




County of Santa Clara
Office of the County Executive

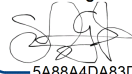
DATE: September 16, 2021

TO: Honorable Members of the Board of Supervisors
 Jeffrey V. Smith, M.D., J.D., County Executive


FROM: Miguel Márquez, Chief Operating Officer

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Sylvia Gallegos, Deputy County Executive

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René G. Santiago, Deputy County Executive &
 Director, County of Santa Clara Health System

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SUBJECT: Workplace Violence Incidents in Public-Facing County Departments

At the December 8, 2020 Board meeting, the Board of Supervisors received a report relating to workplace violence trends in Santa Clara Valley Medical Center Hospitals and Clinics (Item 26). At the request of Supervisor Chavez, the Board directed Administration to provide a report relating to a timeline for the reporting of workplace violence trends from non-Health and Hospital System (HHS) public-facing County departments. While the Director of Facilities Security is not responsible for tracking workplace violence, the Director was tasked with assembling the relevant data responsive to this referral. Because the Director was responsible for coordinating security for the mass vaccination and testing sites, this response was delayed.

The safety of County employees and visitors is of paramount importance. This report describes numerous proactive measures the Administration has undertaken to increase workplace safety. Further, this report aggregates data from each department.

Workplace Violence Incidents in Public-Facing HHS Departments

The following incidents are aggregated by HHS and Non-HSS Departments. The Health System has compiled the below information for other departments in the Health System for the Calendar Year 2020 and 2021, from the OSHA Log of Occupational Injuries and Illnesses. These numbers do not include the hospitals and clinics, as they report separately to the BOS.

Department	2020	2021
Public Health	1-Public Health Lab	0
Behavioral Health	2 –Supportive Housing Services 1 – Juvenile Hall 4 – Mental Health Urgent Care	0
Custody Health	1-Adult Custody MH 1-Elmwood Medical 2 – Main Jail Medical	1-Elmwood Medical 1-Main Jail Medical
EMS	0	0

Workplace Violence Incidents in Public-Facing Non-HHS Departments

Below are the statistics for incidents in other non-HHS County facilities. These numbers do not include communications received directly by the Board of Supervisors.

2020

Criminal Threats to Employee	6
Disorderly Conduct inside County Facility	10
Employee Harassment	9
Weapons brought into County Facility	2

2021 (Jan 1 - August 6th)

Criminal Threats to Employee:	6
Disorderly Conduct inside County facility:	6
Employee Harassment:	1
Weapons brought into County facility	2

Government Center Fortification Upgrades and Employee Training

The following describes highlights (not all inclusive) of the fortifications and training conducted to increase safety at County facilities:

Board Chambers

In 2019, a thorough security assessment was conducted of the Board Chambers. Areas that needed improvement were identified from a physical security level to operational procedures during Board meetings. With approval from the Office of the County Executive, a full Board

security upgrade project was created and funded. The project was overseen by FAF and bullet-resistant specialist, Gladiator Inc.

Staff also made changes to staffing in the Board Chambers during Board meetings. When in session, the assigned Deputy was moved from the back of the Chambers to the front of the dais. The Deputy is augmented by the Director of Facilities Security who patrols the back of the Chambers during meetings. Prior to each meeting commencing, a thorough unattended bag check is conducted by the Director of Facilities Security in the Chambers and lobby. The Director also now positions himself between the Government Center elevators and the side staff entrance of the Chambers to make sure our officials have a safe path of travel when walking from the elevators to the Chambers.

Government Center Deputy

In 2020, a coded Sheriff's Deputy was added to the Government Center and now can assist with Board meetings when they commence in person again. The Deputy assigned to the building will watch visitors enter the Chambers. The Deputy can also augment the security team when requested by Sheriff staff or Facilities Security during larger meetings or outside events.

This full-time Deputy is responsible for only this building. The Govt. Center is the Deputy's sole duty station. The Deputy patrols and makes a presence in the lobby and can watch our new security cameras, explained below.

Increased Security Presence

The County increased its private security presence in 2021 by adding an exterior parking patrol officer from 6:30 AM to 7:30 PM, Monday-Friday. A day shift lobby security officer was also added to assist our building Deputy. The day shift security officer works 8 AM – 5 PM, Monday-Friday and is fully trained in using the new security cameras.

Security Cameras

In 2020, over 70 security cameras were added to the Government Center. The lower level, First Floor Lobby and each floor common areas are now covered in accordance with an approved surveillance policy. The Information Booth holds our security camera monitoring station. The cameras run 24/7.

Information Booth

The first floor Information Booth is now fully bullet-resistant. Both the windows and lower counter areas have ballistics protection.

Government Center Improvements

A full building refurbishment began in 2020. First, a specialized window protective film was applied to all Govt. Center glass entry doors. This “3M Security and Safety Film” has proven to protect against blunt impact attacks and potential burglaries. Facilities Security has had this glazing applied to 35 windows in the County.

During 2021, bullet-resistant panels were installed under each public facing counter and or reception desk on floors 1-11 in the East Wing. All public counters at the Clerk Recorder and all stations at the Department of Finance have these bullet-resistant panels in place.

Currently installing lamination on every front reception desk or public counter in the Government Center. Twelve new employee panic distress buttons have been installed in the Government Center since July 2021.

The San Jose Fire Department assessed the fire control system, the public address system, stairs, rig stationing areas in the parking lot, elevator controls, roof, mechanical floors, doors and checked key boxes.

Employee Trainings

Numerous free trainings were offered and provided to County employees. The following trainings have been executed recently:

- June 17th – Active Shooter Incident Response – Behavioral Health
- June 22nd – Verbal Conflict De-Escalation Training – VMC (2 classes)
- June 29th – Active Shooter Incident Response – District 3 new staff
- July 8th – Active Shooter Incident Response – Fleet and Facilities (FAF)
- July 9th – Active Shooter Incident Response – Probation
- July 12th – Active Shooter Incident Response – Probation
- July 12th – Verbal Conflict De-Escalation Training – Behavioral Health
- July 26th – Active Shooter Incident Response – Planning Department
- July 26th – Active Shooter Incident Response – FAF
- July 27th – Verbal Conflict De-Escalation Training – open class (33 students)
- July 27th – Active Shooter Incident Response – FAF
- July 28th – Active Shooter Incident Response – FAF
- July 29th – Active Shooter Incident Response – open class (22 students)
- July 29th – Active Shooter Incident Response – Sobering Station
- July 30th – Active Shooter Incident Response – Pre-Trial Services
- August 6th – Active Shooter Incident Response – Behavioral Health
- August 6th – Active Shooter Incident Response – Assessors Office
- August 6th – Active Shooter Incident Response – FAF

August 9th – Active Shooter Incident Response – Office of Budget Analysis

August 10th – Active Shooter Incident Response – FAF

August 13th – Verbal Conflict De-Escalation Training – Clerk of the Board

August 13th Government Center Emergency Response Team training x 2

Workplace Walk Through with SEIU – Side Letter of Understanding

The County and the Union share an interest in addressing workplace health and safety concerns raised by the Union. Subject to building access and schedules, the Chief Operating Officer, the Deputy County Executive who oversees Facilities Security, the Director of Facilities Fleet, and the Union will schedule and conduct joint visits of the seven identified facilities by Union. The parties have agreed to discuss and identify the concerns and work together on resolutions following the completion of the facility visits. The County retains sole discretion on the expenditure of funds.

Due to impacts related to COVID-19, as of the date of this report, Administration has not yet received the list of sites to visit from SEIU. Within 90 days of completion of the walkthroughs, Administration will report to the Board with a report with the plan and timeline relating to any workplace safety improvements that are necessary and appropriate.