

San Gabriel Valley ROP

WRITTEN WORKPLACE VIOLENCE PREVENTION PLAN for GENERAL INDUSTRY (NON-HEALTHCARE SETTINGS)

As a result of [California Senate Bill 553 \(SB 553\)](#), all employers that fall within the scope of [California Labor Code \(LC\) 6401.7 and LC 6401.9](#) are required to establish, implement, and maintain an effective, written Workplace Violence Prevention Plan (WVPP).



San Gabriel Valley ROP
in conjunction with
Cal/OSHA Publications Unit



Copyright © 2024 State of California, Department of Industrial Relations. Permission is granted to display, perform, reproduce, and distribute exclusively for nonprofit and educational purposes, and it may not be used for any commercial purpose. All other rights reserved.

WORKPLACE VIOLENCE PREVENTION PROGRAM

The San Gabriel Valley Regional Occupational Program (SGVROP) Workplace Violence Prevention Plan (WVPP) addresses the hazards known to be associated with the four types of workplace violence as defined by [Labor Code \(LC\) section 6401.9](#).

Date of Last Review: September 1, 2025

Date of Last Revision(s): January 27, 2026

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 is required by LC section 6401.9.
- **Plan** - The workplace violence prevention plan is required by LC section 6401.9.
- **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.
- **Workplace violence** - Any act of violence or threat of violence that occurs in a place of employment.

Workplace violence 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.

Work practice controls - Procedures and rules that are used to reduce workplace violence hazards effectively

RESPONSIBILITY

The SGVROP administrator, Tenille Norris, Assistant Superintendent of Administrative Services, has the authority and responsibility for implementing the provisions of this plan for SGVROP. If there are

multiple persons responsible for the plan or elements of the plan, their roles will be clearly described.

Responsible Person	Job Title/Position	WVPP Responsibilities	Phone	Email
Tenille Norris	Assistant Superintendent, Administrative Services	Serves as WVPP Administrator, reviews and facilitates revisions of WVPP, ensures implementation of WVPP, and coordinates with other employers.	(626) 472-5134	tnorris@sgvrop.org
Stephanie Hernandez	Human Resources Specialist	Manages workplace violence log, including recording incidents in the log, and employee training and involvement.	(626) 472-5130	shernandez@sgvrop.org
Nabrina Sanchez	Executive Assistant to the Superintendent	Employee involvement and training.	(626) 472-5121	nsanchez@sgvrop.org
Jose Trejo	Maintenance and Operations Lead	Hazard identification, coordination with employees, training, and emergency response.	(626) 472-5191	jtrejo@sgvrop.org

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

EMPLOYEE ACTIVE INVOLVEMENT

SGVROP 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.
 - Management will have periodic safety meetings with employees and their representatives to discuss the identification of workplace violence-related concerns/hazards, evaluate those hazards and/or concerns, and how to correct them. These meetings could involve brainstorming sessions, discussions of recent incidents, possible scenarios, and reviews of safety procedures.
 - Designing and implementing training
- Each year, Human Resources will assign Workplace Violence Prevention training through the contracted employee training platform and other mandated training to be completed before the end of September.
- Other SGVROP training: Employees are encouraged to participate in designing and implementing training programs, and their suggestions are incorporated into the training materials.
- For example, an employee might suggest a new training scenario based on a recent incident.

- Scenarios can also be shared at the safety meetings held by Management and can include items to incorporate or improve upon.
- Reporting and investigating workplace violence incidents. Each workplace violence report will be reported by completing the Workplace Violence Reporting form, which will automatically be forwarded to Human Resources/Administrative Services Leadership. Each incident will have a follow-up conversation with site/District office leadership to ensure a plan is in place to help victims and the correct reporting has occurred (police, CPS, etc.). Example scenarios can be developed and shared at monthly meetings or in the weekly updates. These scenarios can then be shared with site staff to ensure a plan is in place to address possible scenarios that could arise throughout the year.
- Management will ensure that all workplace violence policies and procedures within this written plan are communicated and understood by all employees. Managers and supervisors will enforce the rules fairly and uniformly.
- All employees will follow all workplace violence prevention plan directives, policies, and procedures 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.

EMPLOYEE COMPLIANCE

Our system ensures that employees comply with the rules and work practices that are designed to make the workplace more secure and do not engage in threats or physical actions that create a security hazard for others in the workplace, including at a minimum:

- Training employees, supervisors, and managers in the provisions of the SGVROP Workplace Violence Prevention Plan (WVPP)

- Implementing effective procedures to ensure that supervisory and nonsupervisory employees comply with the WVPP. The plan will be part of the annual meetings the SGVROP holds for all staff members.
- Providing retraining to employees whose safety performance is deficient with the WVPP.
- Recognizing employees who demonstrate safe work practices that promote the WVPP in the workplace by recognizing individual sites at the District-level safety meetings.
- Utilizing corrective action/discipline for employees who fail to comply with the WVPP.

COMMUNICATION WITH EMPLOYEES

- We recognize that open, two-way communication between our management team, staff, and other employers about workplace violence issues is essential to a safe and productive workplace. The following communication system is designed to facilitate a continuous flow of workplace violence prevention information between management and staff in a form that is readily understandable by all employees and consists of one or more of the following:
 - New employee orientation includes workplace violence prevention policies and procedures.
 - Workplace violence prevention training programs for all staff.
 - Regularly scheduled meetings that address security issues and potential workplace violence hazards
 - Effective communication between employees and supervisors about workplace violence prevention and violence concerns.
 - For example, supervisors and employees should be ensured that they can communicate effectively and in the employees' first language.
 - Posted or distributed workplace violence prevention information, including the SGVROP website.
 - Employees can report a violent incident, threat, or other workplace violence concern to SGVROP or law enforcement without fear of reprisal or adverse action.
- Employees can anonymously report a violent incident, threat, or other violence concerns utilizing the [Workplace Violence Prevention Reporting](#)



- The incident reported is automatically forwarded to Human Resources/Administrative Services Leadership. The incident will be reviewed with site leadership, and a plan to address the incident will be made in collaboration with the District Office and Site Leadership.
- Employees' concerns will be investigated promptly, and they will be informed of the results of the investigation in writing, along with any corrective actions to be taken.
- Updates on the status of investigations and corrective actions are provided to employees through email and at safety meetings. These updates could include information about the progress of investigations, the results of investigations, and any corrective actions taken.
- Updates will be provided during meetings with other employees of SGVROP to discuss the plan and any updates. These meetings could involve sharing updates to the plan, discussing recent incidents, and coordinating training sessions.
- Sharing training materials and incident reports with other employers to ensure a coordinated response to any incidents. This could involve sending copies of training materials and incident reports to SGVROP partnering districts or contract service providers.

WORKPLACE VIOLENCE INCIDENT REPORTING PROCEDURE

Employees who witness or perceive threats or acts of workplace violence should report the

incident promptly using one or more of the following means, as appropriate to the given circumstances:

- Calling 911 in emergency situations where urgent action is needed
- Using SGVROP's Workplace Violence Reporting Form
- Reporting to their immediate supervisor or appropriate administrator
- Contact the WVPP Administrator, Ms. Tenille Norris at tnorris@sgvrop.org or (626) 472-5134.

As indicated above, in emergency situations, employees should immediately report incidents directly to 911 and/or local police.

Employees should be aware that SGVROP has a strict non-retaliation policy. Any person who retaliates against an employee for reporting workplace violence is subject to discipline, up to and including non-retention, expulsion, suspension, and/or removal from campus, as and to the extent permissible under applicable law.

[Workplace Violence Prevention Reporting](#)



EMERGENCY RESPONSE PROCEDURES

SGVROP District Office has in place the following specific measures to handle actual or potential workplace violence emergencies:

- Emergency alarm system and Public Address (PA) announcements (done through the phone system) will be used to alert employees of emergencies. The alarms could be audible, visual, or both, utilizing the PA systems in department offices in the SGVROP district office.
- SGVROP has a site emergency plan and routinely practices drills that include sheltering

in place and evacuation.

- How to obtain help from staff or law enforcement:
 - a. Contact Cabinet Members (Superintendent, Assistant Superintendent, Executive Director)
 - b. Contact WVPP Administrator (Tenille Norris)
 - c. Contact law enforcement 911

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

Responsible Persons	Job Title/Position	WVPP Responsibility(ies)	Phone #	Email
Tenille Norris	Assistant Superintendent Administrative Services	Responsible for emergency response, hazard identification, and coordination with partnering districts and other employers	(626) 472-5134	tnorris@sgvrop.org

WORKPLACE VIOLENCE HAZARD IDENTIFICATION AND EVALUATION

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

- Inspections shall be conducted when the plan is first established, after each workplace violence incident, and whenever the employer is made aware of a new or previously unrecognized hazard.
- Review all submitted/reported concerns of potential hazards:
 - Daily or weekly review of all submitted and reported concerns from the Workplace Violence Reporting form.
 - Voicemail/email/text messages

Periodic Inspections

Periodic inspections of workplace violence hazards will identify unsafe conditions and work practices. This may require assessment for more than one type of workplace violence. Periodic

Inspections shall be conducted:

Periodic inspections to identify and evaluate workplace violence and hazards will be performed by the following designated personnel in the following areas of the workplace:

Specific Person Name/Job Title	Area/Department/Specific location
Nelson Chen, Executive Director	Educational Services
Jose Trejo, Lead	Maintenance and Operations

Inspections for workplace violence hazards include assessing:

Describe factors specific to the workplace that may result in the risk of workplace violence.

- The need for violence surveillance measures.
 - Procedures for reporting suspicious persons or activities.
 - Effective location and functioning of emergency alarms.
 - Posting of emergency telephone numbers for law enforcement, fire, and medical services.
-
- Employees have access to a telephone with an outside line.
 - Whether employees have effective escape routes from the workplace.
 - Whether employees have a designated safe area where they can go in an emergency.
 -
 - Adequacy of workplace security systems, such as door locks, entry codes or badge readers, security windows, physical barriers, and restraint systems.
 - Review the process for visitors to check in through the main office.
 - Employees' skill in safely handling threatening or hostile service recipients.
 - The availability of employee escape routes.
 - How well our establishment's management and employees communicate with each other.
 - Access to and freedom of movement within the workplace by non-employees, including recently discharged employees or persons with whom one of our employees is having a dispute.
 - Frequency and severity of employees' reports of threats of physical or verbal abuse by managers, supervisors, or other employees.

WORKPLACE VIOLENCE HAZARD CORRECTION

Workplace violence hazards will be evaluated and corrected promptly. SGVROP will implement the following effective procedures to correct workplace violence hazards that are identified:

- 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 who are necessary to correct the hazardous condition will be provided with the necessary protection and/or communication devices.
- All corrective actions taken will be documented and dated on the appropriate forms that will be created for each event with outcomes, actions, and future suggestions. The forms will be reviewed by the Safety Committee.

Workplace Violence Prevention Incident Debrief

Date:	Site:	Location on Site:
Site Contact:	Violence Type (1, 2, 3, or 4)	Police Report if applicable:
Summary	Corrective Actions	Outcome
Recommendations from the Safety Committee:	Resulting training:	Other:

- Corrective measures for workplace violence hazards will be specific to a given work area.
- Make the District site unattractive to outsiders by:

- Improve lighting around and at the school site.
- Post emergency telephone numbers for law enforcement, fire, and medical services
- Control access to, and freedom of movement within the workplace by non-employees, including recently discharged employees or persons with whom one of our employees is having a dispute.
- Ensure employees have access to a telephone with an outside line. Provide employee training/retraining on the WVPP, which could include but is not limited to the following:
 - Recognizing and handling threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.
 - Ensure that all reports of violent acts, threats of physical violence, verbal abuse, property damage, or other signs of strain or pressure in the workplace are handled effectively by management and that the person making the report is not subject to retaliation by the person making the threat.
 - Improve how well our establishment's management and employees communicate with each other.
 - Procedures for reporting suspicious persons, activities, and packages.
 - Provide/review employee, supervisor, and management training on emergency action procedures.
 - Ensure adequate employee escape routes.
 - Increase awareness by employees, supervisors, and managers of the warning signs of potential workplace violence.
 - Provide procedures for a "buddy" system for specified emergency events.

PROCEDURES FOR POST-INCIDENT RESPONSE AND INVESTIGATION

After a workplace incident, the WVPP 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.
- Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator
- Attempt to determine the cause of the incident
- Take corrective action to prevent similar incidents from occurring
- Record the findings and ensure corrective actions are taken
- Obtain any reports completed by law enforcement (always ask law enforcement for an

incident number)

- **Workplace Violence Prevention Reporting** will be used for every workplace violence incident and will include information such as:
 - The date, time, and location of the incident
 - A detailed description of the incident
 - A classification of who committed the violence, including whether the perpetrator was a family or friend of an employee, stranger with criminal intent, coworker, supervisor or manager, partner or spouse, parent or relative, or other perpetrator.
 - A classification of where the incident occurred, such as in the workplace, parking lot, or other area outside the workplace, or other area.
 - The type of incident, including, but not limited to, whether it involved any of the following:
 - Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting
 - Attack with a weapon or object, including, but not limited to, a firearm, knife, or another object.
 - Threat of physical force or threat of the use of a weapon or other object
 - Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact
 - Animal attack
 - Other
 - Consequences of the incident, including, but not limited to:
 - Whether security or law enforcement was contacted, and their response
 - Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident
 - Review all previous incidents.

Support and resources, such as counseling services, are provided to affected employees (These resources could include referrals to counseling services, information about employee assistance programs, and time off work if necessary).

Ensure no personal identifying information is recorded or documented in the written investigation report. This includes information that would reveal the identification of any person involved in a violent incident, such as the person's name, address, electronic mail address, telephone number, social security number, or other information that, alone or in combination with other publicly available information, reveals the person's identity.

TRAINING AND INSTRUCTION

All employees, including managers and supervisors, will have training and instruction on general and job-specific workplace violence practices. These sessions could involve presentations, discussions, and practical exercises. Training and instruction will be provided as follows:

- When the WVPP is first established
- Annually, ensure all employees understand and comply with the plan.
- Whenever a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the plan. The additional training may be limited to addressing the new workplace violence hazard or possible changes to the plan.

SGVROP will provide its employees with training and instruction on the definitions found on page 1 of this plan and the requirements listed below:

- The employer's WVPP, how to obtain a copy of the employer's plan at no cost, and how to participate in the development and implementation of the employer's plan
- How to report workplace violence incidents or concerns to the employer or law enforcement without fear of reprisal
- Workplace violence hazards specific to the employees' jobs, the corrective measures SGVROP has implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm
- Opportunities SGVROP has for interactive questions and answers with a person knowledgeable about the SGVROP plan.
- Strategies to avoid/prevent workplace violence and physical harm, such as:
 - How to recognize workplace violence hazards, including the risk factors associated with the four types of workplace violence
 - Ways to defuse hostile or threatening situations
- How to recognize alerts, alarms, or other warnings about emergency conditions, and how to use identified escape routes or locations for sheltering.
- Employee routes of escape
- Emergency medical care is provided in the event of any violent act upon an employee.
- Post-event trauma counseling for employees desiring such assistance.

Note: SGVROP will provide training through its online learning platform at the beginning of each school year, along with other mandatory training.

EMPLOYEE ACCESS TO THE WRITTEN WVPP

SGVROP ensures that the WVPP plan shall be available in writing and easily accessible to employees, authorized employee representatives, and representatives of Cal/OSHA at all times.

This will be accomplished by placing a physical copy of the site plan in the District Office of SGVROP.

- We will provide access through the SGVROP website, which allows an employee to review, print, and email the current version of the WVPP.

RECORDKEEPING

SGVROP will:

- Create and maintain records of workplace violence hazard identification, evaluation, and correction for a minimum of five years.
- Create and maintain training records for a minimum of one (1) year and include the following:
 - Training dates (Completed through SGVROP's online learning system record keeping)
 - Contents or a summary of any training sessions
 - Names and qualifications of persons conducting the training
 - Names and job titles of all persons attending the training sessions
- Maintain violent incident logs for a minimum of five (5) years.
- Maintain records of workplace violence incident investigations for a minimum of five (5) years.
 - The records shall not contain medical information per subdivision (j) of section 56.05 of the Civil Code.
 - All records of workplace violence hazard identification, evaluation, and correction; training, incident logs, and workplace violence incident investigations required by LC section 6401.9(f) shall be made available to Cal/OSHA upon request for examination and copying.

EMPLOYEE ACCESS TO RECORDS

The following records shall be made available to employees and their representatives, upon request and without cost, for examination and copying within **15 calendar days of a request**:

- Records of workplace violence hazard identification, evaluation, and correction.
- Violent incident logs.

REVIEW AND REVISION OF THE WVPP

The SGVROP WVPP will be reviewed for effectiveness:

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

Review and revision of the WVPP will include the procedures listed in the EMPLOYEE ACTIVE INVOLVEMENT section of this WVPP, as well as the following procedures to obtain the active involvement of employees and authorized employee representatives in reviewing the plan's effectiveness:

- Review of SGVROP WVPP should include but is not limited to:
 - Review of incident investigations and the violent incident log.
 - Assessment of the effectiveness of security systems, including alarms, emergency response, and security personnel availability (if applicable).
- Review that violence risks are properly identified, evaluated, and corrected. Any necessary revisions are made promptly and communicated to all employees. [These revisions could involve changes to procedures, updates to contact information, and additions to training materials.]

EMPLOYER REPORTING RESPONSIBILITIES

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

“I, Tenille Norris, Assistant Superintendent of Administrative Services of SGVROP, hereby authorize and ensure the establishment, implementation, and maintenance of this written workplace violence prevention plan and the documents/forms within this written plan. I am committed to promoting a culture of safety and violence prevention in our workplace and believe these policies and procedures will help us achieve that goal.”

Tenille Norris, Assistant Superintendent, Administrative Services

Printed Name Title of person authorizing this WVPP September 1, 2025



Violence Reporting Form (QR Code)

This log must be used for every workplace violence incident that occurs in our workplace. At a minimum, it will include the information required by LC section 6401.9(d).

The information that is recorded will be based on

- Information provided by the employees who experienced the incident of violence.
- Witness statements.
- All other investigation findings.

All information that personally identifies the individual(s) involved will be **omitted** from this log, such as:

- Names
- Addresses – physical and electronic
- Telephone numbers
- Social security number

Workplace Violence Prevention



What is Workplace Violence?

Workplace violence refers to any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. It includes threats or use of physical force against an employee, incidents involving firearms or dangerous weapons, and more.

4 types of Workplace Violence

1

Type 1: Criminal Intent

- Perpetrator has no legitimate relationship to the workplace and is usually committing a crime.
- Example: Robbery, trespassing.

2

Type 2: Customer/Client

- Violence directed at employees by customers, clients, students, patients, or other service recipients.
- Example: Patient attacking a healthcare worker.

3

Type 3: Worker-on-Worker

- Violence between employees, including managers and supervisors.
- Example: Physical altercations between colleagues.

4

Type 4: Personal Relationship

- Violence by someone who does not work there but has a personal relationship with an employee.
- Example: Domestic violence incidents spilling over into the workplace.

How to Report Workplace Violence



- Immediate Danger: Call 911 or contact site administration immediately.
- **SGVROP** [Workplace Violence Prevention Reporting](#)

Important Contacts

- Tenille Norris, Assistant Superintendent, Administrative Services
 - Phone: 1 (626) 472-5134 Email: tnorris@sgvrop.org
- Stephanie Hernandez, Human Resources Assistant

○ Phone: 1 (626) 472-5130 Email: shernandez@sgvrop.org

**ACCESS the SGVROP
Workplace Violence Plan**

Scan the QR code or visit the SGVROP Workplace
Violence Prevention Website for more information.

