



# City of San Bruno

## Workplace Violence Prevention Plan

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<b>APPROVED BY- City Manager</b>	
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## I. Policy

The City of San Bruno establishes this Workplace Violence Prevention Plan (WVPP), which is intended to address the hazards known to be associated with the four types of workplace violence as defined by Labor Code section 6401.9 involving any employee, appointed or elected official, volunteer, contractor, client, and/or visitor. Our policy is to establish, implement, and maintain an effective plan as required by [SB 553](#). The regulation requires the City of San Bruno to establish, implement, and maintain, at all times in all City facilities, a workplace violence prevention plan for purposes of protecting employees and other personnel from violent behavior at the workplace.

The Workplace Violence Prevention Plan (WVPP) is available upon request for examination and copying employees, employee representatives, and the Chief of Cal/OSHA or his or her designee.

### A. 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 by LC section 6401.9.

**Plan** - The workplace violence prevention plan 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.

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

## II. Prohibited Acts

The City of San Bruno will not ignore, condone, or tolerate *threats of violence* or *workplace violence* by any employee, appointed or elected official, volunteer, contractor, client, or visitor.

- Threats of violence include 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 means any act of violence or threat of violence that occurs at the work site. The term workplace violence shall not include lawful acts of self-defense or defense of others. Workplace violence includes 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 the threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether or not the employee sustains an injury

Workplace violence can be categorized into four types:

**Type 1:** Workplace violence committed by a person who has no legitimate business at the work site - includes violent acts by anyone who enters the workplace with the intent to commit a crime.

**Type 2:** Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.

**Type 3:** Workplace violence against an employee by a present or former employee, supervisor, or manager.

**Type 4:** Workplace violence committed in the workplace by someone who does not work there but has or is known to have had a personal relationship with an employee.

In addition, the City of San Bruno prohibits all *dangerous weapons* not used for fire suppression, accident and incident response, emergency medical services, the service of law enforcement, or security duties on all City of San Bruno property. Any employee or appointed or elected official in possession of prohibited dangerous weapons on City of San Bruno property is in violation of this policy and may be subject to disciplinary action up to and including dismissal. Any volunteer, contractor, client, or visitor in possession of prohibited dangerous weapons will be banned from the premises. *Dangerous weapons* include any instrument capable of inflicting death or serious bodily injury, including, but not limited to, a firearm, knife, or other object.

### III. Responsibility and Authority

#### Workplace Violence Prevention Plan Administrator

The Human Resources Department, or an assigned designee, is the designated WVPP Administrator (Administrator) and has the authority and responsibility for developing, implementing, and maintaining this plan. The WVPP Administrator will also be able to answer employee questions concerning this plan.

The WVPP Administrator, or an assigned designee, shall solicit feedback and input from employees and their authorized representatives in developing and implementing the WVPP. Active involvement of employees could include, but is not limited to, their participation in identifying, evaluating, and correcting workplace violence hazards; in designing and implementing training; and in reporting and investigating workplace violence incidents.

The WVPP Administrator, or an assigned designee, shall coordinate implementation of the workplace violence prevention plan with other employers (ex. contracted staff and other employers on site), when applicable, to ensure those employers and their employees understand their respective roles as provided in the plan. These other employers and their staff shall be provided with training on the City of San Bruno's WVPP.

#### Workplace Violence Prevention Plan Administrator

**Main Phone Number:** 650-616-7055

**Email Address:** HR@sanbruno.ca.gov

**Website:** www.sanbruno.ca.gov

**Emergencies:** 9-1-1

#### Managers and Supervisors

Responsibilities include:

- Implementing the plan in their work areas;
- Providing input to the Administrator regarding the plan;
- Participating in investigations of workplace violence reports; and
- 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; and
- Reporting suspicious persons in the area to their supervisor and/or alerting the proper authorities (i.e. Police Department) when necessary.

## IV. Employee Active Involvement

The City of San Bruno ensures the following policies and procedures to obtain the active involvement of employees and authorized employee representatives in 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 monthly safety meetings with employees and their representatives to discuss 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, and reviews of safety procedures.
- Management will ensure that all workplace violence policies and procedures within this written plan are clearly communicated and understood by all employees. Managers and supervisors will enforce the rules fairly and uniformly.
- 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.

### A. 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;
- Ensuring *all* employees, including managers, and supervisors receive training on this plan;
- 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;
- Disciplining employees, appointed or elected officials, and volunteers who engage in threats of violence behaviors up to and including dismissal, subject to the provisions of any applicable Personnel Rules or Memorandum of Understanding; and
- Ensuring training of this plan is conducted on an annual basis.

### B. Communication and Training

Managers and supervisors are responsible for communicating with employees about workplace violence in a form readily understandable by all employees.

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.
- Regularly scheduled meetings that address security issues and potential workplace violence hazards
- Posted or distributed workplace violence prevention information.
- How employees can report a violent incident, threat, or other workplace violence concern to employer or law enforcement without fear of reprisal or adverse action.
- 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 are encouraged 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 can also call the nearest Cal/OSHA Enforcement District Office to their worksite during normal business hours (8 am to 5 pm Monday through Friday) to file a confidential complaint. Cal/OSHA staff can discuss the complaint and answer employees' questions.

Employees can also email the nearest Cal/OSHA Enforcement District Office to their worksite. Cal/OSHA will receive the email during normal business hours and will contact the employee if there are any questions about the complaint.

After the employee has reported their concerns about any threats of violence or workplace violence to their supervisor, the supervisor will report this information to the Administrator and/or the Police Department who will investigate the incident. The Administrator will then inform the employee of the results of their investigation and any corrective actions to be taken as part of the City of San Bruno's responsibility in complying with hazard correction measures outlined in the WVP plan.

Any employee who believes they have the potential of violent behavior is encouraged to use Claremont's confidential Employee Assistance Program:

**Claremont Employee Assistance Program (EAP)**

**Main Phone Number:** 800-834-3773

**Website:** [www.claremonteap.com](http://www.claremonteap.com)

Employee training on workplace violence will include:

- This plan;
- Workplace violence risks that employees may encounter in their jobs;
- How to recognize the potential for violence and escalating behavior;
- Strategies to de-escalate behaviors and to avoid physical harm;
- City of San Bruno alerts, alarms, or systems that are in place to warn of emergencies;
- How to report incidents to law enforcement; and
- Availability of the Claremont EAP

Training will occur:

- When the plan is first established;
- At time of hire or transfer;
- Annually;
- When new equipment or work practices are introduced; and
- When a new or previously unrecognized workplace violence hazard has been identified

Employees who receive training in a form other than in-person, will have the opportunity to meet with a person knowledgeable on the plan within one business day of the training for interactive questions to be answered.

## V. Workplace Violence Incident Reporting Procedures and Emergency Response Procedures

### A. Responding to Actual or Potential Workplace Violence Emergencies

In the event of an actual or potential workplace violence emergency, call 9-11- immediately and follow directions from the Police Department.

When any employee becomes aware of an actual or potential workplace violence emergency, they shall call 9-1-1 immediately.

Employees shall implement the run, hide, fight protocols where appropriate. Evacuation routes and sheltering locations will be communicated to affected staff. If employees are not able to evacuate or shelter in place, they are authorized to take all reasonable actions necessary to fight or subdue an active shooter or assailant.

Employees can obtain non-emergency help from public safety staff assigned to respond to workplace violence emergencies, by calling the following number: San Bruno Police Department at 650-616-7100. If there is an immediate threat, employees shall call 9-1-1 to report the incident and request assistance from law enforcement.

### B. Emergencies and Reporting a Crime

For immediate assistance in an emergency, call 9-1-1 immediately. Employees should also notify their supervisor, manager, and the WVPP Administrator as soon as possible.

### C. Reporting Workplace Violence Concerns

Employees who witness or experience *threats of violence* or *workplace violence* can report the incident through their chain of command or directly to Human Resources. Employees may report anonymously and without fear of reprisal by submitting the incident in writing through interoffice mail.

### D. Restraining Orders

Employees or other personnel affiliated with the City of San Bruno who have an active restraining order issued against another person that includes the workplace are encouraged to provide a copy of the restraining order to their supervisor, the WVPP Administrator and the San Bruno Police Department. Supervisors who receive notification of a restraining order that includes the workplace will meet with the Administrator to decide what actions, if any, need to be initiated.

### E. Workplace Violence Hazard Identification, Assessment and Evaluation

Workplace hazard assessments will include:

- An annual review of the past year's workplace violence incidents; and
- Periodic physical security assessments.

The Workplace Violence Prevention Environmental Hazard Assessment & Control Checklist (Appendix B) can be used to assist with the security assessment. Inspections are performed according to the following schedule:

- Once a year;
- When the plan is implemented;
- When new, previously unidentified workplace violence/security hazards are recognized; and
- When workplace violence injuries or threats of injury occur.

## VI. Workplace Violence Hazard Correction

Workplace violence hazards will be evaluated and corrected in a timely manner. The City of San Bruno 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 necessary to correct the hazardous condition will be provided with the necessary protection.
- All corrective actions taken will be documented and dated on the appropriate forms.

Work practice controls will be used to correct unsafe work conditions, practices, or procedures that threaten the security of employees.

Work practice controls are defined as procedures, rules, and staffing that are used to effectively reduce workplace violence hazards. Work practice controls may include, but are not limited to:

- Appropriate staffing levels;
- Provision of dedicated safety personnel (i.e. security guards);
- Employee training on workplace violence prevention methods; and
- Employee training on procedures to follow in the event of a workplace violence incident.

Corrective actions will be implemented in a timely manner based on the severity of the hazard, documented and dated.

### 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.

#### A. Procedures for Post Incident Response and Investigation

Managers and supervisors shall consult the WVPP Administrator and the Police Department and use the Workplace Violent Incident Log (Attachment A) to assist in documenting incidents and investigations.

These procedures will occur following an incident:

- Provide immediate medical care or first aid;
- Identify all employees involved in the incident;
- Offer staff individual trauma counseling resources;
- Conduct a debriefing with all affected staff;
- Determine if corrective measures developed under this plan were effectively implemented; solicit feedback from all personnel involved in the incident as to the cause of this incident and if injuries occurred, how injury could have been prevented; and
- Record the incident in the Workplace Violent Incident Log.

## VII. Employee Access to the Written WVPP

The City of San Bruno ensures that the WVPP plan shall be in writing and shall be available and easily accessible to employees, authorized employee representatives, and representatives of Cal/OSHA at all times. This plan is accessible by the following:

- Available on the City website
- Available by print from the Human Resources Division (upon request)
- Available by email from the Human Resources Division (upon request)

### A. Record Keeping

- Records of workplace violence hazard identification, evaluation, and correction will be maintained for five years in accordance with the recordkeeping requirements of SB 553.
- Training for each employee, including the employee's name, training dates, type of training, and training provider will be maintained for a minimum of one year.
- Records of violent incidents (Workplace Violent Incident Log) and investigations will be maintained for a minimum of five years at Human Resources Department.
- 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.

### B. 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.
- Training records.
- Violent incident logs.

## VIII. Annual Review of the WVPP

The City of San Bruno's Workplace Violence Prevention Plan will be reviewed annually and updated as needed considering the following criteria:

- Staffing;
- Sufficiency of security systems;
- Job, equipment, and facility design and risks;
- Modifications or additions to tasks and procedures that affect plan implementation;
- Newly identified hazards;
- Prior year incidents;
- Identified deficiencies; and
- Feedback provided by employees and their authorized representatives.
- 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 the City of San Bruno's 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 and emergency response.
- Review that violence risks are being properly identified, evaluated, and corrected. Any necessary revisions are made promptly and communicated to all employees.

## IX. Employer Reporting Responsibilities

As required by [California Code of Regulations \(CCR\), Title 8, Section 342\(a\). Reporting Work-Connected Fatalities and Serious Injuries](#), the City of San Bruno 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.

### Plan Adoption and Authority

The City is committed to ensuring the safety and well-being of our employees. The Workplace Violence Prevention Plan has been reviewed and authorized to ensure the establishment, implementation, and maintenance of the plan and the documents/forms within the plan.

Alex D. McIntyre

Printed Name

11/15/2024

Date

Signature

DocuSigned by:  
*Alex D. McIntyre*  
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## X. Appendix A – Incident Log



### WORKPLACE VIOLENT INCIDENT LOG

This form must be completed for every record of violence in the 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
- Identifying numbers

<b>Incident ID #*:</b>	<b>Date and Time of Incident:</b>	<b>Department:</b>
<b>Specific Location of Incident:</b>		

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

**Describe Incident** (Include additional pages if needed):

**Assailant information:**

<input type="checkbox"/> Employee	<input type="checkbox"/> Customer	<input type="checkbox"/> Co-Worker/Supervisor/Manager
<input type="checkbox"/> Family or Friend of Employee	<input type="checkbox"/> Family or Friend of Customer	<input type="checkbox"/> Person In Custody
<input type="checkbox"/> Partner/Spouse of Victim	<input type="checkbox"/> Parent/Relative of Victim	<input type="checkbox"/> Stranger
<input type="checkbox"/> Former Partner/Spouse of Victim	<input type="checkbox"/> Animal	<input type="checkbox"/> Other:
<input type="checkbox"/> Robber/Burglar	<input type="checkbox"/> Passenger	<input type="checkbox"/>
<input type="checkbox"/> Student	<input type="checkbox"/> Neighbor	

**Circumstances at time of incident:**

<input type="checkbox"/> Employee Performing Normal Duties	<input type="checkbox"/> Poor Lighting	<input type="checkbox"/> Employee Rushed
<input type="checkbox"/> Employee Isolated or Alone	<input type="checkbox"/> High Traffic Area	<input type="checkbox"/> Community Event
<input type="checkbox"/> Unable to Get Help or Assistance	<input type="checkbox"/> Working in an Publicly Accessible Area	<input type="checkbox"/> Unfamiliar or New Location
<input type="checkbox"/> Other:		

**Location of Incident:**

<input type="checkbox"/> Office	<input type="checkbox"/> Emergency or Urgent Care	<input type="checkbox"/> Hallway
<input type="checkbox"/> Public Lobby	<input type="checkbox"/> Restroom or Bathroom	<input type="checkbox"/> Parking Lot or Outside Building
<input type="checkbox"/> Personal Residence	<input type="checkbox"/> Breakroom	<input type="checkbox"/> Lunchroom
<input type="checkbox"/> Other:		

**Type of Incident (check as many apply):**

<input type="checkbox"/> Robbery	<input type="checkbox"/> Grabbed	<input type="checkbox"/> Pushed
<input type="checkbox"/> Verbal Threat or Harassment	<input type="checkbox"/> Kicked	<input type="checkbox"/> Scratched
<input type="checkbox"/> Sexual Threat, Harassment, or 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"/> Shaken	<input type="checkbox"/> Other:	

**Consequences of incident:**

Medical care provided? <input type="checkbox"/> Yes <input type="checkbox"/> No	Law enforcement called? <input type="checkbox"/> Yes <input type="checkbox"/> No	Security contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
Did anyone provide assistance to conclude the event? <input type="checkbox"/> Yes <input type="checkbox"/> No	Days lost from work (if any) _____	
Actions taken by employer to protect employees from a continuing threat? <input type="checkbox"/> Yes <input type="checkbox"/> No		

**Did the severity of the injuries require reporting to Cal/OSHA? If yes, document the date and time this was done, along with the name of the Cal/OSHA representative contacted.**

**Completed by:**

Name:	Title:	Date:
Telephone:	Email:	
Signature:	Telephone:	

## XI. Appendix B – Hazard Assessment and Control Checklist



### WORKPLACE VIOLENCE PREVENTION ENVIRONMENTAL HAZARD ASSESSMENT & CONTROL CHECKLIST

<b>Assessed by:</b>	<b>Title:</b>
<b>Location(s) Assessed:</b>	

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 [City of San Bruno'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**

**Building Interior**

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 client 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?	

**Building Exterior**

Yes	No	Building Exterior	Comments:
		Do employees feel safe walking to and from the workplace?	
		Are the entrances to the building clearly visible from the street?	
		Is the area surrounding the building free of bushes or other hiding places?	
		Are security personnel provided outside the building?	
		Is video surveillance provided outside the building?	
		Is there enough lighting to see clearly?	
		Are all exterior walkways visible to security personnel?	

**Parking Area**

Yes	No	Parking Area	Comments:
		Is there a nearby parking lot reserved for staff?	
		Is the parking lot attended and secure?	
		Is the parking lot free of blind spots and landscape trimmed to prevent hiding places?	
		Is there enough lighting to see clearly?	
		Are security escorts available?	

### Security Measures

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?	
		Are pharmaceuticals secured?	
		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?	

