

# Workplace Violence Prevention Plan (WVPP) Training Booklet

## Certified Employment Group

### Introduction

At Certified Employment Group, the safety and well-being of our employees are our highest priority. This booklet outlines our Workplace Violence Prevention Plan (WVPP) and provides you with the knowledge to recognize, respond to, and report workplace violence.

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## 1. Understanding Workplace Violence

Workplace violence includes any act or threat of physical violence, harassment, intimidation, or disruptive behavior. It may manifest as:

- Verbal threats or harassment
- Physical assaults
- Intimidation or stalking
- Property damage

### Common Warning Signs:

- Sudden changes in behavior
  - Verbal abuse or threats
  - Bullying or intimidation
  - Social withdrawal or increased agitation
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## 2. Company Policy Overview

Our agency has a **zero-tolerance policy** for workplace violence. Violations may lead to disciplinary action, up to and including termination.

### Roles and Responsibilities:

- **Management:** Ensure a safe workplace, provide resources, and enforce the WVPP.
  - **Supervisors:** Monitor workplace conditions and address hazards.
  - **Employees:** Report any incidents and participate in training.
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### 3. Reporting Workplace Violence

#### How to Report:

- Notify your supervisor or HR as soon as possible.
- Use the anonymous reporting option if you prefer.
- Fill out the Workplace Violence Incident Report Form.

#### Investigation Process:

- Immediate investigation of all reported incidents.
- Disciplinary actions and corrective measures will be taken if necessary.

**No Retaliation:** Employees are protected from retaliation for reporting any incidents of violence.

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### 4. Emergency Response Procedures

#### Steps to Take in an Emergency:

1. Move to a safe location.
  2. Call 911 if there is immediate danger.
  3. Notify management or HR.
  4. Follow evacuation procedures if instructed.
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### 5. Hazard Assessments

Regular assessments will be conducted to identify and address potential hazards. Employees are encouraged to:

- Be vigilant and aware of their surroundings.
  - Report any unsafe conditions or behaviors.
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### 6. Preventing Workplace Violence

#### Tips for De-escalation:

- Stay calm and speak in a non-confrontational tone.

- Listen actively and show empathy.
- Avoid making sudden movements or aggressive gestures.

### **Maintaining a Respectful Workplace:**

- Communicate openly and respectfully.
  - Resolve conflicts early and constructively.
  - Support a culture of mutual respect.
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## **7. Training and Resources**

All employees are required to attend initial and annual WVPP training. Training includes:

- Recognizing and preventing workplace violence.
- Reporting procedures and emergency responses.
- Interactive exercises and role-playing scenarios.

### **Support Resources:**

- Counseling and Employee Assistance Programs (EAPs) are available for affected employees.
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## **8. Incident Log and Recordkeeping**

The company will maintain a log of all incidents. This log will include:

- Date, time, and location of the incident.
- Description of the incident.
- Actions taken.

Records will be retained for a minimum of five years.

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### **For Additional Information:**

Please contact your Certified Representative or HR at (510) 420-3749 if you have any questions.