



## **Confirmation of Receipt and Acknowledgement of Workplace Violence Injury and Illness Prevention Program and Training**

I acknowledge that I have received my copy of the Manos Home Care Workplace Violence Injury and Illness Prevention Program and Training.

I understand and agree that it is my responsibility to read and familiarize myself with the contents of this policy and training.

I recognize that the Company is committed to providing a safe work environment free from violence and danger.

By signing below, I certify that I have received and understand the policy and training and that I agree to conform to and abide by the rules and requirements outlined therein.

Employee's Signature \_\_\_\_\_

Employee's Printed Name \_\_\_\_\_

Date \_\_\_\_\_

# **MANOS HOME CARE WORKPLACE VIOLENCE INJURY AND ILLNESS PREVENTION PROGRAM**

**July 2024**

## **INTRODUCTION**

In this ever-changing society, Workplace Violence has become an all too frequent occurrence. Thousands of people each year are subjected to workplace threats or acts of violence such as damaged or destroyed property, threats from outside individuals with ties to the workplace such as vendors, clients, spouses, and other acquaintances and strangers without ties to the workplace.

Manos Home Care (“Manos” or the “Agency”) strives to maintain a workplace free of threats and acts of violence. This is the responsibility of all employees at every level, at every client’s home and other location where Manos provides services. While it has always been our culture and commitment to conduct business, provide services and protect our employees and clients by providing a safe and secure work environment, we now have adopted this formal Workplace Violence (including injury and illness) Prevention Program (WVIIPP).

This Program allows employees and others to immediately identify, address, deescalate or eliminate, and prevent all forms of workplace violence.

## **POLICY**

Our strict policy regarding workplace violence is:

- To provide all employees, clients, interns, volunteers and anyone else involved in our work with a safe and healthful work environment.
- To protect employees and others from any form of violence that may occur at client homes, our office and other locations where our Agency does business; and
- To take action, including involving state or local law enforcement, in prosecution of offenders.

## **PURPOSE**

The purpose of this Program is to ensure that our Agency provides employees, clients and others to work in an environment that is free of threats, intimidation, harassment, and/or acts of violence.

## LEGAL AUTHORITY

1. California Labor Code Section 6400:

- Requires every employer to furnish a safe and healthy place of employment.

2. California Government Code Section 19572:

- Prohibits workplace violence, discourteous treatment, negligence and/or recklessness, and constitutes cause for discipline.

3. California Penal Code Section 171(b):

- Prohibits any person from bringing or possessing firearms and other weapons to our workplace. Any person who brings or possesses any of these items is guilty of a public offense punishable by imprisonment in a county jail for not more than one year, or in the state prison.

4. California Penal Code Section 71:

- Prohibits any person from threatening or inflicting unlawful injury upon any public officer or employee, which would cause the public officer, or employee to refrain from doing any act in the performance of his/her duties.

## DEFINITIONS

**Act of Violence** - An act of violence is the attempt (coupled with the ability), or actual use of violence with the intent to threaten, harass, intimidate, commit a violent injury, or damage/destroy property.

**Threat** - A threat is a statement (verbal, written or physical) which is intended to intimidate by expressing the intent to either harass, hurt, take the life of another person, or damage/destroy property. This includes threats made in jest, but which others could perceive as serious.

**Harassment** - The creation of a hostile work environment through unwelcome words, actions, or physical contact not resulting in physical harm. Verbal harassment may include disparaging or derogatory comments or slurs, unreasonable or excessive criticism, or name calling.

**Intimidate** - To make afraid; to frighten, alarm, annoy, or scare. To force a person into, or deter them from, some action by inducing fear by, or as if by, threats.

**Stalking** - Stalking occurs when any person willfully, maliciously and repeatedly follows or harasses another and makes a credible threat with the intent to place that person in reasonable fear for his/her safety or the safety of his/her immediate family.

**Workplace** - A workplace is anywhere an Agency employee is conducting authorized business, or when traveling to and from (excluding normal commute) a client's home or other work location.

**Workplace Violence** - The three major types of workplace violence are:

**Type I** - The aggressor has no legitimate business relationship to the workplace and usually enters the affected workplace to commit a robbery or other criminal act such as robbery.

**Type II** - The aggressor is either the recipient or the object of our services.

**Type III** - The aggressor has some employment-related involvement with the affected workplace such as a current or former client, employee, supervisor, manager; a current/former spouse or significant other, a relative, friend; or some other person who has a dispute with an employee of the affected workplace.

This Program addresses the hazards known to be associated with three major types of workplace violence:

A combination of one or more types of workplace violence may exist in our workplace.

## **RESPONSIBILITY**

The WSIIPP administrator, Director of Operations, has the authority and responsibility for implementing this program for the Agency.

All managers and supervisors are responsible for implementing and maintaining the WSIIPP in their work areas and for answering worker questions about the WSIIPP.

## **COMPLIANCE**

Management will ensure that all workplace security policies and procedures are clearly communicated and understood by all affected workers. Managers and supervisors will enforce the rules fairly and uniformly.

All affected workers will follow all workplace security directives, policies, and procedures, and assist in maintaining a safe work environment.

Our system to ensure that workers comply with the rules and maintain a secure work environment will include at a minimum:

- Distribute to and educate workers of the provisions of our WSIIPP.

Manos ensures the following:

- Workers will not be threatened with adverse action or retaliated against in any way if they report a reasonable belief that the workplace or worksite is unsafe.
- Workers 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.

## **COMMUNICATION**

We recognize that open, two-way communication between management and staff about workplace security issues is essential to a safe and productive workplace. The following system of communication is designed to facilitate a continuous flow of workplace security information between management and staff in a form that is readily understandable by all affected workers, and consists of one or more of the following:

- New worker orientation including workplace security policies and procedures.
- Review of our WSIIPP.
- Workplace security training programs.
- Effective communication between workers and supervisors about security and violence concerns, including translation where appropriate.
- Posted or distributed workplace security information.
- A system for workers to inform management about workplace security hazards or threats of violence without fear of reprisal or adverse action.
- Address security issues at our workplace security team meetings.

## **WORKPLACE SECURITY HAZARD ASSESSMENT**

We have determined that the following factors pose a higher risk for violence in our workplace:

Type 1: Clients who suffer from mental or physical conditions that may cause irritability or aggressive behavior.

Type 2: Clients who take medication that may cause irritability or aggressive behavior.

Type 3: Third parties who may visit our offices or a client's home and may cause damage, aggressiveness or harm to clients or employees.

## **PERIODIC INSPECTIONS**

Periodic inspections and reviews to identify and evaluate workplace security and violence hazards will be performed by competent observer(s).

Periodic inspections of security hazards consist of identifying and evaluating workplace violence hazards and changes in workers' work practices. This may require assessment for more than one type of workplace. Our establishment performs inspections for each type of workplace violence by using the methods specified below.

Inspections for Type I workplace security hazards include assessing:

- The exterior and interior of the workplace for its attractiveness to robbers.
- The need for security surveillance measures, such as mirrors and cameras.
- Adequate lighting outside of and within work locations.
- Signage notifying the public that limited cash is kept on the premises and that cameras are recording all activities.
- Procedures for worker response during a robbery or other criminal act, including our policy prohibiting workers from confronting violent persons or persons committing a criminal act.
- Procedures for reporting suspicious persons or activities.
- Effective location and functioning of emergency buttons and alarms.
- Posting of emergency telephone numbers for law enforcement, fire, and medical services.
- Whether workers have access to a telephone with an outside line.
- Whether workers have effective escape routes from the workplace.
- Whether doors to offices and rooms can be locked.
- Whether workers have a designated safe area where they can go to in an emergency.

Inspections for Type II workplace security hazards include assessing:

- Access to and freedom of movement within the workplace.
- Adequacy of workplace security systems, such as door locks, entry codes or badge readers, security windows, physical barriers, and restraint systems.
- Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.
- Workers' skill in safely handling threatening or hostile service recipients.
- Effectiveness of systems and procedures that warn others of a security danger or that summon assistance, e.g., alarms or panic buttons.
- The use of work practices such as the "buddy" system for specified emergency events.
- The availability of worker escape routes.

Inspections for Type III workplace security hazards include assessing:

- How well our Agency's anti-violence policy has been communicated to workers, clients, supervisors, or managers. How well our Agency's management and workers communicate with each other.
- Our workers', supervisors', and managers' knowledge of the warning signs of potential workplace violence.
- Access to and freedom of movement within the workplace by non-workers, including recently discharged workers or persons with whom one of our workers is having a dispute.
- Frequency and severity of workers' reports of threats of physical or verbal abuse by managers, supervisors, or other workers.
- Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace.
- Worker disciplinary and discharge procedures.

Periodic inspections and reviews are performed according to the following schedule:

1. On an annual basis
2. When we initially established our WSIIPP.
3. When new workplace security hazards are introduced into our workplace.
4. When new, previously unidentified workplace security hazards are recognized.
5. When workplace security incidents occur.
6. When we hire and/or reassign permanent or intermittent workers to assignments, clients' homes, field duties, office work, and on-call work, or any other work or workspace for which a workplace security evaluation has not yet been conducted.
7. Whenever workplace security conditions warrant an inspection.

Below is a table that may be used to record inspections:

<b>Competent Observer</b>	<b>Area</b>
Lorie Mata	Primary office building

## **WORKPLACE SECURITY INCIDENT INVESTIGATIONS**

Procedures for investigating workplace security incidents include the following:

1. Visit the client's home, office or other incident scene as soon as possible.
2. Interview threatened and injured workers and witnesses.
3. Examine the workplace for factors associated with workplace security, including any previous reports of inappropriate behavior by anyone in the client's home or other work location.
4. Determine the cause of the incident.
5. Take corrective action to prevent the incident from reoccurring.
6. Record the findings and corrective actions taken.

The written incident report will include the date, time, location, description of the type of the event and circumstances leading up to it, as well as the identity of the persons involved.

## **WORKPLACE SECURITY HAZARD CORRECTION**

Hazards that pose a higher risk for violence in our workplace will be corrected in a timely manner, based on the severity of the hazards (with the higher risk situations having higher priority). Hazards will be corrected according to the following procedures:

1. When first observed or discovered.
2. If an imminent hazard exists that cannot be immediately abated without endangering worker(s) and/or property, all exposed workers will be removed from the situation except those necessary to correct the existing condition. Workers necessary to correct the hazardous condition will be given protective equipment, gloves, masks, protective clothing and other protective items.
3. All corrective actions taken and dated they are completed will be documented in Incident Logs.

The following policies and procedures are established to ensure that employees interns, volunteers, clients and others participate in identifying, evaluating, and determining corrective measures to prevent workplace violence:

Corrective measures for Type I workplace security hazards include the following:

- Make the workplace unattractive to threatening people.
- Utilize surveillance measures, such as cameras and mirrors, to provide information as to what is going on outside and inside the home/workplace and to dissuade criminal activity.
- Procedures for reporting suspicious persons, activities, and packages.
- Post emergency telephone numbers for law enforcement, fire, and medical services.
- Ensure workers have access to a telephone with an outside line.
- Post of signs notifying the public that limited cash is kept on the premises and that cameras



are monitoring the facility.

- Limit the amount of cash on hand and use time access safes for large bills.
- Worker, supervisor, and management training on emergency action procedures.

Corrective measures for Type II workplace security hazards include the following:

- Control of access to the workplace and freedom of movement within it is consistent with business necessity.
- Ensure the adequacy of workplace security systems, such as door locks, security windows, physical barriers, and restraint systems.
- Provide worker training on recognizing and handling threatening or hostile situations that may lead to violent acts by clients or others with whom employees may come into contact.
- Ensure adequate worker escape routes.

Corrective measures for Type III workplace security hazards include the following:

- Effectively communicate our Agency's anti-violence policy to all workers, volunteers, interns, supervisors, managers and clients.
- Improve our Agency's communication between management, workers and clients.
- Increase awareness by workers, clients, supervisors, and managers of the warning signs of potential workplace violence.
- Control, access and freedom of movement within clients' homes and other workplaces by visitors, vendors, and other people who are not part of our Agency, including recently separated employees or others with whom our Agency or one of our workers may be having a dispute.
- 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 Agency and others do not retaliate against the person making the report.
- Ensure that worker disciplinary and discharge procedures are adequate and effective to address the potential for workplace violence.

## **TRAINING AND INSTRUCTION**

Make sure that all affected workers, volunteers, interns, clients, managers and supervisors will be trained and instructed about general and job-specific safety measures, security practices, and means of handling potentially violent situations. Training and instruction will be provided as follows:

- When the WSIIPP is first established.
- To all new workers.
- To all workers assigned to a new client for whom training has not been provided.
- Whenever new workplace security concerns are introduced to the workplace and represent a new hazard.
- Whenever we learn of new or previously unrecognized workplace security hazards.

- To enable supervisors to recognize workplace security hazards that could affect employees, clients, and others involved in our Agency's work.
- To anyone regarding potential hazards that may exist in a particular client's home or other workplace that may not previously have been assessed.

General workplace security training and instruction include, but are not limited to the following:

- Explanation of the IIPP for Workplace Security including measures for reporting any violent acts or threats of violence.
- Recognition of workplace security hazards including the risk factors associated with the three types of workplace violence.
- Measures to prevent workplace violence, including procedures for reporting workplace security hazards or threats to employees or clients.
- Techniques for deescalating, reducing or eliminating threatening situations.
- How to recognize alerts, alarms, or other warnings about emergency conditions and how to use escape routes or locations in which workers feel and are safe.
- Measures to summon others for assistance.
- Worker routes of escape.
- Notification of security and law enforcement authorities when a criminal act may have occurred.
- Emergency medical care that is available in the event of any violent act upon a worker.

In addition, we provide specific instructions to all workers regarding workplace security hazards unique to their job assignment, to the extent that such information was not already covered in other training.

We have chosen the following checked items for Type I training and instruction for managers, supervisors, and workers:

- Crime awareness.
- Communication procedures.
- Proper work practices for specific or assignments, such as late-night assignments, traveling or working in challenging neighborhoods.

We have chosen the following checked items for Type II training and instruction for managers, supervisors, and workers:

- Self-protection.
- Dealing with angry, hostile, or threatening individuals.
- Location, operation, care, and maintenance of alarm systems and other protective devices.
- Ability to quickly identify people, objects or conditions that could lead to violence by clients, family members, or other individuals.

We have chosen the following checked items for Type III training and instruction for managers, supervisors, and workers:

- Preemployment screening practices.
- Employee Assistance Programs.

- Awareness of situational indicators that lead to violent acts.
- Managing employees with respect and dignity for their wellbeing.
- Review of anti-violence policy and procedures.

### **Employee Access to the WSIIPP**

Our employees have the right to examine and receive a copy of our WSIIPP. This will be accomplished by:

1. Providing access to the WSIIPP upon hire, during orientation and certainly within five (5) business days after someone requests access to this Plan.
2. Providing a paper copy of this Plan when requested.
3. Providing this Document without charge.
4. Provide unobstructed access through a company server or website, which allows an employee to review, print, and email the current version of the WSIIPP. Unobstructed access means that the employee, as part of their regular work duties, predictably and routinely uses electronic means to communicate with management or co-employees.

### **RECORDKEEPING**

Our Agency may be at risk for workplace security hazards. We have taken the following steps to implement and maintain our WSIIPP:

1. Maintaining records of workplace security hazard assessment inspections, including the person(s) or persons conducting the inspection, the workplace security concerns that have been identified and the action taken to correct the identified concerns, are recorded on a hazard assessment and correction form; and
2. Documenting on a Worker Training and Instruction Form all safety and health training provided to each worker, client, or other person involved in our Agency, including their name, training dates, type(s) of training, and identity of training provider.

Inspection records and training documentation will be maintained for at least one year, except for training records of workers who have worked for less than one year that are provided to the worker upon termination of employment

# Form 1: Workplace Violence Prevention Incident Report Form

Part I through Part VI should be completed by the designated person based on information provided by the employee(s) involved in the incident.

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## **PART I - NATURE OF INCIDENT - (check all that apply)**

### **Section A**

- |                                      |   |  |
|--------------------------------------|---|--|
| <input type="checkbox"/> Threat      | <input type="checkbox"/> Verbal                 | <input type="checkbox"/> Written                 |
| <input type="checkbox"/> Electronic  | <input type="checkbox"/> Physical with Injury   | <input type="checkbox"/> Physical without Injury |
| <input type="checkbox"/> Harassment  | <input type="checkbox"/> Behavioral Observation | <input type="checkbox"/> Information Only        |
| <input type="checkbox"/> Other _____ |   |  |

### **Section B**

Date of incident: \_\_\_\_\_ Approximate Time: \_\_\_\_\_ a.m./p.m.

Description of observation, threat, incident, or activity. Continue on a separate sheet of paper if necessary.

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**PART II - INCIDENT DIRECTED AT:**

Person(s): \_\_\_\_\_

Place: \_\_\_\_\_

Structure: \_\_\_\_\_

**PART III - INCIDENT INITIATED BY:**

Person(s): \_\_\_\_\_

Male  Female  Employee Classification: \_\_\_\_\_

Worksite: \_\_\_\_\_

**PART IV - TYPE/LOCATION INCIDENT OCCURRED**

**Section A**

Type of Contact:

In person  Telephone  Mail  Observation  Recording  Electronic  
Mail  Fax  Other \_\_\_\_\_

Was the employee alone?  Yes  No

**PART IV - TYPE/LOCATION INCIDENT OCCURRED (CONT.)**

**Section B**

Location of Incident:

Worksite  Employee's Residence  Other \_\_\_\_\_

**Section C**

Address/Location where incident occurred:

Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

**Section D**

What type of incident was it?  Type I  Type II  Type III

Were any threats made before the incident occurred?  Yes  No

Did the employee(s) ever report to the department that he/she was threatened, harassed, or suspicious that the attacker may become violent?  Yes  No

Was the perpetrator a stranger, client/patient, co-worker, or otherwise familiar person? \_\_\_\_\_  
\_\_\_\_\_

Was a weapon used?  Yes  No

If yes, what type of weapon? \_\_\_\_\_

**Section E**

Were there injuries?  Yes  No

If yes, who was injured?

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Injury Description: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Injury Description: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Injury Description: \_\_\_\_\_

**Witnesses(s) to the incident:**

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_  
Street City State Zip Code

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_  
Street City State Zip Code

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_  
Street City State Zip Code

**PART V - ACTION TAKEN-REPORTING SUPERVISOR**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Law enforcement or other outside agencies contacted.  Yes  No

Agency Name: \_\_\_\_\_

Case Number If Applicable: \_\_\_\_\_

Were Employee Assistance Program services provided?  Yes  No

**PART VI - ADMINISTRATIVE ACTION:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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manos

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# Manos Home Care

**WORKPLACE VIOLENCE INJURY AND ILLNESS PREVENTION PROGRAM**

# How to obtain access to the WVIIPP and related records?

By visiting our office building located at [4173 MacArthur Blvd Oakland, CA 94619](#)

Our website <https://www.manoshomecare.com/>

Email request to [Contact@manoshomecare.com](mailto:Contact@manoshomecare.com)

By calling our office line at (510)336-2900

# Need further guidance on how to prevent and or respond to violence?

Call our main office line at (510)336-2900 and get connected to our HR Department

Email us your questions or concerns at [Contact@manoshomecare.com](mailto:Contact@manoshomecare.com)

# How do I report a workplace violence incident or concern?

By visiting our office building located at [4173 MacArthur Blvd Oakland, CA 94619](#)

By emailing [Contact@manoshomecare.com](mailto:Contact@manoshomecare.com)

By calling our main office line at (510)336-2900 and getting connected to our HR Department

# Requirements

Please go ahead and sign our *Confirmation of Receipt and Acknowledgement of Workplace Violence Injury and Illness Prevention Program and Training* form and return it to us promptly.

Returned signed form via email at [contact@manoshomecare.com](mailto:contact@manoshomecare.com)

In person or by mail to 4173 MacArthur Blvd Oakland, CA 94619

If you have any further questions and or concerns, please reach out to us through any of the avenues listed above.