

## **California State University San Marcos**

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Temecula, CA

# **Workplace Violence Prevention Plan (WVPP)**

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6/2024

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## Introduction:

California State University San Marcos (CSUSM or university) aims to provide a working environment that minimizes the potential for workplace violence and other safety/security risks. Violence in the workplace poses a significant threat to the safety and wellbeing of our employees and the general public. It is the responsibility of all employees to help minimize workplace violence. This plan establishes procedures to minimize the threat of violence in the workplace and provides guidelines for responding promptly and effectively to workplace violence. The Workplace Violence Prevention Plan (WVPP) applies to all members of the University community-including faculty, staff, students, volunteers, contractors, vendors, guests, and visitors-only to the extent they are involved in any act or threat of violence in a CSUSM worksite that occurs on University property or when engaged in university academic, business, or co-curricular programs and activities, whether the worksite on which the workplace violence occurs is on or off-campus.

*Note: The following employees are not subject to this Plan:*

- Employees exclusively teleworking from a location of the employee's choice, not under the control of the university (e.g., employees exclusively working from their home or other non-CSUSM worksite).
- Hybrid employees while teleworking from a location of the employee's choice, not under the control of the university (e.g., employees exclusively working from their home or other non-CSUSM worksite).
- Employees working from a university office that has less than 10 other university employees.

## Authority:

California Labor Code Sections [6401.7](#) and [6401.9](#), [CCP Section 527.8](#), [Senate Bill 553](#), [California Code of Regulations Title 8 section 3203](#), and [California State University Environmental Health and Safety Policy \(EO 1039\)](#)

## Purpose:

The purpose of this plan is to:

- Identify the names and job titles of the persons responsible for the implementation and maintenance of the Workplace Violence Prevention Program.
- Highlight how employees can report violent incidents, threats, or other workplace violence concerns, and how to respond to reports.
- Reinforce against unlawful retaliation for reporting, in good faith, violent incidents, threats, or other workplace violence concerns, and participating in any related investigations of such reports.
- Outline procedures to respond to actual or potential workplace violence emergencies.
- Detail training requirements about this plan, including the frequency of training.

- Outline procedures to identify and evaluate workplace violence hazards.
- Communicate post-incident response and investigation processes.

## Definitions:

“Emergency” means unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.

“Engineering controls” mean an aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between the worker and the hazard.

“Log” means the violent incident log required by this section.

“Plan” means the workplace violence prevention plan required by this section.

“Threat of violence” means 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” means 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,” which means 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 violence,” which means workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.
  - “Type 3 violence,” which means workplace violence against an employee by a present or former employee, supervisor, or manager.
  - “Type 4 violence,” which means 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” means procedures and rules which are used to effectively reduce workplace violence hazards.

**CSUSM'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](#).**

Note\* If there is a conflict between a definition or provision in the WVPP and a definition or provision in Labor Code 6401.9, the definition in Labor Code 6401.9 prevails.

## Roles and Responsibilities:

Responsible Job Title/Position	WVPP Responsibilities
Associate Vice President of Administration (WVPP Administrator)	<ul style="list-style-type: none"> <li>• Implementation and overall coordination of the University's WVPP, which includes providing the resources needed for assessing the effectiveness of the WVPP, as well as oversight for its compliance with all applicable federal, state and CSU laws and regulations.</li> <li>• Chair the WVPP Working Group.</li> <li>• Coordinate all required WVPP reviews</li> <li>• Document and report violent incidents received by WVPP Administrator.</li> </ul>
Chief of Police	<ul style="list-style-type: none"> <li>• Ensure reporting of serious injury or fatality per Title 8 CCR Sections 330(a) and 342 to Safety, Health &amp; Sustainability for Cal OSHA reporting within 6 hours.</li> <li>• Issue notifications related to workplace violence incidents in accordance with existing communication protocols.</li> <li>• Develop procedures on how workplace violence investigations will be conducted, recorded and the results thereof widely disseminated.</li> <li>• Investigate reported acts or threats of violence received from UPD that involve or may affect employees.</li> <li>• Lead efforts regarding post-incident response and review.</li> <li>• Document and report violent incidents received by UPD.</li> </ul>
Emergency Manager	<ul style="list-style-type: none"> <li>• Manage response to large scale emergencies such as active shooter, including evacuation and/or sheltering in place plans.</li> <li>• Coordinate the issuance of emergency notifications related to workplace violence incidents that pose an immediate threat to the campus community.</li> </ul>
Senior Director of Safety, Health & Sustainability (SH&S):	<ul style="list-style-type: none"> <li>• Ensure that all training associated with the WVPP meets all applicable federal, state and CSU laws, policies, and regulations.</li> <li>• Ensure reporting of serious injury or fatality per Title 8 CCR Sections 330(a) and 342 to Cal OSHA. It is essential for Office of Human Resources or University Police Department to share this information with SH&amp;S within 6 hours of the event if it physically affected employees.</li> <li>• Maintain records of workplace violence annual training through the Learning Management System.</li> <li>• Primary Consultant Hazard Identification and Mitigation.</li> <li>• Perform periodic hazard inspections.</li> <li>• Primary Consultant periodic hazard review and corrective actions.</li> <li>• Oversees hazard reporting procedures.</li> <li>• Oversee hazard mitigation efforts in consultation with appropriate university department to execute preventative and mitigation measures.</li> <li>• Document and report violent incidents received by SH&amp;S.</li> <li>• Conduct all required evaluations of legal compliance per Title 8 and respective Labor Code regulations, which include:               <ul style="list-style-type: none"> <li>• When the WVPP is initially implemented.</li> <li>• Training every semester.</li> <li>• After an act of workplace violence.</li> <li>• When a new hazard becomes known.</li> </ul> </li> </ul>
Associate Vice President of Human Resources & Payroll Services	<ul style="list-style-type: none"> <li>• Ensures the functionality of procedures established to identify and receive reports related to procedural workplace violence hazards.</li> <li>• Maintain the University's OSHA 300 log.</li> <li>• Maintain records for non-faculty employees of procedural workplace violence hazards assessment and review in accordance with existing recordkeeping protocols.</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop procedures to prevent retaliation of those who submitted reports.</li> <li>• Ensure that support and resources are provided to affected employees.</li> <li>• Document and report to UPD violent incidents received by Office of Human Resources</li> </ul>
Associate Vice President of Faculty Affairs	<ul style="list-style-type: none"> <li>• Maintain records for faculty (Unit 3) and academic student employees (Unit 11) employees of procedural workplace violence hazards assessment and review in accordance with existing recordkeeping protocols.</li> <li>• To the extent possible, ensure that necessary support and resources are provided to affected Unit 3 and Unit 11 employees.</li> <li>• Document and report to UPD violent incidents received by Faculty Affairs.</li> </ul>
Title IX Coordinator	Document and report violent incidents received by Title IX and Discrimination, Harassment and Retaliation.
Clery Director	Receive, maintain, and record reports of acts or threats of violence in the Log.
Public Records Act Coordinator	Respond to requests for associated workplace violence records, except for incident investigations, within required timeframes.
Director of Contracts and Procurement	Ensure sufficient language is in the CSU General Provisions and agreements to notify contractors that will be present on the campus of their obligation to conform to all safety requirements required by law, regulation, or CSU policies and procedures and require the Contractor's compliance therewith as a material term of the contract or purchase order.
CSUSM Corporation Associate Executive Director Human Resources & Payroll	<ul style="list-style-type: none"> <li>• Report workplace violence incidents to the University</li> <li>• Ensure the auxiliary WVPP is not inconsistent with the University's WVPP</li> </ul>
Management Personnel	<ul style="list-style-type: none"> <li>• Inform University Police of all threats or acts of violence on campus, even if the situation has been resolved.</li> <li>• Ensure faculty and staff participate in campus workplace violence training seminars.</li> <li>• Identify potential workplace violence hazards and communicate to the WVPP Administrator to seek assistance with hazard assessment and engineering controls.</li> <li>• Discuss workplace hazards and reporting channels to new employees (new to department/location within purview)</li> <li>• Provide or consult with WVPP to identify an appropriate department to provide worksite training for areas with particular risks of workplace violence.</li> <li>• Train and/or counsel faculty and staff whose performance is deficient in complying with work practices designed to increase workplace security.</li> </ul>
WVPP Workgroup:	<p>Participate and provide input in reviews of the WVPP and attend associated meetings.</p> <p>Workgroup: Associate Vice President of Administration (WVPP Administrator), Chief of Police, Emergency Manager, Senior Director of Safety, Health &amp; Sustainability (SHS):  Associate Vice President of Human Resources &amp; Payroll Services, Associate Vice President of Faculty Affairs, Clery Director, Public Records Act Coordinator, and Director of Contracts and Procurement</p>

## Employee Involvement:

The University has invited authorized employee representatives to engage in the meet and confer process as part of the development of the plan. The University will ensure that employees have the opportunity to be actively involved in bringing forward concerns through the following safety committees:

- Environmental, Health, Occupational and Public Safety Committee- Campus wide safety committee composed of represented employee's unit leaders' and other appropriate campus members.
- Facilities Development & Management Safety Committee

Additionally, employees can give feedback to the WVPP Administrator.

## Employee Compliance:

All University employees at a CSUSM worksite, including managers and supervisors, are expected to adhere to this plan (except as outlined below) and are responsible for ensuring they have read this plan and act in compliance with it. For employees, any University disciplinary action for failure to comply with the WVPP will be imposed pursuant to any applicable collective bargaining agreement and in accordance with University Policy.

To ensure that employees comply with the rules and safe work practices included in this plan, the university will take the following steps at a minimum:

- Inform employees of the provisions of this plan.
- Educate employees about what does (and doesn't) constitute workplace violence, as well as the workplace hazards that are relevant to their specific role through online training and WVPP disbursement.
- Establish accessible channels for employees to report workplace hazards and violence.
- Provide training to all employees when the plan is created, and as new hazards are identified.
- Conduct post-incident investigations and implement corrective measures.

## Reporting Workplace Violence:

**Reporting Workplace Violence:** Dial 911 for any emergency. Reports of workplace violence can be reported to an employee's supervisor, the University Police Department, the Office of Human Resources, or Safety, Health & Sustainability. Should any other University office receive a report of workplace violence, those reports should immediately be referred to the University Police Department.

University strictly prohibits and does not tolerate any form of unlawful retaliation for engaging in any protected activity, including good faith reporting of incidents of workplace violence, or filing, testifying, assisting, or participating in any manner in any related investigation, proceeding, or hearing regarding workplace violence.

Community members, students, faculty, staff, and guests are encouraged to accurately and promptly report all emergencies, threats of violence, and workplace violence to the University Police Department (UPD).



Crimes should be reported to UPD for purposes of assessing the crime for distributing a potential timely warning and for disclosing in the annual crime statistics. For crimes occurring at off-campus locations, the law enforcement agency with jurisdiction in that area should be contacted.

### **San Marcos Campus**

- Dial 911 for any emergency or 760-750-4567 non-emergency calls
- UPD located at 425 La Moree Rd. next to the Sprinter Station
- Use any of the more than 100 emergency telephones located in university buildings, or Blue Light Emergency Telephones located around campus, to report an emergency directly to the UPD.
- Use the emergency intercom system found in most building elevators to report an emergency directly to the UPD.

### **Temecula Campus and MSJC TVC**

The Temecula Police Department, part of the Riverside County Sheriff Southwest station, has primary jurisdiction for the safety and security of the CSUSM Temecula campus located at 43890 Margarita Road and for the Mt. San Jacinto College Temecula Valley Campus (MSJC TVC) located at 41888 Motor Car Parkway. The Temecula Police Department is located at 30755-A Auld Rd., Murrieta, California and can be reached 24 hours per day at 911 or 951-696-3000. The Riverside County Sheriff manages the regional 911 call center. In addition, private security is present at the CSUSM Temecula campus during business hours. MSJC TVC has security onsite daily. The security office is located on the first floor, room 102, near the reception desk and can be reached at 951-639-5188.

- Dial 911 or 951-696-3000 for any emergency or 800-950-2444 for non-emergency calls
- Temecula Police located at 30755-A Auld Rd., Murrieta, CA

## **Communications Regarding Workplace Violence:**

Managers are responsible for communicating with all employees about workplace violence in a form readily understandable by all employees. All employees are encouraged to inform their managers about workplace hazards and may do so without fear of reprisal.

Our communication efforts include the following:

- Annual Notification
- New employee orientation, including a discussion of workplace hazards and reporting channels.
- Provide worksite training for areas with particular risks of workplace violence.
- Regularly scheduled training.
- A system through which employees can inform management about workplace hazards, violent incidents, threats, and other workplace violence concerns, which includes anonymous reporting channels. See "Reporting Workplace Violence" section.

## **Responding to Workplace Violence:**

Following any incident, the University will conduct a thorough investigation, implement appropriate security measures, offer necessary support services to those impacted, and take

disciplinary action where required along the way. Our response procedures reflect our commitment to maintaining a workplace where safety is paramount, fostering a culture of trust and well-being for all.

## Training:

All employees, including managers, are required to have training and instruction on this plan, including:

- Knowledge of how to access the most up-to-date version of this plan.
- How employees can participate in the development and implementation of this plan. For example, through the Environmental Health, Occupational and Public Safety (EHOPS) and the various other safety committee's at CSUSM.
- Key definitions
- How to report workplace violence incidents or concerns
- Workplace violence hazards specific to an employee's role
- How to seek assistance to prevent or respond to violence
- Strategies to avoid physical harm.

Any such training will be interactive and allow for questions and answers with the persons responsible for maintaining this plan.

Training and instruction about this plan are provided:

- When this plan is first established.
- To all employees annually.
- Whenever new or previously unrecognized workplace violence hazards have been identified; or
- When changes are made to this plan.

To the extent that training is provided when a new or previously unrecognized workplace violence hazard has been identified — or when changes are made to this plan — such training will only cover the new hazards and/or changes to this plan.

## Identification and Evaluation of Workplace Violence Hazards:

The University will proactively identify and evaluate workplace violence hazards to help ensure the ongoing safety and security of our employees. Our comprehensive approach involves:

- Regular risk assessments conducted by those listed in the Roles & Responsibilities section, in accordance with existing campus roles (ex. SH&S responsible for...)
- Inspections that will be conducted when the WVPP is first established, after each workplace violence incident, and whenever the University is made aware of a new or previously unrecognized hazard.

Additionally, we encourage open communication with employees, providing a platform for any employee to report concerns, observations, or experiences related to workplace violence hazards.

## Correcting Workplace Violence Hazards:

Workplace violence hazards shall be evaluated and corrected in a timely manner based on the severity of the hazards. Hazards shall be corrected according to the following procedures:

- When observed or discovered; and
- When an imminent hazard exists which cannot be immediately abated without endangering employee(s), we will work to remove all endangered employees from the area except those necessary to address the existing hazard. Employees who are required to address the hazard shall be provided with the necessary protection.

## Emergency Response:

The University has implemented the following emergency response procedures for dealing with active or potential workplace violence emergencies:

- Evacuation or sheltering plans to respond to actual or potential workplace violence emergencies. <https://www.csusm.edu/em/procedures/evacuation.html>
- Effective means to alert employees of the presence, location, and nature of workplace violence emergencies.
  - **Emergency Notifications:** Emergency notifications are issued in compliance with the Clery Act. Any member of the campus community with information believed to constitute a significant emergency or a dangerous situation that poses an imminent or immediate threat shall report the information to the University Police Department and/or by calling 911. Once UPD has received the report, the Chief of Police (or management designee) will, without delay and taking into account the safety of the community, confer with appropriate public or campus officials to confirm both; 1) a legitimate emergency or dangerous situation exists impacting on campus geography ; and 2) the emergency or dangerous situation poses an immediate or imminent threat to the members of the on campus community. If it is determined that both of the above factors are met, then an emergency notification is required and will be issued expeditiously to the entire campus community as detailed in [CSU Emergency Notification Policy EO 1107 Appendix B](#) and noted in the campus Annual Security Report.
  - **Timely Warnings:** Timely warnings are issued in compliance with the federal [Jeanne Clery Disclosure of Campus Safety Security Policy and Campus Crime Statistics Act](#) (the Clery Act). Upon the receipt of a report of a [Clery crime](#) on [Clery geography](#), a timely warning analysis is completed and documented. If it is determined that the report includes a Clery crime on Clery geography, the Clery Director and Chief of Police will confer to analyze the known pertinent facts to determine whether they constitute a serious or ongoing threat to the campus community. If so, a timely warning will be issued expeditiously to the entire campus community as detailed in [CSU Timely Warning Policy EO 1107 Appendix A](#) and noted in the campus Annual Security Report.
  - **Campus Safety Bulletins:** Campus Safety Bulletins are not issued in compliance with the Clery Act. The campus may issue a safety bulletin for an incident that does not meet the requirements of a timely warning when there may

be a serious or ongoing threat to the campus community. This may include a non-Clery crime that occurs on campus Clery geography or a crime that occurs outside of the campus Clery geography. The Clery Director and Chief of Police will confer to analyze the known pertinent facts to determine whether a campus safety bulletin is required and should be issued to the entire campus community, or a segmented population within (i.e. student housing).

## Post-Incident Response and Investigations:

Any workplace violence incident must be thoroughly investigated. Procedures for investigations shall include:

- Assessment of the incident scene as soon as possible.
- Interviews of all parties involved including employees, security, patrons, and witnesses.
- Reports from law enforcement.
- Examining the location for factors associated with the incident.
- Review of security footage.
- Review of all previous incidents.
- Determining the cause of the incident.
- Taking corrective action to prevent the incident from recurring.
- Recording the findings and take corrective action.
- Document in the violent incident log.

## Violent Incident Log:

The log must include the following information:

- Date/time/location of the incident.
- The workplace violence type or types involved in the incident.
- A detailed description of the incident.
- Classification of the perpetrator (e.g., client, customer, friend, coworker, etc.).
- Classification of circumstances at the time of incident (e.g., working regular job duties, rushed, working during low staffing, isolated/alone, working in unfamiliar or new location, poorly lit area, etc.).
- Classification of the location where the incident occurred.

- Whether security or law enforcement was contacted.
- Actions taken by the employer to protect the employee or other hazards identified because of the incident.
- Information about the person completing the log, including name, job title, and date completed.
- The type of incident
  - Physical attacked without a weapon (e.g. biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, spitting)
  - Attack with a weapon or object
  - Threat of physical force or threat of the use of a weapon or other object
  - Sexual assault or threat (e.g. rape, attempted rape, physical display, or unwanted verbal or physical sexual contact)
  - Animal attack
  - Other

The log does *not* include any personal identifying information sufficient to allow the identification of any person involved in a violent incident.

To request a copy of records, contact the Public Records Act Coordinator at [cbebee@csusm.edu](mailto:cbebee@csusm.edu).

## Recordkeeping:

The University is required to:

- 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 a violent incident log for each workplace violence incident and must maintain such records for at least 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.

## Employee Access to Written WVPP:

A copy of The University's WVPP shall be kept in writing and made available and easily accessible to employees, authorized employee representatives, and representatives of Cal-OSHA at all times. The University will provide open access to this document online which will allow employees to print, email the most current version of the WVPP.

## 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.
- Training records.
- Violent incident logs.

To request a copy of records, contact the Public Records Act Coordinator at [cbebee@csusm.edu](mailto:cbebee@csusm.edu).

## Plan Review and Update:

This plan will be reviewed and updated for effectiveness:

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

Review of the WVPP will include:

- Incident investigations and the violent incident log.
- Control measures in place and the effectiveness of those controls.

## CSUSM Violent Incident Log

DATE	TIME	WHERE INCIDENT OCCURRED?	DETAILED DESCRIPTION OF THE INCIDENT	WORKPLACE VIOLENCE TYPE
<b>CLASSIFICATION OF PERPETRATOR:</b>		<input type="checkbox"/> Client <input type="checkbox"/> Customer <input type="checkbox"/> Family of client <input type="checkbox"/> Friend of client <input type="checkbox"/> Family of customer <input type="checkbox"/> Friend of customer <input type="checkbox"/> Stranger	<input type="checkbox"/> Co-worker <input type="checkbox"/> Supervisor/manager <input type="checkbox"/> Partner/spouse <input type="checkbox"/> Parent <input type="checkbox"/> Relative <input type="checkbox"/> Other: _____	<b>CLASSIFICATION OF CIRCUMSTANCES AT TIME OF INCIDENT:</b> <input type="checkbox"/> Performing usual job duties <input type="checkbox"/> Poorly lit areas <input type="checkbox"/> Rushed <input type="checkbox"/> Isolate/alone <input type="checkbox"/> Unable to get help/assistance. <input type="checkbox"/> Working in unfamiliar/new loc. <input type="checkbox"/> Rushed <input type="checkbox"/> Low staffing level <input type="checkbox"/> Working in community setting <input type="checkbox"/> Other: _____
<b>TYPE OF INCIDENT:</b>		<input type="checkbox"/> Physical attack without a weapon <input type="checkbox"/> Attack with a weapon or object <input type="checkbox"/> Animal attack <input type="checkbox"/> Threat of physical force or threat of the use of a weapon or other object <input type="checkbox"/> Sexual assault or threat (including rape, attempted rape, physical display, or unwanted verbal or physical sexual contact) <input type="checkbox"/> Other		
<b>CONSEQUENCES OF INCIDENT:</b>		<b>Was UPD contacted?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>RESPONSE:</b>	
		<b>Action taken to protect employees from a continuing threat or other hazards as a result of the incident:</b>		
<b>COMPLETED BY:</b>		<b>JOB TITLE:</b>		<b>DATE COMPLETED:</b>