

2024 Workplace Violence Training

At Mayacama Golf Club, we are fully committed to the safety and well-being of our employees. Recognizing the importance of fostering a secure and respectful work environment, we have developed this **Workplace Violence Prevention Program** in compliance with California Senate Bill 553 to proactively address and mitigate potential threats to employee safety. *This plan has been developed based on requirements published in California SB 553 as of July 1, 2024. This plan will apply to all our locations.*

Access to the most up-to-date version of the plan:

The plan will be reviewed annually or as required. To access a copy of the plan please contact HR. The following records shall be made available to employees and their representatives upon request, 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.

Employee Participation in Development and Implementation of the Plan

A Workplace Violence meeting/training of all department representatives is conducted at the time of the Plan being established and annually thereafter. All department representatives are encouraged to submit suggestions for the prevention of workplace violence, security concerns, or any other issues for safety improvement. Additionally, department representatives are provided the opportunity to participate in Risk Assessments for Workplace Violence exposures and are encouraged to participate in regular inspections.

Employees may submit suggestions or concerns openly or anonymously by:

1. Discussing openly with their manager, supervisor, or human resources.
2. Anonymously by filling out a violence prevention form (located near all the timeclocks) and submitting to the HR mailbox (in the supply room)
3. Submitting an email to the plan coordinator at lboudrow@mayacama.com

Workplace Violence Definition

According to the Occupational Safety and Health Administration (OSHA), workplace violence is any act that hurts or threatens a person with physical violence, verbal abuse, intimidation, harassment, and other disruptive or harmful behavior during work or occurring at one's workplace.

As defined by SB 553, **workplace violence** is "any act of violence or threat of violence that occurs in a place of employment." It includes but is not limited to:

- 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. This includes 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.

- 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.
- An incident involving animal attacks.

There are four types of workplace violence as defined by SB 553:

- **Type 1:** 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 workers 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 a person who does not work there but has or is known to have had a personal relationship with an employee.

Workplace violence can take many forms such as but not limited to use of a weapon, physical assault, damage to property, animal attacks, threats, harassment, or acts of intimidation. However, workplace violence does not include acts of self-defense or defense of others.

Roles and Responsibilities

Lori Boudrow, Director of Human Resources is the Workplace Violence Prevention Coordinator that has been designated as the point person for administration of the Violence Prevention Program. Senior Management is responsible for the overall success of the Plan. Management will provide resources, leadership, and establish policies that support the Plan with the goal of achieving a safe workplace.

All managers and supervisors are responsible for ensuring employees who report to them are familiar with and understand the plan and respond to Workplace Violence as called for in the Plan. Managers and supervisors must promptly report any Workplace Violence incidents to HR via the Violent Incident Log and take immediate action to correct identified hazards. Please refer to section VII on Reporting Incidents of Workplace Violence.

Reporting Workplace Violence Incidents and Concerns:

All employees are responsible for complying with and adhering to this plan along with assisting to maintain a safe work environment. Employees must report any observed or experienced Workplace Violence incidents promptly.

Reports of Workplace Violence may be made openly or anonymously to an employee's manager, supervisor, or Human Resources by filling out a violent incident log (located near all the timeclocks) and submitting the completed form to the HR mailbox (in the supply room).

Upon receiving a report of Workplace Violence, a response and investigation will be initiated as appropriate for the situation. In the event of an immediate threat, this may involve notifying law enforcement and initiating an evacuation or shelter-in-place.

All Workplace Violence incidents will trigger a thorough investigation initiated and conducted by Lori Boudrow, Director of Human Resources. When there is no longer an immediate threat or in non-emergency situations, the investigation team will collect the necessary information and perform the following:

- Investigate the scene of the incident.
- Interview the victim(s) and witnesses, while maintaining confidentiality to the extent possible.
- Review surveillance footage if available.
- Review the security measures that were in place relevant to the incident.
- Determine the cause of the incident.
- Recommend corrective actions.
- Obtain any reports completed by law enforcement, where appropriate.
- Document the findings of the investigation.

Acts of violence, threats of violence, theft, dishonesty, discrimination, retaliation, and harassment should be reported and will be taken seriously. Each investigation will be conducted thoroughly, professionally, and will maintain the privacy of those involved as needed.

Violent Incident Log

A violence incident log will be utilized to report and record pertinent information when a violent incident occurs. We will omit any element of personal identifying information sufficient to allow 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.

Employees at Mayacama Golf Club are protected from any retaliation due to their reporting in good faith any Workplace Violence incidents or participating in an investigation. Violent Incident Logs are located near all the timeclocks. Completed forms are to be turned into to the HR mailbox (in the supply room).

Workplace Violence Hazards Specific To An Employees Role:

Some roles may put employees at greater risk of workplace violence than others, including those who:

- Work alone or in isolated areas
- Work with volatile or unstable people
- Handle or guard money and valuables
- Provide services or care
- Work where alcohol is served
- Work late nights or early mornings

To protect themselves, employees can:

- Learn how to recognize, avoid, or diffuse potentially violent situations

- Alert supervisors to any concerns about safety or security
- Avoid traveling alone into unfamiliar locations or situations

Strategies To Avoid Physical Harm/Workplace Violence

Recognizing potential workplace violence requires observation, information, and judgment. There is no specific “profile” of a potentially dangerous individual. However, certain patterns of behavior and events frequently precede episodes of violence. In many cases, there are warning signs to alert employers of trouble ahead. Indicators and commonly recognized warning signs of potential workplace violence may include:

- Direct or veiled threats of harm
- Intimidation, belligerence, bullying or other inappropriate behavior directed at others
- Numerous conflicts with supervisors and employees; verbal comments indicating expressions of hostility directed at coworkers, supervisors, or others
- Bringing an unauthorized weapon to work, brandishing a weapon in the workplace, making inappropriate reference to guns or fascination with weapons
- Fascination with incidents of workplace violence, statements indicating approval of the use of violence to resolve a problem, or statements indicating identification with perpetrators of workplace homicides
- Statements indicating an increased tone of desperation from the person, feeling that normal interventions to solve the problem will not work, feeling hopeless about a situation at work, with family, financial, and other personal problems
- Signs of abuse of drugs/alcohol on or off the job
- Extreme or uncharacteristic changes in behavior or displays of emotion
- Employees with on-going domestic difficulties
- Employees exhibiting menacing or erratic conduct
- Behavioral changes that include poor job performance
- Mood swings and/or paranoia

Violence can be triggered by any number of experiences or perceived events in a workplace setting. Some of these workplace events may include:

- Job layoff
- Termination
- Relationship conflict
- Domestic dispute
- Job performance counseling or disciplinary action
- Job stress, unfair working conditions, or not knowing work expectations
- Harassment
- Racial, ethnic, cultural, gender, or lifestyle conflicts
- Poor management styles (e.g., inconsistent discipline, reprimands in front of others)
- Exhaustion

It is important to be careful when drawing assumptions or relying solely on any of the above behaviors as indicators of violence. All employees must be treated with dignity, mutual respect and fairness in both the investigation and reporting process. All employees must be trained on the importance and process of Workplace Violence incident reporting. Some behaviors listed above may require immediate investigation and intervention, others may require disciplinary action, and others may indicate an immediate need for an Employee Assistance Program (EAP) referral. All employees are encouraged to report suspicious behavior and/or workplace hazards and may do so without fear of reprisal.

How to Defuse Hostile and Threatening Situations

Individuals are encouraged to use purposeful actions, verbal communications, and body language to calm a potentially dangerous situation. Your safety and the safety of others is the highest priority. Maintain a safe distance and avoid being alone with an individual who is combative or potentially violent. If there is a risk of imminent violence, remove yourself from the situation and seek safety. Keep in mind that some individuals may be more adept in applying these techniques. Know your own vulnerabilities and tendencies and recognize that sometimes the best intervention is knowing when to seek additional help. If you feel the individual or situation is escalating and violence may occur, call for help and move yourself to a safe location immediately. If you consider the act or threat of violence as serious, immediately call 911.

Notifying Law Enforcement

In the event of a Workplace Violence emergency that cannot be managed internally, we have established procedures to obtain assistance from law enforcement agencies. This includes clear communication channels and designated points of contact for coordinating with law enforcement.

Any responding employee can call the local sheriff for non-emergency incidents where a police report is needed. 707-565-2650.

Any responding employee can call 911 for any active emergency that requires immediate law enforcement presence.

Responding to Workplace Violence Emergencies

An effective response to Workplace Violence emergencies is of utmost importance to the safety and well-being of our employees. All employees will be trained in their roles and responsibilities when responding to Workplace Violence emergencies.

Our immediate response to such emergencies is outlined below:

Alert system: We will alert employees to evacuate, shelter-in-place, or take other measures during an emergency by means of email to our leadership team and/or radio communication to all our department heads. Gatehouse will also be notified via phone/radio if employees should not be entering the property due to unsafe violence conditions.

- All employees will be informed on how they will be contacted in the event of a Workplace Violence emergency via their managers by the communication that is commonly used in that department.

Evacuation: Some Workplace Violence situations may call for an immediate evacuation of the facility. We have evaluated our facility and have published evacuation routes, points of assembly, and methods to account to all employees.

- These have been outlined in our emergency action plan that can be accessed from each manager via the public drive, their manager guides or via human resources.
- Evacuation points of assembly are clearly marked on maps located in each employee breakroom
- Clock in reports will be supplied to manager to account for all employees on property

Shelter-In-Place:

If a shelter-in-place has been announced employees will be trained to do the following:

- Find a room with a locking door
- Close or block any windows
- Try to barricade doors/windows
- Turn off any lights
- Silence any electronic devices
- Wait for the all-clear signal

Counseling & Support

Following a traumatic event, be patient with yourself and others as you all cope in the aftermath of the event or situation. It is important for individuals to seek professional help if needed - particularly if the trauma is impacting their everyday work or personal lives. Therapy can be beneficial for recognizing the underlying causes of the trauma and assisting with psychological processing by helping the individual make sense of what happened to create closure and healing. Human Resources is available to refer employees to the EAP (Employee Assistance Program) or outside sources in order to access counseling, referrals, assistance with basic needs.