INDIAN WELLS
CALIFORNIA



WORKPLACE VIOLENCE PREVENTION PLAN

LAST UPDATED: JULY 1, 2024

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I. Purpose

The purpose of the City of Indian Wells' Workplace Violence Prevention Plan ("Plan" or "WVPP") is to establish, implement, and maintain an effective workplace violence prevention plan as required under Labor Code sections 6401.7 and 6401.9.

Specifically, this Plan contains procedures to address the following statutory requirements:

1) Record information in a Violent Incident Form for every incident of Workplace Violence, as defined below.

2) Provide effective training to employees on the legal requirements related to the prevention of workplace violence, including but not limited to the City of Indian Wells' WVPP.

3) Maintain records of the following: (a) Workplace Violence hazards, (b) City of Indian Wells' employee (hereinafter referred to as "employees") trainings, (c) Violent Incident Forms, and (d) the investigation of any incident of Workplace Violence.

4) Ensure certain records are made available to the Division of Occupational Safety and Health ("Division" or "DOSH"), employees, and any authorized employee representatives.

II. Scope of Coverage

a. Workplaces

The WVPP shall apply to all City of Indian Wells' workplaces, unless a workplace is expressly exempted from coverage.

The following workplaces are exempt from and not subject to the WVPP:

1) A workplace that an employee has chosen to telework from that is not under the control of the City of Indian Wells.

2) The Indian Wells Golf Resort (IWGR), Indian Wells Villas (IWV) and Mountain View Villas (MVV), while owned by the City of Indian Wells, are not operated by the City of Indian Wells and are therefore not under the control of the City of Indian Wells. It is the responsibility of the city's contracted providers for these properties to ensure compliance under their property and hazard-specific WVPP's.

b. Employees

The WVPP applies to all City of Indian Wells employees, unless an employee is expressly exempted.

The following employees are exempt from coverage under the WVPP:

1) An employee who is teleworking from a location of the employee's choice, which is not under the control of the City of Indian Wells.

III. Effective Date

The effective date of this Plan is July 1, 2024.

The Plan shall continue in full force and effect until repealed or rescinded.

IV. Definitions

For the purposes of the WVPP, the following definitions apply:

- "Access" means the right and opportunity to examine and receive a copy of the WVPP.

- "Designated Representative" means any individual or organization to whom an employee gives Written Authorization to exercise a right of Access. A recognized or certified collective bargaining agent shall be considered a Designated Representative for the purpose of Access to the WVPP.

- "Emergency" or "Emergencies" means unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.

- "Engineering Controls" mean 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.

- "Serious Injury or Illness" means any injury or illness occurring in a place of employment or in connection with any employment that requires inpatient hospitalization for other than medical observation or diagnostic testing, or in which an employee suffers an amputation, the loss of an eye, or any serious degree of permanent disfigurement, but does not include any injury or illness or death caused by an accident on a public street or highway, unless the accident occurred in a construction zone.

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

- "Workplace Violence" means any act of violence or Threat of Violence that occurs in the City of Indian Wells' covered workplace. Workplace Violence does not include lawful acts of self-defense or defense of others.

- Workplace Violence includes but is not limited to the following:

    2) 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.

    3) An incident involving a threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury.

    4) The following four (4) types of Workplace Violence:

        - "Type 1 violence" means 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 workers with the intent to commit a crime.

        - "Type 2 violence" means Workplace Violence directed at employees by customers, clients, patients, students, inmates, or visitors.

        - "Type 3 violence" means Workplace Violence against an employee by a present or former employee, supervisor, or manager.

        - Type 4 violence" means Workplace Violence committed in the workplace by a person who does not work there but has or is known to have had a personal relationship with an employee.

- "Workplace Violence Prevention Committee" ("Committee") means the group of employees who assess the City of Indian Wells' Workplace Violence hazards and support in the implementation of the WVPP.

- "Workplace Violence Prevention Coordinator ("Coordinator")" means the individual who is responsible for implementing the WVPP.

- "Work Practice Controls" means procedures and rules, which are used to effectively reduce Workplace Violence hazards.

- "Written Authorization" means a request provided to the City of Indian Wells containing the following information:

    1) The name and signature of the employee authorizing a representative of the employee to access the WVPP on the employee's behalf;

    2) The date of the request;

    3) The name of the designated representative (individual or organization) authorized to receive the WVPP on the employee's behalf; and

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

- "WVPP" or "Plan" means the Workplace Violence Prevention Plan.
- "Violent Incident Form" or "Form" means the violent incident Form required by this WVPP.

V. The Plan

a. Access

The **City of Indian Wells** makes the WVPP available and accessible to employees, Designated Representatives, and representatives of the DOSH at all times.

1) Employees

The City of Indian Wells will provide Access to the WVPP to employees as follows:

1) The City of Indian Wells has made and will continue to make the WVPP available and will provide Access to employees by providing an employee a physical copy of the WVPP within five (5) business days of receiving the request for Access from the employee.

   Whenever an employee requests a copy of the WVPP, the City of Indian Wells shall provide the requesting employee a printed copy of the WVPP, unless the employee agrees to receive an electronic copy of the WVPP.

   The City of Indian Wells will provide one (1) printed copy of the WVPP free of charge. If an employee requests additional copies of the WVPP within one (1) year of the previous request and the WVPP has not been updated with new information since the prior copy was provided, the City of Indian Wells may charge reasonable, non-discriminatory reproduction costs for the additional copies.

2) An employee can Access the WVPP through the City of Indian Wells' internal Shares Drive, S:\Policies and Manuals\CURRENT VERSIONS, as well as the Human Resources website, **https://www.cityofindianwells.org/city-hall/departments/human-resources**, where the employee can review, print, and email the current version of the WVPP.

2) Designated Representatives

The City of Indian Wells will make the WVPP available and provide Access to Designated Representatives in a manner consistent with Section V(a)(1) of the City of Indian Wells' WVPP only after the employee provides Written Authorization to the City of Indian Wells, unless otherwise stated.

The City of Indian Wells makes the WVPP available and provides Access to any employee

organization that represents employees in a manner consistent with WVPP Section V(a)(1) without requiring that an employee provide prior Written Authorization to the City of Indian Wells.

3) DOSH Representatives

The City of Indian Wells will make the WVPP available to DOSH representatives upon request.

b. Implementation

1) Workplace Violence Prevention Coordinator ("Coordinator")

The individual(s) identified below shall serve as the City of Indian Wells' Workplace Violence Prevention Coordinator ("Coordinator(s)") and is authorized to and responsible for implementing the WVPP:

Job Title	WVPP Position	Contact Information	WVPP Responsibilities
Assistant City Manager	Coordinator	(760) 346-2489	**Overall responsibility for the plan;** *approves the final plan and any major changes*.
Administrative Services Manager, or other designee	Committee Representative	(760) 346-2489	**Responsible for employee involvement and training;** *organizes safety meetings, updates training materials, and handles any reports of workplace violence.*
Various (See Section V.b.2. below)	Workplace Violence Prevention Committee Members	(760) 346-2489	**Responsible for emergency response, hazard identification, and coordination with other employers;** *conducts safety inspections, coordinates emergency response procedures, and communicates with other employers about the plan.*

Specifically, the Coordinator will be responsible for the following:

1) Serve as the Chair of the City of Indian Wells' Workplace Violence Prevention Committee ("Committee");

2) Establish and coordinate Work Practice Controls;

3) Establish and coordinate Engineering Controls;

4) Respond to reports of Workplace Violence incidents and Workplace Violence hazards, including investigating incidents of Workplace Violence and Workplace Violence hazards;

5) In collaboration with Human Resources, the Committee, and management (as applicable):

    a. Review investigations of Workplace Violence and their causes and develop mitigation solutions for the prevention of future incidents;

b. Implement updates to the WVPP; and

c. Prepare and implement Workplace Violence training subsequent to the initial training.

2) Workplace Violence Prevention Committee ("Committee")

The City of Indian Wells established a Workplace Violence Prevention Committee ("Committee") to assess the City of Indian Wells' Workplace Violence hazards and determine preventative actions to be taken.

The Committee shall be comprised of the Coordinator and the following individuals:

- Receptionist
- Accounting Technician I
- Senior Administrative Assistant
- Information Technology & Risk Manager
- Administrative Services Manager
- Maintenance Worker I
- Permit Technician I

The Committee shall undertake the following:

1) Meet regularly, but not less than quarterly;

2) Prepare and make available to any affected employees, the records of the workplace violence issues discussed at the Committee meetings and maintained for review by DOSH upon request. The Committee meeting records shall be maintained for at least one (1) year;

3) Review the results of the City of Indian Wells' periodic, scheduled workplace inspections;

4) Review alleged Workplace Violence hazards brought to the attention of any Committee member. When determined necessary by the Committee, the Committee may conduct its own inspection and make recommendations for remedial hazard mitigation to the Coordinator and management;

5) Submit recommendations to assist in the evaluation of employee safety suggestions;

6) Upon request from the DOSH, verify abatement action taken by the City of Indian Wells to abate citations issued by the DOSH; and

7) At minimum, review the WVPP under the following circumstances: (a) once annually; (b) when a deficiency is observed or becomes apparent; and (c) after a Workplace Violence incident.

a) A review of the WVPP should include the following: (a) review of the Violent Incident Form; (b) review employee comments and feedback on the WVPP; (c) review of other records; and (d) a physical inspection of the workplace.

b) Following the review, report any revisions to the Plan to all employees.

c. Obtaining Active Employee Involvement in Developing and Implementing the Plan

The City of Indian Wells encourages the active involvement of employees in developing and implementing the WVPP through and by the measures discussed in the sections below.

1) Identifying, Evaluating, and Correcting Workplace Violence Hazards

The City of Indian Wells encourages the active involvement of employees in identifying, evaluating, and correcting Workplace Violence hazards through and by the following means:

1) Regular meetings of the Committee comprised of both the City of Indian Wells and employees that is charged with identifying, evaluating, and correcting Workplace Violence hazards;

2) Schedule general employee meetings at which Workplace Violence hazards are freely and openly discussed by those present. Such meetings shall be regular, scheduled, and announced to all employees so maximum employee attendance can be achieved;

3) Survey employees regarding the identification, evaluation, and correction of any Workplace Violence hazards;

4) Provide a means by which employees may provide feedback regarding the identification, evaluation, and correction of any Workplace Violence hazards; and

5) Provide a means by which employees may report potential Workplace Violence hazards that the City of Indian Wells will evaluate and, if necessary, correct.

2) Designing and Implementing Training

The City of Indian Wells encourages the active involvement of employees in designing and implementing training through and by the following means:

1) Regular meetings of the Committee comprised of both the City of Indian Wells and employee representatives that is charged with designing and implementing training;

2) Provide opportunities for employees to identify the daily activities they believe put them at most risk for Workplace Violence and address those activities within the training;

3) Authorize sufficient time and resources to facilitate employee participation, including holding trainings during regular working hours; and

4) Establish surveys to evaluate the effectiveness of the training, and authorize sufficient time and resources following each training to ensure employees can complete the evaluation. The City of Indian Wells shall adapt the training based on the results of these evaluations.

3) Reporting and Investigating Workplace Violence Incidents

The City of Indian Wells encourages the active involvement of employees in reporting and investigating Workplace Violence incidents through and by the following means:

1) Regular meetings of the Committee comprised of both the City of Indian Wells and employee Representatives that is charged with reviewing investigations of Workplace Violence hazards;

2) Encourage any employee who experiences, witnesses, or becomes aware of a violent incident, threat, or other Workplace Violence concern in which there is an immediate threat to the employee's safety or the safety of others or where a Serious Injury or Illness has occurred to immediately report the incident to law enforcement, security, and/or emergency medical services;

3) Encourage any employee who experiences, witnesses, or becomes 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, the Coordinator, or to Human Resources;

4) Encourage any employee who experiences, witnesses, or becomes aware of a violent incident, threat, or other Workplace Violence concern to participate in the investigation of the violent incident, threat, or other Workplace Violence concern;

5) Implement procedures to ensure that employees are not retaliated against for reporting or participating in investigations of Workplace Violence incidents;

6) Allocate adequate resources and training for employees to appropriately recognize Workplace Violence concerns;

7) Provide coverage, if necessary, so employees can immediately report a concern of Workplace Violence during their regularly scheduled work hours and participate in investigations; and

8) Recognize and reward employees who report violent incidents, threat, or other Workplace Violence concerns.

d. Coordination with Other Employers

If and when applicable (*e.g., when vendors, consultants, contractors, service providers, etc. who are employed by other employers perform work in workplaces controlled by the City of Indian Wells' WVPP*), the City of Indian Wells shall coordinate the implementation of the Plan with other employers in order to ensure that those employers and employees understand their respective roles,

as provided in the Plan.

Specifically, the City of Indian Wells will coordinate with other employers to ensure that all employees within the workplace are trained on Workplace Violence prevention and all Workplace Violence incidents involving any employee are reported, investigated, and recorded.

At a multiemployer worksite, the City of Indian Wells will ensure that when an employee experiences a Workplace Violence incident, the City of Indian Wells shall record the information in the Violent Incident Form and provide a copy of that Form to the controlling employer. If the City of Indian Wells is the controlling employer at a worksite, the City of Indian Wells will ensure that it receives copies of all Forms from other employers.

e. Compliance

The City of Indian Wells will ensure compliance with the Plan through and by the measures discussed in this section.

1) Expectations of Employees Regarding Compliance with the Plan

A. Employees

All employees should be familiar with the WVPP and its requirements.

All employees are responsible for using safe work practices, for following all directives, policies, and procedures, and for assisting the City of Indian Wells to maintain a safe and secure work environment.

All employees are required to know, understand, and adhere to the safety rules that apply to their workplace and the work they perform.

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 employees adhere to the safety rules that apply in these work areas.

Managers and supervisors should answer questions that employees may have about the Plan and its requirements, be able to direct employees to the Coordinator, or provide resources for employees to use that will answer their questions.

2) Methods to Ensure Compliance

A. Recognition of Employees Who Comply with the Plan

The City of Indian Wells recognizes employees who comply with the Plan by acknowledging observed instances in memos and emails or on the Employee Lounge Kudos Board. Supervisors and Department Heads may also elect to utilize other means to recognize employees.

B. Training and Retraining of Employees on Plan Requirements

The City of Indian Wells shall ensure substantial compliance with the WVPP by providing employees with training as discussed in the Plan.

C. Enforcement of the Plan Requirements and Discipline for Non-Compliance

Managers and supervisors will enforce the rules and requirements related to the Plan fairly and uniformly.

Employees who do not comply with the safety rules and requirements set forth in the Plan may be subject to discipline, up to and including termination as outlined in the City of Indian Wells Personnel Manual.

Managers and supervisors who do not enforce the rules and requirements related to the Plan or do not enforce them fairly and uniformly may be subject to discipline, up to and including termination as outlined in the City of Indian Wells Personnel Manual.

f. Communicating to Employees about Workplace Violence

The City of Indian Wells will communicate to employees about reporting and investigating Workplace Violence incidents.

The City of Indian Wells' procedures for communicating to employees regarding Workplace Violence incidents include the following:

1) Reporting on violent incidents, threats, or other violent Workplace Violence concerns;

2) Informing affected employees of the general results of any investigation into Workplace Violence incidents, while protecting the privacy of affected and/or involved employees;

3) Informing affected employees of the corrective actions taken in response to the Workplace Violence incident, while protecting the privacy of affected and/or involved employees; and

4) Communicating to employees about the prohibition on retaliating against employees who participate in the investigation of Workplace Violence incidents.

1) Reporting Violent Incidents

An employee may report a Workplace Violence incident through any of the following means:

1) Reporting by completing and submitting an electronic form utilizing the STOPit reporting system from their desktop computer or mobile phone application;

2) Reporting the incident to any manager or supervisor verbally or in writing by completing and signing a Violent Incident Form;

3) Reporting the incident to the Coordinator verbally or in writing by completing and signing a Violent Incident Form; or

4) Reporting the incident to Human Resources verbally or in writing by completing and signing a Violent Incident Form.

2) Acceptance of and Response to Reports of Workplace Violence

The City of Indian Wells shall accept and respond to all reports of Workplace Violence.

A. Immediate Response

Immediately following a report of Workplace Violence**,** the City of Indian Wells shall immediately respond by providing first aid and emergency care to the injured employee(s) and by taking any measures necessary to prevent other employees from being injured.

The City of Indian Wells will ensure that any injured employee(s) receive prompt medical evaluation and treatment and that any injured employee(s) is/are provided transportation to receive medical care, if such care is not provided on site.

The City of Indian Wells will immediately report to DOSH any Serious Injury or Illness or death of an employee that is attributable to Workplace Violence.

B. Investigating the Report of Workplace Violence

The City of Indian Wells shall investigate reports of Workplace Violence as provided in the following section.

C. No Retaliation

The City of Indian Wells shall not take adverse action against any employee who reports Workplace Violence or who participates in any investigation of Workplace Violence based on such conduct.

D. Provision of Leave for Employees Who are or May be Victims of Violence

The City of Indian Wells shall not take adverse action against any employee who takes time off from work in order to seek a Temporary Restraining Order ("TRO") or to obtain other assistance to help safeguard the "health, safety, or welfare" of the employee or their child based on such conduct. An employee may use paid sick leave as outlined in the City of Indian Wells Personnel Manual to take time off from work for these purposes.

An employee shall provide the City of Indian Wells 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, employees must provide a certification to the employer within a reasonable time after the absence.

E. Temporary Restraining Orders ("TRO")

When an employee has suffered unlawful violence or a credible Threat of Violence from any individual, which may reasonably be carried out at any of the City of Indian Wells' workplaces, the City of Indian Wells may attempt to obtain a TRO on behalf of the employee.

3) Investigation of Workplace Violence

The City of Indian Wells shall respond to reports of Workplace Violence or a Threat of Violence by promptly initiating an investigation, as applicable.

The City of Indian Wells' investigation of Workplace Violence or a Threat of Violence may include, but not necessarily be limited to, the following steps or measures, as applicable:

1) Visiting the scene of an incident as soon as safe and practicable;

2) Collection of facts on who, what, when, where, and how the incident occurred;

3) Collection of statements from involved parties, such as employees, witnesses, law enforcement, and/or security personnel;

4) Reviewing security footage of existing security cameras if applicable;

5) Collection of photographic or video evidence of damage or injuries, where appropriate;

6) Examining the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator;

7) Consultation with the affected employees, witnesses, and Committee members to identify potential contributing causes;

8) Obtaining any reports completed by law enforcement;

9) Assessment of any Threat of Violence, identifying the following, as applicable and to the extent the information is known by the City of Indian Wells:

    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.

Following an investigation, the City of Indian Wells may take the following measures, as

applicable:

1) Notify the affected employee(s) of the general results of the investigation, while protecting the privacy of affected and/or involved employee(s);

2) Collaborate with the Committee to recommend corrective action;

3) Implement changes in Engineering Controls, procedures, or policies, if appropriate; and/or

4) Establish updated Work Practice Controls, if necessary.

The City of Indian Wells shall retain records of Workplace Violence incident investigations for a minimum of five (5) years.

4) Documentation in Violent Incident Form

All Workplace Violence incidents shall be subsequently reported in the Violent Incident Form/ Form. Information that is recorded in the Form for each incident shall be based on information solicited from the employees who experienced the Workplace Violence, on witness statements, and on investigation findings. The City of Indian Wells shall omit from the Form any element of personal identifying information that would be sufficient to allow identification of any person involved in a Workplace Violence incident. All paper Forms will be transferred by the Coordinator or Human Resources into the STOPit reporting software within 48 hours or as soon as is reasonable to ensure accurate reporting.

The information recorded in the Form shall include all of the following:

1) The date, time, and location of the incident;

2) The Workplace Violence type or types (*e.g.*, Type 1, Type 2, Type 3, or Type 4);

3) A detailed description of the incident;

4) A classification of who committed the Workplace Violence, including whether the perpetrator was:

    a) A client or customer;

    b) Family or friend of a client or customer;

    c) Stranger with criminal intent;

    d) Coworker;

    e) Supervisor or manager;

    f) Partner or spouse;

g) Parent or relative; or

h) Other perpetrator;

5) A classification of circumstances at the time of the incident, including, but not limited to, whether the employee was:

a) Completing usual job duties;

b) Working in poorly lit areas;

c) Rushed;

d) Working during a low staffing level;

e) Isolated or alone;

f) Unable to get help or assistance;

g) Working in a community setting; or

h) Working in an unfamiliar or new location.

6) A classification of where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area;

7) The type of incident, including, but not limited to, whether it involved any of the following:

a) Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting;

b) Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object;

c) Threat of physical force or threat of the use of a weapon or other object;

d) Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact;

e) Animal attack; or

f) Other;

8) Consequences of the incident, including, but not limited to:

a) Whether security or law enforcement was contacted and their response;

b) Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident;

9) Information about the person completing the Form, including their name, job title, and the date completed.

5) Prohibition on Retaliation

The City of Indian Wells 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) The City of Indian Wells responds to reports of Workplace Violence, a Threat of Violence, or hazards related to Workplace Violence in a prompt and timely manner;

2) The City of Indian Wells provides employees multiple channels by which to report incidents, hazards, or concerns;

3) The City of Indian Wells admonishes managers and supervisors not to retaliate against any employee who reports Workplace Violence, a Threat of Violence, or hazards related to Workplace Violence, or any employee who participates in the investigation of such incidents or hazards; and

4) The City of Indian Wells trains all employees that retaliation against any employee who reports Workplace Violence, a Threat of Violence, or hazards related to Workplace Violence, or any employee who participates in the investigation of such incidents or hazards is expressly prohibited and that there are consequences, such as discipline, for retaliation against such employees.

g. Identification, Evaluation, and Correction of Workplace Violence Hazards

The City of Indian Wells shall undertake all necessary actions to identify, evaluate, and correct Workplace Violence hazards.

1) Identification of Workplace Violence Hazards

The City of Indian Wells shall undertake all necessary actions to identify Workplace Violence hazards.

The City of Indian Wells shall conduct inspections of its workplace(s) to identify Workplace Violence hazards.

Specifically, the City of Indian Wells shall conduct inspections under the following circumstances:

1) When the WVPP is first established and annually thereafter;

2) After each Workplace Violence incident; and

3) Whenever the City of Indian Wells is made aware of a new or previously unrecognized hazard.

Periodic inspections to identify and evaluate Workplace Violence and hazards will be performed in part or in some combination of the Coordinator, Committee, Human Resources, Emergency Services, and Risk Management.

Inspections for Workplace Violence hazards may include assessing factors specific to the City of Indian Wells' workplace, such as the following:

1) The exterior and interior of the workplace for its attractiveness to robbers;

2) The need for violence surveillance measures, such as mirrors and cameras;

3) Procedures for employee response during a robbery or other criminal act, including the City of Indian Wells' policy prohibiting employees, who are not security guards, from confronting violent persons or persons committing a criminal act;

4) Procedures for reporting suspicious persons or activities;

5) Effective location and functioning of emergency buttons and alarms;

6) Posting of emergency telephone numbers for law enforcement, fire, and medical services;

7) Whether employees have access to a telephone with an outside line;

8) Whether employees have effective escape routes from the workplace;

9) Whether employees have a designated safe area where they can go to in an emergency;

10) Adequacy of workplace security systems, such as door locks, entry codes or badge readers, security windows, physical barriers, and restraint systems;

11) Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of the City of Indian Wells establishment;

12) Employees' skill in safely handling threatening or hostile service recipients;

13) Effectiveness of systems and procedures that warn others of actual or potential Workplace Violence danger or that summon assistance, e.g., alarms or panic buttons;

14) The use of work practices such as the "buddy" system for specified emergency events;

15) The availability of employee escape routes;

16) How well the City of Indian Wells' management and employees communicate with each other;

17) Access to and freedom of movement within the workplace by non-employees, including recently discharged employees or persons with whom one of our employees is having a dispute;

18) Frequency and severity of employees' reports of threats of physical or verbal abuse by managers, supervisors, or other employees; and

19) Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace.

2) Investigation of Workplace Violence Hazards

The City of Indian Wells will initiate an investigation following the identification of a Workplace Violence hazard in order to evaluate the nature of the hazard.

The City of Indian Wells may undertake the following as part of such investigation, as applicable:

1) Collection of statements from witnesses;

2) Collection of photographic or video evidence of damage or injuries, where appropriate; and

3) Consultation with the affected employees, witnesses, and Committee members to identify potential contributing causes.

3) Correction of Workplace Violence Hazards

After the identification and investigation of a Workplace Violence hazard and after a Workplace Violence Hazard inspection, the City of Indian Wells will take appropriate steps to correct the hazard and prevent or control future or potential hazards by implementing the following measures:

1) **Substitution:** When possible, the City of Indian Wells will correct a hazard by eliminating or substituting it with a safer Work Practice Control ("Substitution").

2) **Removal of Employees:** In the event that a Workplace Violence hazard exists that cannot be immediately corrected without endangering employees or property, the City of Indian Wells will remove all employees from the work site except those necessary to correct the existing hazard. Employees who are necessary to correct the hazard will be provided with necessary protection in order to protect them from the hazard.

3) **Replacement of Equipment:** If a piece of equipment is hazardous, the City of Indian Wells will remove it from service and identify it as defective.

4) **Engineering Controls:** The City of Indian Wells will apply physical changes to either remove the hazard from the workplace or create a barrier between employees 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 employee exposure to the hazard; (b) metal

detectors; (c) panic buttons; (d) improved or additional lighting; and (e) more accessible exits (where appropriate).

5) **Work Practice Controls:** The City of Indian Wells will adjust Work Practice Controls if Substitution or Engineering Controls are impossible or inappropriate. Additional Work Practice Controls may be necessary in addition to Substitution and Engineering Controls to prevent future Workplace Violence hazards. Work Practice Control strategies may include the following: (a) hiring security guards and having them patrol the workplace interior and perimeter; (b) ensuring employees have access to a telephone with an outside line; posting emergency telephone numbers in the workplace for law enforcement, fire, and medical services; (c) improved or altered communication measures; (d) improved or altered policies of prohibited practices (such as a weapons ban or limitation of the amount of cash on hand); and a "buddy system" for specified Emergency events; (d) adding security cameras or mirrors.

6) **Training:** The City of Indian Wells will educate employees about the identified hazard in subsequent WVPP training.

7) **Collaborate with the Committee:** The City of Indian Wells will collaborate with the Committee on other ways to correct the hazard.

8) **Notice to Affected Employees:** The City of Indian Wells will notify affected employees in writing of the corrective measures the City of Indian Wells implemented to address the Workplace Violence hazard.

4) Recording Information regarding Workplace Violence Incidents

The City of Indian Wells 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.

The City of Indian Wells shall record information in the Violent Incident Form for each Workplace Violence incident.

Information that is recorded in the Form for each incident shall be based on information solicited from the employee(s) who experienced the Workplace Violence, on witness statements, and on investigation findings.

A sample Violence Incident Form is attached to the WVPP as **Exhibit A**.

The City of Indian Wells will document all work-related injuries or illness caused by Workplace Violence that resulted in death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid to DOSH.

h. Responding to Workplace Violence Emergencies

The City of Indian Wells uses the Intrado Revolution emergency notification system to alert employees of Workplace Violence Emergencies and, when safety allows, will ensure the system includes information regarding the nature of the incident. The Coordinator, Information Technology & Risk Manager, and city Executive Staff will be trained in how to utilize the system. All City of Indian Wells employees will be trained in what the system looks and sounds like, and how to respond when it is activated and deactivated.

Additionally, seven (7) panic buttons (silent 9-1-1 alarms) are positioned throughout City Hall in addition to two (2) emergency evacuation buttons at Reception and the Finance Counter.

When safety allows, the notification through the alerting system will include additional incident information such as:

1) The location of the Workplace Violence Emergency;

2) The nature of the Workplace Violence Emergency; and

3) The appropriate response procedures for employees.

The City of Indian Wells has developed the following evacuation plan for each City of Indian Wells workplace:

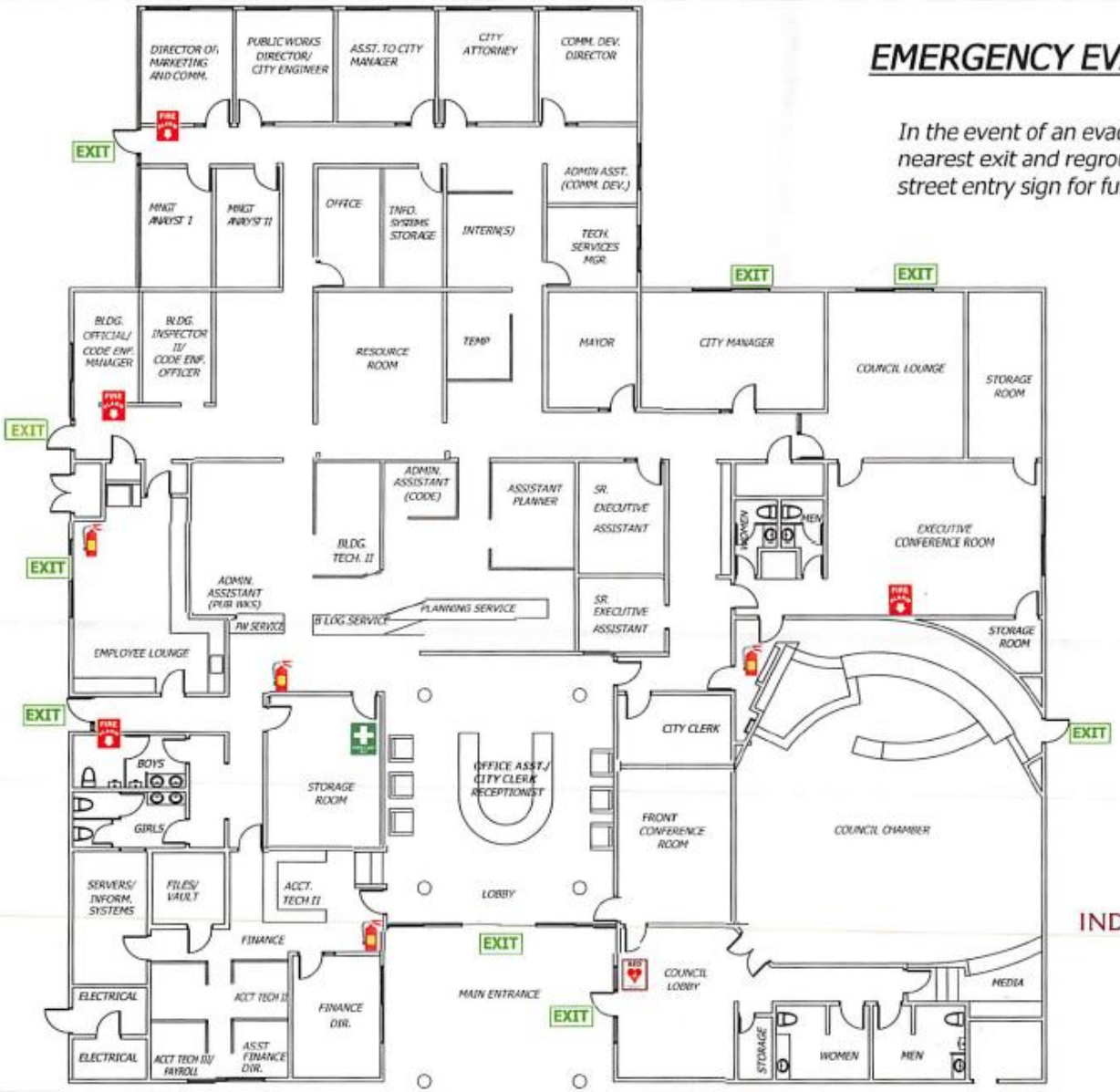
1) **Evacuation Protocols:**

All City of Indian Wells employees shall follow the evacuation protocol outlined in the October 26, 2016 Fire Prevention and Evacuation Plan (**EXHIBIT B**).

Emergency Evacuation Maps are posted throughout City Hall:

EMERGENCY EVACUATION MAP

In the event of an evacuation, proceed to the nearest exit and regroup at Fire Station #55 street entry sign for further instructions.



LEGEND

- FIRST AID KIT
- AUTOMATED EXTERNAL DEFIBRILLATOR
- PULL STATION
- FIRE EXTINGUISHER
- BUILDING EXIT

INDIAN WELLS
CALIFORNIA

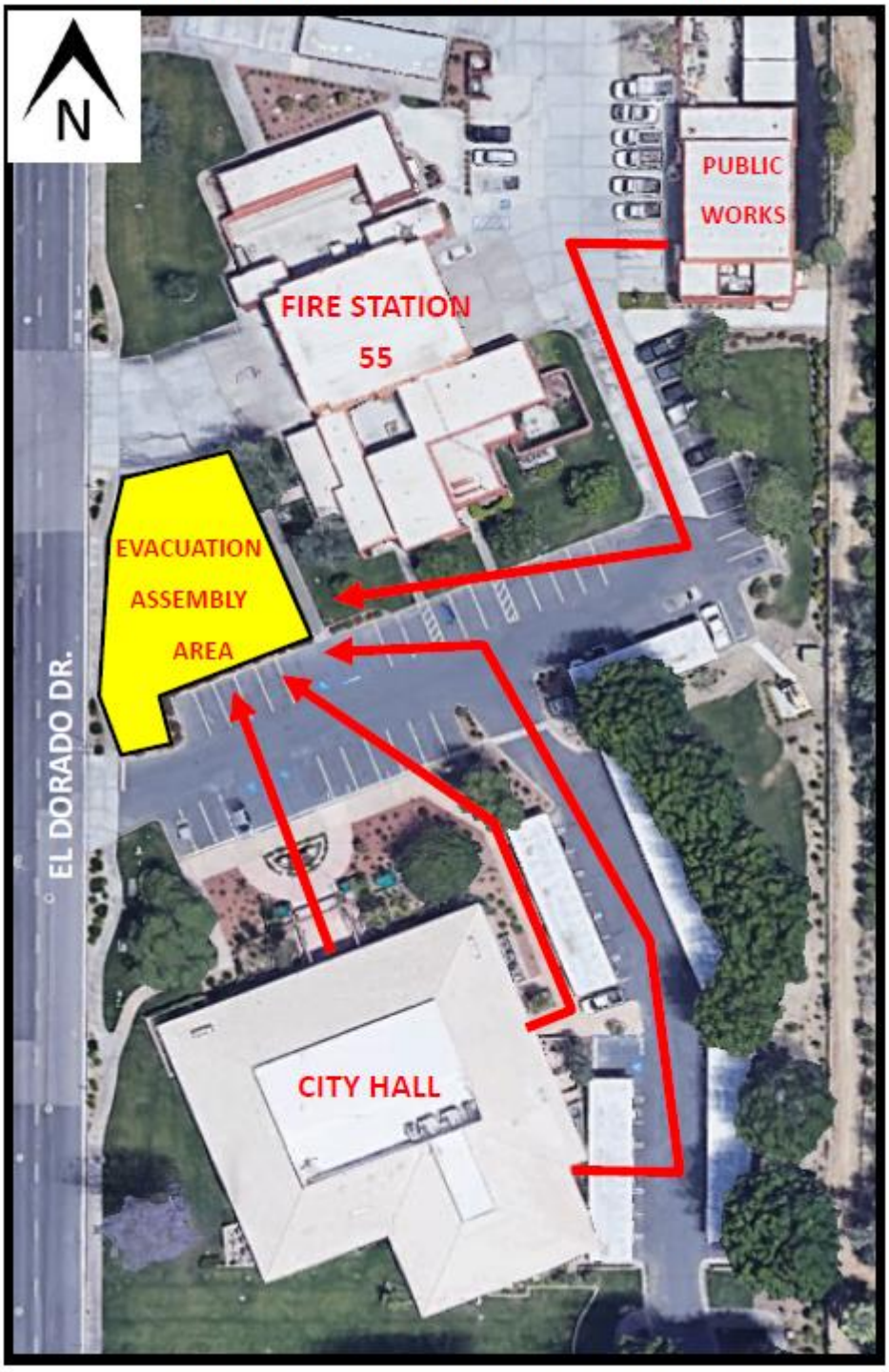
CITY HALL

Not to scale
July 2018

Note: Personnel titles subject to change.

Once safely outside, employees are instructed to gather at the Evacuation Assembly Area for roll call:

City of Indian Wells Evacuation Map & Assembly Area



The City of Indian Wells recognizes that the designated Evacuation Assembly Area indicated above may not be a safe or secure gathering location for employees in all scenarios. City employees are, at minimum, required to complete the CJPIA's "Active Shooter, How to Survive" online course annually to refresh their knowledge of "Run, Hide and Fight" response (**EXHIBIT C**).

Employees are trained that evacuating and moving as far from the incident as possible until they find a safe location may be safer than the Assembly Area marked by the map above.

In a Workplace Violence Emergency, employees can obtain help from any manager or supervisor, the Coordinator, or, if applicable, from law enforcement. Employees should promptly call 911 in the event of a Workplace Violence Emergency.

i. Training

The City of Indian Wells shall provide training when the Plan is first established and when new employees are hired.

The City of Indian Wells shall ensure annual training thereafter.

The City of Indian Wells shall provide training on all of the following subjects:

1) The City of Indian Wells' Plan, how to obtain a copy of the City of Indian Wells' Plan at no cost, and how to participate in the development and implementation of the City of Indian Wells' Plan;

2) Definitions and requirements of the Plan;

3) How to report Workplace Violence incidents or concerns to the City of Indian Wells or law enforcement without fear of reprisal;

4) Workplace Violence hazards specific to the employees' jobs, the corrective measures the City of Indian Wells has implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm; and

5) The City of Indian Wells' Violent Incident Form, and how to obtain copies of records related to Workplace Violence.

The training shall include an opportunity for interactive questions and answers with a person knowledgeable about the City of Indian Wells' Plan.

The City of Indian Wells shall provide additional training when a new or previously unrecognized Workplace Violence hazard has been identified and when changes are made to the Plan.

VI. Recordkeeping

The City of Indian Wells shall maintain the following types of records for the following periods:

Type of Record	Maintenance Period
Records of Workplace Violence hazard identification, evaluation, and correction	Minimum of five (5) years
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
Violent Incident Forms	Minimum of five (5) years
Records of Workplace Violence incident investigations. These records must not contain medical information.	Minimum of five (5) years

The City of Indian Wells shall ensure that records of Workplace Violence Incident Investigations do not contain any medical information including any information in electronic or physical form, in possession of or derived from a provider of health care, health care service plan, pharmaceutical company, or contractor regarding a patient's medical history, mental health application information, reproductive or sexual health application information, mental or physical condition, or treatment that includes or contains any element of personal identifying information sufficient to allow identification of the individual.

The City of Indian Wells shall make all records required by this WVPP available to DOSH upon request for purposes of examination and copying.

The City of Indian Wells shall make the following records available to employees and their Designated Representatives, upon request and without cost, for examination and copying within fifteen (15) calendar days of a request:

1) Records of Workplace Violence hazard identification, evaluation, and correction;

2) Training records; and

3) Violent Incident Forms.

EXHIBIT A: Violent Incident Form

Workplace Violence Incident Report Form

The Workplace Violence Incident Report Form ("Form") is used to record incidents of "Workplace Violence" as defined below.

*"Workplace Violence" means any act of violence or threat of violence that occurs in the **City of Indian Wells'** workplace.*

Information recorded in the Form should be based on information solicited from the employees who experienced an incident of Workplace Violence, the employees who witnessed an incident of Workplace Violence, and/or on the findings from an investigation into an incident of Workplace Violence.

*Personally Identifying Information: The **City of Indian Wells** should omit any personally identifying information sufficient to allow identification of any person involved in a Workplace Violence incident (e.g., victim and witnesses), including, but not limited to the person's name, address, electronic mail address, telephone number, social security number, or other information that, alone or in combination with other publicly available information, reveals the person's identity.*

*Recording Information from the Form in the Violent Incident Log: The **City of Indian Wells** should record information regarding the Workplace Violence incident in the **City of Indian Wells'** Violent Incident Log, and will provide a copy of that Log to the controlling employer.*

Date of Report	Date of Incident	Time of Incident	Employee Completing Report	
		am/pm	Name:	Title:

Incident Location

☐ Office
☐ Parking Lot
☐ Offsite/Outside Workplace
☐ Breakroom
☐ Restroom
☐ Cafeteria
☐ Other: _____

Workplace Violence Type (One)

☐ **Type 1 Violence:** Workplace Violence committed by a person who has no legitimate business at the worksite (includes violent acts by anyone who enters the workplace or approaches workers with the intent to commit a crime).

☐ **Type 2 Violence:** Workplace Violence directed at employees by customers, clients, patients, students, inmates, or visitors.

☐ **Type 3 Violence:** Workplace Violence against an employee by a present or former employee, supervisor, or manager.

☐ **Type 4 Violence:** Workplace Violence committed in the workplace by a person who does not work there, but has or is known to have had a personal relationship with an employee.

Type of Incident (All that Apply)

☐ Physical attack without a weapon, *e.g.*, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, spitting.
☐ Attack with a weapon/object, *e.g.*, firearm, knife, other object.
☐ Threat of physical force/threat of the use of a weapon/other object.
☐ Sexual assault/threat. *e.g.*, rape, attempted rape, physical display, unwanted verbal/physical sexual contact.
☐ Animal Attack.
☐ Other: _____.

Perpetrator Classification (One)

☐ Client/Customer
☐ Family/Friend of a client/customer
☐ Stranger with criminal intent
☐ Coworker
☐ Supervisor/Manager
☐ Partner/Spouse
☐ Parent/Relative
☐ Other: _____

Circumstances at Time of Incident (All that Apply)

☐ Employee was completing usual job duties.
☐ Employee was working in poorly lit areas.
☐ Employee was rushed.
☐ Employee was working during a low staffing level.
☐ Employee was isolated or alone.
☐ Employee was unable to get help or assistance.
☐ Employee was working in a community setting.
☐ Employee was working in an unfamiliar or new location.

Detailed Description of Incident (Including description of location and circumstances surrounding Workplace Violence incident)

_____
_____
_____
_____
_____
_____
_____
_____
_____

Authorities Contacted

☐ Law Enforcement
☐ Security
☐ Other: _____

If law enforcement/security was contacted, please detail their response:

_____
_____
_____
_____
_____

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EXHIBIT B

CITY OF INDIAN WELLS

FIRE PREVENTION AND EVACUATION PLAN

44-950 Eldorado Drive
Indian Wells, CA 92210

October 26, 2016

FIRE PREVENTION PLAN:

I. PURPOSE

The purpose is to provide general requirements for a Fire Prevention Plan in accordance with CCR Title 8: Section 3221.

II. LOCATION

City Hall 44-950 Eldorado Drive Eldorado Drive Indian Wells, CA 92210

III. EMERGENCY PROCEDURES

A. Activate fire alarm and follow evacuation procedures
B. Call 9-1-1 and report the location of the fire
C. Shut the door leading away from the fire to isolate and prevent rapid spread
D. Provide information to emergency response personnel

IV. POTENTIAL FIRE HAZARDS, IDENTIFICATION AND CONTROL

Fires, like all other types of accidents, are largely preventable.

Common Causes of Fires

A. Electrical Fire Hazards

Electrical system failures and the misuse of electrical equipment are leading causes of workplace fires. Fires can result from loose ground connections, wiring with frayed insulation, or overloaded fuses, circuits, motors, or outlets.

To prevent electrical fires, employees shall:

1. Make sure that worn wires are replaced or reported to maintenance.
2. Use only appropriately rated fuses.
3. Never use extension cords as substitutes for wiring improvements.
4. Use only approved extension cords [i.e., those with the Underwriters Laboratory (UL) or Factory Mutual (FM) label].
5. Check wiring in hazardous locations where the risk of fire is especially high.
6. Check electrical equipment to ensure that it is either properly grounded or double insulated.
7. Ensure adequate spacing while performing maintenance.

B. Portable Heaters

Portable electric heaters shall have tip-over protection that automatically shuts off the unit when it is tipped over. There shall be adequate clearance between the heater and combustible furnishings or other materials at all times.

C. Office Fire Hazards

Fires in offices have become more likely because of the increased use of electrical equipment, such as computers and fax machines. To prevent office fires, employees shall:

1. Avoid overloading circuits with office equipment.
2. Turn off nonessential electrical equipment at the end of each workday.
3. Keep storage areas clear of trash.
4. Ensure that extension cords are not placed under carpets.
5. Limit Use of Extension Cords
6. Ensure that trash and paper set aside for recycling is not allowed to accumulate.

D. Cutting, Welding, and Open Flame Work

1. All necessary hot work permits have been obtained prior to work beginning.
2. Cutting and welding are done by authorized personnel in designated cutting and welding areas whenever possible.
3. Adequate ventilation is provided.
4. Torches, regulators, pressure-reducing valves, and manifolds are UL listed or FM approved.
5. Oxygen-fuel gas systems are equipped with listed and/or approved backflow valves and pressure-relief devices.
6. Cutters, welders, and helpers are wearing eye protection and protective clothing as appropriate.
7. Cutting or welding is prohibited in sprinkler areas while sprinkler protection is out of service.
8. Cutting or welding is prohibited in areas where explosive atmospheres of gases, vapors, or dusts could develop from residues or accumulations in confined spaces.
9. Cutting or welding is prohibited on metal walls, ceilings, or roofs built of combustible sandwich-type panel construction or having combustible covering.
10. Confined spaces such as tanks are tested to ensure that the atmosphere is not over ten percent of the lower flammable limit before cutting or welding in or on the tank.
11. Small tanks, piping, or containers that cannot be entered are cleaned, purged, and tested before cutting or welding on them begins.

12. Fire watch has been established.

Chemical Handling and Storage

A. Leaks, spills, and overflows must be avoided. Storage of flammable and combustible liquids in open containers is not permitted.
B. Chemicals, specifically, flammable and combustible liquids, should be stored in appropriate cabinets.
C. Incompatible materials in storage areas must be segregated. Specifically, separate ignitable material from oxidizers or sources of ignition. In general, do not store different types of incompatibles in the same container.

V. Fire Extinguishers

Type of Fires
Fires are classified into four general categories depending on the type of materials or fuels involved. The type of fire determines the type of extinguisher used in the emergency. Fire extinguishers are rated by their effectiveness to extinguish different types of fires. Accordingly, all fire extinguishers are identified with common symbols to indicate on which fire they are most effective.

Class A Fires 
Class A fires involve ordinary combustible materials such as wood, paper, rags, and other solids.

Class B Fires 
Class B fires occur in the vapor/air mixture over the surface of flammable and combustible liquids such as gasoline, fuel oil, paint thinner, hydraulic fluids, flammable cleaning solvents and other hydrocarbon fuels.

Class C Fires 
Class C fires involve energized electrical equipment.

Class D Fires 

Class D fires involve combustible metals such as magnesium.

Training

All employees will receive fire extinguisher training classes annually.

VII. Maintenance of Equipment

Public Works is responsible for maintenance of fire protection equipment and systems installed to prevent or control ignitions or fires.

Types of Fire Protection Equipment

The basic types of fire protection equipment and systems used to control or extinguish fires are:

A. Portable fire extinguishers
B. Sprinkler systems
C. Chemical type extinguishing systems, including carbon dioxide, dry chemical and Halon systems

Inspection

Equipment installed to prevent accidental ignition of combustible material, e.g. grounding wires or dust collection equipment, must be routinely inspected by the appropriate department supervisor to ensure proper operation.

VIII. Control of Flammable or Combustible Waste Materials

Ordinary Trash

All Employees is responsible for collecting ordinary combustibles, such as paper, wood, plastic and cloth.

Hazardous Waste

Public Works is responsible for collecting and disposing of hazardous waste, including chemical, biohazard, and radioactive wastes.

Housekeeping

Good housekeeping is basic to fire safety and should be a major concern in every type of occupancy, from the simplest public work's shed to the most complex administrative facility. The following general preventive measures apply.

Type of Fire Hazard	Fire Prevention Practices
Paper	waste paper cans emptied daily
Plastic	waste plastic discarded daily
Electrical	quarterly inspections of outlets

Flammable/combustible liquids…. store liquids in approved flammable storage cabinet
Electrical appliances……quarterly inspections of appliances

Preventive Measures

A. General work areas such as offices and shops must be kept orderly and clean.
B. Discarded packing material or scrap should not be accumulated.
C. A sufficient number of waste baskets or trash receptacles (non-combustible material) should be placed in each work area.
D. Floors are to be swept or vacuumed to prevent accumulation of combustible materials.
E. Avoid using flammable cleaning solvents to clean floors, walls, furniture or equipment.
F. Clean up hazardous material spills immediately.
G. Do not use low flash point solvents in floor wax or polish.
H. Place oil or chemical soaked rags in metal or other suitable containers.

IX. Fire Prevention Training

Supervisor Responsibility
Supervisors are responsible for informing employees of potential fire hazards in the workplace specific to their tasks. In addition, each supervisor shall instruct employees on those parts of the fire prevention plan applicable for the employees to protect themselves and respond in the event of an emergency. Upon initial assignment, employees should be made aware of those parts of this fire prevention plan which they must know to protect them in the event of an emergency. This program is located in the safety manual and is available for review upon request

X. Safe Code of Work Practices

1. Flammables, including data sheets, books, rags, clothing, flammable liquids or trash shall not be placed or stored near heaters or their vents, any electrical appliance, or other potential sources of ignition.

2. Sources of actual or potential heat such as hot plates or electric coffee pots shall not be placed near flammable materials.

3. Care must be taken not to block potential escape routes, particularly with flammable materials.

4. Each individual is personally responsible for assuring that extension cords and Power Strip Bars are in good condition.

EVACUATION PLAN:

I. PURPOSE

The purpose of this policy is to outline a safe and speedy method for evacuating individuals from the facilities in case of an emergency.

II. PROCEDURE FOR EVACUATION – Administrative Offices

A. Proceed to the nearest safe exit.

B. Do not run. Remove high-heeled shoes if necessary.

C. Listen for and heed directions given by evacuation team members or the fire department.

D. Allow other individuals entering the stairwell to enter the established flow of traffic, but do not unnecessarily delay your exit.

E. If unable to descend to the ground floor, proceed to the roof.

F. Do not smoke.

G. Do not spread false information or rumors.

H. Assist those who are slower moving, injured, or handicapped. (See Section IV).

I. Upon exiting, individuals should proceed to the _____(see attached diagram) where a check for missing individuals will be conducted.

J. If it has been determined that individuals are missing and might be in the building, notify fire department personnel immediately.

NOTE: Floor plans for emergency exits are posted in the _____.

III. PROCEDURE FOR EVACUATION – Maintenance Yard

A. Proceed to the nearest safe exit.

B. Use stairwell handrails, moving to the right-hand side if emergency crews are encountered.

C. Listen for and heed directions given by the Fire Department or evacuation team members.

D. Do not smoke.

E. Do not spread false information or rumors.

F. Assist those who are injured or handicapped (see Section IV).

G. Upon exiting, individuals should proceed to _____where a check for missing individuals will be conducted.

H. If it has been determined that individuals are missing and might be in the building, notify Fire Department personnel immediately.

NOTE: Floor plans for emergency exits are posted in the _____.

IV. EVACUATING PERSONS WITH RESTRICTED MOBILITY

A. In every situation, a cooperative effort is necessary to achieve a safe evacuation. Any disabled or injured persons that may require assistance during an emergency should not hesitate to recruit helpers. They should inform helpers of their condition and be prepared to provide instructions on the best methods to aid them to safety.

B. During an evacuation, individuals with restricted mobility should proceed to the nearest safe exit and then seek assistance to enter the flow of traffic. Planning is the best way to assure the safe evacuation of handicapped and injured individuals.

V. REFERENCES

CCR Title 8 GISO Sections 3220-3221.

EARTHQUAK PROGRAM:

II. PURPOSE

The purpose of this program is to outline earthquake preparation and procedures to be followed in the event of an earthquake.

III. BEFORE AN EARTHQUAKE

All persons should:

A. Pick "safe places". A safe place could be under a sturdy table or desk or against an interior wall away from windows and bookcases, or tall furniture that could fall on you. The shorter the distance to move to safety, the less likely you will be injured.

B. Practice drop, cover, and hold-on in each safe place. Drop under a sturdy desk or table and hold on to one leg of the table or desk. Protect your eyes by keeping your head down. Practice these actions so that they become an automatic response. Responding quickly and automatically may help protect you from injury.

C. Be informed of the plan. Everyone in the workplace should know what to do if an earthquake occurs.

D. Get training. Take a first aid class from the local Red Cross chapter. Get training on how to use a fire extinguisher. Keep your training current. Training will help you to keep calm and know what to do when an earthquake occurs.

E. Discuss earthquakes with co-workers. Everyone should know what to do. Discussing earthquakes ahead of time helps reduce fear and anxiety and lets everyone know how to respond.

IV. DURING AN EARTHQUAKE

All persons should immediately:

A. Find shelter under a sturdy desk or table, in doorways or against inside walls. Kneel down and cover your head with your arms.

B. Stay away from windows, temporary walls or partitions, and freestanding objects such as files, supply cabinets, shelves, and so on.

C. Remain in protective area for several minutes after the quake. An initial shock usually lasts less than one minute, but other jolts may come soon after.

EXHIBIT C

ACTIVE SHOOTER

Run, Hide, Fight



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Providing innovative risk management solutions for our public agency partners

OPTIONS/ACTIONS

- Run
- Hide
- Fight

BE ALERT

TRIGGERS

- Yelling
- Threats of violence
- Under influence of drugs
- Banging fists
- Talking loudly
- Throwing things
- Clothing not appropriate to the weather - trench coats



THRESHOLD TRIGGER

- One serious trigger - select option/action immediately
- Examples include: showing a weapon, breaching security door, putting hands on you
- Violating restraining orders not to be on property

ENFORCE ALL SECURITY PROTOCOLS

Notes

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RUN!

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 9-1-1 when you are safe

HIDE!

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Lock the door
- Blockade the door with heavy furniture

WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large dense items (i.e., cabinets, desks)
- Remain quiet



Notes

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IF EVACUATION AND HIDING OUT ARE NOT POSSIBLE

- Remain calm
- Dial 9-1-1, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

FIGHT!

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions



COMPLACENCY KILLS

ADDITIONAL INFORMATION

For complete course information, please reference the following training:

- Customer Service
- Workplace Safety

To learn more or sign up for training, please contact training@cjpia.org

Notes

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