WORKPLACE VIOLENCE PREVENTION PLAN

Purpose and Scope
As part of the UC Davis Health (UCDH) Injury and Illness Prevention Plan (IIPP)\(^1\), UCDH will establish, implement and maintain an effective Workplace Violence Prevention Plan (Plan) that is in effect at all times in every unit, service, and operation. This plan will be specific to the hazards and corrective measures for the unit, service, or operation, and will be available to employees at all times.

Workplace violence covered by this plan includes any act of violence or threat of violence that occurs at the worksite. This includes the threat or use of physical force against an employee as well as the threat or use of a firearm, dangerous weapon, or common object used as a weapon.

Roles and Responsibilities

Workplace Violence Prevention Plan Administrator
The Workplace Violence Prevention Plan Administrator for UCDH is Geoff Britton and he has the authority and responsibility for implementing the provisions of this plan for UCDH. All managers, supervisors and employees are responsible for implementing and maintaining the Plan in their work areas and for answering employee questions about the program. The WPVP Plan Administrator will provide a WPVP report for executive leadership, at least annually.

Workplace Violence Prevention Committee
The WPVP Committee was established to assess the vulnerability to workplace violence at UCDH and determine preventive actions to be taken. This group is responsible for reviewing and discussing incidents involving workplace violence, hazard assessments and corrective actions. The committee will also conduct an annual audit of the UCDH’s Workplace Violence Prevention Plan.

The WPVP Committee reports all incidents of violence, post-incident investigations, hazard assessments, and all corrective actions to WPVP Plan Administrator regularly, at least quarterly.

The Workplace Violence Prevention Committee consists of:
Geoff Britton, WPVP Administrator, Investigations Unit - Human Resources
Julia Halladay, Supervisor – Employee and Labor Relations
Travis Lindsey, Executive Director, HRBPS and Senior Lead - UCDH
Marjorie Trogdon Shock, LCSW, Academic and Staff Assistance Program (ASAP)

\(^1\) Although it is a part of requirements of the IIPP Section 3203, the Workplace Violence Prevention Plan will exist as a separate document from the written IIPP at UCDH.
Threat Assessment Team

A Threat Assessment Team will be established to respond to reported incidents of violence at UCDH and determine immediate actions to be taken. Additionally, this group will be responsible for leading the post-incident debrief and leading/documenting the incident investigation which will include patient-specific risk factors, environmental risk factors and risk-reduction measures. The post incident investigation should engage the employee and other personnel involved to obtain completed information regarding the details of the incident, the cause and what, if any, measures could have prevented the incident.

The Threat Assessment Team consists of:

Geoff Britton², WPVP Administrator, Investigations Unit - Human Resources
Joleen Lonigan, Executive Director, Patient Care Services Administration

Julia Halladay, Supervisor, Employee and Labor Relations
Marjorie Trogdon Shock³, LCSW⁴, ASAP
Mark Helms⁵, Investigator, Investigations Unit - Human Resources
Michael Lillie⁶, Investigator, Investigations Unit - Human Resources
James Barbour, Lieutenant, UC Davis Police Department
Tami Mays, Analyst, Risk Management
Joleen Lonigan, Executive Director, Patient Care Services Administration
David Levine, Counsel, Hospital Legal Affairs- as needed

² Geoff Britton is trained in the WAVR-21 Threat Assessment process and is a member of the Association of Threat Assessment Professionals (ATAP). WAVR-21 is a 21-item coded instrument for the structured assessment of workplace and campus targeted violence risk.
³ Marjorie Trogdon Shock is trained in the WAVR-21 Threat Assessment process.
⁴ LCSW refers to Licensed Clinical Social Worker.
⁵ Mark Helms is trained in the WAVR-21 Threat Assessment process and is a member of the Association of Threat Assessment Professionals (ATAP).
⁶ Michael Lillie is trained in the WAVR-21 Threat Assessment process and is a member of the Association of Threat Assessment Professionals (ATAP).
Procedure

Reporting Acts and Threats of Violence

Any UCDH employee or contractor can report any type of workplace violence internally through RL Solutions or to University of California Davis Police Department (UCDPD) without fear of reprisal. Employees will not be discharged or discriminated against for reporting workplace violence incidents.

Acts or threats of workplace violence must be reported as soon as possible to the employee’s manager or supervisor, the WPV Prevention Unit or UCDPD, within 12 hours. Urgent or dangerous incidents must be reported immediately to the UCDPD at (916) 734-2555 within the hospital or clinics or by calling 911 for UCDPD assistance. All acts or threats of workplace violence must be documented as soon as possible using an incident reporting solution RL Solutions by the employee, or the supervisor or manager of the Department if the employee is unable to do so. Additionally, there is an anonymous whistleblower hotline maintained by UCOP that is available for reporting.

Communication

The WPVP Committee meets regularly but not less than quarterly to review and discuss workplace violence incidents, hazard assessments and review corrective actions.

The WPVP Committee is the primary means for site-wide communication with employees. The committee will be responsible for disseminating information on workplace violence investigations and their corrective actions.

Managers and Supervisors will be responsible for documenting and communicating to employees between shifts and units when there are conditions that may increase the potential for workplace violence. This information will also be reported to the WPVP Committee and security by the supervisor or manager of the Department.

UCD Human Resources and Purchasing will be responsible for informing employers of contract or temporary employees of the UCDH WPVP Program, including the Plan, workplace violence prevention training, proper methods to report and investigation of workplace violence incidents that may affect their employees. Unit Managers/Supervisors are responsible for providing unit-specific plan information to all contract or temporary employees assigned to their unit/area.

Incident Response and Investigation

Once an incident has been reported, Managers and Supervisors along with the affected employee(s) will be responsible for documenting the incident using RL Solutions. Together with the Workplace Violence Prevention Unit, Managers and Supervisors will be responsible for assisting:

- Identifying the employees involved
- Conducting post-incident debriefing as soon as possible after the incident
- Conducting and documenting the post-incident investigation
Employee Health Services will be responsible for providing for medical care for an employee who has been injured during a violent incident in the workplace. After hours medical care will be provided by Mercy Urgent Care located at 3000 Q Street, Sacramento, California. However, the UCDH Emergency Department can be utilized for life-threatening emergencies related to an act of workplace violence.

Human Resources will be responsible for providing information about resources such as trauma counseling for affected employees.

The WPVP Unit and Employee and Labor Relations (ELR) will review all investigations and track corrective actions from the investigation to ensure they are properly implemented and communicate those results to appropriate units and teams.

**Workplace Hazard Assessment**

The Workplace Violence Prevention Unit, together with assistance from managers and supervisors will be responsible for conducting workplace hazard assessments. These assessments will also include a review of any workplace violence incidents that occurred in the facility in the past year. The environmental risk assessments will include, but not be limited to the following factors: employees working alone, remotely or at early or late hours, poor illumination or visibility, lack of physical barriers, lack of effective escape routes, obstacles and impediments to access alarm systems, locations where alarm systems are not operational, entryways where unauthorized entrances may occur, presence of furnishings or objects that could be used as weapons in patient contact areas and storage of high value items, currency or pharmaceuticals.

**Fixed Workplaces**

Workplace hazard assessments will be conducted for every facility, unit, service or operation as necessary based on environmental factors, but not less than annually. Assessments will be conducted using the workplace violence environmental hazard assessment tool and must be conducted in every unit and area, including outdoor areas like parking lots and grounds.

**Field Operations**

Employees engaged in field operations, such as mobile clinics, dispensing operations, medical outreach, home health care or home-based hospice will be trained to conduct environmental hazard assessments for their off-site operations. Prior to patient-contact work being conducted the hazard assessments must be completed and communication procedures created for dispatching law enforcement and notifying supervisors or management as appropriate. If during the course of the field operations conditions change, the risk assessment must be updated.

**Patient Specific Hazard Assessment**

Employees will be notified by Emergency Department (ED) Registration, External Emergency Medical Services (EMS), or the ED Charge Nurse of patient’s mental status and conditions that may cause the patient to be nonresponsive to instruction or to behave unpredictably.

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7 Per Hospital Policies and Procedures - “Workers Compensation for UCDH Employees” Policy ID: 2942; III (I).
disruptively, uncooperatively, or aggressively, or if the patient has a known history of violence against others.

Paramedics or emergency medical service providers will follow established communication rules for dispatching authorities to the scene and to notify law enforcement and the receiving Emergency Department of any risk factors they are aware of at the scene.

Any disruptive or threatening behavior displayed by a patient will be relayed to the Supervisor and/or UCDPD by the health care provider as required based on the behaviors.

Upon request, UCDPD, together with the unit/service/operation supervisor, will be responsible for assessing visitors and allowing or denying access to the facility.

**Correction of Workplace Hazards**

UCDPD, WPVP Unit, and hospital security personnel will take measures to protect employees from imminent hazards immediately, and will take measures to protect employees from identified serious hazards within seven days of the discovery of the hazard. When an identified corrective measure cannot be implemented within this timeframe, UCDH will take interim measures to abate the imminent or serious nature of the hazard while completing the permanent control measures. Engineering and work practice controls will be used to eliminate or minimize employee exposure to the identified hazards to the extent feasible. Correction of workplace hazards will be documented and retained according the requirements laid out by the UCDH WPVP Plan and Environment of Care (EC).

**Training**

All employees, including temporary employees, working in the facility, unit, service, or operation will receive initial training on this plan, how to report to law enforcement, how to recognize the potential for violence, strategies to avoid harm, workplace violence hazards that have been identified, corrective measures that have been implemented and the activities that each employee is expected to perform under the plan. All employees and their supervisors who provide direct care to patients will receive education and training at least annually. The training will provide an opportunity for interactive questions and answers with a person knowledgeable about the workplace violence prevention plan and non-violent crisis intervention.

Employees who are assigned to respond to alarms or whose assignments involve confronting or controlling persons exhibiting aggressive or violent behavior will have additional training prior to initial assignment and annually thereafter. This additional training will include: general and personal safety measures, aggression and violence predictive factors, the assault cycle, characteristics of aggressive and violent patients, verbal and physical maneuvers to defuse and prevent violent behavior, strategies to prevent physical harm, restraint techniques, appropriate use of medications as chemical restraints, and an opportunity to practice maneuvers and techniques outlined in the training.

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8 As required by Cal/OSHA Healthcare Workplace Violence Prevention Regulation, Title 8, California Code of Regulations, Section 3342, subsection (a)(11)(6).
9 As required by Cal/OSHA Healthcare Workplace Violence Prevention Regulation, Title 8, California Code of Regulations, Section 3342, subsection (f)(1) through (f)(3).
Identified Trainers

The WPVP Committee identified and selected a diverse training team in terms of operational areas. Selection of trainers represents a variety of operational areas across the organization. Fourteen trainers are identified and have attended the a 4 day training course by CPI in 2017 as well as participate in a series of training sessions in preparation to teach. The Identified Trainers are:

Shannon Adamo, RN, Pediatric ICU, PCS
Geoff Britton, WPVP Administrator, Investigations Unit - Human Resources
Chris Carlson, PSO – Supervisor, Security Department
Marilyn Curtis, RN, Nursing Supervisor, PCSA
Karrin Dunbar, RN, Clinical Educator, CPPN
William Gilliland, Analyst II, Clinical Operations
Mark Helms, Investigator, Investigations Unit - Human Resources
Loreville Hobart, RN, Action Nurse, PCS
Michael Lillie, Investigator, Investigations Unit - Human Resources
Kathryn Lund, RN, Assistant Manager, Trauma Nursing Unit, PCS
Charlotte Norton, Physical Therapist, Home Health and Hospice Services
Brain Stroben, RN, Emergency Department
Cynthia Vasquez, Assistant Manager, Accelerated Access Unit, PCS
Jessica Vetter, Psychiatric Clinical Nurse Specialist, PCSA

A subset of the WPVP committee has formed to support the development of the training. The group is evaluating the content and integration into existing policy. This work is being done outside of the WPVP committee to expedite the development and to also engage the trainers in the process.

The Identified participants:
Shannon Adamo, RN, Pediatric ICU, PCS
Geoff Britton, WPVP Administrator, Investigations Unit - Human Resources
Karrin Dunbar, RN, Clinical Educator, CPPN
Mark Helms, Investigator, Investigations Unit - Human Resources
Joleen Lonigan, Executive Director, PCSA
David Levine, Counsel, Hospital Legal Affairs
Kathryn Lund, RN, Assistant Manager, Trauma Nursing Unit, PCS
Brain Stroben, RN, Emergency Department
Jessica Vetter, Psychiatric Clinical Nurse Specialist, PCSA
Recordkeeping

All records of workplace violence hazard assessment, evaluation and correction will be created and maintained as required by the UCDH and this plan, by WPVP Administrator in the WPVP Unit.

Training records will be created and maintained within the LMS for one year and will include the training date, summary of the training, name and qualifications of the person conducting the training and the names and job titles of those in attendance.

Records of violent incidents, including the violent incident log will be maintained for a minimum of 5 years by the Workplace Violence Prevention Unit and RL Solutions.

Reporting

24 Hours

If the incident results in an injury, involves the use of a firearm or other dangerous weapon, or presents an urgent or emergent threat to the welfare, health, or safety of UCDH personnel, the WPVP Unit will report the incident to the division within 24 hours.

72 Hours

All other incidents of violence that involve the use of physical force\(^\text{10}\) will be reported to the division within 72 hours.

Annual

The WPVP Unit, or their authorized designee, will report all violent incidents, on an annual basis, to Cal/OSHA on their internet website.

If you have any questions, please call (916) 734-2826 or email hs-reportviolence@ucdavis.edu.

\(^\text{10}\) As defined by Section 3342.