



RANCHO MURIETA COMMUNITY SERVICES DISTRICT

15160 Jackson Road, Rancho Murieta, CA 95683

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PERSONNEL COMMITTEE

Regular Meeting

August 1, 2017 at 10:00 a.m.

All persons present at District meetings will place their cellular devices in silent and/or vibrate mode (no ringing of any kind). During meetings, these devices will be used only for emergency purposes and, if used, the party called/calling will exit the meeting room for conversation. Other electronic and internet enabled devices are to be used in the "silent" mode. Under no circumstances will recording devices or problems associated with them be permitted to interrupt or delay District meetings.

AGENDA

1. **Call to Order**
2. **Comments from the Public**
3. **Review Injury & Illness Prevention Program (IIPP) Update**
4. **Directors & Staff Comments/Suggestions [no action]**
5. **Adjournment**

In accordance with California Government Code Section 54957.5, any writing or document that is a public record, relates to an open session agenda item and is distributed less than 72 hours prior to a regular meeting will be made available for public inspection in the District offices during normal business hours. If, however, the document is not distributed until the regular meeting to which it relates, then the document or writing will be made available to the public at the location of the meeting.

Note: This agenda is posted pursuant to the provisions of the Government Code commencing at Section 54950. The date of this posting is July 28, 2017. Posting locations are: 1) District Office; 2) Rancho Murieta Post Office; 3) Rancho Murieta Association; 4) Murieta Village Association.

MEMORANDUM

Date: July 27, 2017
To: Personnel Committee
From: Edward R. Crouse, Interim General Manager
Subject: Review Injury and Illness Prevention Program Update

RECOMMENDED ACTION

Review the attached Injury and Illness Prevention Program (IIPP).

BACKGROUND

Golden State Risk Management Authority (GSRMA) reviewed the previous Injury and Illness Prevention Program (IIPP) and stated that it was outdated. Suzanne and Debby worked with GSRMA on preparing the new IIPP. Attached is the draft of a new IIPP which GSRMA has reviewed.

INJURY & ILLNESS PREVENTION PROGRAM



**RANCHO MURIETA
COMMUNITY SERVICES DISTRICT**

Updated August 2017

SAFETY POLICY

No function at Rancho Murieta Community Services District is so critical as to require or justify a compromise of safety and health.

We believe that everyone benefits from a safety and healthful work environment. We are committed to maintaining a safe workplace and to complying with applicable laws and regulations governing safety.

To achieve this goal, Rancho Murieta Community Services District (District) has adopted an *Injury & Illness Prevention Program* (IIPP). This program is everyone's responsibility as we work together to identify and eliminate conditions, practices, policies, and procedures that compromise safety.

To this end, each and every manager, supervisor, and employee has the authority to take action to prevent mishaps.

It takes positive and genuine effort to assure a safe work environment. The alternative is wasted money and wasted time due to occupational injuries and illnesses and their associated pain and suffering.

Our expectations are that everyone will:

1. Do the right thing the first time.
2. Seek to integrate safety into all tasks.
3. Avoid taking short cuts.
4. Take time to assure a safe workplace.
5. Have a safe and healthy work experience here at the District.

Please join me in striving to achieve our ultimate goal of an injury-free workplace.

Edward R. Crouse, General Manager

Date

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RESPONSIBILITIES

1. **IIPP Administrator**

The IIPP Administrator has the responsibility for implementing and maintaining this IIPP for Rancho Murieta Community Services District. The District's IIPP Administrator is the District's Security Chief (Chief). The Chief can be reached at 916-354-3710. The Administrator's duties include, but are not limited to:

- a. Ensuring the managers and supervisors are trained in workplace safety and are familiar with the safety health hazards to which employees under their immediate director or control may be exposed, as well as applicable laws, regulations, and CSD safety rules and policies;
- b. Ensuring that employees are trained in accordance with this program;
- c. Inspecting, recognizing, and evaluating workplace hazards on a continuing basis;
- d. Developing methods for abating workplace hazards;
- e. Ensuring that workplace hazards are abated in a timely and effective manner;
- f. Act as head of the General Safety Committee;
- h. Initiates corrective action and follows through on recommendations resulting from Safety Committee meetings;
- i. Promotes off-the-job safety.

The Administrator may assign all or some of these tasks to other individuals within the District. Nevertheless, the Administrator is ultimately responsible for the implementation and maintenance of the CSD IIPP.

2. **Managers and Supervisors**

Managers and supervisors are responsible for implementing and maintaining the IIPP in their work areas and for answering worker questions and the IIPP. A copy of this IIPP is available from each manager and supervisor.

3. **Employees**

Employees have the responsibility of performing their tasks properly and safely. They are to assure themselves that they know how to do the job properly and ask for additional training or assistance when they feel there is a gap in their ability, knowledge, or training. They should never undertake any task, job, or operation unless they are able to perform it safely.

COMPLIANCE

All workers, including managers and supervisors, are responsible for complying with safe and healthful work practices. Our system of ensuring that all workers comply with these practices includes one or more of the following checked practices:

- a. Informing workers of the provisions of our IIPP.
- b. Evaluating the safety performance of all workers.
- c. Recognizing employees who perform safe and healthful work practices.
- d. Providing training to worker whose safety performance is deficient.
- e. Disciplining worker for failure to comply with safe and healthful work practices.

1. **Management Responsibility**

Management is responsible for ensuring that District safety and health policies are clearly communicated and understood by employees. Managers and supervisors are expected to enforce the rules fairly and uniformly.

2. **Employee Responsibility**

All employees are responsible for using safe work practices, for following directives, policies and procedures, and for assisting in maintaining a safe work environment.

3. **Performance Evaluations**

As part of employees' regular performance reviews, they are evaluated on their compliance with safe work practices.

4. **Employee Recognition**

Employees, who make a significant contribution to the maintenance of a safe workplace, as determined by their supervisors, receive written acknowledgement that is maintained in the employees' personnel files.

5. **Employee Training**

Employees who are unaware of correct safety and health procedures are trained and retrained.

6. **Employee Correction**

Employees who fail to follow safe work practices and/or procedures, or who violate District rules or directives, are subject to disciplinary action, up to and including, termination.

Supervisors correct employees for safety violations in a manner considered appropriate by District management:

- a. First Offense: Employees are given verbal counseling.
- b. Second Offense: Employees are given a written warning. The documentation outlines the nature of the offense, what action the employees must take to correct the problems, and warns the employees that another violation will result in suspension.

- c. Third Offense: Employees are given a one working-day suspension ***without*** pay for the purpose of considering whether they truly want to change their behavior and be part of the District.
 - 1. If they return and want to change their behavior and be part of the District, employees complete action plans for correcting their behavior and working with the District within a positive safety culture.
 - 2. If they return, but do not want to change their behavior, employees voluntarily submit their resignations since they do not want to be part of the District.
 - 3. If employees refuse to do either 1 or 2, their employment is terminated.
- d. Termination. When an employee is terminated, specific and documented communication, as outlined above, must have occurred. The employee is not subject to rehire.

Notwithstanding the above, the District reserves the right to correct unwanted behavior in any fashion it deems appropriate, including the right to terminate an employee immediately for a safety violation.

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COMMUNICATION

All managers and supervisors are responsible for communicating with all workers about occupational safety and health in a form readily understandable by all workers. Our communication system encourages all workers to inform their managers and supervisors about workplace hazards without fear of reprisal.

1. Two-Way Communication

Management recognizes that open, two-way communication between management and staff on health and safety issues is essential to any injury-free, productive workplace.

2. The District's System of Communication

The following system of communication is designed to facilitate a continuous flow of safety and health information between management and staff in a form that is readily understandable.

- a. An orientation program is given to all new employees and includes a review of the *Injury & Illness Prevention Program* and a discussion of policy and procedures that the employee is expected to follow.
- b. The District has safety meetings where safety is freely and openly discussed by all present. Such meetings are held monthly and all employees are expected to attend and are encouraged to participate in discussion.
- c. From time to time, written safety notifications are provided directly to individual employees or are posted on District bulletin boards.
- d. Other methods of communicating pertinent to health and safety information are used as they are identified.

3. Safety Committee

The Safety Committee will consist of personnel appointed by the General Manager. The Administrator will act as chairperson for the Safety Committee. The Safety Committee is required to meet quarterly and supply their meeting minutes to the Secretary for inclusion in the monthly Board meeting packet.

4. Safety Suggestions and Hazard Reporting

- a. All employees are encouraged to inform their supervisors, or other management personnel, of any matter which they perceive to be a workplace hazard or potential workplace hazard. They are also encouraged to report suggestions for safety improvement.

This reporting can be done orally, but preferably in writing. When done in writing, the notification may be given directly to the supervisor, the IIPP Administrator or other management personnel.

- b. If an employee wishes to report anonymously, a hazard, safety suggestion, or other safety problem, he or she can complete a Safety Inspection form, not filing in their name.
- c. *No employee shall be retaliated against for reporting hazards or potential hazards, or for making suggestions related to safety.*
- d. Management reviews all suggestions and hazard reports.

- e. If employees provide their names in regards to the notification, they are informed of what is being done within 5 working days of receipt, and receive updates as applicable.
- f. The resolution is communicated to the employees in accordance with paragraph 2 under the subject of *Communications*.

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HAZARD IDENTIFICATION & EVALUATION

Inspection of workplace is our primary tool used to identify unsafe conditions and practices. While we encourage all employees to identify and correct hazards and poor safety practices continuously, certain situations require formal evaluation and documentation.

1. Facility Safety Inspections

Documented internal safety inspections are conducted on a monthly basis. Hazards found are corrected on the spot or recommendations are submitted for future corrections.

A designated employee will conduct the monthly tour. The goal is to have each employee have at least one (1) opportunity per year to participate in a monthly inspection.

The completed inspection report will be given to each department's supervisor. After the supervisor has reviewed the report and makes sure any corrective action is completed, a copy of the report is then forwarded to the department manager.

After the department manager reviews the report, they will forward the report to the Accounting Supervisor. A copy will be forwarded to the Safety Committee for review at the monthly meeting.

2. Additional Inspections

Inspections are also conducted in accordance with Cal-OSHA requirements:

- a. Whenever new substances, processes, procedures or equipment present a new safety or health hazard.
- b. Whenever management/supervision become aware of a new or previously unrecognized hazard, either independently or by receipt of information from an employee.
- c. Whenever it is appropriate to conduct an unannounced inspection.

ACCIDENT/EXPOSURE INVESTIGATION

Procedures for investigating workplace accidents and hazardous exposures include:

- a. Interviewing injured worker(s) and witness(es)
- b. Examining the workplace for factors associate with the accident/exposure
- c. Determining the cause of the accident/exposure
- d. Taking corrective action to prevent the accident/exposure from re-occurring; and
- e. Recording the finding and actions taken.

1. Investigation

All accidents resulting in injury or property damage, however slight, are investigated immediately to determine the primary and contributing causes. This information is documented and analyzed to assist in obtaining corrective actions to prevent similar accidents from occurring in the future. The responsibility to see that this investigation is performed rests with the IIPP Administrator.

2. Reporting

All facts, findings, and recommendations are documented on an accident investigation report. Management reviews accident investigation reports with a view towards determining adequacy of corrective action.

CORRECTION OF HAZARDS

Unsafe or unhealthy work conditions, practices, or procedures shall be corrected in a timely manner based on the severity of the hazards. Hazards shall be corrected according to the following procedures:

1. When observed or discovered; and
2. When an imminent hazard exists which cannot be immediately abated without endangering employee(s) and/or property, we will remove all exposed workers from the area except those necessary to correct the existing condition. Workers who are required to correct the hazardous condition shall be provided with the necessary protection.

TRAINING

All workers, including managers and supervisors, shall have training and instruction on general and job-specific safety and health practices. Training and instruction is provided:

1. Orientation – New Employees

The initial orientation on general safety is conducted within two (2) days of employment. This orientation includes:

a. Review of the District's:

1. Injury & Illness Prevention Program
2. Hazard Communication Program
3. Personal Protective Equipment Requirements
4. Emergency Action Plan
5. Fire Prevention Plan
6. Occupational Injury & Illness Reporting Requirements

b. Overview of How to Prevent:

1. Overexertion
2. Strains and sprains
3. Slips, trips, and falls
4. Cuts and lacerations
5. Electrical shocks
6. Driving accidents
7. Other occupational injuries or illness identified via loss analyses and investigations

- c. At a minimum, all new hires are given a copy of the District's *Injury & Illness Preventions Program* and those rules and regulations (Code & Safe Practices) that apply to their work environment. New employees sign and date their receipt of this information within 10 days.

2. Initial On-The-Job Training

When an employee first starts to work, a manager/supervisor trains the employee in all aspects of safety for the purpose of educating the new employee on the hazards of the work environment and the safety procedures that are required to be used to mitigate those hazards.

This training is done by using the "New Employee Training Checklist" which is signed by the supervisor and the employee when the training is completed, and then becomes a permanent part of the employee's personnel file.

3. Specific District-wide Training

a. First Aid and CPR Training

1. Designated employees receive first-aid and CPR training in accordance with the Cal-OSHA requirement that there is always at least one person available to provide first aid.
2. Based upon available time, the District may also provide CPR training.

b. Emergency Preparedness

This training includes the District's emergency action plan structure and how each employee fits into that structure, i.e., what the employee is expected to do under specific circumstances such as fire, earthquake, medical emergency, and bomb threat.

c. Defensive Driver Driving

Besides discussion on defensive driving that are part of the regular safety training meetings, the District strives to provide at least one formal defensive driving course every four years for those employees who drive District vehicles and/or their private vehicles on District business.

d. Ergonomics

Management provides ergonomic training to those employees who have to complete tasks that involve lifting, pushing, pulling and/or repetitive motion. At a minimum, employees receive training of proper lifting techniques and, if necessary, computer workstation set up.

4. Retraining

Reasons for retraining include change of job assignment, change of operations or materials, observation of poor work habits, or update of training methods. Managers/Supervisors/IIPP Administrator performs training:

- a. When an existing employee changes job functions.
- b. On at least an annual basis as a refresher program.

Such training includes a review of those topics covered in the new employee orientation, other general workplace safety issues, job-specific hazards and/or hazardous materials, as applicable.

5. Specialized Training

- a. Managers and supervisors are trained in their responsibilities for the safety and health of their employees. Such training includes both safety management and technical subjects.
- b. Managers and supervisors are also trained in the hazards and risks faced by the employees under their immediate direction.
- c. Managers/Supervisors/IIPP Administrator:
 1. Determine safety-training needs.
 2. Implement new training programs.
 3. Evaluate the effectiveness of these programs.
- d. In addition, training is provided whenever:
 1. New substances, processes, procedures, or equipment pose a new hazard and there is lack of skill or knowledge to deal with the situation.

2. Managers, supervisors, and IIPP Administrator become aware of previously unrecognized hazards and there is a lack of skill or knowledge to deal with the hazard.

WORKPLACE SECURITY

Many workplaces are at risk for workplace violence, but certain workplaces are recognized to be at significantly greater risk than others. Therefore, every employer should perform an initial assessment to identify workplace security issues. If the initial assessment determines that workers are at a significant risk for workplace violence then the employer should review the material presented in this Model Program.

There are a number of factors that have been shown to contribute to the risk of violence in the workplace. If you have one or more of the following factors at your workplace, then you should consider your workplace to be at potential risk of violence:

- Exchange of money.
- Working alone at night and during early morning hours.
- Availability of valued items, e.g., money and jewelry.
- Guarding money or valuable property or possessions.
- Performing public safety functions in the community.
- Working with patients, clients, customers or students known or suspected to have a history of violence.
- Workers with a history of assaults or who exhibit belligerent, intimidating and threatening behavior to others.

These are just some of the major factors that contribute to workplace violence. If you have identified any of these or other indicators of violence in the workplace, then a further evaluation should be performed.

WORKPLACE VIOLENCE IN CALIFORNIA

The circumstances associated with workplace violence in California can be divided into three major types. However, it is important to keep in mind that a particular occupation or workplace may be subject to more than one type.

Type I - In California, the majority of fatal workplace assaults involve a person entering a small late-night retail establishment, e.g., liquor store, gas station or a convenience food store, to commit a robbery. During the commission of the robbery, an worker, or more likely, the proprietor, is killed or injured.

Workers or proprietors who have face-to-face contact and exchange money with the public, who work late at night and into the early morning hours, and who often work alone or in very small numbers are at greatest risk of a Type I event. While the assailant may feign being a customer as a pretext to enter the establishment, he or she has no legitimate relationship to the workplace.

Retail robberies resulting in workplace assaults usually occur between late night and early morning hours and are most often armed robberies. In addition to workers who are classified as cashiers, many victims of late night retail violence are supervisors or proprietors who are attacked while locking up their establishment for the night or janitors who are assaulted while cleaning the establishment after it is closed.

Other occupations/workplaces may be at risk of a Type I event. For instance, assaults on taxicab drivers also involve a pattern similar to retail robberies. The attack is likely to involve an assailant pretending to be a bona fide passenger during the late night or early morning hours who enters the taxicab to rob the driver of his or her fare receipts. Type I events also involve assaults on security guards. It has been known for some time that security guards are at risk of assault when protecting valuable property that is the object of an armed robbery.

Type II - A Type II workplace violence event involves an assault or threat by someone who is either the recipient or the object of a service provided by the affected workplace or the victim. Type II events involve fatal or nonfatal injuries to individuals who provide services to the public. These events chiefly involve assaults on public safety and correctional personnel, municipal bus or railway drivers, health care and social service providers, teachers, sales personnel, and other public or private service sector workers who provide professional, public safety, administrative or business services to the public.

Law enforcement personnel are at risk of assault from the "object" of public safety services (suspicious persons, detainees, or arrestees) when making arrests, conducting drug raids, responding to calls involving robberies or domestic disputes, serving warrants and eviction notices and investigating suspicious vehicles. Similarly, correctional personnel are at risk of assault while guarding and transporting jail or prison inmates.

Of increasing concern, though, are Type II events involving assaults to the following types of service providers:

- a. Medical care providers in acute care hospitals, long-term care facilities, outpatient clinics and home health agencies;
- b. Mental health and psychiatric care providers in inpatient facilities, outpatient clinics, residential sites and home health agencies;

- c. Alcohol and drug treatment providers;
- d. Social welfare providers in unemployment offices, welfare eligibility offices, homeless shelters, probation offices and child welfare agencies;
- e. Teaching, administrative and support staff in schools where students have a history of violent behavior; and
- f. Other types of service providers, e.g., justice system personnel, customer service representatives and delivery personnel.

Unlike Type I events which often represent irregular occurrences in the life of any particular at-risk establishment, Type II events occur on a daily basis in many service establishments, and therefore represent a more pervasive risk for many service providers.

Type III - A Type III workplace violence event consists of an assault by an individual who has some employment-related involvement with the workplace. A Type III event usually involves a threat of violence, or a physical act of violence resulting in a fatal or nonfatal injury, by a current or former worker, supervisor or manager; a current or former spouse or lover; a relative or friend; or some other person who has a dispute involving a worker of the workplace.

Available data indicates that a Type III event is not associated with a specific type of workplace or occupation. Any workplace can be at risk of a Type III event. However, Type III events account for a much smaller proportion of fatal workplace injuries than Types I and II. Nevertheless, Type III fatalities often attract significant media attention and are perceived as much more common as they actually are.

HAZARD ASSESSMENT

We will be performing workplace hazard assessment for workplace security in the form of periodic inspections. Periodic inspections to identify and evaluate workplace security hazards and threats of workplace violence are performed by the following observer(s) in the following areas of our workplace:

Observer	Area

Periodic inspections are performed according to the following schedule:

1. _____;
Frequency (daily, weekly, monthly, etc.)
2. When we initially established our IIPP Program for Workplace Security;
3. When new, previously unidentified security hazards are recognized;
4. When occupational injuries or threats of injury occur; and
5. Whenever workplace security conditions warrant an inspection.

Periodic inspections for security hazards consist of identification and evaluation of workplace security hazards and changes in worker work practices, and may require assessing for more than one type of workplace violence. Our establishment performs inspections for each type of workplace violence by using the methods specified below to identify and evaluate workplace security hazards.

Inspections for Type I workplace security hazards include assessing:

1. The exterior and interior of the workplace for its attractiveness to robbers.
2. The need for security surveillance measures, such as mirrors or cameras.
3. Posting of signs notifying the public that limited cash is kept on the premises.
4. Procedures for worker response during a robbery or other criminal act.
5. Procedures for reporting suspicious persons or activities.
6. Posting of emergency telephone numbers for law enforcement, fire and medical services where workers have access to a telephone with an outside line.
7. Limiting the amount of cash on hand and using time access safes for large bills.
8. Other: _____

NOTE: No one is required to use this Model Program. However, if you determine that workplace security hazards exist in your workplace, you may want to use some or all of this Model Program or develop your own program independently.

Inspections for Type II workplace security hazards include assessing:

1. Access to and freedom of movement within the workplace.
2. Adequacy of workplace security systems, such as door locks, security windows, physical barriers and restraint systems.
3. Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.
4. Workers skill in safely handling threatening or hostile service recipients.
5. Effectiveness of systems and procedures to warn others of a security danger or to summon assistance, e.g., alarms or panic buttons.
6. The use of work practices such as "buddy" systems for specified emergency events.
7. The availability of worker escape routes.
8. Other: _____
9. Inspections for Type III workplace security hazards include assessing:

- a) How well our establishment's anti-violence policy has been communicated to workers, supervisors or managers.
- b) How well our establishment's management and workers communicate with each other.
- c) Our workers', supervisors' and managers' knowledge of the warning signs of potential workplace violence.
- d) Access to and freedom of movement within, the workplace by non-workers, including recently discharged workers or persons with whom one of our worker's is having a dispute.
- e) Frequency and severity of worker reports of threats of physical or verbal abuse by managers, supervisors or other workers.
- f) Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace.
- g) Worker disciplinary and discharge procedures.
- h) Other: _____

INCIDENT INVESTIGATIONS

We have established the following policy for investigating incidents of workplace violence. Our procedures for investigating incidents of workplace violence, which includes threats and physical injury, include:

1. Reviewing all previous incidents.
2. Visiting the scene of an incident as soon as possible.
3. Interviewing threatened or injured workers and witnesses.
4. Examining the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
5. Determining the cause of the incident.
6. Taking corrective action to prevent the incident from recurring.
7. Recording the findings and corrective actions taken.
8. Other: _____

HAZARD CORRECTION

Hazards which threaten the security of workers shall be corrected in a timely manner based on severity when they are first observed or discovered. Corrective measures for Type I workplace security hazards can include:

1. Making the workplace unattractive to robbers.
2. Utilizing surveillance measures, such as cameras or mirrors, to provide information as to what is going on outside and inside the workplace.
3. Procedures for the reporting suspicious persons or activities.
4. Posting of emergency telephone numbers for law enforcement, fire and medical services where workers have access to a telephone with an outside line.
5. Posting of signs notifying the public that limited cash is kept on the premises.
6. Limiting the amount of cash on hand and using time access safes for large bills.
7. Worker, supervisor and management training on emergency action procedures.
8. Other: _____

NOTE: No one is required to use this Model Program. However, if you determine that workplace security hazards exist in your workplace, you may want to use some or all of this Model Program or develop your own program independently.

Corrective measures for Type II workplace security hazards include:

1. Controlling access to the workplace and freedom of movement within it, consistent with business necessity.
2. Ensuring the adequacy of workplace security systems, such as door locks, security windows, physical barriers and restraint systems.

3. Providing worker training in recognizing and handling threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.
4. Placing effective systems to warn others of a security danger or to summon assistance, e.g., alarms or panic buttons.
5. Providing procedures for a "buddy" system for specified emergency events.
6. Ensuring adequate worker escape routes.
7. Other: _____

Corrective measures for Type III workplace security hazards include:

1. Effectively communicating our establishment's anti-violence policy to all workers, supervisors or managers.
2. Improving how well our establishment's management and workers communicate with each other.
3. Increasing awareness by workers, supervisors and managers of the warning signs of potential workplace violence.
4. Controlling access to, and freedom of movement within, the workplace by non-workers, including recently discharged workers or persons with whom one of our worker's is having a dispute.
5. Providing counseling to workers, supervisors or managers who exhibit behavior that represents strain or pressure which may lead to physical or verbal abuse of co-workers.
6. Ensure that all reports of violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace are handled effectively by management and that the person making the report is not subject to retaliation by the person making the threat.
7. Ensure that worker disciplinary and discharge procedures address the potential for workplace violence.
8. Other: _____

TRAINING AND INSTRUCTION

We have established the following policy on training all workers with respect to workplace security.

All workers, including managers and supervisors, shall have training and instruction on general and job-specific workplace security practices. Training and instruction shall be provided when the IIPP Program for Workplace Security is first established and periodically thereafter. Training shall also be provided to all new workers and to other workers for whom training has not previously been provided and to all workers, supervisors and managers given new job assignments for which specific workplace security training for that job assignment has not previously been provided. Additional training and instruction will be provided to all personnel whenever the employer is made aware of new or previously unrecognized security hazards.

General workplace security training and instruction includes, but is not limited to, the following:

1. Explanation of the IIPP Program for Workplace Security including measures for reporting any violent acts or threats of violence.
2. Recognition of workplace security hazards including the risk factors associated with the three types of workplace violence.
3. Measures to prevent workplace violence, including procedures for reporting workplace security hazards or threats to managers and supervisors.
4. Ways to defuse hostile or threatening situations.
5. Measures to summon others for assistance.
6. Worker routes of escape.
7. Notification of law enforcement authorities when a criminal act may have occurred.
8. Emergency medical care provided in the event of any violent act upon an worker; and
9. Post-event trauma counseling for those workers desiring such assistance.

In addition, we provide specific instructions to all workers regarding workplace security hazards unique to their job assignment, to the extent that such information was not already covered in other training.

We have chosen the following checked items for Type I training and instruction for managers, supervisors and workers:

- Crime awareness.
- Location and operation of alarm systems.
- Communication procedures.
- Proper work practices for specific workplace activities, occupations or assignments, such as late night retail sales, taxi-cab driver, or security guard.
- Other: _____

We have chosen the following checked items for Type II training and instruction for managers, supervisors and workers:

- Self-protection.
- Dealing with angry, hostile or threatening individuals.
- Location, operation, care, and maintenance of alarm systems and other protective devices.
- Communication procedures.
- Determination of when to use the "buddy" system or other assistance from co-workers.
- Awareness of indicators that lead to violent acts by service recipients.
- Other: _____

We have chosen the following checked items for Type III training and instruction for managers, supervisors and workers:

- Pre-employment screening practices.
- Worker Assistance Programs.
- Awareness of situational indicators that lead to violent acts.
- Managing with respect and consideration for worker well-being.
- Review of anti-violence policy and procedures.
- Other: _____

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