



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

June 13, 2024

BOARD OF DIRECTORS

W. SCOTT KELLERMAN
Division 1

DON WILSON
Division 2

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Division 4

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Division 5

**AGENDA FOR A MEETING
OF THE PERSONNEL COMMITTEE
OF THE PALMDALE WATER DISTRICT
TO BE HELD AT 2029 EAST AVENUE Q, PALMDAL**
Committee Members: Scott Kellerman-Chair, Kathy Mac Laren-Gomez

**WEDNESDAY, JUNE 19, 2024
8:00 a.m.**

DENNIS D. LaMOREAUX
General Manager

ALESHIRE & WYNDER LLP
Attorneys

NOTE: To comply with the Americans with Disabilities Act, to participate in any Board meeting please contact Danielle Henry at 661-947-4111 x1059 at least 48 hours prior to a Board meeting to inform us of your needs and to determine if accommodation is feasible.

Agenda item materials, as well as materials related to agenda items submitted after distribution of the agenda packets, are available for public review at the District's office located at 2029 East Avenue Q, Palmdale or on the District's website at <https://www.palmdalewater.org/governance/committee-activity/2023-committee-agendas-and-minutes/> (Government Code Section 54957.5). Please call Danielle Henry at 661-947-4111 x1059 for public review of materials.

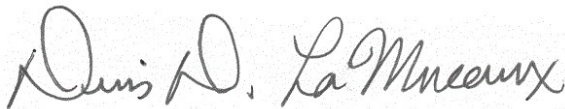
PUBLIC COMMENT GUIDELINES: The prescribed time limit per speaker is three-minutes. Please refrain from public displays or outbursts such as unsolicited applause, comments, or cheering. Any disruptive activities that substantially interfere with the ability of the District to conduct its meeting will not be permitted, and offenders will be requested to leave the meeting. (PWD Rules and Regulations, Appendix DD, Sec. IV.A.)

Each item on the agenda shall be deemed to include any appropriate motion, resolution, or ordinance to take action on any item.

- 1) Roll call.
- 2) Adoption of agenda.
- 3) Public comments for non-agenda items.
- 4) Action Items: (The public shall have an opportunity to comment on any action item as each item is considered by the Committee prior to action being taken.)



- 4.1) Consideration and Possible Action on Approval of Minutes of Meeting held April 1, 2024.
- 4.2) Consideration on a Recommendation to Adopt Workplace Violence Prevention Plan. (No Budget Impact – Human Resources Director Garcia)
- 4.3) Consideration on a Recommendation to Approve Employee Reward and Recognition Program. (\$1,100.00 – Not-to-Exceed – Budgeted – Human Resources Director Garcia)
- 4.4) Consideration on a Recommendation to Approve Employee Handbook Updates. (No Budget Impact - Human Resources Director Garcia)
- 5) Reports.
 - 5.1) Human Resources Director Garcia:
 - a) Update on Employee Events.
 - b) Employee Engagement Survey.
 - c) District Site Security Patrol.
 - d) Other.
- 6) Board Members' Requests for Future Agenda Items.
- 7) Date of Next Committee Meeting.
- 8) Adjournment.



DENNIS D. LaMOREAUX,
General Manager

DDL/dh



COMMITTEE MEMORANDUM

DATE: June 19, 2024
TO: PERSONNEL COMMITTEE
FROM: Mrs. Angelica Garcia, Human Resources Director
VIA: Mr. Dennis D. LaMoreaux, General Manager
RE: *CONSIDERATION ON A RECOMMENDATION TO ADOPT WORKPLACE VIOLENCE PREVENTION PLAN. (NO BUDET IMPACT – HUMAN RESOURCES DIRECTOR GARCIA)*

Recommendation:

Staff recommends that the Committee recommends that the full Board approves the adoption of the proposed Workplace Violence Prevention Plan.

Alternative Options:

The Board can choose not to recommend for full Board approval.

Impact of Taking No Action:

The District would not be in compliance.

Background:

Palmdale Water District has an existing Workplace Violence Policy in the Employee Handbook. The proposed Workplace Violence Prevention Plan is an extension of this existing policy and complies with the regulatory requirements of Labor Code section 6401.9.

Strategic Plan Initiative/Mission Statement:

This item is under Strategic Initiative No. 2 – Organizational Excellence.

This item directly relates to the District’s Mission Statement.

Budget:

This item has no budget impact.

Supporting Documents:

- PWD Workplace Violence Prevention Plan



PALMDALE WATER DISTRICT

A CENTURY OF SERVICE

WORKPLACE VIOLENCE PREVENTION PLAN

EFFECTIVE JULY 1, 2024

Our establishment's Workplace Violence Prevention Plan (WVPP) addresses the hazards known to be associated with the four types of workplace violence as defined by [Labor Code \(LC\) section 6401.9](#).

Date of Last Review: July 1, 2024

Date of Last Revision(s): July 1, 2024

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.

Threat of violence - 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 - Any act of violence or threat of violence that occurs in a place of employment.

Workplace violence includes, but is not limited to, 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 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.
- The following four workplace violence types:

Type 1 violence - 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 employees with the intent to commit a crime.

Type 2 violence - Workplace violence directed at employees by customers, visitors, consultants, and vendors.

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

Type 4 violence - 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 does not include lawful acts of self-defense or defense of others.

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

RESPONSIBILITY

The WVPP administrator has the authority and responsibility for implementing the provisions of this plan for Palmdale Water District, also reference as “The District” throughout this plan. If there are multiple persons responsible for the plan, their roles will be clearly described.

Responsible Persons	Job Title/Position	WVPP Responsibility(ies)	Phone #	Email
Angelica Garcia	HR Manager	Overall responsibility for the plan: Approves the final plan and any major changes, handles investigation of workplace violence. Responsible for emergency response, hazard identification, and coordination with other employers; Oversees emergency response procedure plans.	661-456-1048	agarcia@palmdalewater.org
Heather Oates	Risk & Emergency Management Administrator	Responsible for employee involvement and training; organizes safety meetings, updates training materials, and handles any initial reports of workplace violence, follow up on corrective action, annual reporting requirements, and ensures initial training. Responsible for emergency response, hazard identification, and coordination with other employers; Oversees safety inspections, coordinates emergency response procedures, and communicates with other employers about the plan.	661-456-1011	hoates@palmdalewater.org

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

EMPLOYEE ACTIVE INVOLVEMENT

Palmdale Water District ensures the following policies and procedures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the plan:

- As part of initial implementation employees were requested to participate in a workplace violence hazard assessment survey to assist with identifying hazards in the workplace.
- Management will work with and allow employees and authorized employee representatives to participate in:
 - Identifying, evaluating, and determining corrective measures to prevent workplace violence.
 - A safety committee made up of employees from each department. The safety committee will meet monthly to discuss identification of workplace violence related concerns/hazards, evaluate those hazards and/or concerns, and how to correct them, review of recent incidents, and reviews of safety procedures.
 - Designing and implementing training:
 - The program administrator will be responsible for the design and implementation of training of employees on the WVPP.
 - The Safety Committee will also provide input on the training activities for the WVPP such as a new training scenario based on a recent incident.
 - The Risk & Emergency Management Administrator will conduct training through new employee orientations, general safety meetings, and annual formal WVPP training. All training of employees will be documented.
 - Reporting and investigating workplace violence incidents:
 - The Risk & Emergency Management Administrator will act on initial reports, and Human Resources will conduct the investigation of workplace violence incidents. Managers and/or supervisors may assist and/or lead the investigation based on the direction of Human Resources.

Employees who have reason to believe they, or others, may be victimized by a violent act at the workplace or as a direct result of their employment with the District, shall inform Human Resources.

- 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. Employees will follow the provisions listed in the WVPP; the Safe Work Practices within the Safety Manual; and the Workplace Violence Policy in Palmdale Water District's employee handbook.
- The plan shall always be in effect and in all work areas and be specific to the hazards and corrective measures for each work area and operation.

EMPLOYEE COMPLIANCE

Our system to ensure that employees comply with the rules and work practices that are designed to make the workplace more secure, and do not engage in threats or physical actions which create a security hazard for others in the workplace, include at a minimum:

- Training employees, supervisors, and managers in the provisions of Palmdale Water District Workplace Violence Prevention Plan (WVPP)
- Effective procedures to ensure that supervisory and nonsupervisory employees comply with the WVPP. All employees will be trained on the WVPP. Employees (including managers and supervisors) are responsible for:
 - their own behavior by interacting responsibly with fellow employees, supervisors, and customers;
 - being familiar with District policy regarding workplace violence;
 - promptly reporting actual and/or potential acts of violence to appropriate authorities;
 - cooperating fully in investigations/assessments of allegations of workplace violence;

- Provide retraining to employees whose safety performance is deficient with the WVPP.
- Recognizing employees who demonstrate safe work practices that promote the WVPP in the workplace by quarterly recognition of employees and awarding employees who have taken actions to make the workplace safe. Employees can receive recognition by submitting a suggestion to the Safety Committee to improve security related to workplace violence with the suggestion being approved by the Safety Committee and management for implementation. The process to submit recognitions should follow the District's reward and recognition guidelines.
- Discipline employees for failure to comply with the WVPP. Palmdale Water District existing discipline process as outlined in the employee handbook will be followed if this policy is violated.

COMMUNICATION WITH EMPLOYEES

We recognize that open, two-way communication between our management team and staff, about workplace violence issues is essential to a safe and productive workplace. 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 through the safety committee.
- Effective communication between employees and supervisors about workplace violence prevention and violence concerns. Supervisors are provided with general communication training to encourage dialogue of all types with employees and this training will provide for better communication with reports of workplace violence.
- 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' concerns will be investigated in a timely manner, and they will be informed of the results of the investigation and any corrective actions to be taken while maintaining confidentiality. Human Resources and/or Risk and Emergency Management Administrator will directly respond to the reporting employee by written and/or verbal communication on the investigation and the corrective action taken.
 - Communicate during monthly safety meetings any updates to the plan, recent incidents, and coordinate training sessions.

WORKPLACE VIOLENCE INCIDENT REPORTING PROCEDURE

Palmdale Water District will implement the following effective procedures to ensure that:

- All threats or acts of workplace violence are reported to an employee's supervisor or manager, who will inform the WVPP administrator. This will be accomplished through verbal communication. If that's not possible, employees will report incidents directly to the WVPP administrator, Human Resources Director and/or the Risk and Emergency Management Administrator
 - a. Employees can confidentially report a safety suggestion via the District Intranet.

- b. Employees can report incidents, threat, or other violence concerns to their direct supervisor, manager, and/or Human Resources.
- c. If a member of management, Human Resources, or Risk and Emergency Management Administrator is not available for non-emergency incidents of workplace violence that would require law enforcement employees can contact Palmdale Sheriff's station at 661-272-2400.

A strict non-retaliation policy is in place, and any instances of retaliation are dealt with swiftly and decisively. An employee who retaliates against a coworker for reporting an incident could be disciplined or terminated per the Palmdale Water District Employee Handbook.

EMERGENCY RESPONSE PROCEDURES

The District has an Emergency Action Plan (ERP) for each location that includes the following reporting, evacuating, or sheltering in place procedures: evacuation procedures, medical event, violent individual, earthquake, Fire, hazardous materials, utility failure, active shooter, reporting a phone/bomb threat, and receiving a phone/bomb threat. The ERP can be found in the District's intranet.

The below are summarized measures to handle actual or potential workplace violence emergencies:

- Effective means to alert employees of the presence, location, and nature of workplace violence emergencies by the following:
 - a. Radio communication, phone intercom system, in person verbal communication, and/or email communications methods will be used to alert employees of emergencies depending on the emergency and urgency.
 - b. In the event the security alarm is activated and the alarm monitoring receives an alarm notification they will contact the following PWD employees/vendors in order:
 - i. On-duty Treatment Plant Operator
 - ii. Message Minders After Hours Service
 - iii. John Wucherpfennig
 - iv. Wendell Wall
 - v. Jim Stanton
- Palmdale Water District has evacuation or sheltering plans. In the event of an emergency staff will shelter in place away from windows and outer doors if possible until the threat is cleared. In the event employees must evacuate they will meet at their designated assembly point. Supervisors or managers will take roll call to ensure all staff is accounted for. Once the building has been deemed safe, staff will reenter.
- In an emergency situation and immediate danger employees are to call 911 and should take any necessary and appropriate measures to protect themselves from immediate harm.

In the event of a workplace violence emergency notify the following:

Responsible Persons	Job Title/Position	Phone #	Email
Water Treatment Plant			
Joseph Marcinko	Operations Manager	Office: 661-456-1185	jmarcinko@palmdalewater.org
Adam Ly	Assistant General Manager	Office: 661-456-1017	aly@palmdalewater.org
All Other locations			
Heather Oates	Risk and Emergency mgmt. Administrator	Office: 661-456-1011 Mobile: 661-361-2357	hoates@palmdalewater.org
Angelica Garcia	Human Resources Director	Office: 661-456-1048	agarcia@palmdalewater.org

- Employees should also notify their designated supervisor/manager.

WORKPLACE VIOLENCE HAZARD IDENTIFICATION AND EVALUATION

The District has the following locations and physical address:

1. Main Building: 2029 East Avenue Q, Palmdale, CA 93550
2. Leslie O. Carter Water Treatment Plant: 700 East Avenue S, Palmdale, CA 93550
3. NOB: 2025 east avenue Q, Palmdale, CA 93550

The following policies and procedures are established and required to be conducted by Palmdale Water District to ensure that workplace violence hazards are identified and evaluated in all locations of the District:

- Inspections shall be conducted when the plan is first established, after each workplace violence incident, and whenever the employer is made aware of a new or previously unrecognized hazard.
- All non-confidential submitted/reported concerns of potential hazards will be forwarded to the Risk and Emergency Management Administrator and will be reviewed daily with the plan administrator, Human Resources Director.
- Confidentially submitted and reported concerns of potential hazards are retained by Human Resources and will be reviewed by the Human Resources Director, and the Risk and Emergency Management Administrator will be notified of any corrective actions as appropriate.
- The Safety Committee will review non-confidential submitted/reported concerns of potential hazards to provide input on correction from an employee perspective.

Periodic Inspections

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

Periodic inspections to identify and evaluate workplace violence and hazards will be performed by the following designated personnel in the following areas of the workplace:

Specific Person Name/Job Title	Area/Department/Specific location
Joe Marcinko, Operations Manager	Water Treatment Plant
Heather Oates, Risk and Emergency Management Administrator	NOB
Sandra Yliz, Human Resources Analyst	Main Building

Inspections for workplace violence hazards may include assessing:

- The exterior and interior of the workplace for its attractiveness to robbers.
- The need for violence surveillance measures, such as mirrors and cameras.
- Procedures for employee response during a robbery or other criminal act, including our policy prohibiting employees, who are not security guards, 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 employees have access to a telephone with an outside line.
- Whether employees have effective escape routes from the workplace.
- Whether employees have a designated safe area where they can go to in an emergency.
- 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.
- Employees' skill in safely handling threatening or hostile situations/behavior.
- Effectiveness of systems and procedures that warn others of actual or potential workplace violence danger or that summon assistance, e.g., alarms or panic buttons.
- The availability of employee escape routes.
- Access to and freedom of movement within the workplace by non-employees, including recently discharged employees or persons with whom one of our employees is having a dispute.
- Review of reported safety suggestions in association with this policy.

The following are hazards specifically to an employee's job tasks and/or job site:

Onsite Staff at Main Building	Onsite staff at WTP	Staff that works in the field or offsite locations	Staff working with customers or public
-working at night or early morning. -encounters with a member of the public trespassing or seeking refuge. -encounters with individuals under the influence of substance.	-Working in an isolated area. -working at night or early morning. -encounters with a member of the public trespassing or seeking refuge. -encounters with individuals under the influence of substance. -working alone during the night. -animal attacks.	-Working in an isolated area. -working at night or early morning. -confrontation with aggressive individuals encountered during fieldwork. -threats or physical violence from individuals during field visits. -encounters with individuals under the influence of substance. -animal attacks. - Confrontations with individuals attempting to vandalize.	-exchange of money. -aggressive behavior from disgruntled or dissatisfied customers. -Robbery or theft attempts. -disputes over process or billing leading to confrontations.

Mitigation actions for the specific hazards above include:

Type 1:

- Be aware of your surroundings.
- Immediately report any suspicious persons near the workplace.
- Avoid confrontation with aggressive individuals, if unable to avoid practice de-escalation techniques in verbal communication and body language. Remove yourself from the situation as soon as possible.

- For field staff: Keep vehicles locked after exiting. If a situation appears unsafe, employees should lock themselves inside their vehicle and drive away when possible.
- Contact sheriff and/or dial 911 if in immediate danger.
- On-call staff has assigned radio to communicate with treatment plant for a check -in and check-out procedure when working on a remote area.

Type 2:

- When visiting a customer or business, check account notes for any alerts or history of threatening comments by a customer.
- When working with vendors, contractors, or consultants ensure any procedure and/or policy related to background checks and/or references are followed.
- Stay alert to your surroundings and be aware of any unusual or concerning behavior exhibited. Remove yourself from the situation and notify supervisor/manager of the incident.
- Train customer staff on de-escalation techniques.

Type 3:

- Do not allow access to un-authorized persons.
- Ensure good lighting at all facilities and report any necessary improvements utilizing proper channels.
- When entering into the building make sure the door is properly secured behind you.
- Report any violent behavior immediately to appropriate member of management and Human Resources.

Type 4:

- Do not allow tailgating (piggybacking). Tailgating occurs when an authorized individual allows an unauthorized individual into a secured premises (district building).
- Staff should escort any visitor, consultant, or vendors while they are in the building to ensure they do not access unauthorized areas.
- Immediately report any unauthorized access, suspicious activity, or individual that is unfamiliar and is not accompanied by a staff member.
- When an event is hosted at the District, ensure restricted areas within the building are secured so they remain inaccessible to unauthorized individuals.
- If an individual/visitor requests to see and/or meet with an employee and communicates they personally know the employee, receive approval from the employee prior to letting the visitor into any District property.

WORKPLACE VIOLENCE HAZARD CORRECTION

Workplace violence hazards will be evaluated and corrected in a timely manner. Palmdale Water District 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. If management and/or Senior Management are necessary to correct the hazardous condition, they will remain in a secure location until law enforcement with the necessary protection arrive to assist.
- All corrective actions taken will be documented and dated on the appropriate forms. The Risk and Emergency Management Administrator will document all corrective action on the workplace violence hazard correction form and include a description, time, date and location of the event that occur, the staff involvement in developing a correction plan, the method of correction, and date of correction.
- Corrective measures for workplace violence hazards will be specific to a given work area.

Examples of corrective measures that are in place and/or may be considered include:

- Make the workplace unattractive to robbers by:
 - Improve lighting around and at the workplace.
 - Post of signs notifying the public that limited cash is kept on the premises and that cameras are monitoring the facility.
 - Utilize surveillance measures, such as cameras and mirrors, to provide information as to what is going on outside and inside the workplace and to dissuade criminal activity.
 - Reviewing the need to Hire security guards to have them patrol the workplace interior and perimeter based on frequency of events.
 - Install security surveillance cameras in and around the workplace.
 - Provide workplace violence systems, such as door locks, violence windows, physical barriers, emergency alarms and restraint systems by:
 - Ensure the adequacy of workplace violence systems
 - Post emergency telephone numbers for law enforcement, fire, and medical services
 - Control, access to, and freedom of movement within, the workplace by non-employees, include recently discharged employees or persons with whom one of our employees is having a dispute.
 - Install effective systems to warn others of a violence danger or to summon assistance, e.g., alarms or panic buttons.
 - Ensure employees have access to a telephone with an outside line.
- Provide employee training/re-training(refreshers) on the WVPP, which could include but not limited to the following:
 - Recognizing and handling threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.
 - 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 person making the report is not subject to retaliation by the person making the threat.
 - Procedures for reporting suspicious persons, activities, and packages.
 - Provide/review employee, supervisor, and management training on emergency action procedures.
- Ensure adequate employee escape routes.
- Increase awareness by employees, supervisors, and managers of the warning signs of potential: workplace violence by completing training related to addressing and de-escalating violent behaviors.
- Limit the amount of cash on hand and use time access safes for large bills.

PROCEDURES FOR POST INCIDENT RESPONSE AND INVESTIGATION

After a workplace incident, the WVPP administrator or their designee will implement the following post-incident procedures:

- Visit the scene of an incident as soon as safe and practicable.

- Interview involved parties, such as employees, witnesses, law enforcement, and/or security personnel as applicable.
- Review security footage of existing security cameras if applicable.
- Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
- Determine the cause of the incident.
- Take corrective action to prevent similar incidents from occurring.
- Record the findings and ensuring corrective actions are taken.
- Obtain any reports completed by law enforcement.
- The violent incident log will be used for every workplace violence incident and will include information, such as:
 - The date, time, and location of the incident.
 - The workplace violence type or types involved in the incident.
 - A detailed description of the incident.
 - A classification of who committed the violence, including whether the perpetrator was a client or customer, family or friend of a client or customer, stranger with criminal intent, coworker, supervisor or manager, partner or spouse, parent or relative, or other perpetrator.
 - A classification of circumstances at the time of the incident, including, but not limited to, whether the employee was completing usual job duties, working in poorly lit areas, rushed, working during a low staffing level, isolated or alone, unable to get help or assistance, working in a community setting, or working in an unfamiliar or new location.
 - A classification of where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area.
 - The type of incident, including, but not limited to, whether it involved any of the following:
 - Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.
 - Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object.
 - Threat of physical force or threat of the use of a weapon or other object.
 - Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.
 - Animal attack.
- Consequences of the incident, including, but not limited to:
 - Whether security or law enforcement was contacted and their response.
 - Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident.

- Information about the person completing the log, including their name, job title, and the date completed.
- Reviewing all previous incidents.
- Share with staff support and resources, such as counseling services through the employee assistance program, and allow me off work if necessary, program to affected employees.
- Ensure that no personal identifying information is recorded or documented in the written investigation report. This includes information which would reveal 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.

TRAINING AND INSTRUCTION

All employees, including managers and supervisors, will have training and instruction on general and job-specific workplace violence practices. These sessions could involve presentations, discussions, and practical exercises. Training and instruction will be provided as follows:

- When the WVPP is first established.
- Annually to ensure all employees understand and comply with the plan.
- Whenever a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the plan. The additional training may be limited to addressing the new workplace violence hazard or changes to the plan.

The District will provide its employees with training and instruction on the definitions found on page 1 of this plan and the requirements listed below:

- The employer's WVPP, how to obtain a copy of the employer's plan at no cost, and how to participate in development and implementation of the employer's plan.
- How to report workplace violence incidents or concerns to the employer or law enforcement without fear of reprisal.
- Workplace violence hazards specific to the employees' jobs, the corrective measures The District has implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm.
- The violent incident log and how to obtain copies of records pertaining to hazard identification, evaluation and correction, training records, and violent incident logs.
- Opportunities the District has for interactive questions and answers with a person knowledgeable about the plan.
- Strategies to avoid/prevent workplace violence and physical harm, such as:
 - How to recognize workplace violence hazards including the risk factors associated with the four types of workplace violence.
 - Ways to defuse hostile or threatening situations.
- How to recognize alerts, alarms, or other warnings about emergency conditions and how to use identified escape routes or locations for sheltering.
- Employee routes of escape.

- Emergency medical care provided in the event of any violent act upon an employee.
- Post-event trauma counseling for employees desiring such assistance.

EMPLOYEE ACCESS TO THE WRITTEN WVPP

The District 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 will be accomplished:

- Whenever an employee or designated representative requests a copy of the written WVPP, we will provide the requester with a printed copy of the WVPP, unless the employee or designated representative agrees to receive an electronic copy.
- We will provide unobstructed access through the District's intranet, which allows an employee to review, print, and email the current version of the written WVPP.

RECORDKEEPING

The District will:

- Create and maintain records of workplace violence hazard identification, evaluation, and correction, for a minimum of five (5) years.
- Create and maintain training records for a minimum of one (1) year and include the following:
 - Training dates.
 - Contents or a summary of the training sessions.
 - Names and qualifications of persons conducting the training.
 - Names and job titles of all persons attending the training sessions.
- Maintain violent incident logs for minimum of five (5) years.
- Maintain records of workplace violence incident investigations for a minimum of five (5) years.
 - 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.

EMPLOYEE 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.

REVIEW AND REVISION OF THE WVPP

The District's WVPP will be reviewed for effectiveness:

- At least annually.
- When a deficiency is observed or becomes apparent.
- After a workplace violence incident.
- As needed.

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 District'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, emergency response, and security personnel availability (if applicable).
- Review that violence risks are being properly identified, evaluated, and corrected. Any necessary revisions are made promptly and communicated to all employees. These revisions could involve changes to procedures, updates to contact information, and additions to training materials.

EMPLOYER REPORTING RESPONSIBILITIES

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

Authorization Signature:

By signing below, I, hereby authorize and ensure, the establishment, implementation, and maintenance of this written workplace violence prevention plan and the documents/forms within this written plan.

Dennis LaMoreaux , General Manager

Date of Signature



COMMITTEE MEMORANDUM

DATE: June 19, 2024
TO: PERSONNEL COMMITTEE
FROM: Mrs. Angelica Garcia, Human Resources Director
VIA: Mr. Dennis D. LaMoreaux, General Manager
RE: *CONSIDERATION ON A RECOMMENDATION TO APPROVE EMPLOYEE REWARD AND RECOGNITION PROGRAM. (\$1,100.00 – NOT-TO-EXCEED – BUDGETED – HUMAN RESOURCES DIRECTOR GARCIA)*

Recommendation:

Staff recommends that the Committee recommends that the full Board approves the attached Employee Reward and Recognition Program.

Alternative Options:

The Committee can choose not to recommend for full Board approval.

Impact of Taking No Action:

The District will continue the current reward and recognition program –“Job Well Done”.

Background:

The District currently has a reward and recognition program known as “Job Well Done”. However, the current program lacks clear guidelines, and there is a disconnect between the existing program and our District goals and values. Implementing a structured and well-defined employee reward and recognition program will not only motivate our employees but also align their efforts with the overall objectives of the District. The proposed program was created and defined with input from the Engagement Committee. By aligning the rewards and recognition to the District’s values, we can ensure that employees are recognized for achievements that contribute directly to the success of the District and help reinforce the District's values among employees.

Strategic Plan Initiative/Mission Statement:

This item is under Strategic Initiative No. 2 – Organizational Excellence.

This item directly relates to the District’s Mission Statement.

Budget:

This item is budgeted in the not to exceed amount of \$1,100.00.

Supporting Documents:

PWD Reward and Recognition Program Guidelines



Rewards and Recognition Program Guidelines

1 Purpose

The purpose of this standard operation procedure is to establish guidelines for a Rewards and Recognition Program aimed at recognizing and rewarding employees for their contributions to our district. This program is designed to motivate, engage, and retain employees while promoting a positive work environment that values effort, core values, initiative, and dedication.

1.1 Scope

This program applies to all levels of employees, employed at a full-time and part-time capacity with the District.

2 Policy

2.1 Types of Recognition:

Formal Recognition: This includes annual recognition of achievements for certification and/or education and milestone service awards.

Informal Recognition: peer-to-peer recognition and management recognition in the form of “Kudos”.

This SOP incorporates elements of formal recognition as part of informal recognition.

2.2 Criteria for Recognition

Employees can be recognized and receive Kudos for the below categories of exceptional performance. The categories will be known as badges:

- Integrity Badge: Honors an employee when an action highly displays ethical, fair, reliable, honest, and courageous behavior.
- Teamwork Badge: Acknowledges an employee who collaborates with colleagues and respects other’s contributions to accomplish a project which benefit the District’s goals.
- Diversity & Inclusion Badge: Rewards employees when an action goes above and beyond to embrace and respect differing ideas.
- Passion Badge: Exemplifies an employee who shows District spirit by evidence of energy, enthusiasm, devotion, and motivation while pursuing excellence in one’s work, ideas, and goals in challenging situations.
- E.P.I.C (Innovative, Efficiency, Creativity, problem-solving) Badge: Celebrate innovative ideas, solutions, or processes, recognize employees who successfully solve complex or critical problems, or brings forth a process or procedure that improves efficiency for their department and/or that significantly benefits the District’s.

- ❑ Leadership Badge: Honors employees who display exceptional leadership. This includes inspiring others, making tough decisions, leading by example, and leading change to contribute to the District's success.
- ❑ Customer Excellence Badge: Recognizes employees who go above and beyond to ensure customer satisfaction. This badge is only provided to employees by customers.
- ❑ Safety Excellence: Recognizes employees' contribution of safety related improvement to a safe work environment.

3 Recognition Process

All employees are encouraged to submit kudos for their colleagues for recognition. Employees may submit kudos by completing the Recognition Form.

4 Rewards

Employees who receive Kudos will be added to a drawing for gift cards. Each Kudo receive will be one entry for the drawing. An employee may have multiple entries to the drawing but can receive only one gift card per drawing. The drawing will occur quarterly during the All-Hands meeting. Employees must be an active employee at the time of the drawing to participate in the drawing.

Each gift card will be valued at \$25.00, added as earnings, and subject to applicable taxes. The amount of total gift cards for the drawing will be a maximum of \$200.00/quarter.

The amount of gift cards raffled each quarter will be 25% of the total Kudos submitted for the quarter, up to the maximum amount of \$200.00/quarter.

Any remaining amount for each quarter will be collected for an end of year drawing up to a maximum of \$300.00 for total amount of gift cards. This end of year drawing will occur during the last all-hands meeting, 4th quarter of the year. Any employee who received Kudos throughout the year and or received an achievement award will be added to the end of year drawing. An employee may have multiple entries to the drawing but can receive only one gift card per drawing. The value of each gift card for the end of year drawing will be \$25.00, added as earnings, and subject to applicable taxes.

5 Responsibilities

5.1 Employees

Are encouraged to recognize colleagues who make significant contributions to the company by submitting Kudos.

5.2 Managers and Supervisors

Are responsible for recognizing the achievements of their team members and promoting the program within their teams.

5.3 HR Department

Is responsible for administering the program and ensuring its fairness.

6 Conclusion

This Rewards and Recognition Program is an important part of our commitment to creating an environment that fosters recognition, appreciation, and motivation. By acknowledging and rewarding employees' contributions, we aim to encourage high performance, enhance job satisfaction, and promote a positive work culture. This program will be periodically reviewed to ensure it continues to meet the objectives of our District and remains meaningful to our employees. The District reserves the right to modify, supplement, or rescind any provision of this program as it deems necessary without prior notice.



COMMITTEE MEMORANDUM

DATE: June 19, 2024
TO: PERSONNEL COMMITTEE
FROM: Mrs. Angelica Garcia, Human Resources Director
VIA: Mr. Dennis D. LaMoreaux, General Manager
RE: ***CONSIDERATION ON A RECOMMENDATION TO APPROVE EMPLOYEE HANDBOOK UPDATES. (NO BUDGET IMPACT – HUMAN RESOURCES DIRECTOR GARCIA)***

Recommendation:

Staff recommends that the Committee recommends that the full Board approves the proposed updates to the Employee Handbook.

Alternative Options:

The alternative option is to not approve these updates to the Employee Handbook.

Impact of Taking No Action:

The Employee Handbook will be outdated.

Background:

The updates to the Employee Handbook are as follows:

- Disaster Service Worker-2.2-3-New-2.2:
 - o Adds language to notify staff that they are considered a disaster service worker under government code section 3100-3109 and adds an affirmation of oath.
- Out of Class -3.11-30-Clarification:
 - o Clarifies the intent for out of class pay to be for vacant positions and provides a maximum allowed time frame to be in an out of class pay status.
- Education Assistance/Certification Reimbursement-4.8-39-Update:
 - o Separates required certifications/training from the education assistance process.
- Sick Leave-4.11-43-Update:
 - o Updates the sick leave policy to align with current sick leave law and provides further guidance regarding sick leave usage.
- Bereavement-4.14-47-Update:
 - o Updates the bereavement policy to align with current regulations/law. Adds a 30-day waiting period and a length of 3 months from the date of event to utilize the time. These changes align with the criteria for reproductive loss leave.

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- Reproductive Loss-4.15-47-New:
 - o Adds information and criteria regarding reproductive loss leave. Employers are to provide eligible employees with a minimum of 5 days of leave for a reproductive event.

- Family and Medical Leave Act/California Family Rights Act-4.20.1-50-Update:
 - o Updates CFRA definition to align with current regulations.

- General Information-6.12.2-92-Update:
 - o Updates the safety shoe allowance from \$175.00 to \$250.00 based on Board of Directors approving an increase to this allowance earlier this year.

- Testing Procedures-6.3.2-Update:
 - o Updates the language to reflect change in testing type based on recent Cannabis Law from AB-2188.

Strategic Plan Initiative/Mission Statement:

This item is under Strategic Initiative No. 2 – Organizational Excellence.

This item directly relates to the District’s Mission Statement.

Budget:

This item has no budget impact.