



SAN FRANCISCO JUVENILE PROBATION DEPARTMENT
POLICY AND PROCEDURE MANUAL

ADMINISTRATION

WORKPLACE VIOLENCE PREVENTION PLAN (WVPP) POLICY

Policy Number:	
Policy Name:	Workplace Violence Prevention Plan Policy
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Relate Policies and Procedures:	
Related Forms:	
Deputy Director of Administration:	
Chief Probation Officer:	

PURPOSE

The purpose of the Workplace Violence Prevention Plan (WVPP) is to have a clearly understood, accessible, and actionable policy to respond quickly to episodes of workplace violence. The WVPP complements the existing CCSF anti-violence policies¹ by laying out more specifically the steps to identify, report, track, and analyze violent incidents to reduce the likelihood of re-occurrence.

BACKGROUND – CALIFORNIA SENATE BILL 553

California Senate Bill 553 (SB 553) requires California workplaces to have a policy in place to address the rising episodes of violence occurring at the worksite. SB 553 has multiple requirements of an employer which can be broadly grouped into two categories: pre-violent incident activities² and post-violent incident activities³. The details of both categories are presented in greater detail in the following WVPP. Further resources in addition to the requirements of SB 553 can be found in the accompanying [WVPP Resource Guide](#).

GOAL OF THE WORKPLACE VIOLENCE PREVENTION PLAN

The goal of establishing a Workplace Violence Prevention Plan is to reduce violent incidents in the workplace at all City and County of San Francisco (CCSF) work sites. Ultimately, this will be achieved through improved employee awareness, violent incident identification and reporting, tracking of violent incidents, and corrective actions when hazards are recognized.

To support a consistent approach across all CCSF departments, the Department of Human Resources (DHR) has created a WVPP Template⁴ for all departments to complete (or to adapt based on operational needs of a department), which includes all the elements required by SB 553.

¹ Existing Policy Prohibiting Employee Violence in the Workplace: *The City is committed to maintaining a workplace free from violence and threats of violence and has a zero-tolerance policy for workplace violence. CCSF will not condone any acts or threats of violence by a City employee or former employee against any other employee in or about facilities or elsewhere. Employees are also prohibited from possessing, storing, or having control of any weapon on the job, except when required by City department in the performance of the employee's official duties. Weapons include, but are not limited to, firearms, knives or weapons defined in the California Penal Code Section 12020.*

² Pre-violent incident activities include all employee education and training with awareness as to how to recognize a violent incident, how to elevate an issue, and ongoing communication with employees on workplace violence.

³ Post-violent incident activities include completion of a violent incident report by the supervisor, completion of an incident investigation by the Departmental Personnel Officer (DPO or Human Resources (HR) professional), completion of a violent incident log, and ongoing evaluation of incidents with issue identification and hazard correction.

⁴ The design of the WVPP and associated template was done in collaboration with CCSF health and safety professionals and in collaboration with our labor partners.

WORKPLACE VIOLENCE DEFINITIONS

Although there are different definitions and/or interpretations of “violence,” for purposes of reporting and analyzing events, the Workplace Violence definitions as set forth in SB 553 are included below and are used consistently throughout training and reporting materials.

- **Type I. Violence by Strangers**
Example: DPW street cleaner assaulted by Stranger while sweeping up.
- **Type II. Violence by Customers/Clients**
Example: Transit operators being assaulted by a customer/client.
- **Type III. Violence by Current or Past Coworkers**
Example: Co-worker violence. Disgruntled employee returning to worksite to do harm.
- **Type IV. Violence by someone with Personal Relations with an Employee**
Example: Domestic abuse situations where partner comes to worksite to do harm.

Violence may include not only acts of violence but also threats to commit violence or do harm⁵. Workplace violence includes any conduct, verbal or physical, in-person or virtual, which causes another to reasonably fear for their own personal safety or that of their immediate family.

EDUCATION, TRAINING, AND COMMUNICATION

Education and Training

SB 553 requires all employees to complete an annual mandatory workplace violence training and instruction that is clear, understandable, and effective. DHR developed a training video for all city employees that includes an understanding of what a violent incident is, how to elevate for attention and help, and what the role of the supervisor is in completing a violent incident report. The city-wide training is meant to be a general overview and is not site-specific. Departments are expected to supplement the DHR training video for all city employees with site and/or role specific training and education.

Communication

Beyond the initial and annual training for all employees on WVPP, departments are expected to have ongoing effective communication with employees related to the topic of workplace violence. This can include reinforcing a culture that encourages reporting of violence incidents without fear of retaliation, addressing employee concerns around violence, and any post-event investigations yielding corrective actions that could reduce violent incidents. The vehicle of communication can be in-person, or virtual, and can include staff meetings, newsletters, town hall gatherings, or staff bulletins. These communications also serve to bring timely updates to employees when changes in processes have been identified after a violent incident investigation to prevent future episodes.

⁵ A “threat of violence” for purposes of a workplace violence prevention plan 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 reasonable 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 Prevention Plan (WVPP)

A. WORKPLACE VIOLENCE PREVENTION PLAN (WVPP)

Completed on June 3, 2024. Submitted to the Department of Human Resources (DHR) on June 3, 2024.

Highlighted areas in the template are for departments to complete information specific to their employees and their worksite(s). Upon completion by the department, WVPP templates will be shared with DHR by May 10, 2024, by submitting directly to dhr.citysafety@sfgov.org.

B. RESPONSIBILITIES

Plan Administrator and DPO

The WVPP administrator and/or the Departmental Personnel Officer (DPO) or Human Resources Professional, has the authority and responsibility for implementing the provisions of this program for CCSF Juvenile Probation Department. Departments rarely work in isolation; thus, it is expected that the WVPP will be developed in collaboration with related departments such as CAT, Real Estate, ADM, Security, etc.

The WVPP administrator/DPO is responsible for investigating each incident, conducting post-incident analysis and corrective action determination, documenting the incident and findings in respective logs, and disseminating corrective actions and updates to the WVPP.

Departmental Support

Departmental-based Human Resources, Safety, and Emergency Planning and Security officers and staff who are also responsible for supporting and maintaining the WVPP are listed here:

- Deputy Director of Administration
- Human Resources Director
- Building and Grounds Superintendent
- Director of Juvenile Facilities
- Director of Probation Services

Departmental support staff are responsible for assisting management and the WVPP administrator in incident investigation, corrective action determination, and WVPP annual review and timely updates.

Management

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

As per the Injury and Illness Prevention Program (IIPP), managers and supervisors are responsible for providing a secure work environment for their staff, including the identification of security risks, staff training needs, the development and management of departmental security policies and procedures, and incident reporting, investigation, and follow up.

Supervisors are responsible for completing the Violent Incident Report with the affected employee before submitting to the DPO for investigation and violent incident log completion.

Employees

All employees and building occupants are responsible for reporting hazards and injury or illness incidents per the IIPP, including hazards and incidents related to workplace violence. The WVPP itself must be made available for employee access and review. It can be found posted on the Departmental website <https://www.sf.gov/departments/juvenile-probation-department/about>. The completed Departmental WVPP is also posted on DHR Health and Safety Division page: <https://sfdhr.org/workplace-health-and-safety>.

C. EDUCATION, TRAINING, AND COMMUNICATION

Creating a workplace environment to both recognize and reduce workplace violence will take continuous education and recognition of diligent safety practices and behaviors that reduce hazards. Ongoing engagement with the WVPP by supervisors and staff can assist with plan compliance.

Education

For all employees, education includes a process to confirm annual completion of required CCSF DHR violent incident identification and reporting. This can include annual reports on employee completion performed by JPD's Learning and Development Partner.

Departmental Supplemental Training

1. A review of site-specific emergency preparedness procedures is included in Addendum D.
2. Site-specific violent incident trainings beyond what is covered in CCSF DHR trainings:
 - Active Shooter Scenario
 - CPR
3. Departmental-specific training for supervisors on the incident report (Addendum A), how to complete the report after an incident occurs, and the timelines for completion.

Communication

Departments will maintain ongoing open communications with employees about safety concerns and will review the WVPP at a high level with employees at least annually. Ongoing communications can be met via regularly scheduled meetings, newsletters, emails, or bulletins.

If changes are made in the WVPP after an incident analysis, these updates must be shared with employees in a timely manner.

For supervisors: supervisors need familiarity with the incident report (Addendum A) and should be provided with specific departmental training to review the incident report, how to complete it, and the timelines for completion. Supervisors are required to complete the Violent Incident Report with the affected employee before submitting it to the DPO for investigation and report completion. Supervisor training completed by JPD's supervisors and managers in the first half of fiscal year 2024-2025.

D. EMPLOYEE OBLIGATIONS

Each CCSF employee is required to attend workplace violence training annually. Employees must feel comfortable identifying a violence issue and elevating it for attention and support. Employees, once aware of violence, are encouraged to report any threats or acts of workplace violence within 24 hours from time of knowledge of the incident. Employees must be able to inform management about workplace hazards or threats of violence without fear of reprisal or adverse action.

Employees shall refer any questions regarding their rights and obligations under this policy to their immediate supervisor.

E. ELEVATION OF AN INCIDENT:

Appropriate elevation and response need to be determined at the time of the incident, whether it is an in-person event or a threat of future harm. With any incident, employee safety is of the highest importance. Elevation and response mechanisms can include the employee leaving the area, calling for help, or, with a more imminent threat, calling 9-1-1. The employee must share the specifics of the violent incident with a supervisor/manager or other leader.

The DPO may need to elevate the violent incident issue to their assigned Deputy City Attorney (DCA) at the City Attorney's Office (CAT) and should do so in an urgent manner. Together, departmental leadership and the CAT will determine appropriate next steps on a case-by-case basis.

Next steps could include seeking a restraining order (RO). ROs can be used both in response to a current violent incident and in prevention of a violent incident. In the setting of a credible threat of violence⁶, a RO may be used preventatively to avoid a violent incident. Credible threats of violence can result from a pattern of behavior, or from a one-time situation.

Effective 1/1/2025 employees may request their bargaining unit to seek a RO on their behalf.

F. VIOLENT INCIDENT REPORT:

The Violent Incident Report shall be completed by the individual's immediate supervisor. If the immediate supervisor is not available, the report shall be completed by the next level of management or the DPO. Prior to proceeding with any formal investigation, the management level supervisor shall report any incidents of threats or acts of physical violence to the DPO. The Violent Incident Report should be completed as quickly as possible while the details of the event are still current, ideally within 24 hours. The report is mainly data collection, so creating a culture and environment where an employee is comfortable coming forward to report a violent incident is crucial. If the incident is between an employee and their supervisor, the DPO must complete the report. The report template is Addendum A.

G. VIOLENT INCIDENT INVESTIGATION.

The DPO, or Designee are required to complete the incident investigation in a timely manner, such as within seven (7) calendar days. Addendum B includes the materials, questions, and required analysis. As required by SB 553, completed reports should be made available to the employee (and their bargaining unit) within 15 days from the date of the request.

Procedures for investigating workplace violent incidents may include the following:

- A visit to the incident scene as soon as possible.
- Interviews of threatened or injured workers and witnesses.

⁶ “Credible threat of violence” is a knowing and willful statement or course of conduct that would place a reasonable person in fear for his or her safety, or the safety of his or her immediate family, and that serves no legitimate purpose.

- Examination of the workplace for factors associated with workplace security, including any previous reports of inappropriate behavior by the perpetrator.
- Determination of the cause of the violent incident.

H. VIOLENT INCIDENT LOG COMPLETION.

Complete the incident log (Addendum C) with the details required, and forward to DHR [at thr.citysafety@sfgov.org](mailto:thr.citysafety@sfgov.org) after completion of the investigation. Identifying a record number (as shown with an example in Addendum C) instead of employee names allows tracking while protecting confidentiality. The log and supporting materials should be audit ready.

I. POST INCIDENT REPORT AND ANALYSIS

The intent of the log is to identify trends and opportunities for further hazard reduction. The log should be reviewed by the DPO at least annually, or sooner if there are more frequent incidents of workplace violence. Per SB 553, the log data must be maintained for a minimum of 5 years.

J. WORKPLACE HAZARD CORRECTION

The ongoing reporting and tracking of violent incidents support identification of trends and the potential for hazard reduction or mitigation. Hazards that are identified with potential solutions will be addressed and implemented in a timely manner. If corrections are significant enough, they may require an update and modification to the current WVPP. Such updates to the WVPP must be brought to the attention of all employees in a timely manner.

K. COMPLIANCE

Departments will ensure that all workplace security policies and procedures are clearly communicated and understood by all affected workers. The Departmental WVPP will be made accessible on departmental intranet to allow further education. Managers and supervisors will enforce the rules fairly and uniformly. Annual completion of education and training by all city employees is required to re-enforce best practices for violence prevention. All workers will follow all workplace security directives, policies, and procedures, and assist in maintaining a safe work environment.

Failure to comply with the Workplace Violence Prevention Plan (WVPP) and/or the policy prohibiting employee violence in the workplace may result in employee discipline up to and including termination as well as criminal prosecution.

L. RECORDKEEPING

SB 553 has several requirements of record keeping that must be followed. The documentation of completion of the annual training by all employees must be maintained for at least one year following the date of completion. The retention of violent incident reports and investigations must be maintained for five years following the year of incident. The violent incident logs must be maintained for at least five years following the year of incidents.

Records should be maintained, including workplace security and hazard assessments and inspections (including the person(s) or persons conducting the inspection), the workplace security concerns that have been identified, and the actions taken to correct the identified concerns.

M. ANNUAL WVPP REVIEW

Annual review of the WVPP includes confirming accessibility to the plan and assessing its effectiveness and overall employee compliance with the processes outlined in the WVPP. This includes updates and new procedures if improvements can be identified that would reduce workplace violent incidents. The whole plan should be reviewed at least annually or more often if there are violent incidents.



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Addendum A – Violent Incident Report

Violent Incident-Report Instructions

The supervisor receiving a report of workplace violence must complete this form with as much detail as possible to support an investigation. The original report must be forwarded through all appropriate levels of supervision to the DPO and Department Head or their Designee. The department must maintain the original form. DHR will maintain a copy.

Employee Information

Reporting Employee: _____
Affected Employee(s): _____
Affected Employee(s) Job Title(s): _____
Department: _____
Facility Address: _____

Incident Information

Date incident occurred: _____
Time incident occurred: _____
Specific address and detailed description of description where incident occurred (i.e. empty hallway, warehouse bathroom):

Definitions of Violent Incident Types

- Type I 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 workers with the intent to commit a crime.
- Type II violence: workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.
- Type III violence: workplace violence against an employee by a present or former employee, supervisor, or manager.
- Type IV 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.

Checklist of Questions to Answer After a Violent Incident

1. Which type of person threatened or assaulted the employee(s)?

Type I: Stranger Thief/Suspect Other

Type II: Client/Customer Passenger Person in Custody Patient Visitor

Type III: Current Co-worker Former Co-worker Supervisor/ Manager

Type IV: Current Spouse or Partner Former Spouse or Partner Employee's Friend
 Employee's Relative Family/friend of client or patient

2. What type of violent incident occurred (check all that apply)?

Verbally harassed Verbally Threatened Physically Assaulted Punched

Slapped Grabbed Pushed Choked Kicked Bitten

Hit with Object Threatened with Weapon Assaulted with Weapon Animal Attack

Other (Describe): _____

3. Was a weapon used? Yes No

Describe the incident:

4. Was/were the employee(s) working alone? Yes No

If not, who was/were with the employee(s) that may have witnessed the incident?

5. Were there threats made before the incident occurred? Yes No

If yes, was it ever reported to the employee's supervisor or manager that the employee(s) was/were threatened, harassed, or was/were suspicious that the attacker may become violent?

6. Are you willing to testify against the Respondent in Court to obtain a restraining order?

Yes No

Reporter Information

Report Completed By: _____

Department/Job Title: _____

Date: _____ Phone number: _____

Email: _____



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Addendum B – Violent Incident Investigation

The Department Head, DPO, or Designee will complete the investigation into the violent incident. Further investigation and resolution of the incident is expected within seven (7) days in addition to submitting a copy of the completed investigation to DHR.

Incident Analysis To be completed by DPO/ HR Professional:

Has this type of incident occurred before at the workplace? Yes No

What were the main factors that contributed to the incident?

What could have prevented or at least minimized the damage caused by this incident?

Post-Incident Response

- Yes No Did the employee(s) require medical attention as a result of the incident?
- Yes No Did the employee(s) miss work as a result of the incident?
- Yes No Did the employee(s) apply for workers' compensation?
- Yes No Was security contacted?
- Yes No Was building facilities contacted?
- Yes No Was immediate counseling provided to affected workers and witnesses?
- Yes No Was critical incident debriefing provided to all affected staff who desired it?
- Yes No Was post-trauma counseling provided to affected staff who desired it?
- Yes No Was all counseling provided by a professional counselor?

Has there been follow-up with the Employee(s)? Yes No

Is this a recurring event? Yes No

Are there modifications to be made to WVPP to reflect updated practices? Yes No

Describe updates to WVPP _____

Investigation completed by: _____

Department/Job Title: _____

Date: _____ Phone number: _____

Email: _____



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Addendum C – Violent Incident Log and Instructions

Every workplace violence incident is reported and recorded in a violent incident log. Any element of personal identifying information sufficient to allow identification of any person involved in a violent incident will **NOT** be recorded. Such personal identifying information includes 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, could reveal the person’s identity.

Upon receipt of report, DPO assigns a number system for tracking including date of report, Department, initials of who completed the log entry, without including employee name. Tracking and trending should include date, time and location, violence type, type of assault, and incident detailed description.

It is expected that the logs will be forwarded to DHR on a timely basis.

Departments are expected to review the data at least quarterly and make improvements to prevent further incidents.

Template Log is below:

Log #	Person who completed the Log	Incident Date	Incident Time (24-hour, military)	Physical Location	Violence Perpetrator(s) Type, e.g., I stranger; II: client; III: employee (current or former); IV: Personal relationship	Incident Type, e.g., Verbal threats, Physical attack	CAT Notified Y/N	Police Notified Y/N
Example: JPD12.13.23-1	Employee Name	12/13/23	1403	375 Woodside Ave.	III	Verbal	Y	Y

Appendix D - Emergency Action Plan



Juvenile Probation Department
375 Woodside Avenue
San Francisco, CA 94127

September 2023

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Introduction

The Emergency Action Plan (EAP) provides guidance to staff during an emergency. The EAP includes detailed steps that should be taken for each type of emergency: Active Shooter, Bomb Threat, Civil Disturbance, Earthquake, Fire, or Hazardous Waste Spill.

While the department will conduct periodic drills, staff should become familiar with the actions that should be taken. In some cases, staff will shelter in place. In other cases, staff will be required to evacuate the building. In these instances, staff will be instructed to evacuate through designated exits, and regroup at designated areas around the facility. Floor monitors will be posted throughout the building to help direct staff. Other volunteers will be available to assist staff who require special assistance with stairs; to make sure the elevators are not used, and to ensure that no one is left behind. Floor plans and exits are included later in this document.

When staff are required to evacuate the building, an alarm will sound. However, the department has a new text messaging system called Everbridge that will notify staff immediately whether they are in the building or not. Whenever there is an emergency, staff will also be notified either by text, email address or both. The information provided in the Employee Portal will be used. This can include text to work and/or personal cell phone or an email to personal or work email address. The notice will always default to the work email. The use of Everbridge becomes more important in those cases when the emergency occurs late in the evening or on the weekends. It will describe the type of emergency, steps that need to be taken during and after the emergency. This can be critically important as there are staff who telecommute. Everbridge will only be used for emergencies. Only a designated group are authorized to send out the emergency messages.

The EAP is divided into several sections. The first section describes the make-up and responsibilities of the Disaster Emergency Response Team, the Emergency Response Team, and the Crisis Management Team. Volunteers will be needed especially for the Disaster Emergency Response Team. Please consider becoming a volunteer. The next section gives detailed steps staff should follow for each type of emergency. Appendix A includes the space plans, and Appendix B shows the outside meeting areas. Please keep this document handy. Thank you.

General Information

Emergency Response Organization

The Juvenile Probation Department Emergency Response Organization is intended to address the three critical levels of a crisis: tactical, operational, and strategic.

Team	Team Members	Responsibility
Disaster Emergency Response Team (DERT)	<ul style="list-style-type: none"> Consists of volunteer staff led by Floor Wardens 	<ul style="list-style-type: none"> Tactical Responsible for assisting in the evacuation of the buildings and supporting other emergency tasks as assigned.
Emergency Response Team (ERT)	<ul style="list-style-type: none"> Deputy Director of Administrative Services Building and Grounds Superintendent Assistant Chief Probation Officer 	<ul style="list-style-type: none"> Operational Responsible for directing emergency operations and crisis decision making,
Crisis Management Team (CMT)	<ul style="list-style-type: none"> Chief Probation Officer Assistant Chief Probation Officer Director of Human Resources Director of Juvenile Hall Director of Finance Director of Probation Services Deputy Director of Administrative Services 	<ul style="list-style-type: none"> Strategic Responsible for determining long-range impacts and directing priorities for recovery.

Disaster Emergency Response Team (DERT)

The Disaster Emergency Response Teams consist of volunteers who have agreed to assist in times of crisis. Their primary assignment is to assist in the safe evacuation of the facility. They may also be called on to support other emergency activities such as helping to staff evacuation assembly points or assisting in searching for potential hazards.

DERTs consist of the following positions. The number of positions in each team and specific assignments will be determined by Floor Wardens, in consultation with department heads. Floor Wardens will be designated by the department managers.

Disaster Emergency Response Team		
Role	Description	Key Responsibilities
Floor Warden	<ul style="list-style-type: none"> Manages the evacuation of the assigned floor. 	<ul style="list-style-type: none"> Organizes and directs the DERT for the assigned floor. Ensures that all public areas on the assigned floor are evacuated.
Searcher	<ul style="list-style-type: none"> Ensures no one is left behind. 	<ul style="list-style-type: none"> Searches and evacuates all rooms in the assigned suite. Searches and evacuates common areas on the assigned floor. Informs the Floor Warden when assigned area is fully evacuated or if anyone refuses to leave

Role	Description	Key Responsibilities
Special Assistant (two for each person requiring assistance)	<ul style="list-style-type: none"> Aids persons requiring special assistance. 	<ul style="list-style-type: none"> Ensures that those needing special assistance are evacuated safely.
Stairwell Monitor (two for each stairwell on each floor)	<ul style="list-style-type: none"> Manages stairwell evacuation inside suites and common areas. 	<ul style="list-style-type: none"> Ensures that the stairwell door is not hot to the touch and there is no smoke in the stairwell. Monitor #1: Holds the stairwell door, keeps talking to a minimum, and ensures those evacuating stay on the right side of the stairwell. Ensures that no beverages, food, or papers are carried into the stairwell. Monitor #2: Stands on the stairwell landing to direct traffic flow and encourages evacuees to remain calm and quiet.
Elevator Monitor (one per bank per floor)	<ul style="list-style-type: none"> Prevents use of elevators. 	<ul style="list-style-type: none"> Ensures that no one uses the elevators in an emergency. Redirects occupants to stairwells.

Emergency Response Team

The Emergency Response Team is responsible for overseeing the immediate emergency by gathering information on the emergency and making decisions regarding the safety of staff and visitors. The team is headed by the Deputy Director of Administrative Services assisted by the Building and Grounds Superintendent and the Assistant Chief Probation Officer and consists of any other staff needed to support the emergency. Duties may include:

- Directing the Disaster Emergency Response Teams in conducting evacuations
- Establishing evacuation assembly points and assembly areas
- Overseeing employee accountability
- Coordinating with responding agencies
- Reporting to the Crisis Management Team

Crisis Management Team

The Crisis Management Team is headed by the Chief Probation Officer and consists of senior executives. The team oversees the activities of the Emergency Response Team and makes critical decisions, as necessary. Its primary focus is on the long-range impacts of the crisis on the Department and on the resources needed for speedy recovery. Duties include coordinating with the Mayor’s Office and the Board of Supervisors as necessary and dealing with media, as necessary.

Disaster Service Worker Status

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

Decision Making

An emergency can take many forms. Most incidents are small and localized and can usually be dealt with very quickly. However, when an incident poses a threat to visitors, staff, or property, you may have to make an immediate decision as to what action to take.

The principal tools at your disposal are evacuation and shelter in place. Both tools have variations; an evacuation may involve the entire building or may just be a partial evacuation of the area at risk; shelter in place may require asking people to remain in the building until an external threat has been resolved or it may involve sealing the building to limit exposure to a dangerous substance.

As the person in charge, you will need to make the decision as to the best course of action. That decision will depend on the circumstances of the emergency and the recommendations of local authorities if they are present. Figure 1 is a matrix that provides suggestions to help you make your decision, but it is only a guide; you will need to base your decision on the circumstances of the incident.

Emergency	Evacuation	Shelter in Place
Active Shooter ¹	X	X
Bomb Threat	X	
Civil Disturbance		X
Earthquake ²	X	X
Fire	X	
Hazardous Materials Spill		X

Figure 1 Decision Matrix

¹ Depends on the situation.

² People should remain where they are until the earthquake is over, then may leave the building once it is safe to do so.

Evacuation Plan

Emergency Notification

The principal notification system is the fire alarm system activated by pull stations throughout the buildings, and through the Everbridge Notification System.

A public address system limited to public areas serves as a secondary notification system for delivering specific instructions. It can be accessed at the reception desk on the first floor of the administrative building.

Key personnel have been issued with 800 Megahertz radios. The radios have a dedicated talk group "JUV Probation" for use by staff and have access to the SFPD dispatch.

Evacuation Routes

Fire evacuation maps are placed in each hallway and fire exits are clearly marked. Once occupants have exited the building, they should move to one of the pre-designated initial assembly areas for check-in and then to a final assembly area for instructions. Copies of the evacuation maps are available in Appendix A.

Assembly Areas

There are two type of pre-designated assembly areas (see Appendix B). The initial assembly area is intended to help account for staff and determine if anyone is missing or still within the buildings. Evacuees should then be moved as quickly as possible to a final assembly area where they can safely wait for additional instructions.

Emergency Supplies and Equipment

Fire Fighting Equipment

Fire hoses and fire extinguishers are available throughout the facility. Their locations are marked on the emergency evacuation plans posted in each hallway. Staff should only attempt to fight fires if 1) it is safe to do so, 2) they have received training on the use of the equipment, and 3) the fire department has already been notified and a pull station activated.

Emergency Supplies

Emergency supplies are in marked closets on the second and third floors (Room 231) and (Room 352A) respectively, of the administrative building. Access to rooms is limited to designated personnel.

The following is a partial inventory of available supplies:

- Coveralls
- Goggles
- Face shield
- Bloodborne Pathogen Kit
- Flashlight
- Bullhorn
- Emergency Supply Kit
- Floor fans

Crisis Communications

All communications with the media and the public are handled through the Chief Probation Officer or designee as part of the Crisis Management Team. If employees are approached by the media or community or labor activists about an emergency, they should politely decline to comment and refer the questioner to the Office of the Chief Probation Officer or designee.

Communication with Sheriff's Department

All communications with the Sheriff's Department are handled through the Office of the Assistant Chief Probation Officer or designee.

Communication with Superior Courts/District Attorney's Office/Public Defender's Office


All communications with the Superior Courts/District Attorney's Office/Public Defender's Office are handled through the Office of the Assistant Chief Probation Officer or designee.

Emergency Procedures

The following pages contain procedures for common emergencies. The first page of each set of procedures contains general instructions for employees and visitors. The second page contains specific instructions for the Disaster Emergency Response Team (DERT) and for the Emergency Response Team (ERT).

Fire Response
If you discover a fire or smell smoke in the building:

- Activate nearest fire alarm pull station
- Contact the fire department by calling 911
- Fight the fire if safe and trained to do so
- Leave the building by the nearest exit
- Report to the nearest assembly point and check in
- Move to a secondary assembly area and await instructions
- Do not stop to collect personal belongings
- Do not use the elevator



Page 1 – General Instructions

<p>Disaster Emergency Response Team</p> <ul style="list-style-type: none"><input type="checkbox"/> Deploy elevator and stairwell monitors.<input type="checkbox"/> Deploy special assistants to contact evacuees with mobility issues.<input type="checkbox"/> Direct evacuees to the nearest exit.<input type="checkbox"/> Conduct quick search to make sure everyone has evacuated.<input type="checkbox"/> Assist in the establishment of check in points in the initial assembly area.<input type="checkbox"/> Direct evacuees to the secondary assembly area.	<p>Crisis Management Team</p> <ul style="list-style-type: none"><input type="checkbox"/> If not already made, make the decision to evacuate.<input type="checkbox"/> Ensure notification to evacuate has been issued.<input type="checkbox"/> Ensure floor wardens have begun evacuation.<input type="checkbox"/> Move to the nearest initial assembly area.<input type="checkbox"/> Check in by radio with other initial assembly areas.<input type="checkbox"/> Establish check in points using DERT staff or department heads.<input type="checkbox"/> Coordinate with responding agencies.<input type="checkbox"/> Determine if reentry will be possible or if staff should be dismissed for the day.
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Page 2

ERT Instructions

DERT Instructions

Active Shooter

If you hear about or observe an incident of workplace violence:

- Do not go to the area where the violence is occurring.
- Do not attempt to confront or stop the perpetrator.
- Call 911 from a safe area.
- Provide the following to the dispatcher:
 - Location of the shooter
 - Number of shooters
 - Physical description of shooter/s
 - Number and type of weapons
 - Number of potential victims at the location

If directly confronted by a shooter:



If there is an accessible escape path, use it.

1. Move away from the threat as quickly as possible
2. Evacuate regardless if others agree
3. Leave your belongings behind

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If evacuation is not possible, find a secure place to hide and barricade your space.

1. Lock and secure doors
2. Create barriers to prevent or slow down the threat from getting to you
3. Remain out of sight and quiet - silence your phone

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E**



As a last resort — *and only when your life is in imminent danger* — attempt to disrupt and/or incapacitate the active shooter.

1. Incorporate a distraction - throw items and yell loudly
2. Commit to your actions - be aggressive and use improvised weapons
3. Disarm the shooter - solicit help, there is strength in numbers

**F
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T**

When law enforcement arrives:

- Remain calm and follow officers' instructions.
- Put down any items in your hands.
- Immediately raise hands and spread fingers.
- Always keep hands visible.
- Avoid making quick movements toward officers.
- Avoid pointing, screaming and/or yelling.
- Do not stop to ask officers for help or direction.

Disaster Emergency Response Team

- Direct people to hide and lock doors.
- Be prepared to assist with an evacuation if necessary.

Emergency Response Team

- Greet the police by holding doors open and directing them to the emergency floor.
- If directed by the police, conduct a full or partial evacuation of the building.

Bomb Threat

If you receive a bomb threat:

- Gather as much information as possible using the Bomb Threat Checklist
- Call 911.
- Notify the Chief Probation Officer or the Officer of the Day.

If you see a suspicious object or package:

- Notify the Chief Probation Officer or the Officer of the Day.

Bomb Threat Checklist

REMAIN CALM! LISTEN! REMEMBER!

Try to get as much information as possible.

Take notes: Record time _____ A.M. _____ P.M.

Caller ID: _____ Call Duration: _____ minutes

Try to keep the caller talking by asking for the following:

- Repeat the message.
- Who is the caller?
- When asking caller to repeat, indicate you cannot hear.
- Describe exact location of bomb.
- Describe bomb size, wrapping, and color.
- Tell time of detonation.
- Tell how it is constructed.
- Tell what will cause it to explode.
- Tell how it was brought and who brought it into the building.
- Tell caller you do not understand.

Record the exact wording of call:

Record description of caller's voice:

GENDER: Male Female

AGE: Adult Juvenile Approximate Age _____

PITCH: Low Moderate High

DEPTH: Loud Soft Whispered

SPEECH PATTERN: Fast Slow Altered Lisp Raspy

Nasal Hesitant Cracking Voice Familiar Slurred

Impediment Distinct Distorted Stutter Normal

ACCENT: Local Foreign Describe _____

MANNERISMS: Quiet Angry Pleasant Deep Breathing

Calm Excited Rational Irrational Disguised Deliberate Coherent Incoherent

Emotional Righteous Special slang Intoxicated Clearing Throat Crying Laughing

Foul.

Taped Message Read.

Other _____

DICTION: Well spoken (educated) Poor

BACKGROUND: Animals Aircraft Restaurant Music Railroad Street Noise House Noise Phone Booth Voices Machinery Quiet Party Motor Office PA System

CALL RECEIVED BY:

Date: _____ Name: _____

Disaster Emergency Response Team

- ❑ Be prepared to assist as bomb search teams.
- ❑ Be prepared to conduct an evacuation.

Bomb Search Techniques

- ❑ Develop search parameters.
- ❑ Be alerted to sounds and smells.
- ❑ Develop a systematic pattern of searching from right to left, up and down.
- ❑ Look for anything that looks unusual or out of place (e.g., packages, pieces of pipe, fuses, boxes, briefcases, etc.)
- ❑ If going into a dark area, turn on the lights, or use a flashlight.
- ❑ DO NOT TOUCH any suspicious item(s).
- ❑ DO NOT USE radios to communicate.

Common Areas to Search

- Elevator shafts
- Behind curtains
- Vending machines
- Luggage
- Automobiles
- Crawl spaces
- Lockers
- Trash cans
- Planters
- Drawers/Cabinets
- Under stairwells
- Closets
- Vents/ducts
- False ceilings
- Inside hollow bases
- Lobby
- Meeting rooms
- Mailrooms
- Service areas
- Restrooms
- Paper Towel dispensers
- Toilet Tanks
- Laundry chutes
- Fire extinguisher cabinets
- Fire hose cabinets
- Common Public Areas

Emergency Response Team

If the threat is high level (Caller provides specific details about the bomb or a device or suspicious article is found) and if requested by SFPD:

- ❑ Organize two-person teams to conduct a search of the building.
- ❑ Give search parties exact information as it was received from the caller.
- ❑ Ensure each team member has a flashlight.
- ❑ Set a deadline for ending the search.
- ❑ Instruct teams to report and not to touch or move any suspicious objects.

If a suspicious object is found:

- ❑ Follow the direction of SFPD.
- ❑ Isolate the area.
- ❑ Order an evacuation.

Earthquake

- ❑ Take immediate action to protect yourself until the shaking stops.
- ❑ *Do not run outside or to other rooms during shaking.*
- ❑ *Do not stand in a doorway.*
- ❑ Check the immediate area for hazards caused by the earthquake.
- ❑ Determine if there have been any injuries and/or significant damage.
- ❑ Leave the building by the nearest exit.
- ❑ Report to the nearest assembly point and check in.
- ❑ Move to a secondary assembly area and await instructions.
 - ❑ *Do not stop to collect personal belongings.*
 - ❑ *Do not use the elevator.*



DROP where you are, onto your hands and knees. This position protects you from being knocked down and allows you to stay low and crawl to shelter if nearby.

COVER your head and neck with one arm and hand.



- If a sturdy table or desk is nearby, crawl underneath it for shelter.
- If no shelter is nearby, crawl next to an interior wall (away from windows)
- Stay on your knees; bend over to protect vital organs

HOLD ON until shaking stops.



- Under shelter: hold on to it with one hand; be ready to move with your shelter if it shifts.
- No shelter: hold on to your head and neck with both arms and hands.

Disaster Emergency Response Team

- Take immediate action to protect yourself until the shaking stops.
- Check the immediate area for hazards caused by the earthquake.
- Determine if there have been any injuries and/or significant damage.
- Deploy elevator and stairwell monitors.
- Deploy special assistants to contact evacuees with mobility issues.
- Direct evacuees to the nearest exit.
- Conduct quick search to make sure everyone has evacuated.
- Assist in the establishment of check in points in the initial assembly area.
- Direct evacuees to the secondary assembly area.

Emergency Response Team

- If not already made, make the decision to evacuate.
- Ensure notification to evacuate has been issued.
- Ensure floor wardens have begun evacuation.
- Move to the nearest initial assembly area.
- Check in by radio with other initial assembly areas.
- Establish check in points using DERT staff or department heads.
- Coordinate with responding agencies.
- Determine if reentry will be possible or if staff should be dismissed for the day.

Evacuation

If you hear the fire alarm or are ordered to evacuate the building:

- Leave the building by the nearest exit.
- Report to the nearest assembly point and check in.
- Move to a final assembly area and await instructions.
- *Do not stop to collect personal belongings.*
- *Do not use the elevator.*



Disaster Emergency Response Team

- ❑ Deploy elevator and stairwell monitors.
- ❑ Deploy special assistants to contact evacuees with mobility issues.
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If you discover a fire or smell smoke in the building:

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Disaster Emergency Response Team

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- ❑ Coordinate with responding agencies.
- ❑ Determine if reentry will be possible or if staff should be dismissed for the day.

Hazardous Materials Spill

A hazardous materials (HAZMAT) spill will normally require sheltering in place and sealing the building to limit exposure to the contamination. If you are instructed to shelter in place:

- If there are customers, clients, or visitors in the building, ask them to remain in the building.
- Lock exterior doors and close windows, and air vents.
- Move to an interior room above the ground floor, with the fewest windows or vents.
- Close or tape-off all vents in the room.
- Be prepared to evacuate if directed.

Disaster Emergency Response Team

- Assist staff and visitors in moving to interior rooms.
- Make sure all windows and vents are closed.
- Assist in sealing off interior rooms with plastic sheeting and tape.
- Be prepared to assist in distributing emergency supplies.
- Be prepared to assist in evacuation.

Emergency Response Team

- Verify the shelter in place order by calling 911 or coordinating with responding agencies.
- Direct maintenance staff to turn off all fans, and heating and air conditioning systems.
- Direct staff to seal off internal rooms with plastic sheeting and tape.
- Be prepared to distribute disaster supplies.
- Be prepared to evacuate the building if ordered to do so.

Shelter in Place

A shelter in place order is issued when it is unsafe to leave the building. If you are instructed to shelter in place:

- If there are customers, clients, or visitors in the building, ask them to remain in the building.
- Lock exterior doors and close windows, and air vents.
- Move to an interior room above the ground floor, with the fewest windows or vents.
- Be prepared to evacuate if directed.

Disaster Emergency Response Team

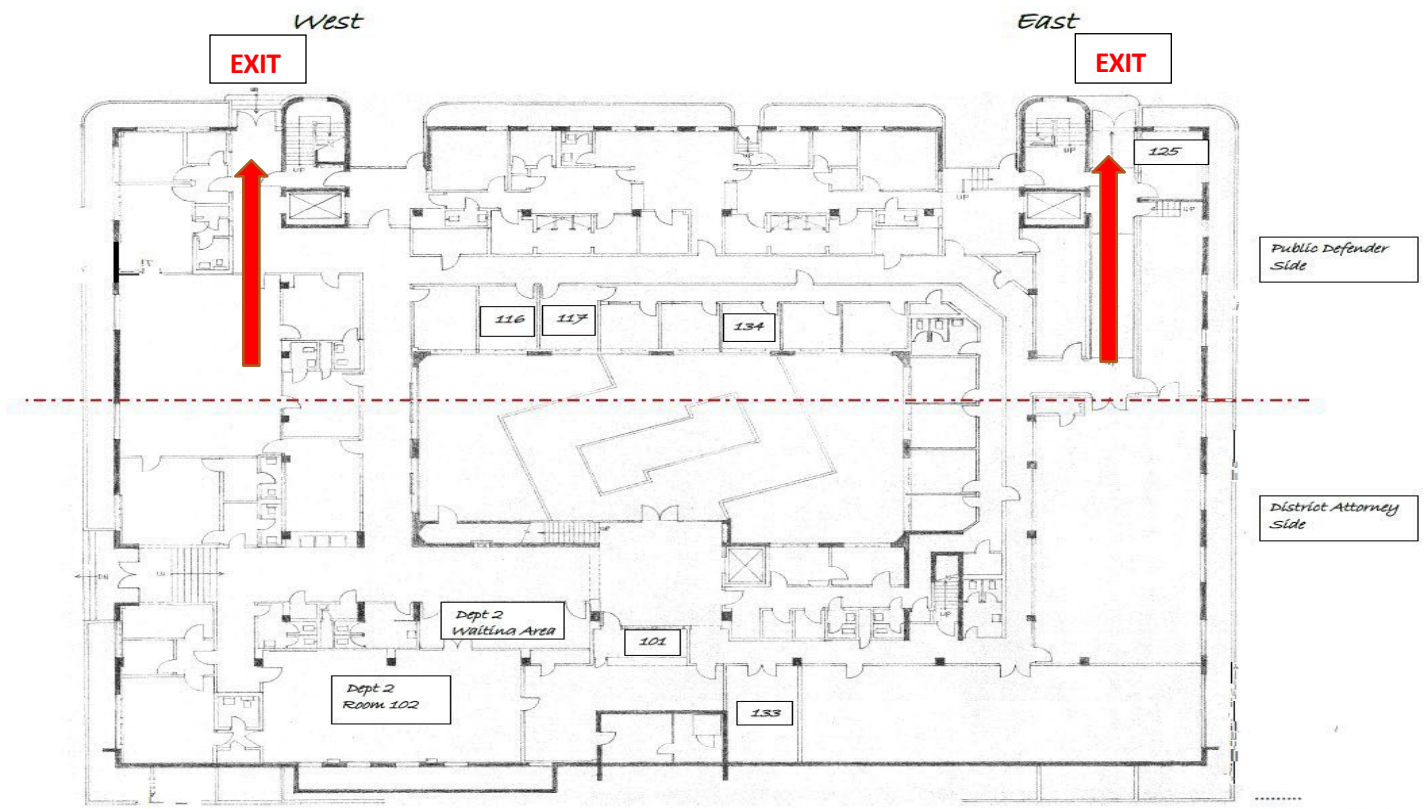
- Assist staff and visitors in moving to interior rooms.
- Make sure all windows and vents are closed.
- Be prepared to assist in distributing emergency supplies.
- Be prepared to assist in evacuation.

Emergency Response Team

- Verify the shelter in place order by calling 911 or coordinating with responding agencies.
- Be prepared to distribute disaster supplies.
- Be prepared to evacuate the building if ordered to do so.

Appendix A Evacuation Floor Plans

(Laguna Honda Exit)

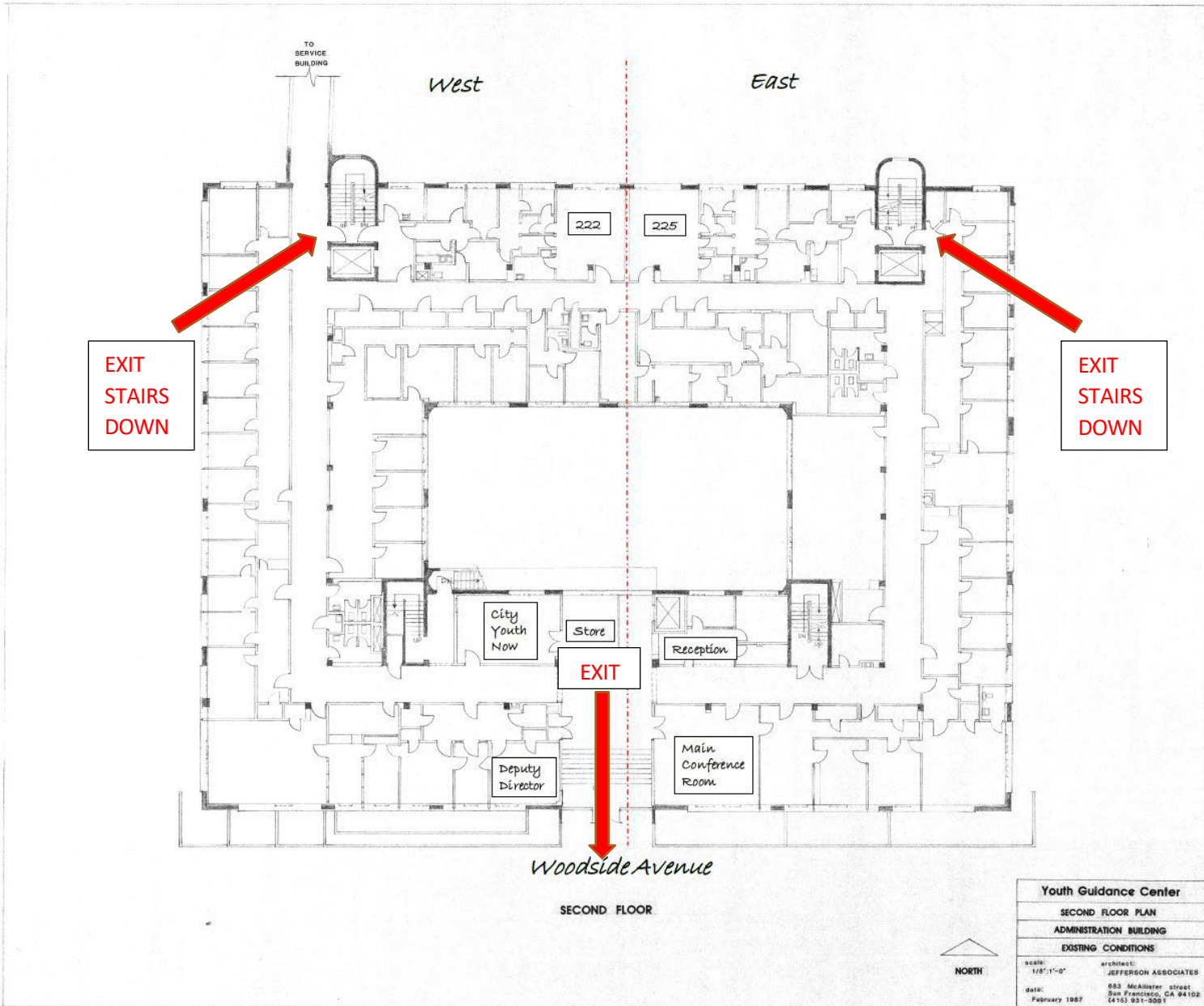


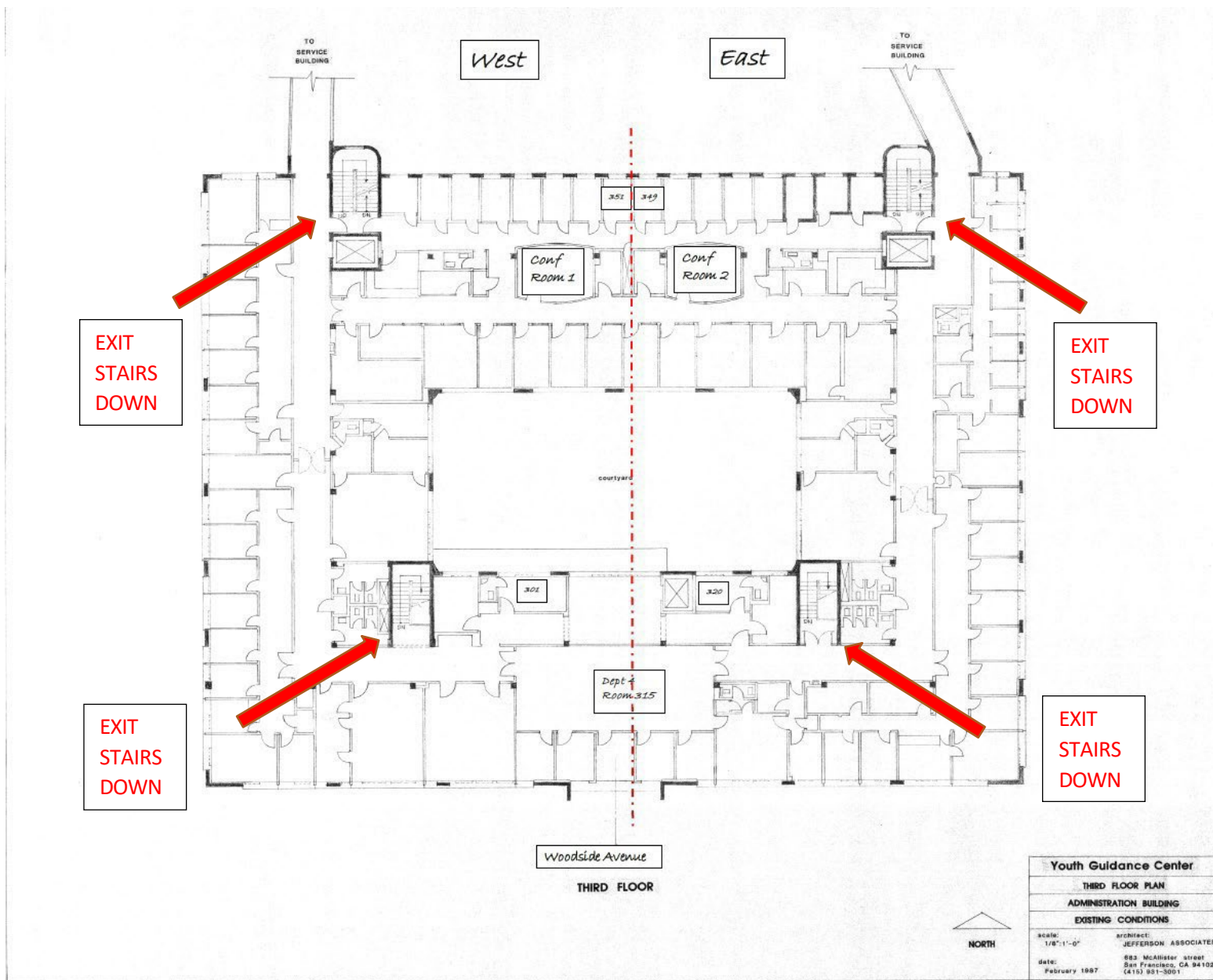
Woodside Avenue
FIRST FLOOR

Youth Guidance Center
FLOOR PLAN
ADMINISTRATION BUILDING
EXISTING CONDITIONS

Scale: 1/8" = 1'-0"	Architect: JEFFERSON ASSOCIATES
Date: February 1987	583 McAllister Street San Francisco, CA 94102 (415) 551-3001





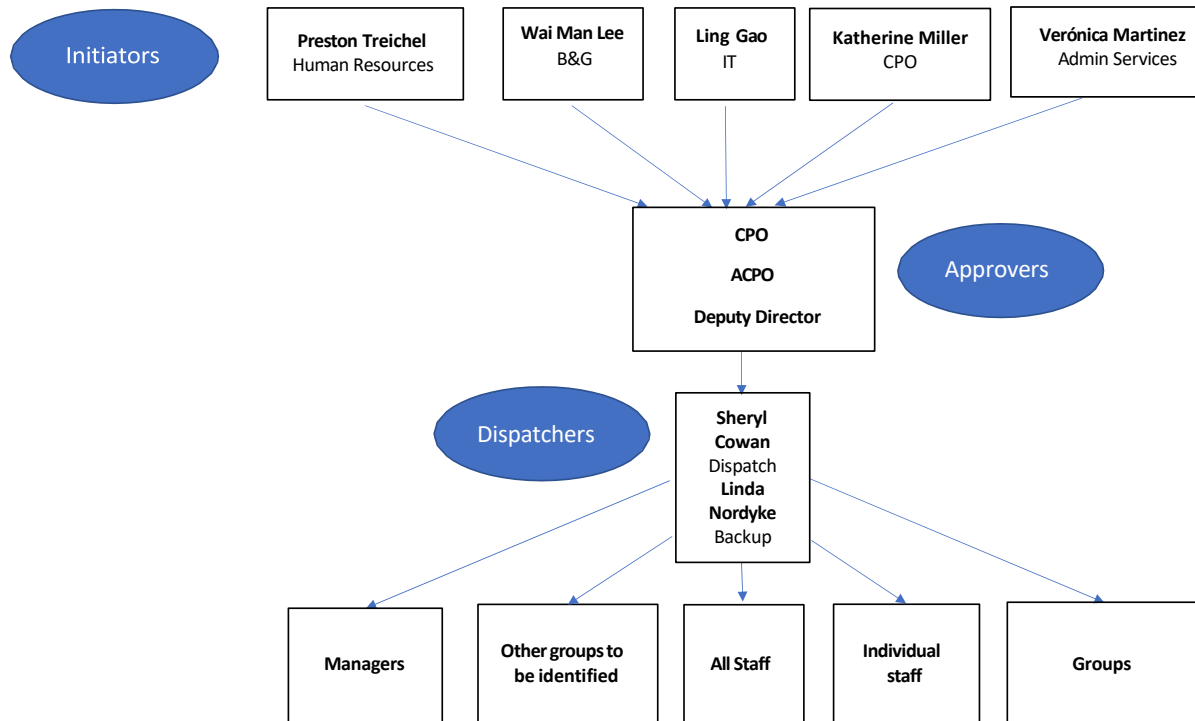


Appendix B Assembly Areas



Appendix C

Everbridge Notification Flowchart



6/17/24