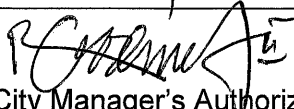
 <p style="text-align: center;">City of Santa Ana Administrative Policies and Procedures</p>	 City Manager's Authorization
	Section <p style="text-align: center;">Personnel Services</p>
Subject <p style="text-align: center;">WORKPLACE VIOLENCE POLICY</p>	Date <p style="text-align: center;">February 1, 2018</p>

PURPOSE

To ensure that City employees, contractors, volunteers, public officials, and members of the public, are provided a safe environment in which to work and conduct business, procedures for reporting violations of the Workplace Violence Policy, and procedures for investigating complaints of workplace violence.

POLICY

The City of Santa Ana encourages and strives for a working environment that is free from violence, threats of violence, harassment, intimidation, verbal abuse and other disruptive behavior. Any act or behavior which, whether explicit or implied, can be perceived by a reasonable person as threatening, hostile and/or violent, or which creates a climate of violence, hostility or intimidation that occurs on-site or off-site during work-related activities shall not be tolerated. It is the policy of the City of Santa Ana that no employee shall, at or outside the workplace, make any threat of or commit any act of violence, either physical or verbal, against any City employee, contractor, volunteer, public official, or vendor. Any employee who violates this policy may be subject to discipline, up to and including termination.

It is the policy of the City of Santa Ana that retaliation against an employee who in good faith initiates a complaint or reports violations of the Workplace Violence Policy, or who cooperates in an investigation regarding allegations of workplace violence is prohibited and may result in disciplinary action, up to and including termination.

DEFINITIONS

For purposes of this policy, “workplace violence” is defined as a single act or behavior, or a series of acts or behaviors, which inflict, attempt to inflict, or threaten to inflict bodily harm on another person or damage to property; or which constitute actual, potential, or threats of physical assault, battery, verbal abuse, coercion or intimidation, at or in the workplace, against any City employee, contractor, volunteer, public official, or vendor.

For purposes of this policy, a “threat” is defined as any verbal or physical conduct that could be reasonably interpreted as intended to cause harm, injury, or damage to persons or property, or intended to create an environment that is hostile or violent.

SCOPE OF APPLICATION

This policy shall apply to all City of Santa Ana “employees”, which includes but is not limited to management employees, non-management employees, full-time employees, part-time employees, part-time civil service employees, seasonal employees, employees appointed on a temporary basis, volunteers, interns, and City officials including the Mayor and Council members.

PROHIBITED BEHAVIOR AND CONDUCT

Violent conduct and behaviors can range from verbal abuse to homicide and are expressly prohibited, unless such behavior or conduct is a requirement of the employee’s job duties, e.g., police officers performing duties in the course and scope of their employment. Examples of prohibited behavior include but are not limited to:

1. Causing bodily injury by striking, punching, slapping or assaulting another person;
2. Damaging or destroying property as a means to threaten, intimidate, or cause fear in another person;
3. Threatening to damage property as a means to threaten, intimidate or cause fear in another person;
4. Fighting with another person or challenging another person to fight;
5. Pushing, pinching, grabbing or other forceful touching of another person in an aggressive manner, or in a manner that can reasonably be perceived to be aggressive;
6. Direct or indirect verbal or written statements, gestures or expressions that communicate a direct or indirect threat of physical harm (e.g. telephone calls, emails, text messages, letters or notes);
7. Verbal or written harassment designed to provoke violence or loss of emotional control in another, such as taunting, holding another up to ridicule, or remarks which demean another;
8. Engaging in dangerous, threatening or aggressive horseplay;
9. Engaging in physical behavior or actions that would be interpreted by a reasonable person as having the potential for violence (e.g., throwing objects, waving fists, destroying property, stalking, etc.);
10. Possession of firearms or weapons, including concealed weapons, on City premises or during work hours, unless authorized as part of City of Santa Ana employment.
 - a. Employees may carry personal defense spray commercially manufactured, sold at retail and purchased for personal defense use to and from work sites in or on their personal effects. Employees must store such personal defense spray in or on their personal effects while at work sites unless the spray is in use for self-defense purposes, not in violation of this policy. Deploying personal defense spray inside of a building or in a confined space is not advised given the fact that the spray can affect unintended persons and tends to linger in the air necessitating on some occasions evacuation of the space until the spray dissipates.
11. Using or threatening to use a weapon (e.g. gun, knife, or other object) against another person while on or in City of Santa Ana property, including parking lots, other exterior premises, and City vehicles; or while performing activities for the City in other locations, unless such use is a requirement of the job as mentioned above.

12. Following, stalking, and/or invading another person's personal space to the extent the conduct would place a reasonable person in fear for his or her safety and that serves no legitimate purpose.

MANAGER/SUPERVISOR RESPONSIBILITIES

Department heads, managers and supervisors shall take immediate action to correct any hazardous situations which threaten or have the potential to threaten the security of City employees or members of the public. Depending on the circumstances, and without jeopardizing the manager's or supervisor's own safety, this action may include one or more of the following:

1. Taking steps to diffuse the situation;
2. Calling 911 to immediately notify law enforcement, with as much information as possible regarding the circumstances, such as:
 - a. nature of the incident;
 - b. location of incident (e.g., floor, building, etc.);
 - c. status of life-threatening injuries or need for emergency medical care, if any;
 - d. condition of victim(s); and,
 - e. presence and type of hazards at the scene, if any.
3. Immediate notification to the Personnel Services Department regarding the situation;
4. Evacuation of personnel from an unsafe situation to a safe area, as feasible and/or necessary; and
5. Providing employees with contact information for the City of Santa Ana Employee Assistance Program (EAP).

EMPLOYEE RESPONSIBILITIES

All City employees shall behave in a professional and courteous manner during the course and scope of performing their job duties. All City employees are responsible for using safe work practices, following all City and department directives, policies and procedures, and helping to maintain a safe and secure working environment that is free from violence, threats of violence, harassment, intimidation, verbal abuse, and other disruptive behavior.

Employees are strongly urged to promptly inform the Personnel Services Department of any protective or restraining order they obtain that identifies the workplace as a protected area. Employees are encouraged to report safety concerns with regard to intimate partner violence. The City is committed to supporting victims of intimate partner violence by providing referrals to REACH EAP, community resources, and other accommodations as needed regarding intimate partner violence.

REPORTING INCIDENTS OF POSSIBLE WORKPLACE VIOLENCE

All reports of incidents of possible workplace violence shall be taken seriously and handled appropriately. Employees are encouraged to report disputes or incidents before the situation escalates. This includes threats to employees from citizens, vendors, and people utilizing the services of the City.

1. Any employee who believes he or she has been subjected to prohibited behavior or conduct similar to those outlined in the *Prohibited Behavior and Conduct* section on the previous page shall report incidents of possible workplace violence orally or in writing to any of the following persons:
 - a. His/her immediate supervisor;
 - b. Any supervisor or manager within or outside of the employee's department;
 - c. Any Department Head;
 - d. The Executive Director of the Personnel Services Department, the Personnel Services Department Analyst assigned to the employee's department, or the Risk Management Division; and
 - e. Depending on the severity of the circumstances, the Police Department can or should also be notified.
2. Any Department Head, manager, supervisor, Personnel Services Department staff member, or other employee who receives notification of a potential workplace violence incident shall notify the Executive Director of the Personnel Services Department immediately. Depending on the severity of the circumstances, the Police Department should also be notified if this has not already been done.
3. The Executive Director of the Personnel Services Department shall ensure a prompt, confidential, impartial, and thorough investigation is conducted when notification of a potential workplace violence incident is received.

Additionally, the Personnel Services Department shall:

- a. Ensure the incident is documented as appropriate;
- b. Take reasonable steps to protect the person reporting the incident from further such violations of the Workplace Violence Policy;
- c. Take reasonable steps to protect the person reporting the incident from retaliation as a result of communicating the notification to others and/or initiating an investigation into the complaint; and
- d. Consult with the City Attorney's Office to determine if a workplace violence restraining order is necessary and/or appropriate.

CONSEQUENCES OF PROHIBITED BEHAVIOR AND CONDUCT

Violations of this Policy shall not be tolerated. Employees who commit or engage in any Prohibited Behavior or Conduct or other similar acts or who are found to have violated any section of this Policy may be removed from the premises and may be subject to disciplinary action that may include termination, criminal prosecution, or both, depending on the circumstances.

This Policy, dated February 1, 2018, shall replace and supersede the Workplace Violence Policy dated July 1996.



CITY OF SANTA ANA
ADMINISTRATIVE
POLICIES AND PROCEDURES

Debra Kuritz
CITY MANAGER'S AUTHORIZATION

SECTION

WORKPLACE VIOLENCE POLICY

DATE

7/96

NUMBER

PURPOSE:

To ensure that City employees and customers are provided with a safe environment in which to work and conduct business; to provide guidance to supervisors, managers and employees in anticipating, preventing, and minimizing the effects of violence in the workplace.

DEFINITION:

Workplace violence is defined as:

- Any act which is physically assaultive
- Behavior or actions that would be interpreted by a reasonable person as having the potential for violence (throwing objects, waving fists, destroying property, etc.)
- Any substantial threat to harm another individual or in any way endanger the safety of employees
- Any substantial threat to destroy property
- Unusual behavior that might signal emotional distress

POLICY:

1. All employees shall immediately discuss with their supervisor or any manager a circumstance where they fear that physically assaultive retaliation may occur, or where someone has made threats of violence as defined above, whether directed at them or others.
2. Employees are prohibited from possessing firearms or weapons on City premises or during working hours, unless authorized as part of their City of Santa Ana employment.
3. Any employee involved in a personal, non-criminal dispute which results in the issuance of a restraining order to protect them, or in which they fear for their safety, must notify their supervisor.
4. Employees needing help in dealing with violence are encouraged to use the City of Santa Ana Employee Assistance Program - (800) 234-5465, and/or their health insurance plans.
5. Any employee who has made a threat of violence, has initiated a violent act, or has violated the policy regarding firearms and weapons, will be subject to disciplinary action, up to and including termination.
6. Supervisors or managers receiving notification of violence, as defined above, are to:
 - Ensure the immediate safety of all people present
 - Notify the Police Department if appropriate
 - Notify the Personnel Department if the threat is not immediate but further investigation is warranted.

CITY OF SANTA ANA'S WORKER'S COMPENSATION UNIT
20 Civic Center Plaza, P.O. Box 1988 M-41
Santa Ana, CA 92702
SUPERVISOR'S ACCIDENT INVESTIGATION REPORT

Employee Name _____ (Print Clearly) Badge or ID # _____ SS# _____ / _____ / _____

Home Address _____ City/Zip _____ Home Phone (____) _____ - _____

DOB ____ / ____ / ____ Male ___ Female ___ Hire Date ____ / ____ / ____ Department _____ Watch/Team _____

Job Title _____ Work Phone(____) _____ - _____

Did Employee Leave Work? _____ Date ____ / ____ / ____ Time _____ Date Returned ____ / ____ / ____

Description of Injury/Illness _____

(Check only ONE of the boxes below)

No Clinic Visit - First Aid Only - Administered by Whom: _____

Clinic Visit - Physician's or Hospital Name & Address _____

Was Employee treated in an emergency room? _____ Was Employee hospitalized overnight? _____

Date of Injury ____ / ____ / ____ Time _____

Time employee began work _____

INVESTIGATION OF CAUSE (Check all that apply)

UNSAFE CONDITIONS

- | | |
|--|--|
| <input type="checkbox"/> Beyond Employee's Control | <input type="checkbox"/> Improper ventilation/lighting |
| <input type="checkbox"/> Combative patient/arrestee | <input type="checkbox"/> Improperly guarded equipment/poor warning devices |
| <input type="checkbox"/> Communicable Disease Exposure | <input type="checkbox"/> Lack training/knowledge |
| <input type="checkbox"/> Contact with poisonous plants/insects/bites | <input type="checkbox"/> Poor housekeeping |
| <input type="checkbox"/> Defective equipment | <input type="checkbox"/> Slippery/unsafe surface |
| <input type="checkbox"/> Hazardous weather/environment | <input type="checkbox"/> Toxic Chemicals |
| <input type="checkbox"/> Hazardous work procedures | <input type="checkbox"/> Unsafe design/construction |
| | <input type="checkbox"/> Other _____ |

UNSAFE ACTS

- | |
|---|
| <input type="checkbox"/> Bypass safety devices |
| <input type="checkbox"/> Failure to warn others |
| <input type="checkbox"/> Not following procedures |
| <input type="checkbox"/> Not using protective equipment |
| <input type="checkbox"/> Operating without authority |
| <input type="checkbox"/> Using equipment unsafely |
| <input type="checkbox"/> Other _____ |

Witnesses _____ Phone _____

Location (or Address) where Injury Occurred _____

What activity was the employee doing just before the incident occurred? _____

How did injury occur? _____

What object or substance directly harmed the employee? _____

Corrective action to be taken by Supervisor _____

If the employee died, when did death occur? Date of death ____ / ____ / ____

Is Supervisor aware of any other relevant circumstances on/off duty which may have contributed to this injury: _____

Name of Supervisor _____ (Print Clearly) Supervisor's signature _____

Phone(____) _____ - _____ Department Head signature _____ Date ____ / ____ / ____