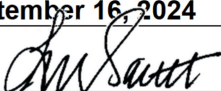




County of Los Angeles
Department of Human Resources
POLICIES, PROCEDURES AND GUIDELINES

Subject: WORKPLACE VIOLENCE PREVENTION AND RESPONSE	Policy Number: 620	Pages: 10
	Effective Date: September 16, 2024	
	Approved By: 	

PURPOSE

Every employee is entitled to a safe and healthful work environment. This right which is grounded in the federal Occupational Safety and Health Act and the California Occupational Safety and Health Act underlies the commitment of the County to protect the lives, safety, and health of its employees. In keeping with this commitment, the County prohibits any workplace violence, threats, intimidation, or harassment against, or by any of its employees.

This policy establishes the minimum standards that all County employees must abide by to prevent, respond to, investigate, and record incidents of violence and threats of violence in the County workplace.¹

DEFINITIONS

Security Incident – Any threat or act of workplace violence constitutes a security incident. A security incident may also include:

- An incident of a suspicious or unusual nature *on County property* that places people or property at risk or otherwise exposes the County to liability.
- An incident placing a person or property at risk that requires action by local law enforcement authorities or security guards at a County facility, whether they were summoned or not.
- An incident placing a person at risk involving an on-duty (including break periods) County employee or that has a nexus to County employment.

Security Operations Unit (SOU) – SOU was created by the Board of Supervisors as the central workplace violence and threat authority for all County facilities and the employees who work in those facilities. It is staffed by sworn personnel of the Los Angeles County Sheriff's Department assigned to the Executive Office of the Board of Supervisors. SOU has responsibility for the County's threat management program and will:

¹ Healthcare facilities covered by 8 C.C.R. 3342 ("Violence Prevention in Health Care"), must follow the requirements outlined in that regulation.

Subject: WORKPLACE VIOLENCE PREVENTION AND RESPONSE	Policy Number: 620 Effective Date: September 16, 2024
--	--

- Provide consultation to, and if requested, meet with County departments regarding acts of violence, threats, or other security incidents.
- Assist the department/victim in obtaining a police response and provide appropriate security recommendations.
- Provide an assessment of an incident involving an alleged threat or act of workplace violence (but does not conduct the administrative investigation for the concerned department).

Threat of Violence - Any verbal or written statement (including but not limited to texts, electronic messages, social media messages, or other online posts) or any physical conduct, that conveys an intent, or that is reasonably perceived to convey an intent, to cause physical harm or to place someone in fear of physical harm, and that serves no legitimate purpose.

Workplace Violence - Any act or threat of violence that occurs at the worksite or has a nexus to the workplace. Workplace violence includes:

- a) The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury.
- b) An incident involving the threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury.
- c) The following:
 - **Type 1 Violence (Criminal Intent Violence)** – Workplace violence committed by a person who has no legitimate business at the worksite and includes violent acts by anyone who enters the workplace or approaches employees with the intent to commit a crime.
 - **Type 2 Violence (Customer, Client, Patients, Students, Inmates, or Visitor Violence)** – Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.
 - **Type 3 Violence (Worker on Worker Violence)** – Workplace violence against an employee by a present or former employee, supervisor, or manager.
 - **Type 4 Violence (Personal Relationship Violence)** – Violence committed in the workplace by a person who does not work there but has or is known to have had a personal relationship with an employee.
 - **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.

Subject: WORKPLACE VIOLENCE PREVENTION AND RESPONSE	Policy Number: 620 Effective Date: September 16, 2024
--	--

POLICY

The County of Los Angeles (County) will not tolerate any act or threat of violence in the workplace. Managers, supervisors, and employees must take all reasonable steps to ensure the workplace is free from violent incidents.

Any reported act or threat of workplace violence will initiate necessary security measures, documentation, and an administrative investigation by the affected department in accordance with the procedures outlined in this policy and the department’s Workplace Violence Prevention Plan. Any workplace violence and security incidents must be reported to SOU at (213) 893-2031 as soon as practicable but no later than 24 hours after the event.

The guidelines described herein are intended to assist the County's managers, supervisors, and employees in meeting their responsibility to maintain workplace safety and security. Violation of these provisions may result in any or all of the following:

- Arrest and prosecution for violation of criminal laws.
- Removal of the threatening or violent individual from County premises, pending criminal and/or administrative investigation.
- Administrative action which may include discipline up to, and including, release or discharge from County service.

GUIDELINES AND PROCEDURES

I. WORKPLACE VIOLENCE PREVENTION PLAN REQUIREMENTS

Each department is required to establish, implement, and maintain a Workplace Violence Prevention Plan (Plan). The Chief Executive Office (CEO) Risk Management Branch provides consultation, assistance, and resources related to workplace safety issues, including providing a template Plan and related materials for departments’ use. However, each department head is responsible for preparing and implementing an effective Plan adapted to the department’s specific circumstances.

Each department’s Plan must include the following elements:

- Procedures for identifying and evaluating workplace violence hazards that include inspections when the Plan is initially established, after workplace violence incidents, and whenever a new hazard becomes known.
- Procedures for timely correcting identified workplace violence hazards.
- The names and/or titles of the individuals responsible for its implementation.

Subject: WORKPLACE VIOLENCE PREVENTION AND RESPONSE	Policy Number: 620 Effective Date: September 16, 2024
--	--

- Effective procedures for employees and authorized employee representatives' involvement in developing and implementing the Plan.
- Methods for coordinating the implementation of the Plan with other departments or employers when appropriate (e.g., when sharing facilities).
- Procedures for handling and responding to reports of workplace violence, while ensuring no retaliation against the reporting employee.
- Procedures for ensuring compliance from employees, including supervisors.
- Procedures for communicating with employees regarding workplace violence matters, including but not limited to how an employee can report an incident to the department or law enforcement.
- Protocols for notifying employees of, and responding to, workplace violence emergencies.
- Procedures for developing required training.
- Procedures for post-incident response and investigation.
- Procedures for reviewing the effectiveness of the Plan and revising it as needed, including, but not limited to, procedures for obtaining the active involvement of employees and authorized employee representatives in reviewing the Plan.

The Plan must be in effect at all times and in all work areas and be specific to the hazards and corrective measures for each work area and operation.

The Plan must be reviewed at least annually, when a new workplace violence hazard is observed or becomes apparent, and after a workplace violence incident. The Plan must be in writing and easily accessible (e.g., copies are posted to the department's intranet and/or made available in the workplace). Copies of the Plan shall be available to employees, authorized employee representatives, and representatives of the California Division of Occupational Safety and Health (Cal/OSHA) at all times.

II. INCIDENT RESPONSE AND REPORTING

The safety of County personnel should be foremost in determining the initial response to an act or threat of workplace violence. Each threat, alleged threat, or act of workplace violence must be assessed and handled according to the particular circumstances presented. Based on the circumstances of the incident, the situation may warrant immediate action or may allow for time to investigate the incident to determine the most appropriate course of action.

Departments shall ensure that employees understand their responsibility to report acts of violence, threats, and suspicious activity to their supervisor or manager. Supervisors and

Subject: WORKPLACE VIOLENCE PREVENTION AND RESPONSE	Policy Number: 620 Effective Date: September 16, 2024
--	--

managers must act immediately upon all employee reports of threats or acts of workplace violence. In appropriate situations, facility management must provide timely notification of workplace violence incidents to the heads of departments represented at the facility. Departmental Risk Management Coordinators/Safety Officers are responsible for investigating reports of workplace violence and ensuring any identified workplace violence hazards are corrected timely.

Departments shall not retaliate against employees for reporting threats or acts of workplace violence.

A. IMMINENT DANGER OR THREAT

Any employee who is aware of a threat or act of workplace violence that may pose imminent danger should seek personal safety and take the following actions:

- 1. Obtain emergency assistance from local law enforcement (e.g., calling 911);
- 2. Immediately notify onsite security personnel;
- 3. Notify departmental supervisor or managers in the chain of responsibility;
- 4. Warn potential victim(s);
- 5. Promptly notify the department’s Human Resources management;
- 6. Management shall work with appropriate personnel to notify any other facilities when persons at those facilities are considered to be at risk; and
- 7. The responding supervisor or manager shall contact SOU as soon as practicable but no later than 24 hours after the event.

B. NON-IMMINENT DANGER OR THREATS

In the case of a non-imminent threat or act of workplace violence, notifications should be made by the supervisor, manager, or reporting employee to the following:

- 1. A department manager or supervisor/chain of command;
- 2. Onsite facility security personnel, if available;
- 3. Potential victim(s);
- 4. Human Resources staff; and,
- 5. SOU as soon as practicable but no later than 24 hours after the event.

All staff are encouraged to maintain an up-to-date “Imminent Threat Emergency Response Card” and review the “Non-imminent Threat Emergency Response Card” (Attachment A) for each worksite they are assigned. Departments are required to notify employees whenever a change is made to the facility, security, or Human Resources management contacts referenced in the cards.

Subject: WORKPLACE VIOLENCE PREVENTION AND RESPONSE	Policy Number: 620 Effective Date: September 16, 2024
--	--

Contacting SOU is primarily the responsibility of the supervisor or manager, not that of the victim or witness.

C. SECURITY INCIDENT REPORT (SIR)

Whenever a threat or act of workplace violence, or other security incident occurs, it must be reported to SOU via telephonic notification as soon as practicable but no later than 24 hours after the event.

A completed SIR (Attachment B) containing all relevant information must be delivered no later than the end of the business day following the incident via email to sir@lasd.org. As a secondary option, a physical copy of the SIR may be submitted in person to:

Executive Office of the Board of Supervisors
Security Operations Unit
500 West Temple Street, Suite B-98
Los Angeles, California 90012

It is the responsibility of the department head, manager, or supervisor informed of the incident to deliver or send the completed and approved (i.e., signed by appropriate management-level designee) SIR. The report shall be completed by the person reporting or involved in the incident, any supervisor, manager, or the facility manager of the affected department. A copy of the SIR must also be sent to the department’s Risk Management Coordinator/Safety Officer. The affected department shall cooperate with SOU on any subsequent investigations, as needed, and shall provide any supplemental information or documentation, including a summary of any administrative action taken by the department to SOU, upon request.

D. VIOLENT INCIDENT LOG

In addition to the SIR, each department must maintain a Violent Incident Log (Log) for each workplace violence incident. Any medical or personal identifying information (e.g., person’s name, home address, email, phone number, employee number) that would enable identification of any person involved in the incident must be omitted from the Log. The information included in the Log shall include all of the following:

- The date, time, and location of the incident
- The workplace violence type or types (see Types 1-5 above)
- A detailed description of the incident
- A classification of who committed the violence (e.g., client, customer, coworker, spouse, stranger)
- A classification of circumstances at the time of the incident (e.g., the employee was completing usual job duties, working in a poorly lit area, isolated or alone)
- Where the incident occurred (e.g., lobby, kitchen, breakroom, parking lot)

Subject: WORKPLACE VIOLENCE PREVENTION AND RESPONSE	Policy Number: 620 Effective Date: September 16, 2024
--	--

- The type of incident (e.g., physical attack without a weapon, attack with a weapon or object, threat of physical force, sexual assault or threat, animal attack)
- Consequences of the incident (e.g., security or law enforcement contacted, actions taken to protect employees from continuing threat)
- Information about the person completing the Log (including their name, job title, and the date completed)

Departments should complete the Log no later than the end of the business day following the date of the incident but must complete the Log no later than three business days from the date of the incident. Departmental Risk Management Coordinators/Safety Officers are responsible for reviewing the Log for completion and compliance with this policy. A copy of the Log shall be retained by the department’s Risk Management Coordinator/Safety Officer after each workplace violence incident.

CEO may audit and require the collection and submission of reporting data related to the Log from departments for compliance and program improvement purposes.

E. WORKPLACE VIOLENCE INCIDENT INVESTIGATION AND HAZARD CORRECTION

Departments must investigate and take corrective action to address workplace violence incidents in a timely manner. Departmental Risk Management Coordinators/Safety Officers are required to document and determine the cause of the workplace violence incident and implement any corrective action necessary to prevent future occurrences.

After each workplace violence incident, the department’s Risk Management Coordinator/ Safety Officer(s) must conduct a thorough investigation, which may include a physical inspection of the location where the incident occurred and determine if additional workplace violence hazards may exist at the worksite. Such investigations should be documented in the department’s post-incident investigation form and retained in accordance with Section IV below and may be conducted in conjunction with SOU as appropriate.

As an ongoing preventative measure, departmental Risk Management Coordinators/ Safety Officers are responsible for coordinating scheduled periodic inspections to identify and evaluate workplace violence hazards. Inspections must also be conducted after each workplace violence incident, and whenever management is made aware of a new or previously unrecognized hazard.

F. COOPERATION WITH LAW ENFORCEMENT PERSONNEL

Law enforcement personnel may be required to enter County facilities to conduct official business, such as serving court orders on County employees or investigating a possible crime that involves an employee. In accordance with established departmental protocols,

Subject: WORKPLACE VIOLENCE PREVENTION AND RESPONSE	Policy Number: 620 Effective Date: September 16, 2024
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law enforcement agencies should be given access to employees while they are at work for purposes related to this policy.

SOU will not assume responsibility for the investigation of an incident when another law enforcement agency has jurisdiction unless that law enforcement agency is unable to or unwilling to pursue a reasonable course of action.

III. EMPLOYEE TRAINING

All employees are required to complete the County Workplace Violence Prevention training within six months of hire with the County. County managers and supervisors are also required to complete the County Workplace Violence Prevention Leadership training within six months of being appointed to the supervisory position.

In addition, departments are responsible for training employees on their departmental Plan when it is first established and annually thereafter. All new employees must be trained at the time of hire.

The annual departmental training shall cover the following:

1. The department’s Plan and how employees and authorized employee representatives may access the Plan and participate in its development and implementation.
2. The definitions and requirements of California Labor Code section 6401.9.
3. How to report workplace violence incidents or concerns to the department or law enforcement without fear of reprisal.
4. Workplace violence hazards specific to the employees’ jobs, the corrective measures that the department has implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm.
5. Violent Incident Logs, and how to access Violent Incident Logs, training records, and other records relating to workplace violence hazards.
6. An opportunity for questions and answers with a person knowledgeable about the Plan.

Additional training must be provided when a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the Plan. This additional training may be limited to addressing the new hazard or Plan changes.

IV. RECORD-KEEPING

The following records must be centrally maintained by the department for a minimum of five years:

Subject: WORKPLACE VIOLENCE PREVENTION AND RESPONSE	Policy Number: 620 Effective Date: September 16, 2024
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- Records of workplace violence hazard identification, evaluation, and correction (e.g., workplace violence prevention assessment documents)
- Violent Incident Logs
- Post-incident investigation forms
- Copies of all Security Incident Reports

Training records shall be maintained in the County’s Learning Management System (TalentWorks) and shall include training dates, contents or a summary of the training sessions, names and qualifications of persons conducting the training (if instructor-led), and names of employees attending or completing the training.

Copies of disciplinary letters that are issued in response to workplace violence incidents shall be placed in the employee’s Official Personnel File. Medical or other information prohibited from inclusion in the personnel folder, which may have been gathered in the course of the investigation, shall be excluded from the folder and maintained in accordance with the Department of Human Resources Policy, Procedure, and Guideline No. 210, *Employment Files*.

Workplace violence prevention assessment documents, Violent Incident Logs, and post-incident investigation forms must be provided to representatives of Cal/OSHA, upon request.

Employees and their employee representatives must be provided with a copy of the Violent Incident Log(s), training record(s), and workplace violence prevention assessment form(s) upon request and without cost, within 15-calendar days of a request.

All documents pertaining to the workplace violence incident and resulting investigations (e.g., affidavits prepared by the employees and supervisors, worksite assessments) shall be submitted to SOU and the Office of the County Counsel, when requested.

V. RESOURCES

Threats and acts of violence can have an adverse impact on a person’s emotional well-being. The Employee Assistance Program is available to provide counseling services to employees affected by workplace violence and may be reached at (213) 433-7202 or EAP@hr.lacounty.gov.

The CEO Risk Management Branch is available to provide assistance with implementing and maintaining departmental Plans and related documents. The CEO Risk Management Branch can be reached at contactrisk@ceo.lacounty.gov.

Subject: WORKPLACE VIOLENCE PREVENTION AND RESPONSE	Policy Number: 620 Effective Date: September 16, 2024
--	--

Any questions regarding security-related issues and the SIR requirements may be directed to SOU at (213) 893-2031 or by email at sir@lasd.org. The SOU staff are also available to consult with departments on physical security assessments, specialized training requests, and providing department heads with summary SIR reports, upon request.

AUTHORITY

- Federal Occupational Safety and Health Act, Title 29, Chapter 15
- California Occupational Safety and Health Act, California Labor Code Section 6300 *et seq.*
- 8.CC.R. 3342 (Violence Prevention in Health Care)
- Board of Supervisors Policy 9.040 – Investigations of Possible Criminal Activity Within County Government
- Countywide Policies Procedures and Guidelines No. 910 Employees’ Cooperation in the Administrative Investigation Process

DATE ISSUED/REVIEW DATE

Original Issue Date: April 15, 1999
Review Date: February 24, 2006
Review Date: December 16, 2013
Review Date: December 21, 2017
Review Date: September 16, 2024

Imminent Threat

Emergency Response Card

1) **Remove yourself from harm's way** (e.g., stay behind a locked door, hide, or run away), and **alert others** to the threat (e.g., warn coworkers on the same floor or at the same worksite who may become victims. If a specific employee is threatened, warn that employee).

2) **Call 911**. Use your cell phone if possible so you can move if needed.

3) Contact your **facility security** at _____.

4) Inform your **office/facility manager** at _____ so he/she can alert others who are potentially impacted at your work location (e.g., coworkers in the same office or building) or at other potentially impacted facilities. This includes anyone who may be specifically targeted.

5) Follow up promptly with your **HR Management** at _____ on the incident.

6) Contact the **Security Operations Unit (SOU)** at **(213) 893-2031**.

Non-imminent Threat

Emergency Response Card

1) **Inform your supervisor/manager** of the situation. If your supervisor is not available at the moment, contact another member of management promptly. If the threat is coming from your own supervisor, contact your Department's HR office to inform them of the situation. They must then do the following:

- a) **Alert** those who are potentially impacted at your work location (e.g., coworkers in the same office or building) or at other potentially impacted facilities.
- b) Follow up promptly with your **HR Management** on the incident.
- c) Contact the **Security Operations Unit (SOU)**.

If a non-imminent threat is specifically directed at someone within a County facility by an identifiable party (whether or not they are currently at that facility), the following should also be done by the reporting employee and their supervisor/manager:

- 2) Contact your **facility security**.
- 3) Inform the **potential victim(s)** and ensure the threatened employee is immediately informed of the nature of the threat and the person(s) making the threat.

If a person is exhibiting suspicious behavior in or around your workplace:

- 1) Prepare to provide a **physical description** of the person and a description of the **behavior** that causes your concern.
- 2) **Do not** provide the person with any personal information about yourself or other coworkers.
- 3) Notify your **facility security**.

For suspicious activity in the vicinity of a workplace (i.e., in the field or on a non-County property), notify your **local law enforcement agency** (Police or Sheriff).



SECURITY INCIDENT REPORT (DHR 620)

INSTRUCTIONS: Pursuant to Los Angeles County Policy DHR-620, this report shall be completed by the person reporting or involved in the incident or their manager/supervisor (or designee). The completed report shall be delivered to the **Security Operations Unit, 500 West Temple Street, Room #B-98, Los Angeles, California 90012**, or sent electronically to **sir@lasd.org** (e-mail) no later than the end of the business day following the date of the incident.

Please refer to the accompanying Incident Code Reference Sheet for determining the proper incident code. Use a separate form(s) to report multiple individual incidents. Call the Security Operations Unit (SOU) at (213) 893-2031 for additional information.

A SECURITY INCIDENT IS DEFINED AS:

- An incident placing a person or property at risk that requires action by law enforcement authorities or security personnel at a County facility whether they were summoned or not; or
- An incident placing a person at risk involving an on-duty County employee during the performance of their official duties. This classification includes while walking to or from an off-site parking/transportation at the start or end of the workday; or
- An incident of a suspicious or unusual nature on County Property that place people or property at risk; or
- An incident that occurred during non-business hours that impacts or affects the County workplace.

INCIDENT CODE

[Refer to Code Sheet](#)

I. DATE OCCURRED: _____ TIME OCCURRED: _____ DATE COMPLETED: _____

COUNTY DEPARTMENT REPORTING: _____

ADDRESS OF FACILITY: _____

☐ On-site security services

ADDRESS OF INCIDENT: (If different): _____

SUMMARY OF INCIDENT:

(BRIEFLY describe the incident here, include complete names (first and last), use a separate sheet to document additional details, if necessary.)

☐ Continued on a separate sheet(s)

OTHER PARTIES INVOLVED NOT LISTED IN SUMMARY: (List any additional parties on a separate sheet)

1. Name: _____ Employee ☐ Gender: _____ Emp#/DOB/Age: _____
2. Name: _____ Employee ☐ Gender: _____ Emp#/DOB/Age: _____
3. Name: _____ Employee ☐ Gender: _____ Emp#/DOB/Age: _____

II. WORKPLACE VIOLENCE CHECKLIST:

- ☐ The VICTIM is a County employee?
- ☐ There was a physical ACT OF VIOLENCE?
- ☐ FIREARM (gun) used
- ☐ HATE CRIME (per 422.55-75 PC)
- ☐ Law Enforcement RESPONDED-Agency: _____
- ☐ The SUSPECT is a County employee.
- ☐ There was a verbal/written THREAT OF VIOLENCE
- ☐ Other WEAPON used, non-firearm. Type: _____
- ☐ RECURRENT ISSUE: Previous incident(s) ☐ Reported ☐ Unreported
- ☐ Complaint/Crime REPORT Taken-Report: _____

III. SAFETY PLAN: The actions below should be considered when dealing with an act or threat of violence if necessary, check ALL that apply:

- ☐ On-site security notified.
- ☐ Offer/obtain medical treatment for affected employee(s).
- ☐ Offer employee reassignment/alternate workplace
- ☐ Law enforcement patrol check requested for workplace/home.
- ☐ Emergency Protective Order obtained from law enforcement.
- ☐ Seek/request assistance in obtaining a Restraining Order from the Office of County Counsel at (213) 974-8394.
- ☐ Initiate an Incident Event Log (per DHR620) and maintained by: _____
- ☐ Other action(s) taken: _____
- ☐ Parties involved were separated.
- ☐ Offer Security escort to their vehicle/modify parking assignment.
- ☐ Offer County Employee Assistance Program (EAP) services
- ☐ Obtain and attach copies of written witness affidavits/statements.
- ☐ Consult with Security Operations Unit (SOU) personnel.

REPORTED BY: _____ TELEPHONE: _____ EMAIL: _____

MANAGER: _____ TELEPHONE: _____ EMAIL: _____

* Specific questions/direction regarding this incident: _____



CODE REFERENCE SHEET

DO NOT SUBMIT THIS PAGE WITH YOUR REPORT

B. ROBBERY: The taking of property by force or fear

1. Robbery of a County facility or employee in the performance of their duties
2. Robbery of a person, including employee, not performing their duties

D. SEXUAL ASSAULT: A term which covers a range of crimes, including rape; non-consensual sex ; battery; harrassment

1. Rape of a County employee
2. Rape of someone other than a County employee
3. Other sex-related incident

E. ASSAULT: The physical battering of another person

1. Assault with a weapon
2. Assault without a weapon requiring medical attention
3. Assault with only minor or no injuries and no weapon used

G. DISTURBANCE: The disruption of routine business

1. Disturbance of a County facility or employee while performing their duties
2. Disturbance created by a County employee, relation, or domestic partner
3. Disturbance not involving County employee(s).
4. Inappropriate communication

H. THREAT: Expressed or implied threat of violence or harm

1. Bomb threat
2. Suicide threat (involving employee or workplace)
3. Threat on a County owned or leased facility or event (not "Bomb Threat")
4. Physical, verbal, or written threat to a County employee.
5. Workplace Bullying/Recurrent Intimidation

J. SUSPICIOUS ACTIVITY: Unusual behavior/activity

1. Suspicious activity by a County employee
2. Suspicious activity by a non-County employee
3. Suspicious package

O. OTHER: Acts/activities not covered in any of the previous classifications

1. Other activity, such as property crimes, with elements of Workplace Violence (including acts of directed/targeted vandalism, theft, burglary, arson, or theft). Please explain in detail.

DO NOT SUBMIT THIS PAGE WITH YOUR REPORT



Los Angeles County
DEPARTMENT OF



Human Resources

PPG 620 – WORKPLACE VIOLENCE PREVENTION AND RESPONSE Frequently Asked Questions

1. Why is PPG 620 Workplace Violence/Threat Management being updated?

Answer: On September 30, 2023, Governor Gavin Newsom signed into law [California Senate Bill 553](#), which added Section 6401.9 to the California Labor Code. While the County has long maintained a workplace violence prevention policy (PPG No. 620), SB 553 establishes specific requirements that expand on the County's practices and procedures. In particular, departments are required to establish a Workplace Violence Prevention Plan (Plan) tailored to the specific workplace violence hazards their employees face. This and other requirements under the new Section 6401.9 will take effect on July 1, 2024.

No later than December 31, 2026, Cal/OSHA is also required to adopt its own general industry workplace violence regulations, which must include the requirements in Section 6401.9 and any additional requirements that Cal/OSHA deems necessary to protect employees.

2. Will departments still be required to complete a Security Incident Report for workplace violence incidents?

Answer: Yes. The County's existing practices for responding to workplace violence incidents, including the submission of Security Incident Reports (SIR), remain in effect. Additionally, SIRs must also be sent to departmental Risk Management Coordinators/Safety Officers for records retention purposes and to ensure that the department has timely awareness of the event.

3. What are the new requirements that departments need to satisfy after a workplace violence incident occurs?

Answer: Departmental Risk Management/Safety Officers must review and retain the Violent Incident Log (as part of the Plan) after each workplace violence incident. Departmental Risk Management/Safety Officers are also responsible for coordinating a post-incident investigation, to determine the cause of the workplace violence incident. Departments should refer to and may utilize the Chief Executive Office (CEO) Risk Management Division's Post Incident Investigation form (Appendix B of the CEO Risk Management Division's model Plan) to guide their investigation of the incident. Departments may utilize or create their own post-incident investigation form.

Departmental Risk Management/Safety Officers are responsible for coordinating a workplace violence prevention assessment to identify and correct any workplace violence hazards after an incident. Departments should conduct ongoing, scheduled periodic inspections to evaluate workplace violence hazards and should refer to and may utilize the CEO Risk Management Division's Workplace Violence Prevention Assessment form (Appendix C of the CEO Risk Management Division's model Plan) as a template for

periodic inspections and prevention assessments. Alternatively, departments may choose to augment their current inspection checklists to include the workplace violence prevention components listed in CEO's Workplace Violence Prevention Assessment form.

The department must centrally retain a copy of the Violent Incident Log, post-incident investigation documents, Security Incident Reports, and workplace violence prevention assessment documents for a minimum of five years.

Departments must conduct additional training for employees when a new or previously unrecognized workplace violence hazard has been identified, and when there are changes to the department's Plan.

4. How can departments satisfy the annual training requirements?

Answer: Departments can provide the required annual training using the delivery method(s) that work best for their operations and staff. Training may be instructor-led, in-person or live webinar, recorded webinar, eLearning, or any combination of learning that provides the required information.

The opportunity for questions and answers with a person knowledgeable about the department's Plan can be provided via email or other method of contact that allows for a response within a reasonable (e.g., next business day) time period.

5. Do security incidents that do not involve workplace violence require the completion of a Violent Incident Log and post-incident investigation and hazard correction documents?

Answer: No. For security incidents unrelated to workplace violence (for example - property crimes), departments should follow existing incident reporting procedures by providing a completed SIR to the SOU and retaining related records in accordance with the department's established recordkeeping process.

6. What documents are required to be provided to employees and employee representatives upon request?

Answer: A copy of the department's Plan, Violent Incident Logs, training records, and workplace violence prevention assessment forms must be provided to employees and employee representatives by no later than 15 calendar days of a request. Violent Incident Logs must omit any medical information, and any personal identifying information that would allow the identification of parties involved in the incident.

7. Is the post-incident investigation requirement the same as an administrative investigation related to the incident?

Answer: No. The post-incident investigation is used to determine the cause and implement the corrective action needed to prevent reoccurrence of the violent incident. An administrative investigation is a review or inquiry conducted by the department or an authorized representative of the County to determine whether a County employee has violated County rules or policies and that may result in corrective action (e.g., discipline) against the employee.