
WORKPLACE VIOLENCE PREVENTION PROGRAM

Author: Greg Romey Date: 6/25/24

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Staff Review:

Management/Supervisor: Rebekah Vick Date: 6-28-24

Safety Committee: Fraser D. Evans III Date: 6-28-24

General Manager: Michael Haddad Date: 6/28/2024

REVISIONS

Date	Section(s) Revised	Author
Staff Review:		
Management/Supervisors:		Date: <input style="width: 100px;" type="text"/>
Safety Committee:		Date: <input style="width: 100px;" type="text"/>
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1.0 POLICY

- 1.1 Our establishment's Workplace Violence Prevention Plan (WVPP) addresses the hazards known to be associated with the four types of workplace violence as defined by Labor Code (LC) section 6401.9.

2.0 DEFINITIONS

- 2.1 **Emergency** - Unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.
- 2.2 **Engineering controls** - An aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between the employee and the hazard.
- 2.3 **Log** - The violent incident log required by LC section 6401.9.
- 2.4 **Plan** - The workplace violence prevention plan required by LC section 6401.9.
- 2.5 **Serious injury or illness** - 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.
- 2.6 **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 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.
- 2.7 **Workplace violence** - Any act of violence or threat of violence that occurs in a place of employment.
- 2.8 **Workplace violence** includes, but is not limited to, the following:
 - 2.8.1 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.
 - 2.8.2 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.
 - 2.8.3 The following four workplace violence types:
 - 2.8.3.1 **Type 1 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.
 - 2.8.3.2 **Type 2 violence** - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.
 - 2.8.3.3 **Type 3 violence** - Workplace violence against an employee by a present or former employee, supervisor, or manager.
 - 2.8.3.4 **Type 4 violence** - Workplace violence committed in the workplace by a person who does not work there but has or

is known to have had a personal relationship with an employee.

2.9 **Workplace violence** does not include lawful acts of self-defense or defense of others.

2.10 **Work practice controls** - Procedures and rules which are used to effectively reduce workplace violence hazards.

3.0 SCOPE

3.1 This plan is relevant to all positions performing work for the Casitas Municipal Water District (Casitas) and all locations owned and/or operated by Casitas.

4.0 RESPONSIBILITIES

4.1 The WVPP administrator, the Safety Officer, has the authority and responsibility for implementing the provisions of this plan for Casitas.

Responsible Persons	Job Title/Position	WVPP Responsibility(ies)	Phone #	Email
Michael Flood	General Manager	Overall responsibility for the plan: approves the final plan and any major changes.	805.746.2851	mflood@casitaswater.com
Diana Impeartrice	Human Resources Manager	Responsible for handling and conducting investigations of any reports of workplace violence and reporting incidents	805.767.5494	dimpeartrice@casitaswater.com
Greg Romey	Safety Officer	Responsible for employee involvement, training, emergency response, hazard identification, and coordination with other employers; organizes safety meetings, and updates training materials. Conducts safety inspections, coordinates emergency response procedures, and communicates with other employers about the plan.	805.746.7764	gromey@casitaswater.com
John Brockus	Division Manager	Overall responsibility of implementation of the plan at the Lake Casitas Recreation Area (LCRA).	805.857.9923	jbrockus@casitaswater.com
Park Rangers	Park Rangers	Responsible for emergency response, hazard identification, conducting safety inspections, coordinating emergency response procedures, and communicating with other employers in the LCRA.	Various	Various

All managers and supervisors are responsible for implementing and maintaining the WVPP in their work areas and for answering employee questions about the WVPP.

5.0 EMPLOYEE ACTIVE INVOLVEMENT

5.1 Casitas ensures the following policies and procedures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the plan.

5.1.1 Management will work with and allow employees and authorized employee representatives to participate in:

5.1.1.1 Identifying, evaluating, and determining corrective measures to prevent workplace violence. This will be done through the safety committee, brainstorming sessions, and site walks.

5.1.1.2 Designing and implementing training. Employees may be encouraged to participate in designing and implementing training programs, and their suggestions are incorporated

- into the training materials. For example, an employee might suggest a new training scenario based on a recent incident.
- 5.1.1.3 Reporting and investigating workplace violence incidents. Reporting can be done by completing the Workplace Violence Reporting form on the Casitas staff intranet site (www.cmwdstaff.com) or contacting the Human Resources Manager directly. Investigation of incidents will derive from HR and be coordinated with the Safety Officer and the associated manager.
 - 5.1.2 Management will ensure that all workplace violence policies and procedures within this written plan are clearly communicated and understood by all employees. Managers and supervisors will enforce the rules fairly and uniformly.
 - 5.1.3 All employees will follow all workplace violence prevention plan directives, policies, and procedures described in this policy and assist in maintaining a safe work environment.
 - 5.1.4 The plan shall always be in effect and in all work areas and be specific to the hazards and corrective measures for each work area and operation.

6.0 EMPLOYEE COMPLIANCE

- 6.1 Our system to ensure that employees comply with the rules and work practices that are designed to make the workplace more secure, and do not engage in threats or physical actions which create a security hazard for others in the workplace, include at a minimum:
 - 6.1.1 Training employees, supervisors, and managers in the provisions of the Casitas Workplace Violence Prevention Plan (WVPP)
 - 6.1.2 Effective procedures to ensure that supervisory and nonsupervisory employees comply with the WVPP.
 - 6.1.3 Provide retraining to employees whose safety performance is deficient with the WVPP.
 - 6.1.4 Discipline employees for failure to comply with the WVPP. Refer to section 6.0 Disciplinary Action Policy of the Injury Illness Prevention Plan (IIPP)

7.0 COMMUNICATION WITH EMPLOYEES

- 7.1 We recognize that open, two-way communication between our management team, staff, and other employers, about workplace violence issues is essential to a safe and productive workplace. The following communication system is designed to facilitate a continuous flow of workplace violence prevention information between management and staff in a form that is readily understandable by all employees, and consists of one or more of the following:
 - 7.1.1 New employee orientation includes workplace violence prevention policies and procedures.
 - 7.1.2 Workplace violence prevention training programs.
 - 7.1.3 Regularly scheduled meetings that address security issues and potential workplace violence hazards.
 - 7.1.4 Effective communication between employees and supervisors about workplace violence prevention and violence concerns.

- 7.1.5 Posted or distributed workplace violence prevention information.
- 7.1.6 How employees can report a violent incident, threat, or other workplace violence concern to employer or law enforcement without fear of reprisal or adverse action.
 - 7.1.6.1 Employees can anonymously report a violent incident, threat, or other violence concerns via the REPORT – Workplace Violence form on cmwdstaff.com
 - 7.1.6.2 Emergencies should be directed to 911 [dial 8 before 911 when calling from an office landline]
- 7.1.7 Employees will not be prevented from accessing their mobile or other communication devices to seek emergency assistance, assess the safety of a situation, or communicate with a person to verify their safety. Employees' concerns will be investigated in a timely manner and they will be informed of the results of the investigation and any corrective actions to be taken.

8.0 COORDINATION WITH OTHER EMPLOYERS

- 8.1 Casitas will implement the following procedures to coordinate implementation of its plan when working on projects with other employers.
 - 8.1.1 All Casitas employees will be trained on workplace violence prevention.
 - 8.1.2 Workplace violence incidents involving any employee are reported, investigated, and recorded.
 - 8.1.3 At a multiemployer worksite, Casitas will ensure that if its employees experience a workplace violence incident that Casitas will record the information in a violent incident log and shall also provide a copy of that log to controlling employer.

9.0 WORKPLACE VIOLENCE INCIDENT REPORTING PROCEDURE

- 9.1 Casitas will implement the following effective procedures to ensure that:
 - 9.1.1 All threats or acts of workplace violence are reported to an employee's supervisor or manager, who will inform the WVPP administrator. If that's not possible, employees will report incidents directly to the Human Resources Manager.
 - 9.1.2 Notification can be made through the REPORT – Workplace Violence form on the cmwdstaff intranet site.

A strict non-retaliation policy is in place, and any instances of retaliation are dealt with swiftly and decisively. Any employee who retaliates against a co-worker for reporting an incident could be disciplined or terminated.

10.0 EMERGENCY RESPONSE PROCEDURES

- 10.1 Casitas has in place the following specific measures to handle actual or potential workplace violence emergencies:
 - 10.1.1 Alert employees of the presence, location, and nature of workplace violence emergencies by the following
 - 10.1.1.1 District Email
 - 10.1.1.2 Text
 - 10.1.1.3 Phone PA System
 - 10.1.1.4 Phone
 - 10.1.2 Existing evacuation plans

10.1.3 Call 9-1-1 if feeling threatened

In the event of an emergency, including a Workplace Violence Emergency, contact the following:

Responsible Persons	Job Title/Position	WVPP Responsibility(ies)	Phone #	Email
WATER				
Michael Flood	General Manager	Overall responsibility for the plan: approves the final plan and any major changes.	805.746.2851	mflood@casitaswater.com
LCRA				
John Brockus	Division Manager	Overall responsibility of implementation of the plan at the Lake Casitas Recreation Area (LCRA).	805.857.9923	jbrockus@casitaswater.com

11.0 WORKPLACE VIOLENCE HAZARD IDENTIFICATION AND EVALUATION

The following policies and procedures are established and required to be conducted by Casitas to ensure that workplace violence hazards are identified and evaluated:

- 11.1 Inspections shall be conducted when the plan is first established, after each workplace violence incident, and whenever the employer is made aware of a new or previously unrecognized hazard.
- 11.2 Review all submitted/reported concerns of potential hazards from:
 - 11.2.1 Safety Committee Meeting
 - 11.2.2 REPORT – Workplace Hazards
 - 11.2.3 Violence Hazards ID & Evaluation
 - 11.2.4 Workplace Violence Log
- 11.3 Periodic Inspections
 - 11.3.1 Periodic inspections of workplace violence hazards will identify unsafe conditions and work practices. This may require assessment for more than one type of workplace violence. Periodic Inspections shall be conducted:
 - 11.3.1.1 Upon initiation of WPVP
 - 11.3.1.2 At least annually
 - 11.3.2 Periodic inspections to identify and evaluate workplace violence and hazards will be performed by the following designated personnel in the following areas of the workplace:

Specific Job Title	Area/Department/Specific Location
Safety Officer	District Sites
Park Rangers	Lake Casitas Recreation Area

- 11.3.3 Inspections for workplace violence hazards include assessing:
 - 11.3.3.1 The exterior and interior of the workplace for its attractiveness to robbers.
 - 11.3.3.2 The need for violence surveillance measures, such as mirrors and cameras.
 - 11.3.3.3 Procedures for employee response during a robbery or other criminal act, including our policy prohibiting

employees, who are not security guards, from confronting violent persons or persons committing a criminal act.

- 11.3.3.4 Procedures for reporting suspicious persons or activities.
- 11.3.3.5 Effective location and functioning of emergency buttons and alarms.
- 11.3.3.6 Posting of emergency telephone numbers for law enforcement, fire, and medical services.
- 11.3.3.7 Whether employees have access to a telephone with an outside line.
- 11.3.3.8 Whether employees have effective escape routes from the workplace.
- 11.3.3.9 Whether employees have a designated safe area where they can go to in an emergency.
- 11.3.3.10 Adequacy of workplace security systems, such as door locks, entry codes or badge readers, security windows, physical barriers, and restraint systems.
- 11.3.3.11 Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.
- 11.3.3.12 Employees' skill in safely handling threatening or hostile service recipients (example: security guards).
- 11.3.3.13 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.
- 11.3.3.14 The use of work practices such as the "buddy" system for specified emergency events.
- 11.3.3.15 The availability of employee escape routes.
- 11.3.3.16 How well our establishment's management and employees communicate with each other.
- 11.3.3.17 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.
- 11.3.3.18 Frequency and severity of employees' reports of threats of physical or verbal abuse by managers, supervisors, or other employees.
- 11.3.3.19 Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace.

12.0 WORKPLACE VIOLENCE HAZARD CORRECTION

- 12.1 Workplace violence hazards will be evaluated and corrected in a timely manner. Casitas will implement the following effective procedures to correct workplace violence hazards that are identified:
 - 12.1.1 If an imminent workplace violence hazard exists that cannot be immediately abated without endangering employee(s), all exposed employee(s) will be removed from the situation except those necessary to correct the existing condition. Employees need to correct the hazardous condition will be provided with the necessary protection.

- 12.1.2 All corrective actions taken will be documented and dated on the appropriate forms
- 12.1.3 Corrective measures for workplace violence hazards will be specific to a given work area.

13.0 PROCEDURES FOR POST INCIDENT RESPONSE AND INVESTIGATION

- 13.1 After a workplace incident, the WVPP administrator or their designee will implement the following post-incident procedures:
 - 13.1.1 Visit the scene of an incident as soon as safe and practicable.
 - 13.1.2 Interview involved parties, such as employees, witnesses, law enforcement, and/or security personnel.
 - 13.1.3 Review security footage of existing security cameras if applicable.
 - 13.1.4 Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
 - 13.1.5 Determine the cause of the incident.
 - 13.1.6 Take corrective action to prevent similar incidents from occurring.
 - 13.1.7 Record the findings and ensuring corrective actions are taken
 - 13.1.8 Obtain any reports completed by law enforcement
 - 13.1.9 The violent incident log will be used for every workplace violence incident and will include information, such as:
 - 13.1.9.1 The date, time, and location of the incident.
 - 13.1.9.2 The workplace violence type or types involved in the incident.
 - 13.1.9.3 A detailed description of the incident.
 - 13.1.9.4 A classification of who committed the violence, including whether the perpetrator was a client or customer, family or friend of a client or customer, stranger with criminal intent, coworker, supervisor or manager, partner or spouse, parent or relative, or other perpetrator.
 - 13.1.9.5 A classification of circumstances at the time of the incident, including, but not limited to, whether the employee was completing usual job duties, working in poorly lit areas, rushed, working during a low staffing level, isolated or alone, unable to get help or assistance, working in a community setting, or working in an unfamiliar or new location.
 - 13.1.9.6 A classification of where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area.
 - 13.1.9.7 The type of incident, including, but not limited to, whether it involved any of the following:
 - 13.1.9.8 Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.
 - 13.1.9.9 Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object.

- 13.1.9.10 Threat of physical force or threat of the use of a weapon or other object.
- 13.1.9.11 Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.
- 13.1.9.12 Animal attack.
- 13.1.9.13 Other.
- 13.1.9.14 Consequences of the incident, including, but not limited to:
- 13.1.9.15 Whether security or law enforcement was contacted and their response.
- 13.1.9.16 Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident.
- 13.1.9.17 Information about the person completing the log, including their name, job title, and the date completed.
- 13.1.10 Reviewing all previous incidents
- 13.1.11 Ensure that no personal identifying information is recorded or documented in the written investigation report. This includes information which would reveal identification of any person involved in a violent incident, such as 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.

14.0 TRAINING AND INSTRUCTION

- 14.1 All employees, including managers and supervisors, will have training and instruction on general and job-specific workplace violence practices. These sessions could involve presentations, discussions, and practical exercises. Training and instruction will be provided as follows:
 - 14.1.1 When the WVPP is first established
 - 14.1.2 Annually to ensure all employees understand and comply with the plan.
 - 14.1.3 Whenever a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the plan. The additional training may be limited to addressing the new workplace violence hazard or changes to the plan.
- 14.2 Casitas will provide its employees with training and instruction on the definitions found in Section 3.0 of this plan and the requirements listed below:
 - 14.2.1 The employer's WVPP, how to obtain a copy of the employer's plan at no cost, and how to participate in development and implementation of the employer's plan.
 - 14.2.2 How to report workplace violence incidents or concerns to the employer or law enforcement without fear of reprisal.
 - 14.2.3 Workplace violence hazards specific to the employees' jobs, the corrective measures Casitas has implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm.

- 14.2.4 The violent incident log and how to obtain copies of records pertaining to hazard identification, evaluation and correction, training records, and violent incident logs.
- 14.2.5 Opportunities Casitas has for interactive questions and answers with a person knowledgeable about the Casitas plan.

15.0 EMPLOYEE ACCESS TO THE WRITTEN WVPP

- 15.1 Casitas ensures that the WVPP plan shall be in writing and shall be available and easily accessible to employees, authorized employee representatives, and representatives of Cal/OSHA at all times. This will be accomplished by
 - 15.1.1 Uploading the plan onto the cmwdstaff internet site
 - 15.1.2 Uploading the plan onto Google Drive / Shared Drive / District Wide / SAFETY / Adopted Policies

16.0 RECORDKEEPING

Casitas will

- 16.1 Create and maintain records of workplace violence hazard identification, evaluation, and correction, for a minimum of five (5) years.
- 16.2 Create and maintain training records for a minimum of one (1) year and include the following:
 - 16.2.1 Training dates.
 - 16.2.2 Contents or a summary of the training sessions.
 - 16.2.3 Names and qualifications of people conducting the training.
 - 16.2.4 Names and job titles of all persons attending the training sessions.
- 16.3 Maintain violent incident logs for minimum of five (5) years.
- 16.4 Maintain records of workplace violence incident investigations for a minimum of five (5) years.
 - 16.4.1 The records shall not contain medical information per subdivision (j) of section 56.05 of the Civil Code.
- 16.5 All records of workplace violence hazard identification, evaluation, and correction; training, incident logs and workplace violence incident investigations required by LC section 6401.9(f), shall be made available to Cal/OSHA upon request for examination and copying.

17.0 EMPLOYEE ACCESS TO RECORDS

- 17.1 The following records shall be made available to employees and their representatives, upon request and without cost, for examination and copying within 15 calendar days of a request:
 - 17.1.1 Records of workplace violence hazard identification, evaluation, and correction.
 - 17.1.2 Training records.
 - 17.1.3 Violent incident logs.

18.0 REVIEW AND REVISION OF THE WVPP

- 18.1 The Casitas WVPP will be reviewed for effectiveness:
 - 18.1.1 At least annually.
 - 18.1.2 When a deficiency is observed or becomes apparent.

- 18.1.3 After a workplace violence incident.
- 18.1.4 As needed.
- 18.2 Review and revision of the WVPP will include the procedures listed in the EMPLOYEE ACTIVE INVOLVEMENT section of this WVPP, as well as the following procedures to obtain the active involvement of employees and authorized employee representatives in reviewing the plan's effectiveness:
 - 18.2.1 Review of Casitas' WVPP should include, but is not limited to:
 - 18.2.1.1 Review of incident investigations and the violent incident log.
 - 18.2.1.2 Assessment of the effectiveness of security systems, including alarms, emergency response, and security personnel availability (if applicable).
 - 18.2.2 Review that violence risks are being properly identified, evaluated, and corrected. Any necessary revisions are made promptly and communicated to all employees. [These revisions could involve changes to procedures, updates to contact information, and additions to training materials.]

19.0 EMPLOYER REPORTING RESPONSIBILITIES

As required by California Code of Regulations (CCR), Title 8, Section 342(a). Reporting Work-Connected Fatalities and Serious Injuries, Casitas will immediately report to Cal/OSHA any serious injury or illness (as defined by CCR, Title 8, Section 330(h)), or death (including any due to Workplace Violence) of an employee occurring in a place of employment or in connection with any employment.

VIOLENT INCIDENT LOG

This log must be used for every workplace violence incident that occurs in our workplace. The current, updated log can be located on the www.cmwdstaff.com intranet site in the Safety section. At a minimum, it will include the information required by LC section 6401.9(d):

- Date of Incident
- Time of Incident
- Location of Incident
- Workplace Violence Type
- Type of Incident
- Classification of Perpetrator
- Classification of Circumstances
- Where Incident Occurred
- Consequences of Incident
- Injury Information
- Reporting Information

RISK SUMMARY – WATER

LIST OF WATER STAFF SCENARIOS

	Violence type	Type of Incident	Description	21-Mgmt	24-IT	25-PR	28-Fish	30-Admin.	35-Safety	40-Eng.	42-Lab	50-CS	52-EMC	53-Ppe	54-TP	55-Maint.	56-O&M
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Office building - expressing anger regarding rates, shut off, bills and other district related issues.		X													
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Customers who are having their water locked and shut off.															
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Customers that have an issue with staff being on their property when serving the water system.															
Type 3 violence - Workplace violence against employee by a present or former employee, supervisor, or manager.	Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object.	Aggravated current or former employee returning to the workplace to seek revenge and engages in physical violence.		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Response to Castias enforcing measures or standards (parking, water conservation, etc.) to customers.		X		X		X		X	X	X	X	X	X	X	X
Type 1 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.	Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.	Negligent or mentally disturbed person comes in contact with a Castias employee in the field while he/she is performing normal operations.			X	X				X	X	X	X	X	X	X	X
Type 3 violence - Workplace violence against employee by a present or former employee, supervisor, or manager.	Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.	An employee physically attacks another employee due to a personal dispute.		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.	A member of the public becomes irate over water service issues and physically attacks a field worker.				X				X	X	X	X	X	X	X	X
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.	Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.	An armed individual attempts to rob the office or's staff in the field.		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	An employee's partner shows up at the workplace and physically attacks them.		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Staff receive threatening phone calls from disgruntled customers or individuals.		X		X		X									
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	An irate customer verbally threatens an office worker during a face-to-face interaction.		X		X		X									
Type 3 violence - Workplace violence against employee by a present or former employee, supervisor, or manager.	Threat of physical force or threat of the use of a weapon or other object.	An employee is harassed by another employee, including verbal abuse, intimidation, or stalking.		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Field workers are harassed or threatened while performing their duties in public.			X	X		X		X	X	X	X	X	X	X	X
Type 3 violence - Workplace violence against employee by a present or former employee, supervisor, or manager.	Threat of physical force or threat of the use of a weapon or other object.	Perpetrator bullying by a coworker, which may include intimidation, insults, or undermining the victim's work.		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Type 3 violence - Workplace violence against employee by a present or former employee, supervisor, or manager.	Threat of physical force or threat of the use of a weapon or other object.	A manager or coworker uses intimidation tactics to control or frighten an employee.		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Type 3 violence - Workplace violence against employee by a present or former employee, supervisor, or manager.	Threat of physical force or threat of the use of a weapon or other object.	Continuous emotional abuse from a coworker or supervisor.		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Verbal or physical assault and/or abuse.		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Working in male areas.		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Healing.		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Caustic harm.		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Physical confrontations.		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Lead to physical or verbal attacks.		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Violent.		X													
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Between work sites.		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Diseases affecting water services.		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Use related to water distribution projects.		X		X		X		X	X	X	X	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Inspections.		X		X		X		X	X	X	X	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Violent during interactions with staff.		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Illegal water demand or service disruptions.		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	from cow owners.		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	limited to rape attempted rape, physical limited to rape attempted rape, physical		X	X	X	X	X	X	X	X	X	X	X	X	X	X

RISK SUMMARY – LCRA

Violence Type	Type of Incident	Description	62-Ops	62-Range	63-Main	65-WP
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Office building - expressing anger regarding rates, access to park and other district related issues.	X	X	X	X
Type 3 violence - Workplace violence against an employee by a present or former employee, supervisor, or manager.	Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object.	Workplace to seek revenge and engages in physical violence.	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Response to Castles enforcing measures or standards (parking, water conservation, etc) to customers	X	X		X
Type 1 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.	Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.	Vagrant or mentally disturbed person comes in contact with a Castles employee in the field while he/she is performing normal operations.	X	X	X	X
Type 3 violence - Workplace violence against an employee by a present or former employee, supervisor, or manager.	Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.	An employee physically attacks another employee due to a personal dispute.	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.	A member of the public becomes irate over conditions at the park or fees and physically attacks a worker in the field.	X	X	X	X
Type 1 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.	Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object.	An armed individual attempts to rob the office or staff in the field.	X	X	X	X
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.	Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.	An employee's partner shows up at the workplace and physically attacks them	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Staff receive threatening phone calls from disgruntled customers or individuals.	X			
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	An irate customer verbally threatens an office worker during a face-to-face interaction.	X			
Type 3 violence - Workplace violence against an employee by a present or former employee, supervisor, or manager.	Threat of physical force or threat of the use of a weapon or other object.	An employee is harassed by another employee, including verbal abuse, intimidation, or stalking.	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Field workers are harassed or threatened while performing their duties in public.	X	X	X	X
Type 3 violence - Workplace violence against an employee by a present or former employee, supervisor, or manager.	Threat of physical force or threat of the use of a weapon or other object.	Persistent bullying by a coworker, which may include intimidation, insults, or undermining the victim's work.	X	X	X	X
Type 3 violence - Workplace violence against an employee by a present or former employee, supervisor, or manager.	Threat of physical force or threat of the use of a weapon or other object.	A manager or coworker uses intimidation tactics to control or frighten an employee.	X	X	X	X
Type 3 violence - Workplace violence against an employee by a present or former employee, supervisor, or manager.	Threat of physical force or threat of the use of a weapon or other object.	Continuous emotional abuse from a coworker or supervisor, leading to stress and anxiety.	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Employees receive threatening or abusive messages via email or social media	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.	Field staff encounter aggressive animals or individuals while working in remote areas.	X	X	X	X
Type 1 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.	Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object.	An armed individual enters the workplace with the intent to cause harm.	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.	Disagreements with contractors or vendors escalate to physical confrontations.	X	X	X	
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.	Heated disputes with customers regarding billing or service lead to physical or verbal attacks.	X	X		
Type 3 violence - Workplace violence against an employee by a present or former employee, supervisor, or manager.	Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.	An employee under the influence of drugs or alcohol becomes violent.	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Field staff encountering aggressive drivers while traveling between work sites.		X		
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Increased tension and potential for violence during natural disasters affecting conditions at lake.	X	X		
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.	Customers under the influence of drugs or alcohol become violent during interactions with staff.	X	X	X	X
Type 3 violence - Workplace violence against an employee by a present or former employee, supervisor, or manager.	Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.	Employees face unwanted sexual advances or comments from coworkers	X	X	X	X
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Threat of physical force or threat of the use of a weapon or other object.	Issuing citation or evicting a customer.		X		
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.	Approaching a conflict between guests and having a physical confrontation to remove a risk		X		
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.	When making the decision to call the sheriff based on the actions of one or a group of guests.		X		
Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.	Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.	Due to concern regarding an escalating situation, attempting to apply handcuffs as a restraint device for		X		