Workplace violence prevention plan (California)

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Written plan required by California Labor Code section 6401.9(c). It must be specific to this office's hazards and corrective measures, in effect at all times, and easy for employees, their representatives and Cal/OSHA to get to at all times. Fill in every section. A blank template does not meet the law.

Office name: _____ Address: _____ Prepared by (name and job title): _____

Date established: _____ Date of last review: _____

Where this plan is kept (for example front desk binder and shared drive). Employees get a copy at no cost on request.

Kept as: ☐ a separate document ☐ a stand-alone section of our Injury and Illness Prevention Program (8 CCR 3203)

A. Who is responsible (6401.9(c)(2)(A))

Name or job title	Role in this plan (for example overall owner, training, inspections, incident log)	Phone

B. Employee involvement (6401.9(c)(2)(B))

How employees (and any authorized employee representative) take an active part in building and running the plan. Describe each.

Identifying, evaluating and correcting hazards (for example a standing item at the monthly staff meeting, a walk-through with two staff members)

Designing and carrying out training

Reporting and investigating incidents

C. Coordinating with other employers (6401.9(c)(2)(C))

For example building management, a staffing agency that sends temporary staff, or a cleaning company. Make sure their workers are trained and that incidents involving any employee are reported, investigated and recorded.

Other employer	Their workers here do	How we coordinate (who, how often)

☐ Not applicable: no other employer's workers work at this office.

D. Accepting and responding to reports, and no retaliation (6401.9(c)(2)(D))

Employees report to (name or job title): If that person is involved, report to: Other ways to report (phone, email, written note):

This office does not retaliate against anyone who reports workplace violence, a threat or a concern, to us or to law enforcement. Write what happens to someone who retaliates:

Consequence of retaliation

How and how fast the office responds to a report

E. Making sure everyone follows the plan (6401.9(c)(2)(E))

Supervisory and nonsupervisory employees alike. Tick each that you use and describe it.

- ☐ Training on the plan for every employee, including the owner dentist and managers
- ☐ Retraining for anyone who does not follow the plan
- ☐ Recognition for following the plan:
- ☐ Discipline under the office's existing policy:

F. Communicating with employees (6401.9(c)(2)(F))

(i) How an employee can report a violent incident, threat or other concern to the office or to law enforcement without fear of reprisal

(ii) How concerns are investigated, and how employees hear the results and any corrective actions (for example at the next staff meeting)

Where workplace violence information is posted (for example the break room)

G. Responding to emergencies (6401.9(c)(2)(G))

(i) How staff are alerted to the presence, location and nature of an emergency (for example a code phrase on the intercom, a group text, a panic button)

Code phrase, if used: What it means:

(ii) Evacuation route and assembly point, or the room where staff and patients shelter (door that locks, phone inside)

(iii) How to get help: 911, building security if any, staff assigned to respond if any

Staff may keep their phones with them to call for help or check that someone is safe.

H. Training (6401.9(c)(2)(H) and (e))

Training happens when the plan is first established, every year after that, and again when a new hazard is found or the plan changes. It uses material that fits employees' education, literacy and language. It covers: (A) this plan, how to get a free copy and how to take part in it; (B) the definitions and requirements of section 6401.9; (C) how to report incidents or concerns without fear of reprisal; (D) the hazards of each job, the corrective measures in place, how to get help and how to avoid physical harm; (E) the violent incident log and how to get copies of the records; (F) a live question and answer session with a person who knows this plan.

Training given by (course or person): Question and answer session led by (name, job title): Training month each year:

I. Identifying and evaluating hazards (6401.9(c)(2)(I))

Inspect when the plan is first established, after each incident, when you learn of a new or previously unrecognized hazard, and on a schedule you set. Also review employee reports and concerns.

Scheduled inspections every: Done by (name or job title):

Hazards to check in a dental office (tick those that apply and add your own):

- ☐ Front desk staff face upset patients or visitors over bills, waits or insurance (Type 2)
- ☐ Requests for pain medication that are refused (Type 2)
- ☐ Staff alone at opening or closing, or walking to the parking lot after dark (Type 1)
- ☐ Cash or drugs kept on site (Type 1)
- ☐ Unlocked back doors, or no way to see who is at the entrance (Type 1)
- ☐ Conflict between coworkers, or a former employee who left on bad terms (Type 3)
- ☐ An employee's partner or ex-partner who has threatened them at work (Type 4)
- ☐ No way to call for help from operatories or the front desk
- ☐ Other:

J. Correcting hazards in a timely manner (6401.9(c)(2)(J))

Record each hazard and what was done. If a hazard is imminent and cannot be fixed right away without danger, remove exposed staff from the area. Keep these records for at least 5 years (6401.9(f)(1)).

Date found	Hazard and area	How found	Corrective measure	Who	Date fixed

K. Post-incident response and investigation (6401.9(c)(2)(K))

Write your steps. Example steps: make sure everyone is safe and get medical care; call 911 if needed; report a serious injury or death to Cal/OSHA immediately; talk to the employees involved and witnesses; record the incident in the violent incident log; find the cause and fix it; tell staff the outcome; inspect for hazards; review the plan.

Our step 1 to 3

Our step 4 to 6

Our step 7 and after

Investigations done by:

Investigation records kept at (5 years, no medical information):

L. Reviewing the plan (6401.9(c)(2)(L))

Review the plan, and the violent incident log, at least once a year, when a deficiency is found and after every incident. Involve employees and any authorized representative in the review.

Date	Why (yearly, deficiency, after incident)	Employees involved	Changes made	Reviewed by

M. Anything else Cal/OSHA requires (6401.9(c)(2)(M))

Cal/OSHA's workplace violence standard (proposed title 8 section 3343) must be adopted by December 31, 2026. When it is final, add anything it requires here.

Additions and date

Approval

Owner or plan administrator (name, title)

Signature and date

Violent incident log (one incident per page)

Do not write anyone's name, address, email, phone, Social Security number, or anything else that could identify a person involved (6401.9(d)(1)(B)). Base the entry on what the employees who experienced it say, witness statements and the investigation. Keep for at least 5 years. Do not record patient information.

Incident number: _____ Date: _____ Time: _____

Location (room or area): _____

Workplace violence type (tick all that apply)

☐ Type 1: no legitimate business here, criminal intent ☐ Type 2: patient, customer or visitor

☐ Type 3: current or former employee, supervisor or manager ☐ Type 4: personal relationship with an employee

Who committed the violence

☐ Client or customer (patient) ☐ Family or friend of a client or customer ☐ Stranger with criminal intent ☐ Coworker

☐ Supervisor or manager ☐ Partner or spouse ☐ Parent or relative ☐ Other

Circumstances at the time

☐ Usual job duties ☐ Poorly lit area ☐ Rushed ☐ Low staffing ☐ Isolated or alone ☐ Unable to get help

☐ Community setting ☐ Unfamiliar or new location ☐ Other

Where it happened

☐ In the workplace ☐ Parking lot or area outside the workplace ☐ Other area

Type of incident

☐ Physical attack without a weapon (for example biting, grabbing, hitting, pushing, spitting) ☐ Attack with a weapon or object

☐ Threat of physical force or of a weapon or object ☐ Sexual assault or threat ☐ Animal attack ☐ Other

Detailed description of the incident (no names)

Consequences

Was security or law enforcement contacted? Their response

Actions taken to protect employees from a continuing threat or other hazards found

Completed by (6401.9(d)(2)(I))

Name: _____ Job title: _____ Date completed: _____

Workplace violence training record

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Keep training records for at least 1 year (6401.9(f)(2)). Each record needs the training dates, the contents or a summary, the names and qualifications of the people who trained, and the names and job titles of everyone who attended.

Training date(s): Initial, yearly or additional: Trainer name(s) and qualifications:

Question and answer session led by:

Contents or summary of the training

Attendee name	Job title	Signature

How long to keep each record (6401.9(f))

Record	Keep at least	Where kept
Hazard identification, evaluation and correction	5 years	
Training records	1 year	
Violent incident logs	5 years	
Incident investigation records (no medical information)	5 years	

Employees and their representatives can ask to see and copy the hazard records, training records and violent incident logs. Provide them at no cost within 15 calendar days (6401.9(f)(6)). Cal/OSHA can ask to examine and copy all of them (6401.9(f)(5)).