

Emergency Response Planning



10/01/2024

CRESTLINE SANITATION DISTRICT FIRE DISASTER READINESS PLAN



10/01/2024

Purpose

The purpose of this fire readiness plan is to provide an effective means of mitigation in the event of a catastrophic fire in the Crestline mountain community. This document contains contingency planning, a list of the appropriate staff with (sheriff) emergency passes who will be the primary contactors with regards to carrying out emergency plans for the plants, office and lift station checks. This document also contains other pertinent information necessary to assist district staff as well as other emergency responders taking part in an emergency of this nature (i.e. district chemical suppliers, utilities information, *Standard Operating Procedures* for emergency planning).

CRESTLINE SANITATION DISTRICT

Fire Readiness

Response Procedures and Resources

In case of a wild land fire near the facilities we will:

1. Report any fire seen in the forest area. Do not assume that someone has already called it in.
2. Water the outside perimeter of the facilities if possible. The vegetation at the facilities should be kept low and green or removed.
3. Shut down any manually operated equipment at the facilities in case a quick evacuation is necessary. Contact your supervisor and let them know the situation at the facility.
4. Before leaving the facilities do a quick check of the buildings, make sure all doors and windows have been shut.
5. Leave all spray lines on around the facilities when evacuating during a wild land fire keeping the Chlorine Building cool is the highest priority followed by the belt press building. At the Seeley Creek Plant, leave the effluent pump on and spray lines the spray will be directed to the outside of the plant covering as much of the outside vegetation as possible.
6. Make sure all windows and doors are closed to prevent hot ash from entering the building. If fire personnel are in the area do not lock doors when leaving. Contact your supervisor and let them know you are evacuating the facility. After reaching safety, report your location to your supervisor.
7. If your evacuation route is blocked, you will need to Shelter in Place. The Houston Creek big green (next to sand filter) or the plant's operation building will be the safest place at the plant to shelter. At Seeley Creek's the Primary Pump Room or Secondary Pump Room, but stay away from the plastic sun roof. Report your location to your supervisor and the fire department if you are trapped and stay inside the building. Be sure to close all window, doors and vents that could let smoke in the building. If possible, cover the windows with heat resistant material to reduce the heat of the fire from entering the site.
8. Leave gates open and doors unlocked. Keep propane tanks cool with sprinklers on it.
9. If you can, get the trucks onto big green (next to the sand filters) and use the sprinklers on them.
10. If you are going home check with a supervisor to take a "company" vehicle home so you can get thought the check points.
11. Come to work when your family is secure.

CRESTLINE SANITATION DISTRICT EARTHQUAKE READINESS PLAN



Created 10/01/2024

Purpose

The purpose of this earthquake readiness plan is to provide an effective means of mitigation in the event of a catastrophic earthquake in the Crestline mountain community. This document contains contingency planning, a list of the appropriate staff with (sheriff) emergency passes who will be the primary contactors with regards to carrying out emergency plans for the plants, office and lift station checks. This document also contains other pertinent information necessary to assist district staff as well as other emergency responders taking part in an emergency of this nature (i.e. district chemical suppliers, utilities information, *Standard Operating Procedures* for emergency planning).

It's always a good time to prepare for an earthquake. We know that there are many things to be worried about, but when it comes to earthquakes, it is not a matter of if but when one will occur. Earthquakes can cause severe damage to infrastructure and can result in injuries and fatalities. There is no earthquake season — they can strike any time of year.

Cal OES is encouraging Californians to take the time to update their emergency plan, share any emergency preparedness lists with friends and family, and download the MyShake App. Many things in life may catch us off guard, but now, earthquakes don't have to!

Earthquake Warnings are a Game Changer: Cal OES encourages residents to have a plan for how to protect themselves in the event of an earthquake. If you receive a warning or feel shaking, there are moments to act. In some cases, people can get a jump start before shaking can be felt to take protective actions such as DROP, COVER, and HOLD ON (or LOCK, COVER, and HOLD on if using a wheelchair).

If you receive a warning or feel shaking, there are moments to act. There may be circumstances where a warning is issued, but no shaking occurs. It is always better to be on the side of caution when it comes to earthquakes. We encourage you to share this information with friends and family in California to help spread the word about the technology available to help keep them safe.

Here are some of the ways to receive earthquake warnings:

- **[MyShake App](#)**. An app that can be downloaded for mobile devices at no-cost from Google Play and the Apple App Store. App users can set up a “HomeBase” location to receive earthquake warnings without having location services turned on.
- **[Android Earthquake Alerts](#)**. Included in new or updated Android devices, the system uses the same technology as the MyShake App.
- **[Wireless Emergency Alerts \(WEAs\)](#)**. Text-like messages from the government during emergency situations. This includes: Presidential, Imminent Threats (fire, earthquake, floods, etc.), and AMBER alerts.

When an earthquake warning is issued from any of these sources, individuals should quickly take protective actions to stay safe, such as dropping to the ground, covering their head with their arms, and holding onto their neck with both hands until the shaking stops. Do not stand in doorways or near glass windows.

Crestline Sanitation District encourages our employees to have a plan for how to protect themselves in the event of an earthquake, be it onsite, on the road, or at home. If you receive a warning, be sure to react with the assumption that shaking will occur soon after. There may be circumstances where a warning is issued, but no shaking occurs. It is always better to be on the side of caution when it comes to earthquakes. We encourage you to share this information with friends and family to help spread the word about the technology available to help keep them safe.

Please visit earthquake.ca.gov to learn more about the latest tools and resources and how to use them. You can also sign up for a regular partner e-newsletter on the website from Cal OES that includes the latest news and information about Earthquake Warning California.

CRESTLINE SANITATION DISTRICT

Disaster Readiness

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Contingency Plan
Response, Checks & Communications
Section 1

CRESTLINE SANITATION DISTRICT

Disaster Preparedness

1. Emergency Coordination Location

District Office / Maintenance Facility
24516 Lake Drive
Crestline, CA 92325-3395

2. **Phones:** (909) 338-1751
(909) 338-9751
(909) 338-5306
(909) 961-7594
(909) 961-7593

Emergency (24 hours/day)

Message (909) 338-6682

Fax

On-call, Maintenance

On-call, Operations

3. Emergency Coordinator:

Brandon Ricksecker (work) (909) 338-1751
(cell) (909) 273-7576

4. Emergency Contact Persons:

District Office Facility:

Name	Business
Dawn Grantham	(work) (909) 338-1751 (cell) (909) 361-2017
Brandon Ricksecker	(work) (909) 338-1751 (cell) (909) 273-7576

5. Maintenance Facility/Collection System:

Dave Crabtree (work) (909) 338-1751
(cell) (909) 961-7594

6. Wastewater Treatment Plants:

Cory Hubbell (work) (909) 338-3245
(cell) (909) 816-7298

Emergency Passes:

Management staff members with Sheriff Emergency Passes:

1. Dawn Grantham (cell) (909) 361-2017
2. Brandon Ricksecker (cell) (909) 273-7576
3. Nathan Matthews (cell) (909) 255-2816

Maintenance staff members with Sheriff Emergency Passes:

1. David Crabtree (cell) (909) 961-7594
2. Jacob Montoya (cell) (909) 222-0539
3. Nathan Johnson (cell) (760) 628-7557

Operations staff members with Sheriff Emergency Passes:

1. Jason Fogel (cell) (760) 244-9393
2. Cory Hubbell (cell) (909) 816-7298
3. Matthew Mlynarski (cell) (909) 264-0621

CRESTLINE SANITATION DISTRICT

Disaster Contingency Planning

Communications

The District Office has been declared the evacuation and communication center in case of disaster.

District office telephone system has a large battery backup system.

All District Personnel carry pagers during work hours.

District vehicles:

1. 101 – 2020 Ford Explorer
2. 102 – 2005 Ford Explorer
3. 103 – 2020 Ford F150 Super Cab 4x4
4. 104 – 2018 Ford F150 Standard Cab 4x4
5. 201 – 2011 Ford Ranger 4x4
6. 202 –
7. 203 – 2018 Ford F150 Standard Cab 4x4
8. 205 – 2003 Dodge Dakota 4x4
9. 206 – 2005 F150 Ford 4x4
10. 207 – 2007 Ford F150 4x4
11. 208 – 2004 Ford F150 Extended Cab 4x4
12. 209 – 2024 Ford Transit Van 4x4
13. 301 – 2017 Ford F350 Stake Bed 4x4
14. 302 – 2019 Ford F350 Utility Bed 4x4
15. 303 – 2001 Chevrolet 3500 4x4
16. 304 – 2006 Ford F250 4x4
17. 305 –
18. 401 – 2012 Ford E450 Step Van
19. 402 – 2000 GMC/ Isuzu W5500 Hydro Truck
20. 403 – 2000 Mitsubishi Fuso FH211 Construction Truck
21. 502 – 1998 International 4x4 Dump Truck
22. 503 – 2003 Freightliner FL70 2000 Gallon Capacity Tanker
23. 504 – 2014 Freightliner SD108 Super Products
24. 505 – 2015 Peterbilt PB348 Dump Engine

Radios:

The Operator III, Huston Creek, Seeley Creek the Electro-Mechanical-Specialist and Maintenance staff radios in vehicles.

Contingency Plan

Contingency planning for power failure

Section 2

CRESTLINE SANITATION DISTRICT

Contingency Planning

Power Failure



Huston Creek Treatment Plant – standby generator. Plant processes gravity flow from plant process unit to unit without electricity. With the addition of the salt chlorination system you will need to use the small portable generator on site in the con X box across from chlorine building. Turn on the sprinklers all around the plant. Make sure all windows and doors are closed to prevent hot ash from getting in. Perform semi-annual vegetation clearing around tanks and plant roads.

- Trailer mounted generator 176kw
- Portable generator 7,500 watt



Seeley Creek Treatment Plant – Standby generator (equipment starts automatically) runs on propane (1000-gallon tank).

Test run twice a month.

Propane tank will be filled as necessary. Keep the propane tank cool with sprinklers.

Semi-annual vegetation clearing around tanks and plant roads.

750g water tank with generator, pump, and water cannon



Cleghorn Treatment Plant – Standby generator (equipment starts automatically) runs on propane (1000-gallon tank). Test run twice a month. Scheduling for inspection of generator and transfer switch by in-house Electro-Mechanical-Specialist and District Mechanic. Propane tank will be filled as necessary.



Lake Gregory Lift Station – Generac, diesel fueled standby generator. (It is critical this lift station never fails. A spill here, is into Lake 'Gregory). Maintenance staff has installed appropriate connections needed to utilize the 2000-gallon tanker to manually haul from this station in an emergency. Each load taken to the Huston Plant influent interceptor requires approximately 45 minutes. Thompson Pump equipped to run bypass to empty wet well when needed.



Forest Shade Lift Station – Generac diesel fueled standby generator. Station runs in high flow (storm) situations only.



Bernard Lift Station – If power goes out, locate standby generator (welder/generator on Unit #303) to power pole port. (Standby-Generator is located at district office-maintenance shop).

CRESTLINE SANITATION DISTRICT

Contingency Planning

District Office:

1. Emergency lighting on battery backup. Office designed with skylights; lighting may not be critical.
2. Have spare Diesel and Gasoline fuel tanks full.
3. Generac diesel fueled generator. Telephone system has battery backups also.

Treatment Plants:

1. Treatment Plants normally store adequate reserve amounts of required chemicals for treatment processes. (propane, polymer and peroxide)
2. Where possible each treatment plant was designed to flow from unit process to unit process using gravity flow. (loss of electricity). Wastewater can be confined to the treatment processes and will have little or no effect on the treatment process removals for a short period of time (less than one week).
3. Huston Creek, only process absolutely needing electricity is disinfection.
4. Seeley Creek and Cleghorn have large standby (propane fueled) generators capable of powering entire treatment stream including disinfection.

Lift Stations:

1. Lake Gregory Lift Station – Generac diesel fueled generator. Have (1) 4" portable trash pump and (1) 3" portable trash pump for emergencies. District has a 2000-gallon tanker truck with an onboard positive displacement pump. The District's maintenance staff are able to take one load (2000 gallons) from Lake Gregory lift station wet well and dump it into the collection system prior to the Huston Creek wastewater plant. Turnaround time for this activity is 45 minutes.
2. Forest Shade Lift Station – Generac diesel fueled generator.
3. Bernard Lift Station – no standby generator at this site. This lift station will have to be powered up by hand if no electrical service is available. The District is able to connect a portable generator to the lift station pumps to operate during a time of power outage. The generator is located on the District's mechanics truck.

Contingency Plan

Contact Utilities

Section 3

CRESTLINE SANITATION DISTRICT

Disaster Preparedness

1) List of equipment

- a) SCADA Alarm System Autodialer (Virtual View X)
- b) Flow Meters (Milltronics)
- c) Chart Recorders (Honeywell)
- d) Chlorine Systems (MicroChlor)

2) Utility contact numbers

- a) Southern California Edison (1-800-611-1911)
- b) Southern California Gas (1-800-427-2200)
- c) Frontier Telephone/Internet (1-800-921-8102)
- d) Spectrum Telephone/Internet (1-844-923-0163)
- e) Crestline Village Water District (1-909-338-1727)
- f) CLAWA (1-909-338-1779)
- g) VOE Water (1-909-338-2310)

3) Essential material suppliers contact numbers

- a) Fuels (Poma Distributing Co. Inc. 909-877-5823)
- b) Compressed Gas, Carbon Dioxide, Acetylene, Argon (Airgas USA 909-884-3271)
- c) Propane (Ferrellgas 909-866-4605 (HC & SC acct#9589815, CH acct#9504778))
- d) Peroxide (Evoqua 800-566-1568 acct#1028283)
- e) Oil (Flyers Energy 800-995-0401)

4) Check all computers

- a) Office billing system software (QuickBooks, El Dorado)
- b) Essential office computers
- c) Plant equipment maintenance software

5) Contract Service Suppliers

- a) Intrusion & process alarm system monitoring firm (Secure Tech 909-337-1234)

Contingency Plan District Call List

Section 4

CRESTLINE SANITATION DISTRICT

CALL LIST

<u>EMPLOYEE ID</u>	<u>NAME</u>	<u>POSITION</u>	<u>HOME TELEPHONE</u>
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MANAGEMENT & ADMINISTRATIVE SECTION

A119	DAWN GRANTHAM	GENERAL MANAGER	(909) 361-2017
A123	JEANETTE NELSEN	FISCAL ASSSITANT	(909) 936-8907
A124	RACHEL WILSON	ACCOUNT CLERK I	(909) 368-6124
A125	KRISTIE KROPP	ACCOUNT CLERK I	(909) 338-3110
O318	NATHAN MATTHEWS	ELECTRO-MECHANICAL SPL	(909) 255-2816
O319	DYLAN CONTRERAS	SCADA/ MAINT TECH	(909) 918-8765
A300	RICK DEVER	SAFETY OFFICER (Cell Phone)	(909) 338-5102 (909) 289-4463

<u>ON CALL</u>	<u>CELLULAR PHONE</u>
MAINTENANCE	(909) 961-7593
OPERATIONS	(909) 961-7589

<u>OPERATIONS SECTION</u>	<u>(OPERATIONS STAFF)</u>	<u>POSITION</u>	<u>HOME TELEPHONE</u>
O298	BRANDON RICKSECKER	OPERATIONS MANAGER (Cell Phone)	(909) 589-0322 (909) 273-7576
O358	ROB LASHER	OPERATOR III	(951) 315-8525
O299	JASON FOGEL	OPERATOR II	(760) 713-0531
O372	CORY HUBBELL	OPERATOR II	(909) 816-7298
O312	FRANK DEVAULT	OPERATOR I	(909) 436-9765
O379	MATTHEW MLYNARSKI	OPERATOR I	(909) 264-0621
O376	JONATHAN HANKIN	OPERATOR I	(909) 222-5049
O392	TREVOR DURAN	OIT	(909) 205-7014

MAINTENANCE SECTION (MAINTENANCE STAFF)

M362	DAVID CRABTREE	MAINTENANCE WORKER III (cell phone)	(909) 338-2030 (909) 961-7594
M381	JACOB MONTOYA	MAINTENANCE WORKER II	(909) 222-0539
M316	BARRY DeBAUN	MAINTENANCE WORKER I	(909) 338-8259
M384	NATHAN JOHNSON	MAINTENANCE WORKER I	(760) 628-7557
M385	BRENT HERNANDEZ	MAINTENANCE WORKER I	(909) 222-3798
M389	ADAM ROUSSEAU	MAINTENANCE WORKER I	(909) 273-4729

SEASONAL EMPLOYEES

O317	GENE BARNHURST	ELECTRICIAN	(909) 589-2660
M390	ISAIAH LOPEZ-ARMIJO	MAINTENANCE	(909) 301-2646
M391	IVAN AGUILAR	MAINTENANCE	(909) 643-3568

CRESTLINE SANITATION DISTRICT
 24516 LAKE DRIVE / PO BOX 3395 / 92325-3395
 (909) 338-1751 (909) 338-9751
 (909) 338-5306 FAX
 (909) 338-3210 AFTER HOURS EMERGENCY

ON-CALL PROCEDURES
 THE ON-CALL EMPLOYEE WILL TEST THE PAGERS ON BOTH
 WEDNESDAYS THE EMPLOYEE IS ON-CALL.

HUSTON CREEK WWTP (909) 338-3245 (FAX:338-5395)
 246 HOUSTON ROAD - CRESTLINE
SEELEY CREEK WWTP (909) 338-3911 (909) 338-2991
 700 SKYLAND SPUR ACCESS ROAD - VOE
CLEGHORN WWTP (760) 389-2329 (760) 389-2239
 20951 CLEGHORN CANYON ROAD
LAKE GREGORY LIFT STATION (909) 338-6156
 24690 SAN MORITZ WAY - CRESTLINE
FOREST SHADE LIFT STATION (909) 338-6685
 536 FOREST SHADE - CRESTLINE
BERNARD LIFT STATION (NO PHONE)
 24250 BERNARD - CRESTLINE
SECURE TECH (REPAIR) (909) 337-1234

<u>SITE ALARMS (SECURE TECH)</u>	<u>FALSE ALARMS 337-0425</u>
DISTRICT OFFICE: (SECURITY)	LINE 7D - ACCOUNT #1194
DISTRICT OFFICE: (FIRE)	LINE 7D - ACCOUNT #1195
HOUSTON CREEK:	LINE 7D - ACCOUNT #1196
SEELEY CREEK:	LINE 7D - ACCOUNT #1197
CLEGHORN:	LINE 7D - ACCOUNT #1198
MAINTENANCE SHOP:	LINE 7D - ACCOUNT #3380
LAKE GREGORY:	LINE 7D - ACCOUNT #3762
FOREST SHADE :	LINE 7D - ACCOUNT #3964

SECURE TECH (REPAIR) (GEORGE) (909) 744-4400 (CELL)

Contingency Plan
Standard Operating Procedures
Section 5

**** Reference ****

SOP 33 Office Emergency Action Plan

SOP 34 Plants Emergency Action Plan

**CRESTLINE SANITATION DISTRICT
STANDARD OPERATING PROCEDURES**

Dept.: District Staff	Effective Date: 18 Sep 2018	Page 1 of 12	SOP No.: 33
Subject: Office Emergency Action Plan	Issue Date: (Write In)	Revision No.: 3	Revision Date: 01 Oct 2024
Author: CSD Staff	Department Head Approval: Dawn Grantham, General Manager		Supersedes: 18 Sep 2018

For:

**CRESTLINE SANITATION DISTRICT
District office / Maintenance facility
24516 Lake Drive
Crestline, California 92325**

Telephone (voice)
Telephone (Fax)

(909)338-1751
(909)338-5306

This is the Facility Emergency Plan for:
District office / Maintenance facility

- 1. INFORMATION IN THIS PLAN IS TO BE USED BY THE SAFETY COORDINATOR, DEPARTMENT MANAGERS, SUPERVISORS AND OTHER TRAINED EMPLOYEES IN RESPONDING TO A DISASTER / EMERGENCY ON OR NEAR THIS FACILITY.**

This Plan contains:

- Name of Safety Coordinator and his/her alternate
- Names and phone numbers of people / agencies to call for assistance.
- Facility drawings showing floor plans, emergency equipment locations, utility shutoffs, (see business plan for detailed locations of hazardous materials) and staging areas for responders and evacuees.
- Procedures developed specifically for this facility.

Since this Plan is a preparedness document, all sections are intended to be read and understood before an emergency. Upon the occurrence of a major emergency or disaster, the plan becomes an emergency management guide.

Because names and telephone numbers frequently change, this Plan is reviewed on a regular basis and updated as often as necessary.

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Facility Emergency Action Plan		Revision No. 3

WHEN TO USE THIS PLAN

This Emergency Action Plan should be used during situations that require immediate response to save lives or property as a result of an emergency or disaster at this facility or any facility whose consequences affect this facility staff or public. Consider this Plan to be officially activated when: (list not all inclusive)

- Serious or life-threatening injury occurs.
- Fire or smoke is discovered in the facility.
- Evacuation of the facility is required for any reason.
- Natural events such as a wildfire, storm or earthquake have damaged the facility or threatened the health and safety of its occupants.
- Whenever sources of toxic fumes or smoke from a nearby accident or fire may enter the facility.

CHAIN OF COMMAND

The Safety Coordinator - (Brandon Ricksecker, Operations Manager) or his alternate (Dave Crabtree, Maintenance Worker III) will take charge and establish a chain of command; he has overall responsibility for managing the emergency. The Safety Coordinator will accomplish his duties directly and by assigning specific tasks to selected staff members as needed. His duties will include.

- Assessing incidents to determine if it's necessary to order emergency response.
- Designate assembly area or areas.
- Supervise emergency scene coordination and others activities during an emergency.
- Coordinate the activities of professional responders such as ambulance, police, and fire departments.
- Direct shutdown of critical workplace equipment and utility shut-off's
- Determine if an evacuation is necessary and managing an evacuation.

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The Emergency Scene Coordinator - If the incident involves an area wide threat that could affect field crews and other staff traveling between satellite facilities or members of the public at a facility or office site, a staff member will be assigned to act as an Emergency Scene Coordinator. His duties will include.

- Alerting employees to the emergency – will use a public address system, portable radio, pager system or any other means that you know will reach and warn employees. Staff members will be told they must check in with their immediate supervisor who in turn transmits their locations to the Emergency Scene Coordinator. (This task may be assigned).
- Accounting for all members of the public by recording their names. (Remember to offer help, also remember it's their choice to accept).
- Conduct a roll call for staff and check them against a current call sheet. This will be done initially and on a continuing basis until told to desist by the Safety Coordinator.
- The Emergency Scene Coordinator may be asked to deny facility access to public or staff by the Safety Coordinator. (This task may be assigned).

The Safety Coordinator and Emergency Scene Coordinator will use any communication instruments available to accomplish their assigned duties.

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2. Emergency Telephone Numbers
3. Specific Facility Emergency Actions
4. Floor Plans

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2. EMERGENCY TELEPHONE NUMBERS

Fire Department – Crest Forest Fire District	911
SBCO Fire Dept.	(909)387-5974
Office of Emergency Services	(909)356-3998
Sheriff – SBCO Sheriff, Twin Peaks	911
Sheriff – SBCO Sheriff, Twin Peaks	(909)336-0600
Sheriff's Bomb Squad	911
Paramedics / Ambulance	911
Suicide & Crisis – 24 hours	911

UTILITY COMPANIES

So Cal Gas Company	(800)427-2200
So Cal Edison	(800)611-1911
Crestline Village Water District	(909)338-1727
Crestline-Lake Arrowhead Water Agency	(909)338-1779
Valley of Enchantment Water Agency	(909)338-2310

COUNTY NUMBERS

SB County Information Services	(909)888-5916
Risk Management / Safety Office	(909)386-8631
Hazardous Materials Division	(909)382-5401

OTHER EMERGENCY TELEPHONE NUMBERS

Department Head: General Manager	
Dawn Grantham (work)	(909)338-1751
(cell)	(909)361-2017

3. EMERGENCY RESPONSE PERSONNEL

In an emergency at this facility, the following staff members are responsible to act.

SAFETY COORDINATOR:

Operations Manager	
Brandon Ricksecker (work)	(909)338-1751
(cell phone)	(909)273-7576
(alternate cell)	(909)791-7482

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ALTERNATE SAFETY COORDINATOR

Maintenance Worker III

Dave Crabtree (work)
(cell phone)

(909)338-1751

(909)961-7594

TRAINING SCHEDULE

On a one-year interval, the Operations Manager will call for a training exercise. The specific emergency will be chosen at random; an evacuation will be practiced as required. The Safety Coordinator or his/her alternate or designee will account for all customer, District office personnel and Maintenance facility personnel at the Designated Evacuation Point.

PRIMARY EVACUATION POINT:

Assemble near the office as directed by the Safety Coordinator or his/her alternate directs.

SECONDARY EVACUATION POINT:

Lake Gregory Regional Park Baseball field parking lot, off San Moritz Drive.

5. SPECIFIC FACILITY EMERGENCY ACTIONS

The following types of emergencies may require an orderly evacuation to the secondary evacuation point.

Designated district staff members may be required to remain at the facility to handle site security or other concerns. Employees who hold EMERGENCY PASSES are designated as participants or may direct others to participate in situations related to chemical or substance spill hazards.

- Bomb threat
- Chemical or substance spills.
- Customer or staff with specific needs.
- Gunfire hazard.
- Workplace violence.
- Physical threat by individual.
- Wildfire
- Explosive hazard
- Bio-hazard
- Earthquake

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Current Emergency Pass Holders			
Dawn Grantham	Brandon Ricksecker	Dave Crabtree	Cory Hubbel
Rick Dever	Jason Fogel	Jacob Montoya	Nathan Johnson
Nathan Matthews			

Earthquake - After taking appropriate safeguards to protect personal life and limb. Evacuate customers and District staff to a safe point.

Gunfire hazards - Take appropriate actions to protect yourself and your coworkers.

Workplace violence considerations - Refer to CSD SOP No.: 22 entitled Workplace Violence Prevention Policy.

Customers or Staff with specific needs - Evaluate on a case-by-case basis.

Rotating Electrical Outages - Refer to Edison Memo contained in SOP 39.

SAFE ROOM

A safe room has been established in the unisex bathroom adjacent to the CSD Board meeting room.

FIRE ALARMS

There are 13 fire alarm sensors throughout the buildings. When fire is detected, an audible alarm is heard, and a signal is sent to our contract alarm monitoring company SecureTech who in turn contacts 911.

SECURITY ALARM SYSTEM (Burglar)

During non-working hours, various alarm sensors on doors, windows and parking lot areas, which when tripped, sends a signal to SecureTech. SecureTech relays these alarms as directed by District management.

PANIC ALARMS

A separate panic alarm button is installed at the front counter.

Burglar Alarm Panels, at any time an emergency alarm (Panic Alarm) may be sent via these panels by holding down both emergency buttons at the same time.

LOCKING DOORS (Minimum Requirements)

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Individuals assigned the task of securing the District Office/Maintenance Facility must follow a specific procedure.

- At the alarm panel the indicator will be green.
- Press Arm.
- Enter your pass code.
- Indicator will turn red.
- You have 30 seconds to exit and reclose the door.
- Sensors can be found on floor plan page 10 of 11 numbered 1 thru 11.

REFERENCES

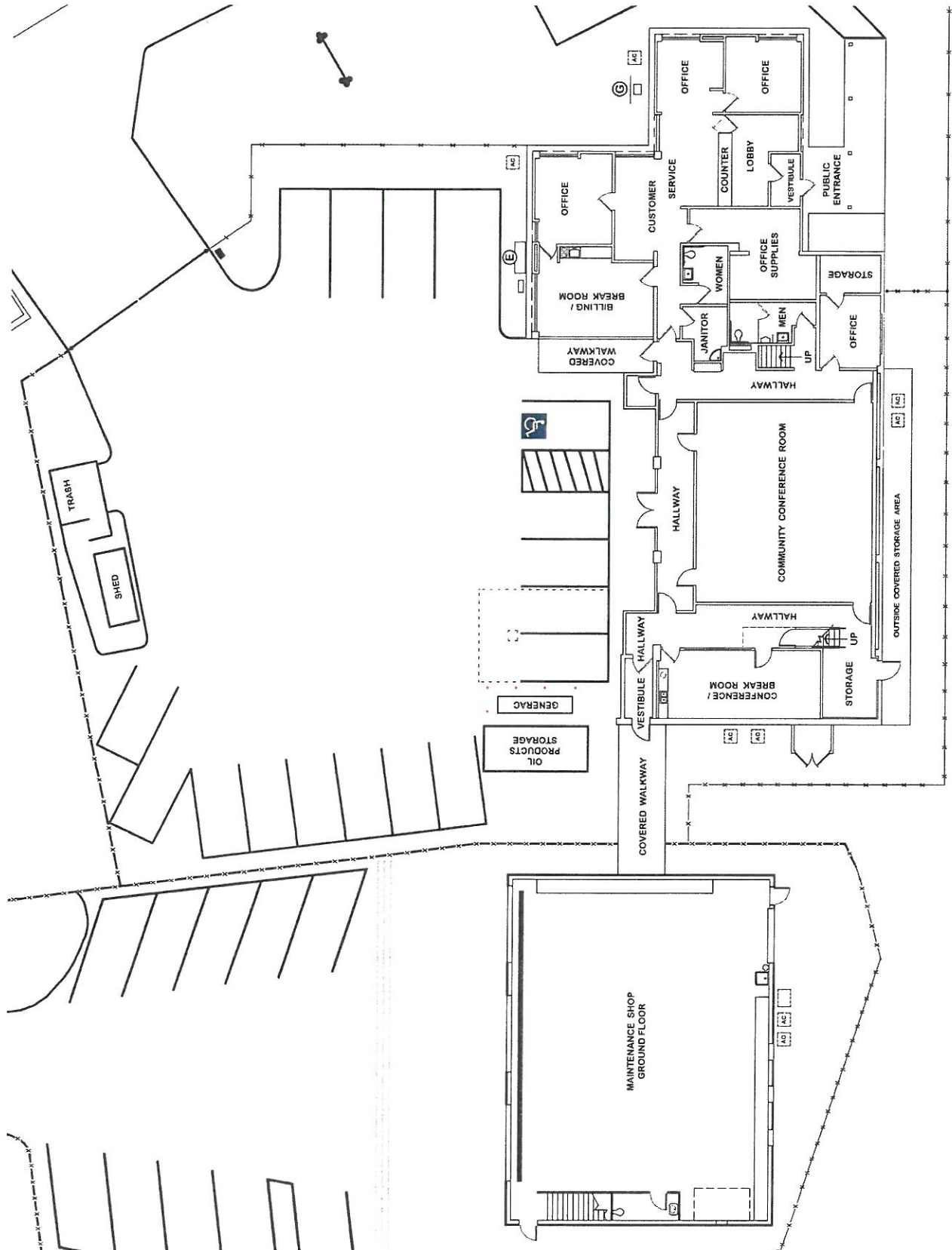
Title 8, California Code of Regulations, General Industry Safety Orders, Section 3220 requires all California Employers to formulate and implement a written Emergency Action Plan. Similarly, Section 3221 of the above referenced regulations requires all California employers to formulate and implement a written Fire Plan.

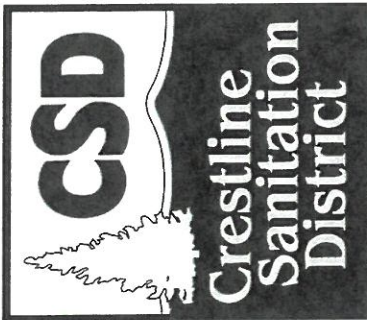
RESPONSIBILITY AND AUTHORITY

1. The author of each SOP is responsible for the technical accuracy and clarity of the SOPs content.
2. ALL Department Managers are responsible for reviewing and revising, as necessary, ALL SOPs issued for their department every year.
3. The Department Manager is responsible to approve ALL SOPs after internal review for technical accuracy, clarity, and content.
4. The Department Manager is responsible for maintaining copies of ALL SOPs, which are applicable to his/her department in an easily accessible location.
5. The Department Manager is responsible for ensuring that all employees in his/her department have been trained in the appropriate SOPs.
6. ALL employees are responsible for following the appropriate SOPs.

APPROVALS FOR ISSUE AND REVISION

1. The Operations Manager is authorized to issue and periodically revise this procedure as necessary.
2. * = Minor revisions do not require signatory approval.

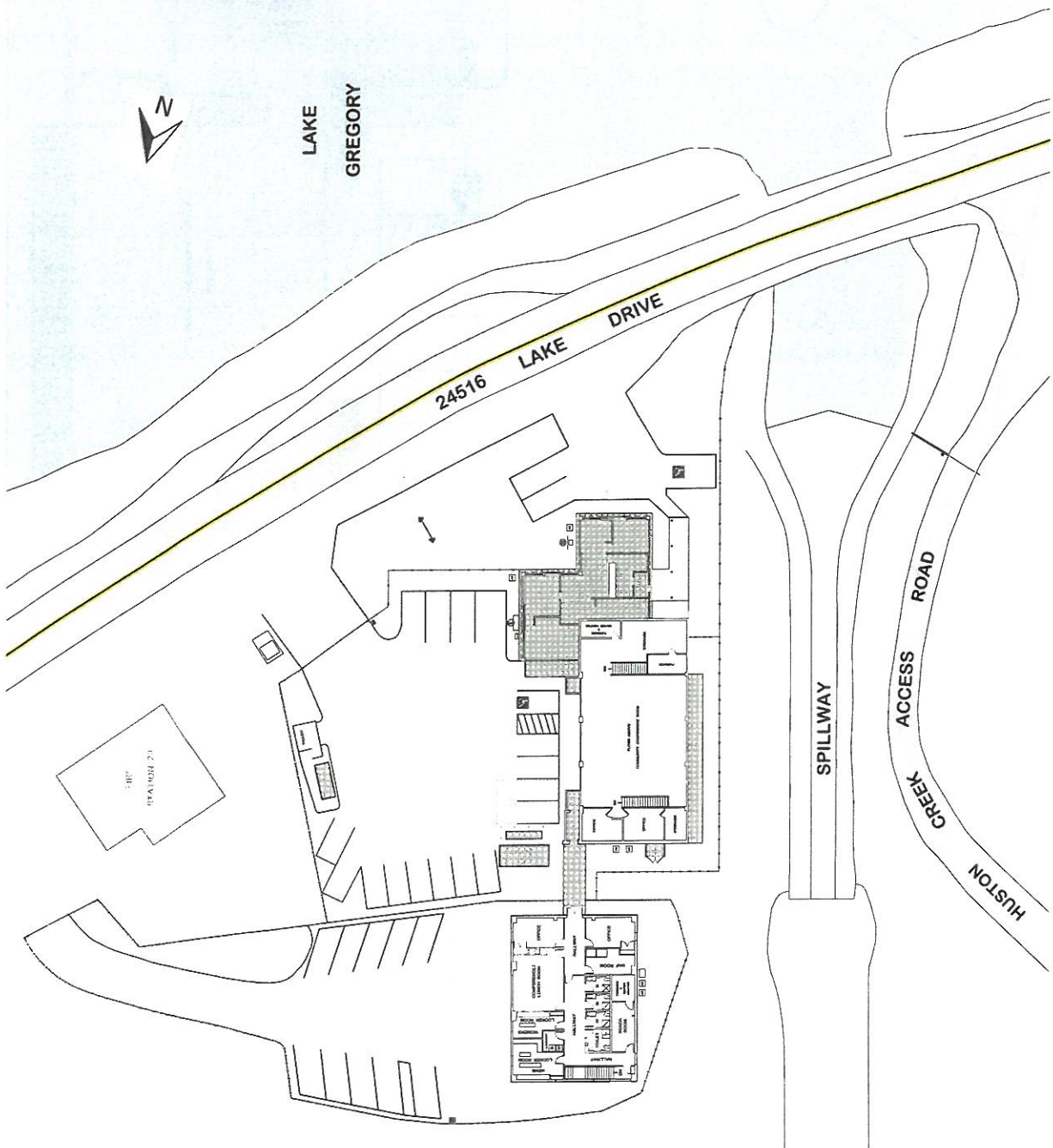


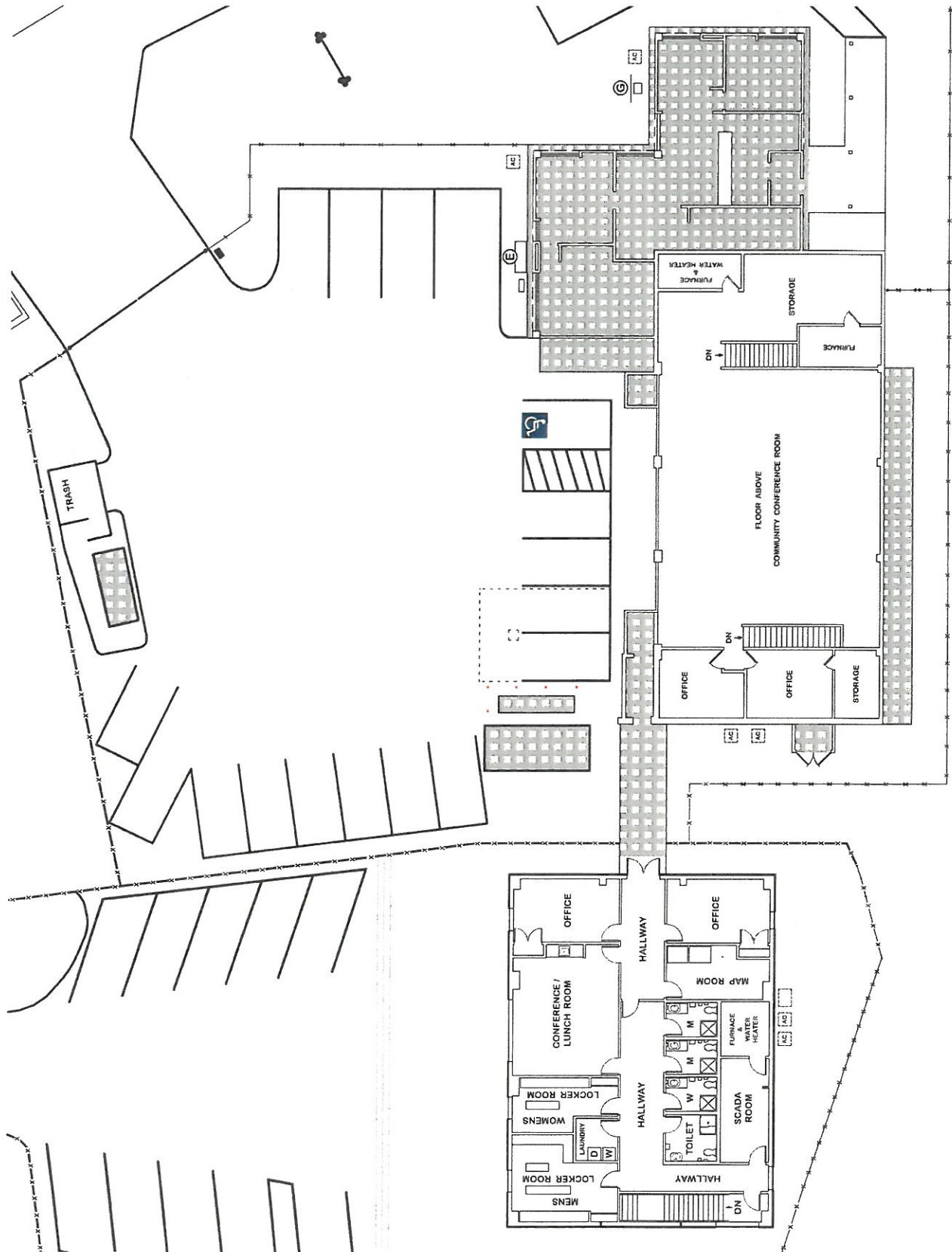


DISTRICT OFFICE MAINTENANCE FACILITY

SECOND FLOORS

2014 26 APRIL - DRAWING - OFFICE_MAINTENANCE FACILITY SECOND FLOORS.PSD (JPG)





CRESTLINE SANITATION DISTRICT STANDARD OPERATING PROCEDURES

Dept.: Operations Staff	Effective Date: 18 Sep 2018	Page 1 of 4	SOP No.: 34
Subject: Plants Emergency Action Plan	Issue Date: (Write In)	Revision No.: 4	Revision Date: 01 Oct 2024
Author(s): CSD Staff	Department Head Approval: Dawn Grantham, General Manager		Supersedes: 18 Sep 2018

CRESTLINE SANITATION DISTRICT, *Wastewater Treatment Plants*

- Huston Creek, 246 Huston Dr.
- Seeley Creek, 700 Skyland Spur Access Rd.
- Cleghorn, 20951 Cleghorn Canyon Rd.

1. Information in this Plan is to be used by the Safety Coordinator, Operations Manager, First Line Supervisors and other trained employees in responding to a disaster emergency at these facilities.

Due to the small size of these facilities, and the fact that District staff routinely rotate operational assignments. **THE OPERATOR IN CHARGE AT THE TIME OF ANY PARTICULAR INCIDENT IS DESIGNATED THE "SAFETY COORDINATOR"**.

This Plan contains:

- Names and phone numbers of people / agencies to call for assistance.
- Facility drawings showing floor plans, emergency equipment locations, utility shutoffs, hazardous materials and staging areas for responders and evacuees. (REFER TO CURRENT BUSINESS PLAN).

Since this Plan is a preparedness document, all references are intended to be read and understood before an emergency. Upon the occurrence of a major emergency or disaster, the plan becomes an emergency management guide.

Because names and telephone numbers frequently change, this Plan is reviewed on a regular basis and updated as often as necessary. Reviews and updates are noted on Page 2 and 3 of this Action Plan.

WHEN TO USE THIS PLAN

This Emergency Action Plan should be used during situations that require immediate response to save lives or property as a result of an emergency or disaster at this facility. Consider this Plan to be officially activated when:

- Serious or life threatening injury occurs.
- Fire or smoke is discovered in the facility.
- Evacuation of the facility is required, for any reason.
- Natural events such as a storm or earthquake have damaged the facility or threatened the health and safety of its occupants.
- Whenever sources of toxic fumes or smoke from a nearby accident or fire may enter or be generated at the facility.

Title:	Page 2 of 4	SOP No.: 34
Plants Emergency Action Plan		Revision No. 4

2. EMERGENCY TELEPHONE NUMBERS

Fire Department – Crest Forest Fire District	911
SBCO Fire Dept.	(909)387-5974
Office of Emergency Services	(909)356-3998
Sheriff – SBCO Sheriff, Twin Peaks	911
Sheriff – SBCO Sheriff, Twin Peaks	(909)336-0600
Sheriff’s Bomb Squad	911
Paramedics / Ambulance	911
Suicide & Crisis – 24 hours	911

UTILITY COMPANIES

So Cal Gas Company	(800)427-2200
So Cal Edison	(800)611-1911
Crestline Village Water District	(909)338-1727
Crestline-Lake Arrowhead Water Agency	(909)338-1779
Valley of Enchantment Water Agency	(909)338-2310

COUNTY NUMBERS

SB County Information Services	(909)888-5916
Risk Management / Safety Office	(909)386-8631
Hazardous Materials Division	(909)382-5401

OTHER EMERGENCY TELEPHONE NUMBERS

Department Head: General Manager	
Dawn Grantham (work)	(909)338-1751
(cell)	(909)361-2017

3. EVACUATION

When deemed necessary by the “SAFETY COORDINATOR” CSD Staff and others may be directed to move to locations here designated.

PRIMARY EVACUATION POINT:

Assemble near the plant as directed by the Safety Coordinator or his/her Alternate directs.

SECONDARY EVACUATION POINT:

Crestline Sanitation District Office / Maintenance Facility, 24516 Lake Drive, Crestline.

Title: Plants Emergency Action Plan	Page 3 of 4	SOP No.: 34
		Revision No. 4

4. SPECIFIC FACILITY EMERGENCY ACTIONS

The following types of emergencies require an orderly evacuation to an evacuation point. Designated District staff members may be required to remain at the facility to handle site security or other concerns.

- Fire
- Bomb threat
- Wildfire
- Chemical or Substance spill hazard.
- Explosive hazard
- Bio-hazard
- Earthquake - After taking appropriate safeguards to protect personal life and limb.
- Gunfire hazards. Take appropriate actions to protect yourself and your coworkers.

Workplace violence considerations. Refer to SOP 22 Workplace Violence Prevention Policy for more details.

Staff or others with specific needs. Evaluate on a case by case basis.

Rotating Electrical Outages: Refer to Edison Memo contained in SOP 39.

REFERENCES

Title 8, California Code of Regulations, General Industry Safety Orders, Section 3220 requires all California Employers to formulate and implement a written Emergency Action Plan. Similarly, Section 3221 of the above referenced regulations requires all California employers to formulate and implement a written Fire Plan.

RESPONSIBILITY AND AUTHORITY

1. The author of each SOP is responsible for the technical accuracy and clarity of the SOPs content.
2. ALL First Line Supervisors are responsible for reviewing and revising, as necessary, ALL SOPs issued for their Department yearly.
3. The First Line Supervisor is responsible to approve ALL SOPs after internal review for technical accuracy, clarity, and content.
4. The First Line Supervisor is responsible for maintaining copies of ALL SOPs, which are applicable to his/her department in an easily accessible location.
5. The First Line Supervisor is responsible for ensuring that all employees in his/her department have been trained in the appropriate SOPs.
6. ALL employees are responsible for following the appropriate SOPs.

Title:	Page 4 of 4	SOP No.: 34
Plants Emergency Action Plan		Revision No. 4

APPROVALS FOR ISSUE AND REVISION

1. The Operations Manager is authorized to issue and periodically revise this procedure as necessary.
2. * = Minor revisions do not require signatory approval.

**WORKPLACE VIOLENCE PREVENTION PLAN
GENERAL INDUSTRY**

**CRESTLINE SANITATION DISTRICT
STANDARD OPERATING PROCEDURES**

Dept.: District Staff	Effective Date: 01 July 2024	Page 1 of 2	SOP No.: 22
Subject: Workplace Violence Prevention Policy	Issue Date: (Write In)	Revision No.: 2	Revision Date:
Author: CSD Staff	Dept. Head Approval: Dawn Grantham, General Manager	Supersedes: 25 December 2013	

Workplace Violence Prevention Plan (WVPP) Policy

PURPOSE

The purpose of this Workplace Violence Prevention Plan (WVPP) is to have a clearly understood, accessible, and actionable policy to respond quickly to episodes of workplace violence. The WVPP complements the Crestline Sanitation District's (CSD or District) existing anti-violence policies by laying out more specific steps to identify, report, track and analyze violent incidents in order to reduce the likelihood of re-occurrence. The District's Existing Policy Prohibiting Employee Violence in the Workplace can be found in the Personnel Policy. The District is committed to maintaining a workplace free from violence and threats of violence, and has a zero-tolerance policy for workplace violence. CSD will not condone any acts or threats of violence by a District employee or former employee against any other employee in or about facilities or elsewhere. Employees are also prohibited from possessing, storing, or having control of any weapon on the job, except when required by District department in the performance of the employee's official duties. Weapons include, but are not limited to, firearms, knives, or weapons defined in the California Penal Code Section 12020.

BACKGROUND – CALIFORNIA SENATE BILL 553

California Senate Bill 553 (SB 553) requires California workplaces to have a policy in place to address the rising episodes of violence occurring at the worksite. SB 553 has multiple requirements of an employer which can be broadly grouped into two categories: (1) pre-violent incident activities which include employee education and training with awareness as to how to recognize a violent incident, how to elevate an issue, and ongoing communication with employees on workplace violence and; (2) post-violent incident activities which include completion of a violent incident report by the supervisor, completion of an incident investigation by the Supervisor and General Manager, completion of a violent incident log, and ongoing evaluation of incidents with issue identification and hazard correction. The details of both categories are presented in greater detail in the following WVPP. Further resources in addition to the requirements of SB 553 can be found at the following website: https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240SB553.

Title:	Page 2 of 2	SOP No.: 22
Workplace Violence Prevention Policy		Revision No. 2

GOAL OF THE WORKPLACE VIOLENCE PREVENTION PLAN

The goal of establishing a WVPP is to reduce violent incidents in the workplace at all CSD work sites. Ultimately, this will be achieved through improved employee awareness, violent incident identification and reporting, tracking of violent incidents, and corrective actions when hazards are recognized.

To support a consistent approach across all CSD departments, the District has created a WVPP for all departments to complete (or to adapt based on operational needs of a department), which includes all the elements required by SB 553.

Violence may include not only acts of violence but also threats to commit violence or do harm. Workplace violence includes any conduct, verbal or physical, in-person or virtual, which causes another to reasonably fear for their own personal safety or that of their immediate family. A “threat of violence” for purposes of this WVPP 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 reasonable perceived to convey an intent, to cause physical harm or to place someone in fear of physical harm, and that serves no legitimate purpose.

EDUCATION, TRAINING, AND COMMUNICATION

Education and Training

SB 553 requires all employees to complete an annual mandatory workplace violence training and instruction that is clear, understandable, and effective. The District-wide training is meant to be a general overview and is not site-specific.



**Crestline Sanitation District
Workplace Violence Prevention Plan**

July 1, 2024

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Appendices

- A. Workplace Violent Incident Log
- B. Workplace Violence Prevention Hazard Assessment & Correction Form
- C. Workplace Violence Emergency Response Scenarios & Procedures
 - Workplace Violence Act or Threats
 - Active Shooter
 - Bomb Threat
 - Civil Unrest
 - Medical Emergencies
 - Suspicious Package

Policy

Crestline Sanitation District is committed to providing a work environment that is free of disruptive, threatening, or violent behavior involving any employee, appointed or elected official, volunteer, contractor, client, or visitor. Our policy is to establish, implement, and maintain an effective Workplace Violence Prevention Plan (Plan) that addresses the hazards known to be associated with four types of workplace violence as defined by Labor Code Section [6401.9](#). Our written Plan is located at the Main Office, located at 24516 Lake Drive, Crestline, CA 92325.

Definitions

Emergency: Unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.

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.

Log: The violent incident log required (Appendix A).

Plan: The workplace violence prevention Plan.

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.

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.

Work Practice Controls: Procedures and rules which are used to effectively reduce workplace violence hazards.

Workplace Violence: Any act of violence or threat of violence that occurs in a place of employment. Includes, but is not limited to the following:

- 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.
- 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.
- The following four workplace violence types:

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

Responsibility and Authority

Workplace Violence Prevention Plan Administrator

The General Manager is the designated Workplace Violence Plan Administrator and has the authority and responsibility for developing, implementing, and maintaining this Plan.

Managers and Supervisors

Responsibilities include:

- Implementing the Plan in their respective work areas.
- Providing input to the Administrator regarding the Plan.
- Participating in investigations of workplace violence reports.
- Answering employee questions concerning this Plan.

Employees

Responsibilities include:

- Complying with the Plan.
- Maintaining a violence-free work environment.
- Attending all training.
- Following all directives, policies, and procedures.
- Reporting suspicious persons in the area and alerting the proper authorities when necessary.

Employee Active Involvement

The District ensures the following policies and procedures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the Plan.

- Management will work with and allow employees and authorized employee representatives to participate in:
 - Identifying, evaluating, and determining corrective measures to prevent workplace violence. This includes, but is not limited to, periodic safety meetings with employees and their representatives to discuss the identification of workplace violence related concerns and hazards, and to evaluate the concerns to identify corrective action.
 - Designing and implementing training by encouraging employees to provide feedback and suggestions to help customize the training materials and sessions.
 - Reporting and potentially assisting in the investigating of workplace violence incidents.
- Management will ensure that all workplace violence policies and procedures within this Plan are clearly communicated and understood by all employees. Managers and supervisors will enforce the rules fairly and uniformly.
- All employees will follow all directives, policies, and procedures, as outlined in this Plan, and assist in maintaining a safe work environment.
- The Plan shall be in effect at all times and in all work areas and be specific to the hazards and corrective measures for each work area and operation.

Compliance

The Administrator is responsible for ensuring the Plan is clearly communicated and understood by all employees. The following techniques are used to ensure all employees understand and comply with the Plan:

- Informing all employees of the Plan during new employee safety orientation training and ongoing workplace violence prevention training.
- Providing comprehensive workplace violence prevention training to managers and supervisors concerning their roles and responsibilities for Plan implementation.
- Evaluating employees to ensure their compliance with the Plan, and recognizing employees who demonstrate safe work practices that promote the elements of the Plan.
- Disciplining employees for failure to comply with the Plan in accordance with the compliance requirements outlined in our District's Injury & Illness Prevention Program.

Communication

We recognize that open, two-way communication between our management team, staff, and other employees, 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 the following:

- New employee orientation includes workplace violence prevention policies and procedures.
- Workplace violence prevention training, at least annually.
- Regularly scheduled meetings that address security issues and potential workplace violence hazards.
- Effective communication between employees and supervisors about workplace violence prevention and concerns.
- Posted or distributed workplace violence prevention information.
- Encouraging employees to inform their supervisors about any threats of violence or workplace violence. Employees may use the Workplace Violent Incident Log (Appendix A) to assist in their reporting of incidents. No employee will be disciplined for reporting any threats of violence or workplace violence.
- 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.

Coordination with Other Employers

The District will implement the following effective procedures to coordinate implementation of our Plan with other employers to ensure those employers and their employees understand their respective roles:

- All employees will be trained in workplace violence prevention.
- Workplace violence incidents involving any employee are reported, investigated, and recorded.
- At a multiemployer worksite, the District will ensure that if our employees experience a workplace violence incident, we will record the information in the Violent Incident Log and provide a copy to the controlling employer.

Workplace Violence Incident Reporting Procedures

Employees should report all threats or acts of workplace violence to their supervisor or manager. The supervisor or manager will be required to inform the Administrator. In the event a supervisor or manager is not available, the employee can report an incident directly to the Administrator or Human Resources. An anonymous report may be dropped off in the Safety Officer's inbox at the District Office. A strict non-retaliation policy is in place.

Emergency Response Procedures

In the event of an actual or potential workplace violence emergency, the employee should determine the best immediate reporting option based on the situation and circumstances. The

methods of reporting emergencies include, but are not limited to:

- Dialing 911.
- Immediately notifying the manager, supervisor, Administrator, or Human Resources.

Upon being notified of a workplace violence emergency, the Administrator or designated “person-in-charge” will determine if emergency procedures should be activated and if evacuation or shelter-in-place procedures should be implemented.

Refer to Appendix C for procedures on how to respond to specific workplace violence emergency scenarios.

Workplace Violence Hazard Assessment

A Workplace hazard assessment will be conducted by the Administrator, and other selected employees, utilizing the Workplace Violence Prevention Hazard Assessment & Correction Form (Appendix B). An annual review of the past year’s workplace violence incidents will be conducted.

Inspections are performed according to the following schedule:

- When the Plan is first established.
- Annually.
- When new, previously unidentified workplace violence/security hazards are recognized.
- After each workplace violence incident or threats occur.

Workplace Violence Hazard Correction

Workplace violence hazards will be evaluated and corrected in a timely manner. The Administrator will implement the following procedures to correct the identified workplace violence hazards:

- 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 necessary to correct the hazardous condition will be provided with the necessary protection, depending on the exposure.
- All corrective actions taken will be documented and dated on the appropriate forms. Such as the Workplace Violence Hazard Assessment and Correction form (Appendix C), or other tracking measures.

Post Incident Response and Investigation

After a workplace incident, the Administrator or their designee will implement the following post-incident procedures:

- Visit the scene of an incident as soon as safe and practicable.
- Interview involved parties, such as employees, witnesses, law enforcement, and/or

security personnel.

- Review security footage of existing security cameras if applicable.
- Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
- Determine the cause of the incident.
- Take corrective action to prevent similar incidents from occurring.
- Complete the Violent Incident log (see Appendix A) for every workplace violence incident and ensure corrective actions are taken.
- Obtain any reports completed by law enforcement.

Training & Instruction

All employees, including managers and supervisors, will have training and instruction on general and job-specific workplace violence practices.

Training will occur:

- When the Plan is first established.
- When hired.
- Annually to ensure all employees understand and comply with the Plan.
- When a new or previously unrecognized workplace violence hazard has been identified.

Employee training on workplace violence will include:

- A review of the Plan, how to obtain a copy of the Plan, and how to participate in the development and implementation of the Plan.
- How to report workplace violence incidents or concerns to the District or law enforcement, without fear of reprisal.
- Workplace violence risks that employees may encounter in their jobs.
- How to recognize the potential for violence and escalating behavior.
- General and personal safety measures.
- Strategies to de-escalate behaviors and to avoid physical harm.
- The District's alerts, alarms, or systems that are in place to warn of emergencies.
- Information about the Violent Incident Log and how to obtain copies of records pertaining to completed logs, hazard identification, evaluation and correction, and training records.

Employees will always have opportunities for interactive questions and answers with the Administrator or a person knowledgeable about the District's Plan.

Recordkeeping

Records of violent incidents (Violent Incident Log), workplace violence hazard identification, evaluation and correction, and incident investigations will be maintained for (5) five years. No

records shall contain medical information.

Training for each employee, including the employee's name and job title, training dates, contents or a summary of the training sessions, and names/qualifications of persons conducting the training, will be maintained for a minimum of five (5) years.

Training records shall be created and maintained for a minimum of one year and include 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.

Cal/OSHA Reporting of Work Related Fatalities and Serious Injuries

The District will immediately, but no later than 8 hours after awareness, report to Cal/OSHA any work-related death or serious injury or illness, including any due to workplace violence, of an employee occurring at the workplace or in connection with any employment.

A serious injury or illness (CCR330) is defined as:

- Any inpatient hospitalization for more than observation
- Amputation
- Loss of an eye
- Serious degree of permanent disfigurement.

It 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.

Annual Review

The District's Workplace Violence Prevention Plan will be reviewed for effectiveness:

- At least annually.
- When a deficiency is observed or become apparent.
- After a workplace violence incident.
- As needed.

Review of the Plan will include measures outlined in the Employee Active Involvement section as well as the following:

- A review of the incident investigations and violent incident log.
- Assessment of the effectiveness of security systems, including alarms, emergency response, and available security personnel, if applicable.
- Review if violence risks are being properly identified, evaluated, and corrected.
- Any revisions should be made promptly and communicated to all employees.

Appendix A

WORKPLACE VIOLENT INCIDENT LOG

This form must be completed for every record of violence in the workplace.

Incident ID # *:	Date and Time of Incident:	Department:
------------------	----------------------------	-------------

* Do not identify employee by name, employee #, or SSI. The Incident ID must not reflect the employee's identity.

Describe Incident (provide detailed description and information on the violence incident type. Include additional pages if needed):

Specific Location(s) of Incident & Workplace Violence Type (see definitions, enter 1, 2, 3 or 4)

	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Where Incident Occurred:

<input type="checkbox"/> Workplace	<input type="checkbox"/> Parking lot	<input type="checkbox"/> Outside of Building	<input type="checkbox"/> Outside of workplace
------------------------------------	--------------------------------------	--	---

Type of Incident (check as many apply):

<input type="checkbox"/> Robbery	<input type="checkbox"/> Grabbed	<input type="checkbox"/> Pushed
<input type="checkbox"/> Verbal threat/harassment	<input type="checkbox"/> Kicked	<input type="checkbox"/> Scratched
<input type="checkbox"/> Sexual threat/harassment/assault	<input type="checkbox"/> Hit with an object	<input type="checkbox"/> Bitten
<input type="checkbox"/> Animal attack	<input type="checkbox"/> Shot (or attempted)	<input type="checkbox"/> Slapped
<input type="checkbox"/> Threat of physical force	<input type="checkbox"/> Bomb threat	<input type="checkbox"/> Hit with fist
<input type="checkbox"/> Threat of use of weapon or object	<input type="checkbox"/> Vandalism (of victim's property)	<input type="checkbox"/> Knifed (or attempted)
<input type="checkbox"/> Assault with a weapon or object	<input type="checkbox"/> Vandalism (of employer's property)	<input type="checkbox"/> Arson
<input type="checkbox"/> Robbery	<input type="checkbox"/> Other:	

Workplace violence committed by:

<input type="checkbox"/> Family or friend	<input type="checkbox"/> Client	<input type="checkbox"/> Coworker
<input type="checkbox"/> Partner/Spouse	<input type="checkbox"/> Family or friend of client	<input type="checkbox"/> Manager/Supervisor
<input type="checkbox"/> Former Partner/Spouse	<input type="checkbox"/> Customer	<input type="checkbox"/> Stranger w/criminal intent
<input type="checkbox"/> Parent/Relative	<input type="checkbox"/> Family or friend of customer	<input type="checkbox"/> Other:

Circumstances at time of incident:

<input type="checkbox"/> Employee performing normal duties	<input type="checkbox"/> Working in poor lighting	<input type="checkbox"/> Employee rushed
<input type="checkbox"/> Employee isolated or alone	<input type="checkbox"/> Unable to get help or assistance	<input type="checkbox"/> Working during low staffing levels
<input type="checkbox"/> Working in a community setting	<input type="checkbox"/> Working in unfamiliar/new location	<input type="checkbox"/> Other:

Consequences of incident:

Law enforcement/Security called? <input type="checkbox"/> Yes <input type="checkbox"/> No. If yes, explain:
Were actions taken to protect employees from continuing threat or other hazards? <input type="checkbox"/> Yes <input type="checkbox"/> No. If yes, explain:
Any injuries? <input type="checkbox"/> Yes <input type="checkbox"/> No. If yes, explain:
Emergency medical responders contacted, including on-site First Aid/CPR? <input type="checkbox"/> Yes <input type="checkbox"/> No. If yes, explain:
Did severity of injuries require reporting to Cal/OSHA? <input type="checkbox"/> Yes <input type="checkbox"/> No. If yes, enter date, time, and representative contacted:

Completed by:

Name:	Title:
Date:	Signature

Appendix B

**WORKPLACE VIOLENCE PREVENTION
HAZARD ASSESSMENT & CORRECTION FORM**

Assessed by:	Title:
Location(s) Assessed:	

This checklist is designed to evaluate the workplace and job tasks to help identify situations that may place employees at risk of workplace violence.

Step 1: Identify risk factors that may increase the District's vulnerability to workplace violence events.

Step 2: Conduct a workplace assessment to identify physical and process vulnerabilities.

Step 3: Develop a corrective action Plan with measurable goals and target dates.

STEP 1: IDENTIFY RISK FACTORS

Yes	No	Risk Factors	Comments:
		Does staff have contact with the public?	
		Does staff exchange money with the public?	
		Does staff work alone?	
		Is the workplace often understaffed?	
		Is the workplace located in an area with a high crime rate?	
		Does staff enter areas with high crime rates?	
		Does staff have mobile workplaces?	
		Does staff perform public safety functions that might put them in conflict with others?	
		Does staff perform duties that may upset people?	
		Does staff work with people known or suspected to have a history of violence?	
		Do any employees have a history of threats of violence?	

Yes	No	Security Measures	Comments:
		Is there a response Plan for workplace violence emergencies?	
		Are there physical barriers? (between staff and clients)	
		Are there security cameras?	
		Are there panic buttons?	
		Are there alarm systems?	
		Are there metal detectors?	
		Are there X-ray machines?	
		Do doors lock?	
		Does internal telephone system activate emergency assistance?	
		Are telephones with an outside line programed for 911?	
		Are there two-way radios, pagers, or cell phones?	
		Are there security mirrors?	
		Is there a secured entry?	
		Are there personal alarm devices?	
		Are there "drop safes" to limit available cash?	
		Is there a system to alert staff of the presence, location, and nature of a security threat?	
		Is there a system in place for testing security measures?	

Appendix C

WORKPLACE VIOLENCE EMERGENCY RESPONSE SCENARIOS & PROCEDURES

WORKPLACE VIOLENCE ACTS OR THREATS

Workplace violence is any act or threat of violence that occurs at the workplace. These incidents can include acts or threats of physical violence, intimidation, or harassment. Verbal abuse, physical assault, and homicide are all examples of workplace violence. We have zero tolerance toward all forms of violence.

FOUR TYPES OF WORKPLACE VIOLENCE

- **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.
- **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.

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

EMPLOYEE WARNING SIGNS

Often, warning signs are observed in employees, customers, and others who may behave violently on a work site. These behaviors may include:

- Intimidation.
- Rude behavior toward fellow employees.
- Frequent arguments with co-workers or clients.
- General aggressive behavior like hitting or kicking objects, breaking things, or screaming.
- Acts of revenge like stealing or property damage.
- Verbal wishes to harm other workers.

While there is no perfect way to predict violence will occur, any combination of these behaviors may be a signal. Employees are encouraged to report these actions to the General Manager to prevent further escalation of any type of violent situation.

WARNING SIGNS FROM CUSTOMERS

- The person is not satisfied with any solutions you offer.
- Unreasonably agitated.
- Physical posturing (clenched fists).

If the verbal confrontation starts to escalate, remain calm, courteous, and stay neutral. Let them know you are contacting a manager to further assist them. Trust your intuition to determine if help is needed.

WHEN HELP IS NEEDED

- Continue to try and help the person by listening and providing feedback until law enforcement has arrived.
- If at any time you believe you are potentially in physical danger, yell for Help!
- If you are being assaulted:
 - Yell for help.
 - Look for a way to escape.
 - Act with aggression.

PERSONAL SAFETY

- When leaving the building:
 - Be alert to your surroundings and look around the area outside before exiting the building. Do not use or look at your phone.
 - Attackers expect passive victims, so walk with a steady pace, appear purposeful, and project confidence.
- While in your vehicle:
 - Have your keys in your hand as you approach your vehicle so that you do not have to search for them.
 - Before entering your vehicle quickly check the back seat and around the vehicle for anything unusual.
 - Always lock your car doors as soon as you enter the vehicle.

ACTIVE SHOOTER

The three most common response options for an active shooter event are evacuate, hide out, or take action. During an active shooter event, employees need to be able to determine their best course of action for the situation they are facing.

CHARACTERISTICS OF AN ACTIVE SHOOTER SITUATION

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated areas, typically through the use of firearms. Victims are typically selected at random. The event is unpredictable and evolves quickly. Law enforcement is usually required to end an active shooter situation.

HOW TO RESPOND

- 1. EVACUATE**
 - Have an escape route in mind.
 - Leave immediately.
 - Keep hands visible.
- 2. HIDE OUT**
 - Hide in an area out of the shooter's view.
 - Block the entry to your hiding place and lock doors, if possible.
 - Silence your cell phone.
- 3. TAKE ACTION**
 - Last resort when your life is in imminent danger.
 - Attempt to incapacitate the shooter.
 - Act with physical aggression and throw items at shooter.
 - Have an escape route in mind.

CALL 911 WHEN IT IS SAFE TO DO SO

When law enforcement arrives remain calm and follow all instructions.

- Put down any items in your hands (i.e., bags, jackets).
- Raise hands and spread fingers.
- Always keep your hands visible.
- Avoid quick movements toward officers.
- Avoid pointing, screaming or yelling.
- Do not stop to ask officers for help or direction when evacuating.

Information to provide law enforcement when asked:

- Location of the active shooter.
- Number of shooters.
- Physical description of shooters.
- Type of weapons if known.

Training resource:

- [Department of Homeland Security](#)
- [DHS Active Shooter Preparedness Video](#)

BOMB THREAT

Most bomb threats are false and primarily intended to elicit a response from building occupants. However, no bomb threat should be assumed fake. If a potentially harmful device is found, call 911 for assistance.

PHONE THREAT

- Remain calm.
- Immediately use the Bomb Threat Checklist for guidance and to document the call.
- After the caller has ended the call, notify the Administrator.
- If the threat was left on your voicemail, do not erase and immediately notify the Administrator.

WRITTEN THREAT

- Handle the document as little as possible and immediately notify the Administrator.
- If the threat should come via e-mail, save the information.

POSSIBLE EVACUATION

- The Administrator will call law enforcement and follow their instructions.
- The decision to evacuate is handled on a case-by-case basis on instructions given by law enforcement.

BOMB THREAT CHECKLIST

REMAIN CALM			
Time call received:	Time call ended:		
Document any information from the phone display window:			
Engage caller as long as possible and document their words:			
Attempt to obtain information about the device:			
When will the device detonate or activate?			
Where is the device located?			
What kind of device is it?			
What does the device look like?			
Voice Description			
<input type="checkbox"/> Male	<input type="checkbox"/> Young	<input type="checkbox"/> Calm	Accent? <input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Female	<input type="checkbox"/> Adult	<input type="checkbox"/> Nervous	Describe:
	<input type="checkbox"/> Senior		
<i>Did you recognize the voice? Who?</i>			
<i>Did caller have knowledge of building?</i>			
<i>Unusual phrases:</i>			
<i>Any background noise or distinctive sounds?</i>			
Name of person received call			

CIVIL UNREST

Civil unrest events are often associated with riots, looting, or protests. In these instances, sheltering-in-place is an action taken to protect the building occupants from external hazards, minimizing the chance of injury and/or providing the time necessary to allow for a safe evacuation.

SHELTER IN PLACE

If there is a need to shelter-in-place the Administrator or person-in-charge will advise employees and guests of the emergency. Please note employees and guests cannot be forced to shelter-in-place.

- The person-in-charge will collect the names of everyone in the shelter area.
- If possible, the business voicemail recording will be updated to indicate the building is closed due to the emergency.
- If the civil unrest includes hazardous chemicals, the HVAC systems may be shut off.
- If in danger of broken glass, window shades will be closed.
- Emergency supplies will be moved to the shelter area.
- The District will listen/read available mediums (radio, internet) for further instructions until we are told all is safe or to evacuate.

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MEDICAL EMERGENCY

NON-Trained Responder:

- Call 911 and designate a person to direct EMS personnel as they arrive.
- Do not move person unless absolutely necessary.

Trained and Certified CPR Responder Only:

- Designate someone to call 911 and direct EMS when they arrive.
- Check the person for responsiveness.
- Conduct a primary assessment (breathing) while checking responsiveness.
- Initiate CPR and/or AED if necessary.

FIRST AID ONLY

Non-Trained First Aid Responder:

- Call 911 and designate a person to direct EMS as they arrive.
- Do not move person unless absolutely necessary.
- Use universal precautions, such as disposable gloves, face mask if comforting person while waiting.

Trained First Aid Responder Only:

- Designate someone to call 911 (if necessary) and direct EMS as they arrive.
- Do not move the person unless absolutely necessary.
- Use universal precautions, such as disposable gloves, face mask.
- Follow any directions provided by the 911 operator.
- Designate a person to direct EMS personnel as they arrive.
- Provide person information to the EMS personnel.

SUSPICIOUS PACKAGE

Explosives or other life-threatening items can be enclosed in either a parcel or an envelope, and its outward appearance is limited only by the imagination of the sender. However, suspicious packages have exhibited some unique characteristics that might assist you. To apply these factors, it is important to know the type of mail normally received.

CHARACTERISTICS TO LOOK FOR IN A SUSPICIOUS PACKAGE OR LETTER

- Restricted endorsements such as "personal" or "private." This is important when the addressee does not normally receive personal mail at the office.
- The addressee's name and/ title might be inaccurate.
- Distorted handwriting, or the name and address might be prepared with homemade labels or cut-and-paste lettering.
- Protruding wires, aluminum foil or oil stains visible.
- Emit a peculiar odor.
- Envelope might feel rigid or appear uneven or lopsided.
- Unprofessionally wrapped with several combinations of tape. Might be endorsed "Fragile-Handle With Care" or "Rush-Do Not Delay."
- Making a buzzing or ticking noise or sloshing sound.

IF YOU SUSPECT A SUSPICIOUS PACKAGE OR LETTER

- Do not take a chance. Immediately call 911.
- Do not move, alter, open, examine, or disturb the article.
- Do not put in water or a confined space such as a desk drawer or filing cabinet.
- Isolate the suspicious package or article and clear the immediate area until law enforcement arrives.

**WORKPLACE VIOLENCE PREVENTION PLAN
GENERAL INDUSTRY**

**CRESTLINE SANITATION DISTRICT
STANDARD OPERATING PROCEDURES**

Dept.: District Staff	Effective Date: 01 July 2024	Page 1 of 2	SOP No.: 22
Subject: Workplace Violence Prevention Policy	Issue Date: (Write In)	Revision No.: 2	Revision Date:
Author: CSD Staff	Dept. Head Approval: Dawn Grantham, General Manager	Supersedes: 25 December 2013	

Workplace Violence Prevention Plan (WVPP) Policy

PURPOSE

The purpose of this Workplace Violence Prevention Plan (WVPP) is to have a clearly understood, accessible, and actionable policy to respond quickly to episodes of workplace violence. The WVPP complements the Crestline Sanitation District's (CSD or District) existing anti-violence policies by laying out more specific steps to identify, report, track and analyze violent incidents in order to reduce the likelihood of re-occurrence. The District's Existing Policy Prohibiting Employee Violence in the Workplace can be found in the Personnel Policy. The District is committed to maintaining a workplace free from violence and threats of violence, and has a zero-tolerance policy for workplace violence. CSD will not condone any acts or threats of violence by a District employee or former employee against any other employee in or about facilities or elsewhere. Employees are also prohibited from possessing, storing, or having control of any weapon on the job, except when required by District department in the performance of the employee's official duties. Weapons include, but are not limited to, firearms, knives, or weapons defined in the California Penal Code Section 12020.

BACKGROUND – CALIFORNIA SENATE BILL 553

California Senate Bill 553 (SB 553) requires California workplaces to have a policy in place to address the rising episodes of violence occurring at the worksite. SB 553 has multiple requirements of an employer which can be broadly grouped into two categories: (1) pre-violent incident activities which include employee education and training with awareness as to how to recognize a violent incident, how to elevate an issue, and ongoing communication with employees on workplace violence and; (2) post-violent incident activities which include completion of a violent incident report by the supervisor, completion of an incident investigation by the Supervisor and General Manager, completion of a violent incident log, and ongoing evaluation of incidents with issue identification and hazard correction. The details of both categories are presented in greater detail in the following WVPP. Further resources in addition to the requirements of SB 553 can be found at the following website: https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240SB553.

Title:	Page 2 of 2	SOP No.: 22
Workplace Violence Prevention Policy		Revision No. 2

GOAL OF THE WORKPLACE VIOLENCE PREVENTION PLAN

The goal of establishing a WVPP is to reduce violent incidents in the workplace at all CSD work sites. Ultimately, this will be achieved through improved employee awareness, violent incident identification and reporting, tracking of violent incidents, and corrective actions when hazards are recognized.

To support a consistent approach across all CSD departments, the District has created a WVPP for all departments to complete (or to adapt based on operational needs of a department), which includes all the elements required by SB 553.

Violence may include not only acts of violence but also threats to commit violence or do harm. Workplace violence includes any conduct, verbal or physical, in-person or virtual, which causes another to reasonably fear for their own personal safety or that of their immediate family. A “threat of violence” for purposes of this WVPP 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 reasonable perceived to convey an intent, to cause physical harm or to place someone in fear of physical harm, and that serves no legitimate purpose.

EDUCATION, TRAINING, AND COMMUNICATION

Education and Training

SB 553 requires all employees to complete an annual mandatory workplace violence training and instruction that is clear, understandable, and effective. The District-wide training is meant to be a general overview and is not site-specific.



**Crestline Sanitation District
Workplace Violence Prevention Plan**

July 1, 2024

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Appendices

- A. Workplace Violent Incident Log
- B. Workplace Violence Prevention Hazard Assessment & Correction Form
- C. Workplace Violence Emergency Response Scenarios & Procedures
 - Workplace Violence Act or Threats
 - Active Shooter
 - Bomb Threat
 - Civil Unrest
 - Medical Emergencies
 - Suspicious Package

Policy

Crestline Sanitation District is committed to providing a work environment that is free of disruptive, threatening, or violent behavior involving any employee, appointed or elected official, volunteer, contractor, client, or visitor. Our policy is to establish, implement, and maintain an effective Workplace Violence Prevention Plan (Plan) that addresses the hazards known to be associated with four types of workplace violence as defined by Labor Code Section [6401.9](#). Our written Plan is located at the Main Office, located at 24516 Lake Drive, Crestline, CA 92325.

Definitions

Emergency: Unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.

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.

Log: The violent incident log required (Appendix A).

Plan: The workplace violence prevention Plan.

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.

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.

Work Practice Controls: Procedures and rules which are used to effectively reduce workplace violence hazards.

Workplace Violence: Any act of violence or threat of violence that occurs in a place of employment. Includes, but is not limited to the following:

- 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.
- 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.
- The following four workplace violence types:

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

Responsibility and Authority

Workplace Violence Prevention Plan Administrator

The General Manager is the designated Workplace Violence Plan Administrator and has the authority and responsibility for developing, implementing, and maintaining this Plan.

Managers and Supervisors

Responsibilities include:

- Implementing the Plan in their respective work areas.
- Providing input to the Administrator regarding the Plan.
- Participating in investigations of workplace violence reports.
- Answering employee questions concerning this Plan.

Employees

Responsibilities include:

- Complying with the Plan.
- Maintaining a violence-free work environment.
- Attending all training.
- Following all directives, policies, and procedures.
- Reporting suspicious persons in the area and alerting the proper authorities when necessary.

Employee Active Involvement

The District ensures the following policies and procedures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the Plan.

- Management will work with and allow employees and authorized employee representatives to participate in:
 - Identifying, evaluating, and determining corrective measures to prevent workplace violence. This includes, but is not limited to, periodic safety meetings with employees and their representatives to discuss the identification of workplace violence related concerns and hazards, and to evaluate the concerns to identify corrective action.
 - Designing and implementing training by encouraging employees to provide feedback and suggestions to help customize the training materials and sessions.
 - Reporting and potentially assisting in the investigating of workplace violence incidents.
- Management will ensure that all workplace violence policies and procedures within this Plan are clearly communicated and understood by all employees. Managers and supervisors will enforce the rules fairly and uniformly.
- All employees will follow all directives, policies, and procedures, as outlined in this Plan, and assist in maintaining a safe work environment.
- The Plan shall be in effect at all times and in all work areas and be specific to the hazards and corrective measures for each work area and operation.

Compliance

The Administrator is responsible for ensuring the Plan is clearly communicated and understood by all employees. The following techniques are used to ensure all employees understand and comply with the Plan:

- Informing all employees of the Plan during new employee safety orientation training and ongoing workplace violence prevention training.
- Providing comprehensive workplace violence prevention training to managers and supervisors concerning their roles and responsibilities for Plan implementation.
- Evaluating employees to ensure their compliance with the Plan, and recognizing employees who demonstrate safe work practices that promote the elements of the Plan.
- Disciplining employees for failure to comply with the Plan in accordance with the compliance requirements outlined in our District's Injury & Illness Prevention Program.

Communication

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 the following:

- New employee orientation includes workplace violence prevention policies and procedures.
- Workplace violence prevention training, at least annually.
- Regularly scheduled meetings that address security issues and potential workplace violence hazards.
- Effective communication between employees and supervisors about workplace violence prevention and concerns.
- Posted or distributed workplace violence prevention information.
- Encouraging employees to inform their supervisors about any threats of violence or workplace violence. Employees may use the Workplace Violent Incident Log (Appendix A) to assist in their reporting of incidents. No employee will be disciplined for reporting any threats of violence or workplace violence.
- 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.

Coordination with Other Employers

The District will implement the following effective procedures to coordinate implementation of our Plan with other employers to ensure those employers and their employees understand their respective roles:

- All employees will be trained in workplace violence prevention.
- Workplace violence incidents involving any employee are reported, investigated, and recorded.
- At a multiemployer worksite, the District will ensure that if our employees experience a workplace violence incident, we will record the information in the Violent Incident Log and provide a copy to the controlling employer.

Workplace Violence Incident Reporting Procedures

Employees should report all threats or acts of workplace violence to their supervisor or manager. The supervisor or manager will be required to inform the Administrator. In the event a supervisor or manager is not available, the employee can report an incident directly to the Administrator or Human Resources. An anonymous report may be dropped off in the Safety Officer's inbox at the District Office. A strict non-retaliation policy is in place.

Emergency Response Procedures

In the event of an actual or potential workplace violence emergency, the employee should determine the best immediate reporting option based on the situation and circumstances. The

methods of reporting emergencies include, but are not limited to:

- Dialing 911.
- Immediately notifying the manager, supervisor, Administrator, or Human Resources.

Upon being notified of a workplace violence emergency, the Administrator or designated "person-in-charge" will determine if emergency procedures should be activated and if evacuation or shelter-in-place procedures should be implemented.

Refer to Appendix C for procedures on how to respond to specific workplace violence emergency scenarios.

Workplace Violence Hazard Assessment

A Workplace hazard assessment will be conducted by the Administrator, and other selected employees, utilizing the Workplace Violence Prevention Hazard Assessment & Correction Form (Appendix B). An annual review of the past year's workplace violence incidents will be conducted.

Inspections are performed according to the following schedule:

- When the Plan is first established.
- Annually.
- When new, previously unidentified workplace violence/security hazards are recognized.
- After each workplace violence incident or threats occur.

Workplace Violence Hazard Correction

Workplace violence hazards will be evaluated and corrected in a timely manner. The Administrator will implement the following procedures to correct the identified workplace violence hazards:

- 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 necessary to correct the hazardous condition will be provided with the necessary protection, depending on the exposure.
- All corrective actions taken will be documented and dated on the appropriate forms. Such as the Workplace Violence Hazard Assessment and Correction form (Appendix C), or other tracking measures.

Post Incident Response and Investigation

After a workplace incident, the Administrator or their designee will implement the following post-incident procedures:

- Visit the scene of an incident as soon as safe and practicable.
- Interview involved parties, such as employees, witnesses, law enforcement, and/or

security personnel.

- Review security footage of existing security cameras if applicable.
- Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
- Determine the cause of the incident.
- Take corrective action to prevent similar incidents from occurring.
- Complete the Violent Incident log (see Appendix A) for every workplace violence incident and ensure corrective actions are taken.
- Obtain any reports completed by law enforcement.

Training & Instruction

All employees, including managers and supervisors, will have training and instruction on general and job-specific workplace violence practices.

Training will occur:

- When the Plan is first established.
- When hired.
- Annually to ensure all employees understand and comply with the Plan.
- When a new or previously unrecognized workplace violence hazard has been identified.

Employee training on workplace violence will include:

- A review of the Plan, how to obtain a copy of the Plan, and how to participate in the development and implementation of the Plan.
- How to report workplace violence incidents or concerns to the District or law enforcement, without fear of reprisal.
- Workplace violence risks that employees may encounter in their jobs.
- How to recognize the potential for violence and escalating behavior.
- General and personal safety measures.
- Strategies to de-escalate behaviors and to avoid physical harm.
- The District's alerts, alarms, or systems that are in place to warn of emergencies.
- Information about the Violent Incident Log and how to obtain copies of records pertaining to completed logs, hazard identification, evaluation and correction, and training records.

Employees will always have opportunities for interactive questions and answers with the Administrator or a person knowledgeable about the District's Plan.

Recordkeeping

Records of violent incidents (Violent Incident Log), workplace violence hazard identification, evaluation and correction, and incident investigations will be maintained for (5) five years. No

records shall contain medical information.

Training for each employee, including the employee's name and job title, training dates, contents or a summary of the training sessions, and names/qualifications of persons conducting the training, will be maintained for a minimum of five (5) years.

Training records shall be created and maintained for a minimum of one year and include 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.

Cal/OSHA Reporting of Work Related Fatalities and Serious Injuries

The District will immediately, but no later than 8 hours after awareness, report to Cal/OSHA any work-related death or serious injury or illness, including any due to workplace violence, of an employee occurring at the workplace or in connection with any employment.

A serious injury or illness (CCR330) is defined as:

- Any inpatient hospitalization for more than observation
- Amputation
- Loss of an eye
- Serious degree of permanent disfigurement.

It 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.

Annual Review

The District's Workplace Violence Prevention Plan will be reviewed for effectiveness:

- At least annually.
- When a deficiency is observed or become apparent.
- After a workplace violence incident.
- As needed.

Review of the Plan will include measures outlined in the Employee Active Involvement section as well as the following:

- A review of the incident investigations and violent incident log.
- Assessment of the effectiveness of security systems, including alarms, emergency response, and available security personnel, if applicable.
- Review if violence risks are being properly identified, evaluated, and corrected.
- Any revisions should be made promptly and communicated to all employees.

Appendix A

WORKPLACE VIOLENT INCIDENT LOG

This form must be completed for every record of violence in the workplace.

Incident ID # *:	Date and Time of Incident:	Department:
-------------------------	-----------------------------------	--------------------

** Do not identify employee by name, employee #, or SSI. The Incident ID must not reflect the employee's identity.*

Describe Incident (provide detailed description and information on the violence incident type. Include additional pages if needed):

Specific Location(s) of Incident & Workplace Violence Type (see definitions, enter 1, 2, 3 or 4)

	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Where Incident Occurred:

<input type="checkbox"/> Workplace	<input type="checkbox"/> Parking lot	<input type="checkbox"/> Outside of Building	<input type="checkbox"/> Outside of workplace
------------------------------------	--------------------------------------	--	---

Type of Incident (check as many apply):

<input type="checkbox"/> Robbery	<input type="checkbox"/> Grabbed	<input type="checkbox"/> Pushed
<input type="checkbox"/> Verbal threat/harassment	<input type="checkbox"/> Kicked	<input type="checkbox"/> Scratched
<input type="checkbox"/> Sexual threat/harassment/assault	<input type="checkbox"/> Hit with an object	<input type="checkbox"/> Bitten
<input type="checkbox"/> Animal attack	<input type="checkbox"/> Shot (or attempted)	<input type="checkbox"/> Slapped
<input type="checkbox"/> Threat of physical force	<input type="checkbox"/> Bomb threat	<input type="checkbox"/> Hit with fist
<input type="checkbox"/> Threat of use of weapon or object	<input type="checkbox"/> Vandalism (of victim's property)	<input type="checkbox"/> Knifed (or attempted)
<input type="checkbox"/> Assault with a weapon or object	<input type="checkbox"/> Vandalism (of employer's property)	<input type="checkbox"/> Arson
<input type="checkbox"/> Robbery	<input type="checkbox"/> Other:	

Workplace violence committed by:

<input type="checkbox"/> Family or friend	<input type="checkbox"/> Client	<input type="checkbox"/> Coworker
<input type="checkbox"/> Partner/Spouse	<input type="checkbox"/> Family or friend of client	<input type="checkbox"/> Manager/Supervisor
<input type="checkbox"/> Former Partner/Spouse	<input type="checkbox"/> Customer	<input type="checkbox"/> Stranger w/criminal intent
<input type="checkbox"/> Parent/Relative	<input type="checkbox"/> Family or friend of customer	<input type="checkbox"/> Other:

Circumstances at time of incident:

<input type="checkbox"/> Employee performing normal duties	<input type="checkbox"/> Working in poor lighting	<input type="checkbox"/> Employee rushed
<input type="checkbox"/> Employee isolated or alone	<input type="checkbox"/> Unable to get help or assistance	<input type="checkbox"/> Working during low staffing levels
<input type="checkbox"/> Working in a community setting	<input type="checkbox"/> Working in unfamiliar/new location	<input type="checkbox"/> Other:

Consequences of incident:

Law enforcement/Security called? Yes No. If yes, explain:

Were actions taken to protect employees from continuing threat or other hazards? Yes No. If yes, explain:

Any injuries? Yes No. If yes, explain:

Emergency medical responders contacted, including on-site First Aid/CPR? Yes No. If yes, explain:

Did severity of injuries require reporting to Cal/OSHA? Yes No. If yes, enter date, time, and representative contacted:

Completed by:

Name:	Title:
Date:	Signature

Appendix B

**WORKPLACE VIOLENCE PREVENTION
HAZARD ASSESSMENT & CORRECTION FORM**

Assessed by:	Title:
Location(s) Assessed:	

This checklist is designed to evaluate the workplace and job tasks to help identify situations that may place employees at risk of workplace violence.

Step 1: Identify risk factors that may increase the District's vulnerability to workplace violence events.

Step 2: Conduct a workplace assessment to identify physical and process vulnerabilities.

Step 3: Develop a corrective action Plan with measurable goals and target dates.

STEP 1: IDENTIFY RISK FACTORS

Yes	No	Risk Factors	Comments:
		Does staff have contact with the public?	
		Does staff exchange money with the public?	
		Does staff work alone?	
		Is the workplace often understaffed?	
		Is the workplace located in an area with a high crime rate?	
		Does staff enter areas with high crime rates?	
		Does staff have mobile workplaces?	
		Does staff perform public safety functions that might put them in conflict with others?	
		Does staff perform duties that may upset people?	
		Does staff work with people known or suspected to have a history of violence?	
		Do any employees have a history of threats of violence?	

STEP 2: CONDUCT ASSESSMENT

Yes	No	Building Interior	Comments:
		Are employee ID badges required?	
		Are employees notified of past workplace violence events?	
		Are trained security personnel or staff accessible to employees?	
		Are bullet resistant windows or similar barriers used when money is exchanged with the public?	
		Are areas where money is exchanged visible to others?	
		Is a limited amount of cash kept on hand with appropriate signage?	
		Could someone hear an employee who called for help?	
		Do employees have a clear line of sight of visitors in waiting areas?	
		Do areas used for vendor or visitor interviews allow co-employees to observe problems?	
		Are waiting and work areas free of objects that could be used as weapons?	
		Is furniture in waiting and work areas arranged to prevent employee entrapment?	
		Are clients and visitors clearly informed how to use the department services so they will not become frustrated?	
		Are private, locked restrooms available for employees?	
		Do employees have a secure place to store personal belonging?	

Yes	No	Security Measures	Comments:
		Is there a response Plan for workplace violence emergencies?	
		Are there physical barriers? (between staff and clients)	
		Are there security cameras?	
		Are there panic buttons?	
		Are there alarm systems?	
		Are there metal detectors?	
		Are there X-ray machines?	
		Do doors lock?	
		Does internal telephone system activate emergency assistance?	
		Are telephones with an outside line programed for 911?	
		Are there two-way radios, pagers, or cell phones?	
		Are there security mirrors?	
		Is there a secured entry?	
		Are there personal alarm devices?	
		Are there "drop safes" to limit available cash?	
		Is there a system to alert staff of the presence, location, and nature of a security threat?	
		Is there a system in place for testing security measures?	

Appendix C

WORKPLACE VIOLENCE EMERGENCY RESPONSE SCENARIOS & PROCEDURES

WORKPLACE VIOLENCE ACTS OR THREATS

Workplace violence is any act or threat of violence that occurs at the workplace. These incidents can include acts or threats of physical violence, intimidation, or harassment. Verbal abuse, physical assault, and homicide are all examples of workplace violence. We have zero tolerance toward all forms of violence.

FOUR TYPES OF WORKPLACE VIOLENCE

- **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.
- **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.

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

EMPLOYEE WARNING SIGNS

Often, warning signs are observed in employees, customers, and others who may behave violently on a work site. These behaviors may include:

- Intimidation.
- Rude behavior toward fellow employees.
- Frequent arguments with co-workers or clients.
- General aggressive behavior like hitting or kicking objects, breaking things, or screaming.
- Acts of revenge like stealing or property damage.
- Verbal wishes to harm other workers.

While there is no perfect way to predict violence will occur, any combination of these behaviors may be a signal. Employees are encouraged to report these actions to the General Manager to prevent further escalation of any type of violent situation.

WARNING SIGNS FROM CUSTOMERS

- The person is not satisfied with any solutions you offer.
- Unreasonably agitated.
- Physical posturing (clenched fists).

If the verbal confrontation starts to escalate, remain calm, courteous, and stay neutral. Let them know you are contacting a manager to further assist them. Trust your intuition to determine if help is needed.

WHEN HELP IS NEEDED

- Continue to try and help the person by listening and providing feedback until law enforcement has arrived.
- If at any time you believe you are potentially in physical danger, yell for Help!
- If you are being assaulted:
 - Yell for help.
 - Look for a way to escape.
 - Act with aggression.

PERSONAL SAFETY

- When leaving the building:
 - Be alert to your surroundings and look around the area outside before exiting the building. Do not use or look at your phone.
 - Attackers expect passive victims, so walk with a steady pace, appear purposeful, and project confidence.
- While in your vehicle:
 - Have your keys in your hand as you approach your vehicle so that you do not have to search for them.
 - Before entering your vehicle quickly check the back seat and around the vehicle for anything unusual.
 - Always lock your car doors as soon as you enter the vehicle.

ACTIVE SHOOTER

The three most common response options for an active shooter event are evacuate, hide out, or take action. During an active shooter event, employees need to be able to determine their best course of action for the situation they are facing.

CHARACTERISTICS OF AN ACTIVE SHOOTER SITUATION

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated areas, typically through the use of firearms. Victims are typically selected at random. The event is unpredictable and evolves quickly. Law enforcement is usually required to end an active shooter situation.

HOW TO RESPOND

- 1. EVACUATE**
 - Have an escape route in mind.
 - Leave immediately.
 - Keep hands visible.
- 2. HIDE OUT**
 - Hide in an area out of the shooter's view.
 - Block the entry to your hiding place and lock doors, if possible.
 - Silence your cell phone.
- 3. TAKE ACTION**
 - Last resort when your life is in imminent danger.
 - Attempt to incapacitate the shooter.
 - Act with physical aggression and throw items at shooter.
 - Have an escape route in mind.

CALL 911 WHEN IT IS SAFE TO DO SO

When law enforcement arrives remain calm and follow all instructions.

- Put down any items in your hands (i.e., bags, jackets).
- Raise hands and spread fingers.
- Always keep your hands visible.
- Avoid quick movements toward officers.
- Avoid pointing, screaming or yelling.
- Do not stop to ask officers for help or direction when evacuating.

Information to provide law enforcement when asked:

- Location of the active shooter.
- Number of shooters.
- Physical description of shooters.
- Type of weapons if known.

Training resource:

- [Department of Homeland Security](#)
- [DHS Active Shooter Preparedness Video](#)

BOMB THREAT

Most bomb threats are false and primarily intended to elicit a response from building occupants. However, no bomb threat should be assumed fake. If a potentially harmful device is found, call 911 for assistance.

PHONE THREAT

- Remain calm.
- Immediately use the Bomb Threat Checklist for guidance and to document the call.
- After the caller has ended the call, notify the Administrator.
- If the threat was left on your voicemail, do not erase and immediately notify the Administrator.

WRITTEN THREAT

- Handle the document as little as possible and immediately notify the Administrator.
- If the threat should come via e-mail, save the information.

POSSIBLE EVACUATION

- The Administrator will call law enforcement and follow their instructions.
- The decision to evacuate is handled on a case-by-case basis on instructions given by law enforcement.

BOMB THREAT CHECKLIST

REMAIN CALM			
Time call received:	Time call ended:		
Document any information from the phone display window:			
Engage caller as long as possible and document their words:			
Attempt to obtain information about the device:			
When will the device detonate or activate?			
Where is the device located?			
What kind of device is it?			
What does the device look like?			
Voice Description			
<input type="checkbox"/> Male	<input type="checkbox"/> Young	<input type="checkbox"/> Calm	Accent? <input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Female	<input type="checkbox"/> Adult	<input type="checkbox"/> Nervous	Describe:
	<input type="checkbox"/> Senior		
<i>Did you recognize the voice? Who?</i>			
<i>Did caller have knowledge of building?</i>			
<i>Unusual phrases:</i>			
<i>Any background noise or distinctive sounds?</i>			
Name of person received call			

CIVIL UNREST

Civil unrest events are often associated with riots, looting, or protests. In these instances, sheltering-in-place is an action taken to protect the building occupants from external hazards, minimizing the chance of injury and/or providing the time necessary to allow for a safe evacuation.

SHELTER IN PLACE

If there is a need to shelter-in-place the Administrator or person-in-charge will advise employees and guests of the emergency. Please note employees and guests cannot be forced to shelter-in-place.

- The person-in-charge will collect the names of everyone in the shelter area.
- If possible, the business voicemail recording will be updated to indicate the building is closed due to the emergency.
- If the civil unrest includes hazardous chemicals, the HVAC systems may be shut off.
- If in danger of broken glass, window shades will be closed.
- Emergency supplies will be moved to the shelter area.
- The District will listen/read available mediums (radio, internet) for further instructions until we are told all is safe or to evacuate.

MEDICAL EMERGENCY

NON-Trained Responder:

- Call 911 and designate a person to direct EMS personnel as they arrive.
- Do not move person unless absolutely necessary.

Trained and Certified CPR Responder Only:

- Designate someone to call 911 and direct EMS when they arrive.
- Check the person for responsiveness.
- Conduct a primary assessment (breathing) while checking responsiveness.
- Initiate CPR and/or AED if necessary.

FIRST AID ONLY

Non-Trained First Aid Responder:

- Call 911 and designate a person to direct EMS as they arrive.
- Do not move person unless absolutely necessary.
- Use universal precautions, such as disposable gloves, face mask if comforting person while waiting.

Trained First Aid Responder Only:

- Designate someone to call 911 (if necessary) and direct EMS as they arrive.
- Do not move the person unless absolutely necessary.
- Use universal precautions, such as disposable gloves, face mask.
- Follow any directions provided by the 911 operator.
- Designate a person to direct EMS personnel as they arrive.
- Provide person information to the EMS personnel.

SUSPICIOUS PACKAGE

Explosives or other life-threatening items can be enclosed in either a parcel or an envelope, and its outward appearance is limited only by the imagination of the sender. However, suspicious packages have exhibited some unique characteristics that might assist you. To apply these factors, it is important to know the type of mail normally received.

CHARACTERISTICS TO LOOK FOR IN A SUSPICIOUS PACKAGE OR LETTER

- Restricted endorsements such as "personal" or "private." This is important when the addressee does not normally receive personal mail at the office.
- The addressee's name and/ title might be inaccurate.
- Distorted handwriting, or the name and address might be prepared with homemade labels or cut-and-paste lettering.
- Protruding wires, aluminum foil or oil stains visible.
- Emit a peculiar odor.
- Envelope might feel rigid or appear uneven or lopsided.
- Unprofessionally wrapped with several combinations of tape. Might be endorsed "Fragile-Handle With Care" or "Rush-Do Not Delay."
- Making a buzzing or ticking noise or sloshing sound.

IF YOU SUSPECT A SUSPICIOUS PACKAGE OR LETTER

- Do not take a chance. Immediately call 911.
- Do not move, alter, open, examine, or disturb the article.
- Do not put in water or a confined space such as a desk drawer or filing cabinet.
- Isolate the suspicious package or article and clear the immediate area until law enforcement arrives.