



## WORKPLACE VIOLENCE PREVENTION IN CALIFORNIA

### Training Objectives

This training session focuses on workplace violence prevention in California. After completing this training session, trainees will be able to:

- Describe the four types of workplace violence.
- Identify workplace violence risk factors.
- Recall engineering and administrative controls.
- Recognize the signs of potential violence.
- Defuse potentially violent situations safely.
- Respond appropriately to a violent incident.

### Rationale for Training

According to the U.S. Bureau of Labor Statistics (BLS), workplace violence is consistently among the top five leading causes of workplace fatalities, and there are thousands of nonfatal violent on-the-job incidents each year. Workplace violence can occur at any business or workplace, and anyone can be a victim. Therefore, it is important to provide training to employees so they can recognize the risks and take appropriate action to stay safe in the event of workplace violence.

This training is for all employees; however, further training may be needed for supervisors, security personnel, and employees whose role has some expectation of violence. BLR® offers the training course “Active Shooter On-Site: What Every Employee Should Do” for additional workplace violence training.

### Regulatory Overview

California Senate Bill (SB) No. 553, as incorporated under California Labor Code Section 6401.9 (Labor Code 6401.9), applies to all California employers, employees, places of employment, and employer-provided housing, with the following exceptions:

- Certain healthcare facilities,
- Certain law enforcement and correctional facilities,
- Employees teleworking from a location of their choice that is not under the control of the employer, *and*
- Places of employment with fewer than 10 employees working at any given time and that are not accessible to the public.

Covered employers must develop and implement a violence prevention plan specific to their workplace. Plan development requires employees’ active involvement in creating and implementing the plan.

Employee training must be conducted when the plan is first implemented and annually thereafter.



Employers must be prepared to conduct ongoing workplace violence hazard inspections, with such procedures detailed in the plan. Hazard evaluation and inspections must be completed when the plan is first created, after each incident, and whenever the employer is made aware of a new hazard.

In addition to investigating workplace violence incidents, employers must maintain an incident log along with other recordkeeping requirements.

## Training Requirements

Labor Code 6401.9

Training must be specific to the company. To comply with this requirement, the PowerPoint®, Quiz, and Exercises are customizable and must be modified to your facility. The areas for customization are noted in **bolded, italicized brackets** throughout the training materials.

Initial employee training will include:

- A review and definition of workplace violence;
- A review of the requirements of California's workplace violence law under Section 6401.9 of the Labor Code;
- A full explanation and full description of the Workplace Violence Prevention Plan, including how to obtain a copy of the plan at no cost and how to participate in the development and implementation of the plan;
- Instructions on how to report all workplace violence incidents, including threats and verbal abuse;
- Methods of recognizing and responding to workplace security hazards, including strategies to avoid physical harm;
- Information about how to identify potential workplace security hazards (e.g., inadequate lighting in the parking lot while leaving late at night, unknown person loitering outside the building);
- Review of measures that have been instituted at the company to prevent workplace violence, including:
  - Use of security equipment and procedures,
  - How to attempt to defuse hostile or threatening situations, *and*
  - How to summon assistance to prevent or respond to violence.
- How to complete the Violent Incident Log and how to obtain copies of the log;
- Post-incident procedures, including medical follow-up and the availability of counseling and referral;
- The opportunity to ask questions of a person knowledgeable about the content of the company's Workplace Violence Prevention Plan; *and*
- The opportunity to provide feedback on how the training might be improved.

**Trainer qualifications.** Training should be conducted by a person who is familiar with the organization's Workplace Violence Prevention Plan, security, and emergency procedures and knowledgeable about the risk factors and signs of workplace violence.



**Audience.** All employees in the facility.

**Training frequency.** Training should occur before employees begin work, annually thereafter, when procedures change, and whenever it becomes clear that employees' knowledge of workplace violence hazards and precautions is inadequate to ensure safety.

**Delivery method and format.** Trainers may use hands-on demonstration, computer-based or online training, classroom training, and any other method that leads to comprehension and understanding on the part of trainees. There should be an opportunity for interactive questions and answers with a person knowledgeable about the company's safety policies and practices.

**Trainee evaluation and approval.** Trainees' comprehension can be assessed using performance-based methods (observed behavior), by written or oral test, or using any other effective method or combination of methods.

**Recordkeeping.** Training records must be created and maintained for a minimum of 1 year and include training dates, contents or a summary of the training sessions, names and qualifications of the trainer(s), and names and job titles of all persons attending the training sessions.

## Supporting Documents

Download the following documents to use with the training presentation:

- Download the Speaker's Notes to help deliver the presentation. The Speaker's Notes contain the suggested narration to be used in conjunction with the PowerPoint slides to deliver a regulatorily compliant training presentation.
- Distribute the Exercises before or during the session to reinforce the training.
- Give trainees the Quiz, and place the results in each trainee's personnel file.
- Distribute the Certificate to successful trainees as proof of completion of training (optional).
- Distribute the Evaluation Form to employees, and collect the completed forms (optional).
- File one copy of the Attendee Sign-In Sheet and the Training Record for each employee.