WORKPLACE VIOLENCE PREVENTION PLAN (Continued)**

- b. Provide opportunities for Staff Members to identify daily activities they reasonably believe put them at the most risk for Workplace Violence (e.g. Workplace Violence Risk Questionnaires and Surveys) and address those activities within the training;
- c. Authorize sufficient time and resources to facilitate Staff Member participation in training, including holding training sessions during regular working hours; and
- d. Establish surveys to evaluate the effectiveness of the training and authorize sufficient time and resources following each training to ensure Staff Members can complete the evaluation. LACERA shall adapt the training based on the results of these evaluations.

### **3. Reporting and Investigating Workplace Violence Incidents**

LACERA encourages the active involvement of Staff Members in reporting Workplace Violence incidents through the following means:

- a. Regular meetings by the WVPP Committee which is charged with reviewing investigations of Workplace Violence incidents and hazards;
- b. Staff Members are invited to provide input regarding Workplace Violence incidents, hazards, or related issues during the open comments period of WVPP Committee meetings;
- c. Staff Members who experience, witness, or become aware of a violent incident, threat, or other Workplace Violence concern in which there is an immediate safety threat to themselves or others, or where a serious injury has occurred, shall immediately report the incident to law enforcement, security, and/or Emergency medical services without fear of retaliation;
- d. Strongly encourage any Staff Members who experience, witness, or become aware of a violent incident, threat, or other Workplace Violence concern to immediately report the facts and circumstances of the violent incident, threat, or other Workplace Violence concern to their Supervisor, Manager, WVPP Committee, or the Director of Human Resources;
- e. Any Staff Member who experiences, witnesses, or becomes aware of a violent incident, threat, or other Workplace Violence concern have a duty to report and cooperate in the investigation of the violent incident, threat, or other Workplace Violence concern;

## **VI. THE WORKPLACE VIOLENCE PREVENTION PLAN (Continued)**

- f. Ensure that Staff Members are not retaliated against for reporting or participating in investigations of Workplace Violence incidents;
- g. Allocate adequate resources and training for Staff Members to appropriately recognize Workplace Violence concerns; and
- h. Provide coverage, if necessary, so Staff Members can immediately report a concern of Workplace Violence during their regularly scheduled work hours and participate in investigations.

### **B. Coordination with Other Employers and the Office of the Building**

LACERA's Workplace Violence Prevention Coordinator will coordinate the implementation of the WVPP with Other Employers and the Office of the Building in order to ensure that those employers and Staff understand their respective roles, as provided in the WVPP.

- 1. LACERA will provide all Staff Members of Other Employers and the Office of the Building Staff Members with a copy of the WVPP.
- 2. Workplace Violence incidents involving any Staff Members identified above are reported, investigated, and recorded in a Violent Incident Log, and a copy of that log shall be provided upon request.

### **C. Compliance**

LACERA will ensure compliance with the WVPP by the measures discussed in this section.

#### **1. Expectations of Staff Members Regarding Compliance with the Plan**

##### **a. Staff Members**

All Staff Members should be familiar with the WVPP and its requirements and are required to acknowledge receipt and review of the WVPP annually (following initial review at new hire orientation).

All Staff Members are responsible for using safe work practices, following all directives, policies, and procedures, and assisting LACERA in maintaining a safe and secure work environment.

All Staff Members are required to know, understand, and adhere to the safety rules that apply to their Workplace and the work they perform.

## **VI. THE WORKPLACE VIOLENCE PREVENTION PLAN (Continued)**

All Staff Members are strongly encouraged to report any violations of the WVPP, or any Workplace Violence incidents or risks as indicated in this policy.

### **b. Managers and Supervisors**

Managers and Supervisors are responsible for implementing and maintaining the WVPP in their respective work areas and for ensuring that all Staff Members adhere to the safety rules that apply in these work areas.

Managers and Supervisors are responsible for answering questions Staff Members may have about the Plan and its requirements, directing Staff Members to Human Resources as indicated, or directing Staff Members to other resources to answer any questions regarding the WVPP.

Managers and Supervisors are required to report any Workplace Violence incidents within 24 hours of becoming aware of the situation, using the ServiceNow Employee Conduct reporting application. [Add link]

All Managers and Supervisors shall adhere to the WVPP's strict policy of and commitment to non-retaliation for any Workplace Violence incident or risk reported by Staff Members.

## **2. Methods to Ensure Compliance**

### **a. Training of Staff Members on WVPP Requirements**

LACERA shall ensure compliance with the WVPP by providing new Staff Members with training as described in Labor Code section 6401.9 during new hire orientation, and all Staff Members every two years as discussed in the WVPP.

### **b. Enforcement of the Plan Requirements and Discipline for Non-Compliance**

Managers and Supervisors will enforce the rules and requirements related to the WVPP fairly and uniformly.

Staff Members who do not comply with the safety rules and requirements set forth in the WVPP may be subject to discipline, up to and including termination.

Managers and Supervisors who do not enforce the safety rules and requirements related to the Plan, do not enforce them fairly and uniformly, or who retaliate against

## **VI. THE WORKPLACE VIOLENCE PREVENTION PLAN (Continued)**

Staff Members for reporting Workplace safety or violence concerns or for participating in investigations may be subject to discipline, up to and including termination.

### **D. Communicating to Staff Members about Workplace Violence**

We recognize that open, two-way communication between management, Staff Members, 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 Members in a form that is readily understandable by all Staff Members, and consists of one or more of the following:

1. New hire orientation includes Workplace Violence prevention policies and procedures;
2. Workplace Violence prevention training programs;
3. Regularly scheduled meetings that address security issues and potential Workplace Violence hazards;
4. Effective communication between Staff Members and Supervisors about Workplace Violence prevention and violence concerns;

For example, ensure that Supervisors and Staff Members can communicate about the WVPP and Workplace violence risks or incidents effectively;

5. Posted or distributed Workplace Violence prevention information and how to access reporting channels; and
6. Maintaining accessible channels for Staff Members to report a violent incident, threat, workplace hazard, or other Workplace Violence concern to LACERA or law enforcement without fear of reprisal or adverse action. Communicating to Staff Members how to access reporting channels and to whom violent incidents or risks should be reported, depending on the imminence or severity of harm associated with the incident or risk.

a. Examples:

- i. Staff Members can anonymously report a violent incident, threat, or other violence concerns [ADD LINK].
- ii. Provide contact information for who to call for Emergency response.

## **VI. THE WORKPLACE VIOLENCE PREVENTION PLAN (Continued)**

7. Staff Members will not be prevented from accessing their mobile or other communication devices to seek Emergency assistance, assess the safety of a situation, or communicate with a person to verify their safety. Staff Member's 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 or safety measures to be implemented.
8. LACERA's procedures for communicating to Staff Members regarding Workplace Violence incidents shall include, reporting the progress of investigations, results of investigations, any Corrective Actions taken, and or safety measures implemented while protecting the privacy of affected and/or involved Staff Members;
9. Communicating to Staff Members about the prohibition of retaliating against Staff Members who report or participate in the investigation of Workplace Violence incidents.

### **E. Reporting Workplace Violence**

Staff Members may report all threats or acts of Workplace Violence incidents through any of the following means:

1. Reporting the incident to any Manager or Supervisor verbally or in writing;
2. Reporting the incident to the Director of Human Resources or other WVPP Committee members;
3. Reporting the incident to a Designated Representative, who will facilitate a report to LACERA. LACERA will respond to the report after receiving the report from the Designated Representative;
4. Reporting by completing and submitting a physical or electronic form to Human Resources.

### **F. Acceptance of and Response to Reports of Workplace Violence**

Applicable members of the WVPP Committee will accept and respond to all reports of Workplace Violence.

#### **1. Immediate Response**

## **VI. THE WORKPLACE VIOLENCE PREVENTION PLAN (Continued)**

Immediately following a report of Workplace Violence, LACERA will strive to respond promptly by providing first aid and emergency care to any injured Staff Members, calling Emergency Responders (911) and or law enforcement, and taking any measures necessary to prevent further injuries to other Staff Members, if possible.

LACERA will ensure that any injured Staff Members receive prompt medical evaluation and treatment and that injured Staff Members are provided transportation to receive medical care if such care is not provided onsite.

### **2. Investigating the Report of Workplace Violence**

LACERA shall investigate reports of Workplace Violence as provided in the following section.

Key stakeholders from the LACERA Incident Response Team (LIRT) will be promptly notified of any workplace violence incident. This notification will ensure that all relevant parties are aware of the situation and can take appropriate action to address and mitigate the incident. The notification process will include detailed information about the incident.

Official law enforcement duties may require access to LACERA's spaces or the parking structure. This access is essential for activities such as delivering court orders to LACERA or non-LACERA personnel and conducting investigations involving Staff Members. It is LACERA's policy to facilitate such access to Staff Members during business hours, in alignment with the requirements of these official duties.

### **3. Non-Retaliation**

LACERA maintains a strict non-retaliation policy and shall not take any adverse action against any Staff Member who reports Workplace Violence or who participates in any investigation of a Workplace Violence incident.

## **G. Temporary Restraining Orders**

When Staff Members have suffered unlawful violence or a credible Threat of Violence from any individual, LACERA will determine whether it will send a cease and desist letter, attempt to obtain a Temporary Restraining Order ("TRO") on behalf of affected Staff, or pursue other legal options. Alternatively, Staff Members and/or their representative have the right to file a TRO or obtain relief through other legal means.

## **VI. THE WORKPLACE VIOLENCE PREVENTION PLAN (Continued)**

LACERA shall not take adverse action against any Staff Members who take time off from work in order to seek a TRO or to obtain other assistance to help safeguard the “health, safety, or welfare” of the Staff Members or their family members based on such conduct.

Staff Members shall provide LACERA with reasonable and advance notice of their intention to take time off from work for either of these purposes if feasible. If advance notice is not feasible, Staff Members must provide a medical certification or court documents to LACERA within 10 business days after the absence(s).

### **H. Investigation of Workplace Violence**

LACERA shall respond to reports of Workplace Violence or a Threat of Violence by promptly initiating an investigation, as applicable.

LACERA’s investigation of Workplace Violence or a Threat of Violence may be conducted internally or through an outside independent investigator and include, but not necessarily be limited to, the following steps or measures, as applicable:

1. Gather facts regarding who, what, when, where, and how the incident occurred;
2. Obtain witness statements;
3. Obtain photographic, video, or any other electronic evidence of damage or injuries, where appropriate;
4. Consultation with the affected Staff Members, witnesses, and WVPP Committee members to identify potential contributing causes;
5. Assessment of any Threat of Violence, identifying the following, as applicable and to the extent the information is known by LACERA:
  - a. The exact nature and context of the threat and/or threatening behavior;
  - b. The identified target;
  - c. The person’s apparent motivation;
  - d. The person’s ability to carry out the threat; and
  - e. The person’s background, including work history, criminal record, mental health history, and past behavior on the job.

## **VI. THE WORKPLACE VIOLENCE PREVENTION PLAN (Continued)**

Investigation and all other actions under any section of the WVPP may be overseen or conducted by or in consultation with legally privileged means, such as by internal or external attorneys and their vendors.

Following an investigation, LACERA may take the following measures, as applicable:

1. Notify the affected Staff Members of the conclusion of the investigation, while protecting applicable legal privilege and the privacy of affected and/or involved Staff Members;
2. Collaboration with the WVPP Committee to recommend Corrective Action or implement remedial safety measures;
3. Implement changes in Engineering Controls, procedures, or policies, if appropriate; and/or
4. Establish updated Work Practice Controls, if necessary.

All Workplace Violence incidents shall be subsequently documented in the Violent Incident Log within 24 hours of being reported.

### **I. Prohibition on Retaliation**

LACERA has implemented the following measures to prevent and prohibit retaliation against those who report Workplace Violence, a Threat of Violence, or hazards related to Workplace Violence, or who participate in the investigation of such incidents or hazards:

1. LACERA responds to reports of Workplace Violence, a Threat of Violence, or hazards related to Workplace Violence in a prompt and timely manner;
2. LACERA provides Staff Members multiple channels by which to report incidents, hazards, or concerns, including anonymously and through or by a Designated Representative;
3. Managers and Supervisors shall not retaliate against any Staff Members who report Workplace Violence, a Threat of Violence, or hazards related to Workplace Violence, or any Staff Members who participate in the investigation of such incidents or hazards; and
4. LACERA trains and regularly communicates to all Staff Members that retaliation against any Staff Members who report Workplace Violence, a Threat of Violence, or

## **VI. THE WORKPLACE VIOLENCE PREVENTION PLAN (Continued)**

hazards related to Workplace Violence, or any Staff Members who participate in the investigation of such incidents or hazards is expressly and strictly prohibited; and there are consequences, such as discipline, for any retaliation against such Staff Members.

### **J. Identification, Evaluation, and Correction of Workplace Violence Hazards**

LACERA shall undertake all necessary actions to identify, evaluate, and correct Workplace Violence hazards.

#### **1. Identification of Workplace Violence Hazards**

LACERA shall undertake all necessary actions to identify Workplace Violence hazards.

LACERA shall conduct inspections of its Workplace(s) to identify Workplace Violence hazards. Specifically, LACERA's Health and Safety Unit shall conduct inspections under the following circumstances:

- a. When the WVPP is first established;
- b. After each Workplace Violence incident;
- c. Whenever LACERA is made aware of a new or previously unrecognized hazard; and
- d. Every three months (quarterly).

Inspections for Workplace Violence hazards include assessing:

- a. The exterior and interior of LACERA headquarters and parking structure for its accessibility to unauthorized individuals;
- b. The need for violence surveillance measures, such as mirrors and cameras;
- c. Procedures for Staff Members' response during a criminal act, including prohibiting Staff Members from confronting violent persons or persons committing a criminal act;
- d. Procedures for reporting suspicious persons or activities;
- e. Effective location and functioning of panic buttons;

## VI. THE WORKPLACE VIOLENCE PREVENTION PLAN (Continued)

- f. Posting of Emergency telephone numbers for law enforcement, fire, and medical services;
- g. Whether Staff Members have Access to a telephone with an outside line;
- h. Whether Staff Members have effective escape routes from LACERA headquarters;
- i. Whether Staff Members have a designated safe area where they can go in an emergency;
- j. Adequacy of LACERA headquarters' security systems, such as door locks and badge readers;
- k. Frequency and severity of threatening or hostile situations that may lead to violent acts by LACERA Members;
- l. Staff Members' skill in safely handling threatening or hostile LACERA Members;
- m. Effectiveness of systems and procedures that warn others of actual or potential Workplace Violence danger or that summon assistance, e.g., Emergency Notification System, panic buttons;
- n. The use of work practices such as the "buddy" system for specified Emergency events;
- o. The effectiveness of communication protocols, including but not limited to communications notifying any potentially impacted Staff Members or divisions regarding threatening or hostile LACERA members or other identified individuals;
- p. Adherence to LACERA's Visitors Policy;
- q. Frequency and severity of Staff Members' reports of threats of physical or verbal abuse by managers, supervisors, or other co-workers; and
- r. Any prior violent acts, threats of physical violence, verbal abuse, property damage, or other signs of distress in the Workplace.

## VI. THE WORKPLACE VIOLENCE PREVENTION PLAN (Continued)

LACERA will initiate an investigation following the identification of a Workplace Violence hazard in order to evaluate the nature of the hazard.

LACERA may undertake the following as part of such investigation, as applicable:

- a. Inspect the scene of an incident as soon as safe and practicable;
- b. Interview witnesses and obtain witness statements;
- c. Examine the Workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator;
- d. Collect photographic, video, or electronic evidence of damage or injuries, where appropriate;
- e. Consult the affected Staff Members, witnesses, and Committee members to identify potential contributing causes;
- f. Determine the cause of the incident;
- g. Take corrective action to prevent similar incidents from occurring;
- h. Record the findings and ensure Corrective Actions are taken;
- i. Obtain any reports completed by law enforcement; and
- j. Document the incident in the Violent Incidence Log.

### 2. Correction of Workplace Violence Hazards

After the identification and investigation of a Workplace Violence hazard, LACERA will take appropriate steps to correct the hazard and prevent or control future hazards by implementing the following measures:

- a. **Substitution:** When possible, LACERA will correct a hazard by eliminating or substituting it with a safer Work Practice Control (“Substitution”).
- b. **Removal of Staff Members:** If a Workplace Violence hazard exists that cannot be immediately corrected without endangering Staff Members or property, LACERA will remove all Staff Members from the work site except those necessary to correct the existing hazard. Staff Members who are necessary to

## VI. THE WORKPLACE VIOLENCE PREVENTION PLAN (Continued)

correct the hazard will be provided with the necessary protection to protect them from the hazard.

- c. **Replacement of Equipment:** If a piece of equipment is hazardous, LACERA will remove it from service and identify it as defective.
- d. **Engineering Controls:** LACERA will apply physical changes to either remove the hazard from the Workplace or create a barrier between Staff Members and the hazard. Based on the nature of the hazard and the needs of the Workplace, Engineering Control strategies may include the following: (a) using physical barriers (such as enclosures or guards) or door locks to reduce Staff Members exposure to the hazard; (b) security cameras; (c) panic buttons; (d) improved or additional lighting; and (e) more accessible exits (where appropriate).
- e. **Work Practice Controls:** LACERA will adjust Work Practice Controls if Substitution or Engineering Controls are impossible or ineffective. Additional Work Practice Controls may be necessary in addition to Substitution and Engineering Controls to prevent future Workplace Violence hazards.
- f. **Training:** LACERA will educate Staff Members about the identified hazards in the annual WVPP training.
- g. **Collaborate with the WVPP Committee:** LACERA will collaborate with the WVPP Committee on different ways to correct hazards.
- h. **Notice to Affected Staff:** LACERA will notify affected Staff Members in writing of the corrective measures that LACERA has implemented to address the Workplace Violence hazard.

## K. Recording Information regarding Workplace Violence Incidents

LACERA will document the identification, investigation, and correction of Workplace Violence hazards and maintain such records for at least five (5) years following the identification, investigation, and correction of such hazards.

LACERA shall record information in the Violent Incident Log for each Workplace Violence incident as follows:

1. The date, time, and location of the incident;
2. The Workplace Violence type or types, involved in the incident;

## **VI. THE WORKPLACE VIOLENCE PREVENTION PLAN (Continued)**

3. A detailed description of the incident;
4. A classification of who committed the violence;
5. A classification of circumstances at the time of the incident;
6. The type of incident;
7. Consequences of the incident; and
8. Information about the person completing the log, including, their name, job title, and the date completed.

Information that is recorded in the Log for each incident shall be based on information solicited from the Staff Member who experienced Workplace Violence, witness statements, and investigation findings.

### **L. Responding to Workplace Violence Emergencies**

LACERA will use the Emergency Notification System (ENS) and Microsoft Teams to alert Staff Members of the presence, location, and nature of Workplace Violence Emergencies.

Following a Workplace Violence Emergency, a notification through the ENS will include the following information:

1. Existence/presence of a Workplace Violence Emergency;
2. Location of a Workplace Violence Emergency;
3. Nature of the Workplace Violence Emergency; and
4. Appropriate response procedures for Staff Members.

LACERA has developed the following evacuation and/or sheltering plan:

The Sheltering and Evacuation Plan can be located on LACERA Connect.

In a Workplace Violence Emergency, Staff Members can obtain help from any Manager or Supervisor, the Director of Human Resources, any WVPP Committee member, or, if applicable, from security or law enforcement. *Staff Members should promptly call 911 in the event of a Workplace Violence Emergency.*

## **VI. THE WORKPLACE VIOLENCE PREVENTION PLAN (Continued)**

### **M. Training**

LACERA shall provide training when the WVPP is first established and when new Staff Members are hired.

LACERA shall ensure annual training thereafter.

LACERA shall provide training on the following subjects:

1. LACERA's WVPP, how to obtain a copy of LACERA's WVPP at no cost, and how to participate in the development and implementation of the LACERA's WVPP;
2. Definitions and requirements of the WVPP;
3. How to report Workplace Violence incidents or concerns to LACERA or law enforcement without fear of retaliation;
4. Workplace Violence hazards, the corrective measures LACERA has implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm;
5. How to recognize alerts, alarms, or other warnings about Emergency conditions and how to use identified escape routes or locations for sheltering;
6. Strategies to avoid/prevent Workplace Violence and physical harm, such as:
  - a. How to recognize Workplace Violence hazards including the risk factors associated with the five types of workplace violence indicated on page 4, above; and
  - b. Methods to de-escalate hostile or threatening situations;
7. Post-event trauma counseling for Staff Members requesting such assistance; and
8. LACERA's Violent Incident Log, and how to obtain copies of records related to Workplace Violence.

The training shall include an opportunity for interactive questions and answers with individuals knowledgeable about LACERA's WVPP.

**VI. THE WORKPLACE VIOLENCE PREVENTION PLAN (Continued)**

LACERA shall provide additional training after a new or previously unrecognized Workplace Violence hazard has been identified and/or when changes are made to the WVPP.

Training will comply with Labor Code section 6401.9 and other applicable laws and may include such other topics as deemed necessary and appropriate.

**VII. RECORDKEEPING**

LACERA shall maintain the following types of records for the following periods:

<b>Type of Record</b>	<b>Maintenance Period</b>
Records of Workplace Violence hazard identification, evaluation, and correction	Minimum of five (5) years as required by Labor Code section 6401.9.
WVPP training records, including 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	Minimum of one (1) year as required by Labor Code section 6401.9.
Violent Incident Logs	Minimum of five (5) years as required by Labor Code section 6401.9.
Records of Workplace Violence Incident Investigations. These records shall not contain "medical information," as defined in subdivision (j) of Section 56.05 of the Civil Code.	Minimum of five (5) years as required by Labor Code section 6401.9.
Cal/OSHA Form 300	Five years as required by Labor Code section 6401.9.

LACERA shall make all records required by this WVPP available to Cal/OSHA upon request for purposes of examination and copying.

LACERA shall make the following records available to Staff Members and/or their Designated Representatives, upon request and without cost, for examination and copying within fifteen (15) calendar days of the request:

- A. Records of Workplace Violence hazard identification, evaluation, and correction;
- B. WVPP training records; and
- C. Violent Incident Logs.

## VIII. Resources

Threats and acts of violence have an adverse impact on a Staff Member's emotional well-being. The Employee Assistance Program is available to provide counseling services to Staff Members affected by workplace violence and may be reached at (213) 433-7202 or [EAP@hr.lacounty.gov](mailto:EAP@hr.lacounty.gov).

## IX. References

These references are intended to help explain this policy and are not an all-inclusive list of policies, procedures, laws, and requirements. The following information complements and supplements this document:

### Related Policies:

- [New Visitor Protocols](#)

### Related Procedures

- [Evacuation Plan](#)

## X. References (Continued)

### Related Forms/Templates:

- Violent Incident Log (ServiceNow)

### Other Related Information: Not Applicable

- California Labor Code sections [6401.7](#) and [6401.9](#)
- [SB 553](#)
- WVPP Training Records (Maintained by Human Resources)

## XI. Version History

### Update/Review Summary:

- Workplace Violence Prevention Plan, Effective Date: October 17, 2024

## XII. Procedure Review/Approval

This is an Administrative Policy and Procedure and shall be reviewed annually, or when deemed necessary.