



EMERGENCY PROCEDURES & HEALTH CARE PLAN
(p. 2-36)

OUTDOOR HEAT ILLNESS PREVENTION PLAN
(p. 37-40)

INDOOR HEAT ILLNESS PREVENTION PLAN
(p. 41-44)

JULIAN WORK VIOLENCE PREVENTION PLAN
(p. 45-56)

SAN DIEGO WORK VIOLENCE PREVENTION PLAN
(p. 57-68)

JUNE 2025 - MAY 2026



EMERGENCY PROCEDURES AND HEALTH CARE PLAN 06/2025 - 05/2026

This document covers all Whispering Winds' Programs and Retreats.
Rental guest groups are required to have their own emergency plan.

CONTENTS

Emergency Phone Numbers	4
Fire Plan	6
EMERGENCY ALERT SYSTEM: FIRE BELL – LOCATED NEAR MEADOW	6
COMMUNICATIONS AT CAMP	6
FIRE EMERGENCY PROCEDURES	6
EVACUATION OPTIONS	8
EVACUATION ROUTES—Maps and detailed directions on pages 30-34	9
EVACUATION DESTINATIONS	9
TRANSPORTING CAMPERS	9
EVACUATION RESPONSIBILITIES	10
Emergency Procedures	12
MISSING CHILD/LOST PERSON	12
INTRUDERS	13
VIOLENT INTRUDER	13
KIDNAPPING	14
UTILITY FAILURE	15
HAZARDOUS MATERIALS	16
CAMP MAP & PROPANE TANK LOCATIONS	18
SEVERE WEATHER and WILDLIFE	19
Health Care Plan for Medical Emergencies	21
HEALTHCARE COORDINATOR DEFINITION	21
RESPONSIBILITIES	21
POLICIES FOR CAMP HEALTHCARE	22
RECORD KEEPING	22
PROVISION AND MAINTENANCE OF HEALTH SUPPLIES AND EQUIPMENT	23
POTENTIAL HEALTH ISSUES AT CAMP	24
PREVENTING THE SPREAD OF DISEASE	25
MAJOR INJURIES AND ACCIDENTS	25
Universal Precautions	27
Incident Reports	28
Communicating Emergencies	30
Evacuation Routes	31
Resources	36

1. EMERGENCY PHONE NUMBERS

In case of an Emergency, call 911

Whispering Winds Camp

17606 Harrison Park Road, Julian, CA 92036

Fire Info, Campfire Permission, Propane Emergency

Cal Fire San Diego Station 51 (Cuyamaca)	760-765-0085
San Diego County Julian Fire Station 56	760-765-2885
San Diego County Fire Station 50	760-765-0511
Allstate, Propane Supplier	760-244-9160

Medical Assistance, Non-emergency

Julian Medical Center (Julian Family Medicine)

Monday-Friday 8:30 am to 5:00 pm

760-765-1223 - Call to make an appointment

2721 Washington Street, Julian Ca 92036

Palomar Medical Center, 2185 Citracado Parkway	442-281-5000
Grossmont Hospital, 5555 Grossmont Center Dr, La Mesa	619-740-6000
Poison Control	800-222-1222

Law Enforcement

Julian Sheriff Department	760-765-4718
Highway Patrol, Border Division	858-650-3600

Camp Leadership Phone Numbers

Cory Reynolds, Director of Dining & Accommodations, Lead Onsite Director	619-455-1953
Rosy Woodruff, Director of Ministry	619-536-2090
John Tobin, Director of Facilities	760-715-2274
Rigoberto R. Gonzalez, Facilities Manager	619-701-2528
Martin Rosales, Executive Director	619-916-9559
Julian Camp Office	760-765-1600
Julian After Hours Emergency Phone	619-913-8815
San Diego Corporate Office	619-464-1479

Fire Plan

911 is our direct link to Fire and Law Enforcement. In an emergency, one person will call 911 from a cell phone while a second person will call 911 from the nearest landline. Landlines are located in the Welcome Center. This ensures both a rapid response time and clear communication in case the cell call loses communication. After calling 911, camp staff will be notified of the emergency via the Emergency On-Call Phone (619-913-8815) so that the onsite Director or appointed camp staff can meet the Fire Department and/or ambulances as they arrive and direct them to the site of the emergency.

1. **EMERGENCY ALERT SYSTEM: FIRE BELL – LOCATED NEAR MEADOW**

Emergency procedures are posted in each guest room and in guest room binders; each post clearly indicates the room and building number, as well as the camp address. In addition to posted instructions, all groups receive a camp orientation at their first meeting, at which point they are informed of the Emergency Alert System. The Emergency Alert System begins when a member of camp staff rings the emergency bell in 5-minute intervals until all guests have arrived in Founders Hall. Group Leaders are to immediately begin checking in their group until all guests are accounted for. Group leaders will receive information and instructions from the Manager on Duty or appointed camp staff. Camp staff will assist the group in carrying out instructions.

2. **COMMUNICATIONS AT CAMP**

- In the event of an evacuation, mobile phones will be the primary source of communication once landlines either fail or are no longer accessible. Texting may be more reliable than voice calls.
- In the event that mobile communications become compromised, we will transition to hand-held radios. There are always two fully charged walkie-talkies on hand for emergency use in the Welcome Center. All or most Operations staff are equipped with walkie-talkies.
- To maximize efficiency and keep “airwaves” clear, walkie-talkies will be limited to the Manager on Duty or appointed camp staff as they orchestrate and communicate the appropriate plan of action.

3. **FIRE EMERGENCY PROCEDURES**

- The emergency bell is rung continually in 5-minute intervals until all guests are in Founder’s Hall.
- Staff and guests will gather in Founders Hall.
- A headcount will be conducted by group leaders. Camp Staff will bring guest rosters from the Welcome Center to Founder’s Hall to verify the information.
- An evacuation and/or activity plan will be directed by camp staff. In the event of an imminent evacuation, staff will be appointed to open any locked gate in the assigned evacuation route and turn off the gas in the camp.

Situation 1 – Fire at Camp

If there is a fire at camp that is too large for camp staff to extinguish, follow all camp **Emergency Procedures**. In the event that Founder’s Hall is on fire, guests will be redirected by staff to the Dining Hall to await further instructions.

Situation 2 – Fast-Moving Fire: Less than 1-hour notice of evacuation

Follow all camp **Emergency Procedures**.

Situation 3 – Intermediate Evacuation: 1 to 3-hour notice

When a fire is nearby, and we have several hours of evacuation notice, we will arrange for campers to be picked up by their family members. Children in a WW Program such as a Kid’s Camp, Confirmation Retreat, or CCA program must be signed out. Campers who cannot be picked up immediately will be transported to a safe location where pick-up will be arranged. This decision will be made by the on site camp leadership.

Situation 4 – Regional Fire Evacuation

In this common scenario, a large fire is developing somewhere in the backcountry area. Oftentimes this situation can be multiplied by Santa Ana winds. In this scenario, Julian and SD staff remain in communication and will stay in touch with fire officials. Staff will follow the news, weather predictions, and CalFire on Twitter to remain current on the fire’s status.

- The Manager on Duty or appointed camp staff will continue to keep guest leaders up to date on current fire information.
- At camp, all available staff and camp vehicles will be assembled in the treehouse parking lot facing out and ready to evacuate.
- The Manager on Duty or appointed camp staff will coordinate with guest group leaders to ensure a plan is in place that includes enough seats to evacuate all present guests.

4. EVACUATION OPTIONS

If Fire or Law-Enforcement officials initiate an evacuation, we will follow their direction. The Director of Facilities, in conjunction with the Executive Director, may initiate evacuation as well.

Depending on which evacuation situation we are facing, these emergency procedures will be followed:

- **Shelter-in-Place** – If we have to shelter-in-place, fire officials have stated that the best place to be during a fire is inside a fire-resistant building. Once inside a building, close all windows, curtains, and doors. Appointed staff will coordinate with program leaders to designate which camper groups – whether a WW program or rental group - are assigned to which shelter areas. Keep the campers calm and assure them they are safe.

Whispering Winds shelter-in-place locations

- Caster Family Dining Hall
- Founders Hall
- Shepherds Hall
- Welcome Center
- Disciples Lodge (lower floor)

Short-Term Evacuation—In the event that the camp population must be evacuated for a short amount of time, campers and staff will evacuate to the Julian Library (1850 CA-78, Julian, CA 92036). Directions to the Julian Library are included in the Attachment Section of this binder. The Manager on Duty or appointed camp staff will coordinate with group leaders to make sure staff and all guests are present at the evacuation site.

Fast Evacuation Option – In a fast evacuation situation, when outside help is not available, WW Programs campers will be shuttled in private staff-owned and camp-owned vehicles. Rental groups are informed in their rental contract that we do not provide evacuation transportation, and they are responsible for having an emergency contingency plan. If evacuation is activated during a WW program and there is enough time, parents will be called to pick up their children. If there is no time for parents to pick up their children, under the direction of the Facilities Manager, in conjunction with the Director of Ministry or appointed camp staff, we will shuttle children with all available vehicles to one of our evacuation sites (either Julian Library or St. Therese Parish in San Diego) based on location and speed of the fire toward the camp. The Director of Programs will assess at the beginning of each program that there are enough vehicles to safely evacuate WW Program guests if need be.

5. **EVACUATION ROUTES**—MAPS AND DIRECTIONS ARE INCLUDED AT THE END OF THIS DOCUMENT

There are many possible evacuation scenarios. Scenarios for fast-moving fires on windy days, large regional fires that are heading toward camp, and fires from north-south-east-west. Each factor will be considered when determining evacuation routes.

- Evacuation Route A
 - For fires approaching from the Southwest or Southeast, our primary route is Northbound Hwy 79 towards Julian (Turn left onto Hwy 79).
- Evacuation Route B

- For fires approaching from the Northwest or Northeast, our primary route is Southbound Hwy 79 towards Hwy 8 (Turn right onto Hwy 79).
- Evacuation Route C
 - If a fire is approaching from the East and Hwy 79 is not an option, our route is Julian Estates Road, through Julian Estates, into William Heise Park, to Pine Hills Road northbound to Hwy 78 westbound towards Romana.
- If a fire is approaching directly from the West, the Director of Ministry will confer with fire officials to determine if it is best to exit via Hwy 79 North or South.

6. EVACUATION DESTINATIONS

Short-Term Evacuation: Julian Library 1850 CA-78, Julian, CA 92036
760-765-0370

Long-Term Evacuation: St. Therese Parish 6400 St. Therese Way, San Diego, CA 92120
619-582-3716

7. TRANSPORTING CAMPERS

- Load the vehicle within the passenger limit established by the vehicle manufacturer.
- All passengers must wear a seat belt.
- All passengers must remain seated while the vehicle is moving.
- Vehicles traveling in a convoy must stay together—if one car stops, all cars are to stop.
- A list of individuals in each car must be in the vehicle and with the Facilities Manager or Manager on Duty. The Facilities Manager or Manager on duty having a photo on their phone of the car list is acceptable.
- Wheelchair-bound persons will be appropriately secured, either in their wheelchairs, with wheels in the locked position and secured to vehicles when applicable, or persons may be transferred to vehicle seating and their wheelchairs transported separately.

8. EVACUATION RESPONSIBILITIES

- **San Diego Office**
 - Answer phones and serve as a communication center.

- Staff will keep the phone lines open by shortening routine business calls. Sample script: *“Thank you for calling Whispering Winds. We are currently in an emergency stand-by. Please call back tomorrow or email the person you are trying to reach. Thank you for understanding.”*
 - Utilize the official talking points from the Executive Director or appointed staff.
 - During an evacuation, San Diego staff may be asked to work outside of normal business hours to serve as the Communication Center representative.
- **Julian Staff—Facilities, Food Service, Camp Experience, and Summer Support Staff**
 - Our first priority is protecting human lives.
 - All staff report to the Lead Onsite Director or Manager on duty or appointed camp staff for further assignments.
 - Assist in the evacuation process.
 - Shut off utilities: propane first, then electric.
 - Close all windows and doors.
 - If an evacuation is ordered, the Camp Administrator or appointed camp staff will change the camp voicemail message to indicate, *“We are in the process of evacuating the camp. Please call our San Diego office at (619) 464-1479 for more information.”*
 - Staff evacuation is to follow immediately after camp guest evacuation unless directed by fire or law enforcement officials. Under no circumstances are staff members required to stay once conditions are deemed unsafe.
 - WW camp staff members are required to check in with the WW San Diego office, at 619-464-1479, immediately upon evacuation; staff must report their location and how they may be reached. Extended evacuations require 9:00 a.m. daily check-ins.
 - WW management will provide updates on return-to-work status if the camp is closed due to a fire or natural disaster.
- **Programs**
 - The program leader is required to have a master roster of all campers and staff with them at all times. They will take a roll call to ensure all guests are present and report to the Manager on Duty if a search is needed to locate any missing campers or staff.
 - Direct children to either an indoor shelter or to their evacuation transportation point.

- Appointed staff will be tasked with the critical responsibility of keeping children occupied, calm, and accounted for.
- Roll call to be conducted before evacuating and again immediately upon arrival.
- Load campers into evacuation vehicles by sleeping assignment (when possible). Record, in writing, which campers/staff/cabin groups are traveling in which vehicle. Staff are responsible for the campers in their group.
- When picked up from the evacuation site, parents/guardians must sign their child out with the appointed staff.

2. EMERGENCY PROCEDURES

These emergency procedures are written to support the programs that are facilitated by Whispering Winds staff:

- Whispering Winds Women's Auxiliary Retreat
- Family Camps
- Senior Moment Retreat
- Camp Jack
- Diocesan Confirmation Retreat
- 6th Grade Camp

Rental groups that use our facility **are required to** have their own emergency procedure policies. We, at Whispering Winds, activate OUR emergency procedures during a rental group retreat. Our staff will coordinate with the rental group for their safety and that of our staff. We will communicate with the fire department, law enforcement, media, and other interested parties.

1. MISSING WW PROGRAM GUEST

- If a camper misses a scheduled meal without prior notification of a group leader, they are to be considered missing. Treat all reports of lost persons seriously. Determine by a quick search if the camper is actually missing.
- When reasonably certain that a person is missing, arrange for a search to begin following these steps:
 - Notify the Lead Onsite Director, Manager on duty, or the Director of Ministry of who is missing, where and when he/she was last seen, what small group he/she is in, and any other pertinent information.
 - Stay calm so that other campers are not frightened.
 - The Lead Onsite Director or Manager on duty will create the search plan. Multiple staff may be necessary to conduct the search.
 - Inquire about the camper's state of mind. Were they angry, depressed or threatening to run away? Did they fall behind on a hike or leave to visit a friend in another group? A camper who does not wish to be found will require a wider and more careful search.
 - Search the immediate area with available staff.
 - Ask nearby campers and staff if they have seen or know where the camper is.
 - Ask their friends where they last saw the camper.
 - Check all bathrooms, Dining Hall, sleeping quarters, and their friends' sleeping quarters.
 - If the camper is not found within 20 minutes, the camper will be presumed lost.
 - The Lead Onsite Director or Manager on duty will institute a public search that will include contacting the sheriff's department, camp office, and the camper's parents.
 - Provide activities to the remaining campers. Be calm and positive. Acknowledge their fears while communicating that there is staff working through procedures. Do NOT make promises or get into specific details about the search.
 - Complete an incident report and any other reports requested.

2. INTRUDERS

- DO NOT ALLOW ANYONE (stranger or known) TO REMOVE A CAMPER FROM CAMP without communicating with the Lead Onsite Director, Manager on duty, or Director of Ministry.
- Immediately notify the Lead Onsite Director, Manager on duty, or Director of Ministry if he/she is unreachable, dial the emergency on-call phone at 619-913-8815 and notify the responding manager.
- Do not approach an intruder if you do not feel comfortable.
- Unfamiliar persons on the camp property may range from someone lost and looking for directions to a person with the intent to do harm to persons or property.
- Be observant as to the make, model, and license plate number of the car.
- Ask the person who they are and if you can help them.
- Be polite and give assistance if possible.
- If you feel comfortable, ask them to leave by informing them that this is private property and not open to the public. Watch to make sure that the person leaves camp.
- If the person seems threatening in any way, do not approach them.
- Notify On-call staff or the Director of Ministry immediately if you see or suspect an intruder at camp at night.
- The On-call staff or Director of Ministry may notify other staff members at his/her discretion. It may be appropriate to check all camper sleeping areas with a headcount.
- In order to prevent false intruder alarms and unnecessary fright, please wear your name badges, carry a flashlight, and identify yourself if asked when walking in the camp at night.
- Complete an incident report if requested by camp leadership.

3. VIOLENT INTRUDER

In the event of a violent intruder or shooter, you have the option to respond in one of three ways. It is up to each staff member to choose the best response according to the scenario.

- **Run** – If there is an accessible escape path and it is safe to do so, your preferred action may be to run from the building or scene. Be calm but act quickly to distance yourself from the shooter. Help others escape if you can but run regardless of whether others agree to follow. Do not attempt to move wounded people. Call 911 when it is safe to do so.
- **Hide** – If it is not safe to run, you may choose to find a safe hiding spot where you can help others if possible. Keep in mind that hiding spots may need to change if a situation progresses. Find a place where the shooter is less likely to find you, with something between you and the shooter that could potentially protect you if shots were fired in your direction. Remain silent when hiding, and make sure you silence your cell phone. Call 911 if it is safe to do so. Remain in place until you are given an “all clear” by identifiable law enforcement.
- **Fight** – Sometimes, ensuring the safety of ourselves and others means we can choose to fight an intruder. Do everything you can to disrupt or incapacitate the shooter. Find anything that can be used as a weapon, such as chairs, fire extinguishers, brooms, etc. Act as aggressively as possible against the shooter. Sometimes even simply throwing things at an intruder can cause enough distraction to allow someone else to neutralize the threat. Commit to your actions.

- **Lockdown procedures**

Close and lock doors if possible.

Try to deny access to the violent intruder.

Communicate with staff and guests on two-way radios, loudspeakers, and cellphones (call or text) “Code Silver” followed by the location of the violent intruder if known. *Only use a loudspeaker if you deem it safe to do so.

- **When law enforcement arrives**

- It is the officers’ goal to secure the scene, then help the injured.
- Follow the officers’ instructions.
- Keep your hands visible and avoid making quick movements toward officers.
- You may be asked to provide this information:
 - Location of the active shooter(s)
 - Number of shooters
 - Physical description of the shooter(s)
 - Number and type of weapons held by the shooter(s)
 - Number of potential victims at the location

4. KIDNAPPING

- IMMEDIATELY notify the Director of Ministry or Lead Onsite Director if a camper is taken from camp without the express and direct approval of the Director of Ministry or Manager on Duty.
- Write down detailed descriptions of all persons involved: hair color, height, weight, clothing, race, identifying marks, birthmarks, tattoos, piercings, make/model of car, and license plate number.
- All visitors not wearing a Visitor Badge will be redirected to check-in at the Welcome Center or asked to vacate the premises.
- Campers will only be released to authorized individuals whose name has been listed by a parent/guardian on the check-in date.
- All early check-outs require verification by the Director of Ministry or appointed staff.

5. UTILITY FAILURE

- **Water**

Our camp has a self-contained water system that consists of two wells and two water storage tanks. Immediately notify the Director of Facilities or the Facilities Manager if the following happens:

- Loss of pressure or unusually rusty-looking water
- If you see a water leak or broken pipe
- No hot water flowing from a faucet/shower

- **Electrical**

A power loss may occur from sources inside or outside the camp, planned outages will be addressed in advance. Electrical fires must be immediately and safely extinguished. This includes taking steps to turn off power to the area affected and using a fire extinguisher or baking soda to put out the fire. The biggest consideration is keeping all people (including yourself) safe. If you are not confident in your ability to extinguish the fire, please notify the Facilities Manager, or call 911 as soon as possible.

Electrical wires and electrical equipment substations, and large green transformer boxes are dangerous and off-limits to camp staff and guests. Immediately notify the Director of Facilities or the Facilities Manager if the following happens:

- Lack of Power: The Facilities Manager or appointed staff will check the circuit breakers. A “tripped” breaker will be positioned midway between on and off and may have some red showing. To reset, turn the breaker off and then back on again.
- Electrical Fire: Use a fire extinguisher or baking soda to extinguish the fire. **NEVER USE WATER to extinguish an electrical fire.** Call 911 if the fire is not quickly extinguished or if there is reason to believe that the fire may be in the walls of a building. If it is safe, turn off the circuit breaker to the affected area.
- Downed power lines: Retreat to a safe distance and shut off power if it is safe to do so. Call 911. Contact with live wires or conductors, such as energized lines, appliances, and even other persons, may be fatal.
- In case of a power outage, the Director of Facilities or the Facilities Manager will report the incident to SDG&E. Camp activities can continue as usual. Limit opening refrigerators. The Manager on Duty, or other appointed staff, will dispense flashlights to staff, guests, and in rooms if need be.

If you see a person come into contact with indoor, low-voltage electricity, do not touch the person. If possible, attempt to switch the power off. If you cannot shut off the power and it is safe to do so, use a non-conductor (rubber, dry wood, rope, board, broom handle) to separate the person from the current.

If the person has come into contact with high-voltage outdoor wires, call 911 and then the power company immediately. Do not attempt to touch the person or to try to free the person from the wires. Stay at least 100 feet away from any downed wires at all times. Stay clear until all the electricity has been turned off and is verified by personnel.

After the person has been separated from the electrical source, you should:

- Check his/her breathing and heartbeat. If the person is not breathing, begin mouth-to-mouth resuscitation. If the person's heart has stopped beating, start CPR if you're trained to do so.
- Treat the victim for shock. Keep him/her lying down. If the victim is unconscious, lie on their side to allow drainage of fluids. Cover the person enough to maintain body heat.
- Do not move the victim if you suspect neck or spine injury.
- Treat burns by immersing in cold water. Do not apply grease or oil. For severe burns, cut away loose clothing and cover the burned area with a sterile dressing.

Hazardous Materials

Propane

Propane also referred to as liquefied petroleum gas, LP gas or LPG, is an alternative fuel that's a byproduct of natural gas processing and petroleum refining, used at camp for cooking and heating.

A smell like rotten eggs or skunk spray indicates a propane leak. A suspected gas leak—even if you're not sure—is always to be taken seriously. Immediate action must be taken for the safety of our campers and our camp....Report It!

At a safe distance from the building or tank with the gas leak, call our supplier, All State Propane 760-244-9160. If you can't reach them, call 911 or our local fire station at 760-765-2885.

Immediately put out all smoking materials and other open flames. Do not operate lights, appliances, telephones, or cell phones. Flames or sparks from these sources can trigger an explosion or a fire.

Get everyone out of the building or area where you suspect gas is leaking. Do not return until All State has confirmed that it's safe.

Carbon Dioxide

Carbon dioxide, also known as CO₂, is a colorless, odorless, non-flammable, and slightly acidic liquefied gas. It is sold commercially worldwide under pressure in steel cylinders or bottles called tanks.

CO₂ tanks can be used for a variety of things, including paintball.

CO2 tanks need to be hydro-tested every five years, and the test date should be noted on the top of the canister. CO2 tanks need to be taken to a DOT certified hydro-testing facility if they need filling. Once certified, the certification number is stamped onto the tank.

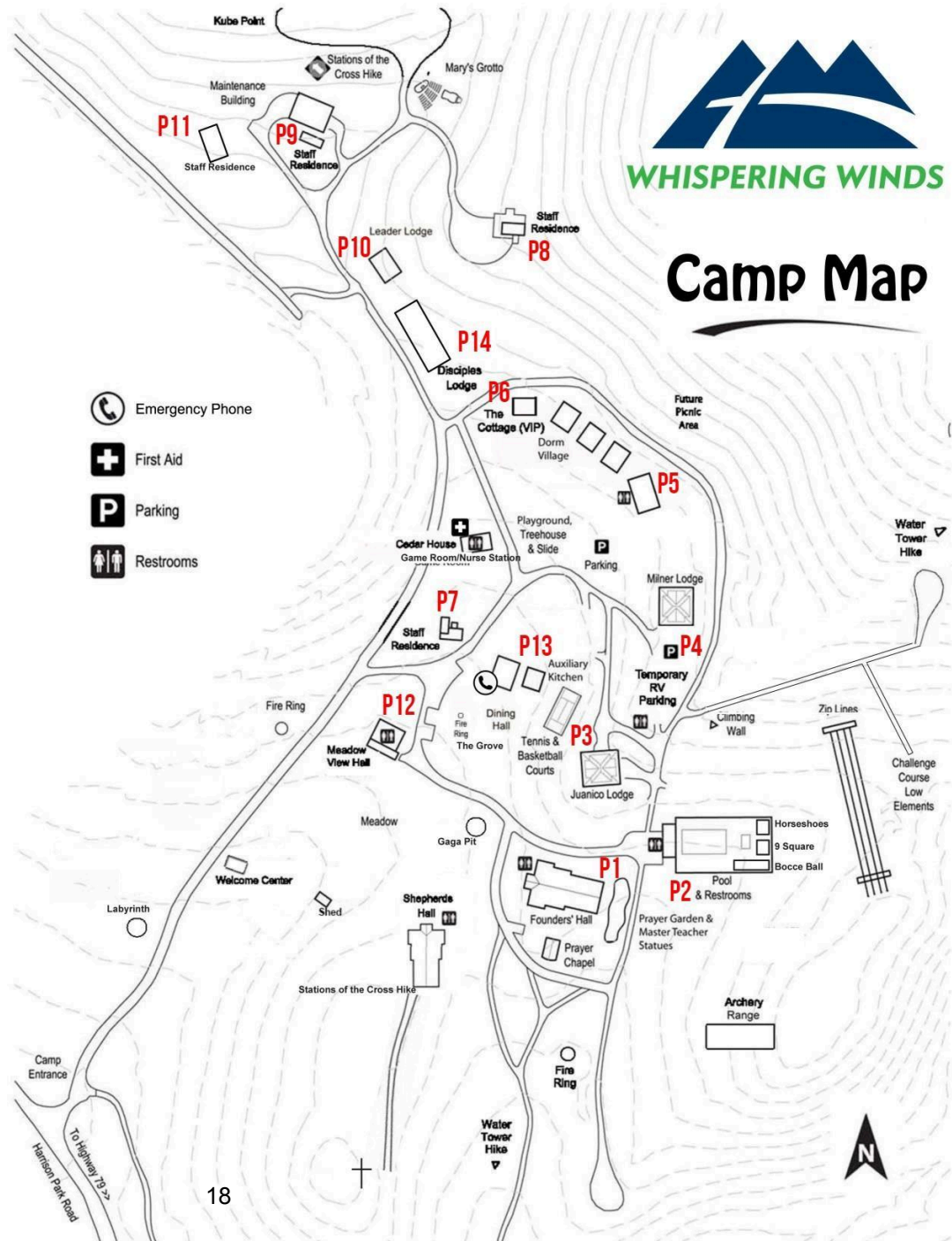
CO2 is the cheapest noncombustible pressurized gas and is frequently used in the game of paintball. Paintball CO2 tanks are usually small and are filled from a larger CO2 tank.

Even though CO2 is noncombustible, you should still take certain precautions with a CO2 tank. Be sure to never throw or drop a CO2 tank. Keep the CO2 tanks away from extreme heat. Always secure the tank in an upright position. If there has been a leakage from the tank, make sure you ventilate after the leak is contained; then immediately take the tank to a DOT certified testing facility. Tanks should be stored in the coolest place possible, ideally in an area that is around 70 degrees Fahrenheit. Most importantly, keep an eye on the fill date printed on the top of the canister. The best practice is not to use the tank at all if the date is five years or more in the past.

CO2 tank usage, testing, discharging, and refilling should not be taken lightly. They are very dangerous if mishandled.

Propane Locations

1	Founders Hall
2	Swimming Pool
3	Juanico Lodge
4	Milner Lodge
5	Dormitory Village
6	Cottage
7	Ponderosa
8	Manzanita
9	Maintenance Building
10	Leader Lodge
11	Director of Operations Residence
12	Meadow View Hall
13	Caster Family Dining Hall
14	Disciples Lodge



6. SEVERE WEATHER

Extreme cold, heat, heavy rain, high wind, thunder, and lightning

- Upon determination of severe weather, the Facilities Manager, Director of Ministry, or Manager on duty will direct the camp to take shelter in Founders Hall until the severe weather passes.
- Stay away from windows and take refuge under tables if necessary.
- Due to the altitude and location of Whispering Winds, summer temperatures in the afternoon can be hot. At times, it may be necessary to reduce activities, play quiet games and increase water intake.
- The camp leadership team will inform staff, campers & guests when activities will be reduced due to extreme heat. If/when the need arises, the Facilities Manager or Director of Ministry will announce a reduction in activities due to heat via two-way radios, text messages, or phone calls to the entire on-site camp staff.
- When Camp Staff receive this message, they are required to respond to receipt of the text/phone call. Camp staff will then follow the instructions provided to decrease activities and keep themselves, campers, and guests comfortable and safe.
- During times of extreme heat, cold, heavy rain, and heavy wind, outdoor activities will be limited. The Director of Ministry or appointed Camp Staff will decide if the pool and challenge course activities will be postponed or rescheduled.
- Whispering Winds will use a lightning meter or phone to determine the distance of lightning strikes. If any lightning registers within a 10-mile radius of camp, the Facilities Manager, Director of Ministry or appointed Camp Staff will close down the swimming pool and challenge course. The secondary option is for Whispering Winds staff to use the 30/30 Rule for lightning safety:
 - When you see lightning, count the seconds until you hear thunder. If it is 30 seconds or less, the storm is within 6 miles of the camp—the swimming pool and challenge course activities will be shut down.
 - When there is no thunder for 30 minutes, the Director of Operations will decide if the activities can resume.

7. WILDLIFE

Always travel in groups of three at camp. Call the Facilities Manager or Manager on duty immediately if you see a snake or mountain lion!

- **Snakes**

Snakes are nature's way of controlling rodents, and many are native to Whispering Winds. California Diamondback, Mojave Green, and the Timber Rattler are the three types of snakes that are found in this area. The following precautions are to be followed:

 - Be cautious and alert at all times. Be mindful of where you put your hands and feet. 90% of snake bites occur on the hands, arms, legs, and feet. Wear closed-toed shoes at all times.

- When walking or hiking, step onto lying logs and large rocks, NOT over them. Be careful around tall weeds and woodpiles. Make noise while traveling, such as singing songs. If you see a snake, **IMMEDIATELY STOP!** While keeping the snake in sight, instruct the campers to walk around or away from the area into a safety zone. If you cannot walk 15 feet around the snake, turn the group around and go another way to your destination.
- If you see a snake at camp, call the Facilities Manager or a Manager on Duty to assist you. Group leaders should keep the snake in sight. If, after positive identification and only if necessary, appointed staff will use a shovel to behead the rattlesnake.
- Rattlesnake Disposal: Bury the head and body a minimum of 8" underground.
- In the event of a rattlesnake bite: Call 911, and follow their directions. Do not hang up the phone until the 911 operator instructs you to do so. They may request that you transport the bitten person to the nearest hospital. Follow the Facilities Manager, Director of Ministry, or Health Care Provider's directives if any guest or staff needs to leave the property due to a snake bite. Keep the bitten person calm and quiet, remain calm yourself. There are maps and directions to the nearest hospitals attached and in the Welcome Center.
- Be aware of baby snakes. They are more dangerous than adult or mature rattlers.

- **Mountain Lions or Bobcats**



3. HEALTH CARE PLAN FOR MEDICAL EMERGENCIES

In case of emergency, dial 911 from the Welcome Center landline or a mobile phone.

1. HEALTHCARE SUPERVISOR DEFINITION

- The health, safety, and welfare of all staff and guests is always a top priority for all WW staff.
- The WW Healthcare Supervisor, when hired for our programs, is the designated staff primarily responsible for the health care of our guests.
- The Healthcare Supervisor is responsible for receiving and dispensing medicine to campers aged 17 and under for WW programs, i.e., Family Camp CCAs, Kids or Middle School campers, and Confirmation Retreat campers.
- The Healthcare Supervisor will meet the state requirements for this position.
- Staff that are housed with campers aged 17 and under must also provide their medication to the Healthcare Supervisor for dispensing.
- The Healthcare Supervisor will have keys to use and lock up the nurse's station located in the Welcome Center.

2. RESPONSIBILITIES

- When emergency responders are called to camp, the staff member in charge of the incident must dispatch camp staff or appointed guests, in cars or golf carts, to meet Emergency Service vehicles at the camp entrance. One person will lead each group of Emergency Service Vehicles to the incident location. This staff member must also contact the Executive Director anytime emergency vehicles have entered the property. The Director of Facilities or Manager on duty will contact the appropriate staff and board members.
- Camp staff will be notified of the special needs of campers that are in their care on a need-to-know basis. This information is confidential and must not be discussed with other staff members.
- The CCA Coordinator must always be contacted with health concerns related to CCAs.
- The Healthcare Supervisor and all staff that are certified in CPR and First Aid are authorized to administer first aid to any patient.
- The Healthcare Supervisor will review and update (if necessary) each camper's Health History Form for CCAs, Kids or Middle School Camp, 6th Grade Camp, and the Diocesan Confirmation Retreat. Current medical treatments, health issues, medication, allergies, or dietary restrictions will be identified.
- Per the American Camp Association, all camper medication is required to be in original containers with clear instructions as to dosage and times of medication administration. All medications will be stored in a locked container or locked room.

3. POLICIES FOR CAMP HEALTHCARE

- In the event of an injury or illness, administer first aid to the patient at the location of the injury. If a patient cannot be moved, send a runner for the Healthcare Coordinator or other camp staff.
- The Healthcare Supervisor will administer further first aid to the extent of their training. If medical attention is required, the Healthcare Supervisor, in consultation with the Director of Operations, will determine further steps, which may include:
 - Requesting transportation from emergency service.
 - Calling the on-call physician IF ONE IS DESIGNATED BY THE FAMILY IN ADVANCE. They may also call the camp's on-call physician.
 - The Healthcare Supervisor will call the parent/guardian of the patient if their child wants to speak with them in case of homesickness, broken bones, abnormal or extensive bleeding, a head injury, or any medical need that necessitates calling 911.
- The Healthcare Supervisor, with the help of the Welcome Center staff, will assemble the following packet and provide it to the person transporting the patient or a medical professional if requested:
 - Patient's Whispering Winds Medical History and Release Form
 - Medical evaluation and information from the medical log
 - Map to outside medical facility
- If the patient leaves and returns to camp, the driver and patient must report to the Healthcare Supervisor what care was given before returning to camp activities.
- All medical emergencies and incident reports must be reported to the Whispering Winds Business Department via the Camp Administrator.

4. RECORD KEEPING

- The Healthcare Supervisor and camp staff will keep a written log of any patient receiving first aid or who has a medical complaint.
- The log shall include
 - Name and age of the patient.
 - Date and time of first contact with the patient.
 - Description of injury or complaint.
 - Initials of the Healthcare Supervisor confirming that the patient's WW Medical History and Release Form has been read.
 - Any treatment given.
 - Name and dose of any medication administered.
 - Time medication was administered.
 - The Healthcare Supervisor's logs will be placed in the program folder and sent to the San Diego Office via the Document Transport Box after each session.

5. PROVISION AND MAINTENANCE OF HEALTH SUPPLIES AND EQUIPMENT

- The Health Care Supervisor will purchase, store, and inventory all medication, supplies, and equipment using American Red Cross and American Camp Association guidelines. The Welcome Center staff will check the expiration dates of all medication and supplies and replace them when necessary.
- **First Aid Kits:**
 - Procedure: Rental groups that use our facility are responsible for providing their own first aid kits. Whispering Winds may provide first aid supplies to rental groups as a courtesy.
 - First Aid Kits are housed in the following locations:
 - Mama Ghio's Kitchen
 - Pool Maintenance Closet (June-Aug only)
 - Welcome Center
 - All guest First Aid Kits are stocked in the Nurse's Station located inside of the Welcome Center and will be stocked on a regular basis by assigned camp staff.
- **AED Units:**
 - There will be an AED located at the Welcome Center (Nurses Station), near the west entrance (the side where the road is) of the Dining Hall year-round. There will be an AED located near the entrance to the pool seasonally from June through August and inside Founders Hall (September-May).

6. POTENTIAL HEALTH ISSUES AT CAMP

- **Dehydration/Heat Stroke**
 - Prevention: Camp staff and guests should drink at least one cup of water every hour and rest when needed. During high temperatures, avoid prolonged exposure to the sun or high-impact sports/activities.
 - Signs/symptoms: Headache, thirst, drowsiness, dry and sticky mouth, dizziness or lightheadedness, fatigue, bad mood, difficulty with urination (that lasts 8 hours or more).
 - Clear or light-colored urine means you're well-hydrated, whereas dark yellow or amber urine is usually a sign of dehydration.
 - Treatment: If you believe you are experiencing heatstroke, seek immediate emergency care. Otherwise, drink more fluids like water or a sports drink and rest.
- **Sunburn**
 - Prevention: Wear sunscreen and re-apply every hour or after swimming, wear light clothing and a hat that covers your skin, limit sun exposure from 11:00 AM to 1:00 PM when the sun is at its hottest, do activities in the shade when possible.
 - Signs/symptoms: Red, painful skin that feels hot to the touch — usually appears within a few hours after sun exposure and may take several days or longer to fade.

- Treatment: Take a cool shower. You may also apply a clean towel dampened with cool water. Apply an aloe vera or moisturizing lotion several times a day. Leave blisters intact to speed healing and avoid infection. If they burst on their own, apply an antibacterial ointment to the open areas. If needed, take an over-the-counter pain reliever such as aspirin, ibuprofen (Advil, Motrin, etc.), naproxen (Aleve), or acetaminophen (Tylenol). All pain relievers are kept behind the counter in the Welcome Center and are NEVER to be given directly to a minor. Staff may give appropriate amounts to an adult responsible for minors.
- If your sunburn begins to blister or if you experience immediate complications, such as rash, itching, or fever, see your doctor.
- **Colds/Flu**
 - Prevention: Wash your hands after using the restroom, before handling food, after camp activities, and anytime thereafter. Stay hydrated and sleep at least 7 hours a night.
 - Signs/symptoms: Runny or stuffy nose, itchy or sore throat, cough, congestion, slight body aches or a mild headache, sneezing, watery eyes, low-grade fever, mild fatigue.
 - Treatment: Drink water, juice, clear broth, or warm lemon water with honey to help loosen congestion and prevent dehydration. Avoid alcohol, coffee, and caffeinated sodas. Gargle with salt water to relieve a sore or scratchy throat, and use over-the-counter cold and cough medications.
- **Falls/Cuts/Bruises**
 - Prevention: Walk, don't run on uneven surfaces, and wear closed-toed shoes that are appropriate for the activity that you are doing.
 - Signs/symptoms: A skin abrasion with or without blood present.
 - Treatment: Always wear gloves when treating a patient, clean the wound with soap and water or an antiseptic wipe, apply an antibiotic cream, and apply a bandage. Apply a clean bandage when needed.
- **Insects/Bites**
 - Prevention: Wear insect repellent, do not wear perfumes that may attract insects, and shower daily with soap and water.
 - Signs/symptoms: An itchy bump or bumps on the skin.
 - Treatment: Wash with soap and water. A non-itch solution such as Calamine lotion can be applied for the patient's comfort.
- **Sprained Ankle**
 - Prevention: Wear sturdy, closed-toed shoes at all times, except when going to the pool.
 - Signs/symptoms: Pain and/or swelling in the ankle
 - Treatment: Rest, ice, elevate, take ibuprofen or Tylenol to ease the pain, and wrap in an ankle brace for stability.
- **Bloody Nose**
 - Prevention: Be careful when blowing your nose.
 - Treatment: Sit up straight and tip your head slightly forward, use your thumb and forefinger to firmly pinch the soft part of your nose shut, and apply an ice pack to the nose and cheeks,

keep pinching for a full 10 minutes, check to see if the nose is still bleeding after 10 minutes, if yes, continue holding the nose together. Add more tissue/towels to the nose if needed. Do not remove the bloody tissue/towel—this will negatively affect the clot that is forming.

PREVENTING THE SPREAD OF DISEASE

- If any patient is suspected of having an infectious disease, such as the flu, persons performing First Aid will follow these guidelines:
 - Move the patient to the designated nurse station.
 - Bring in all of the patient's personal items.
 - Clean the patient's bedding and bathroom that was being used.
 - Everyone in contact with the patient, including roommates, counselors, and group members are to wash their hands.
 - Monitor other campers for symptoms.

In the event of a local, state, national, or worldwide pandemic, Whispering Winds will create a specific set of protocols for a safe response that will be guided by directives from state and local authorities and by using CDC and ACA standards. All staff will be given updated protocols from the Executive Director in this scenario.

7. MAJOR INJURIES AND ACCIDENTS

- If you are the primary staff member at the scene in camp:
 - Count to ten and evaluate the overall situation. Do not rush or panic.
 - Take charge. Be firm and clear with your instructions to campers and staff. Use a calm tone of voice.
 - The staff member with the highest level of appropriate certification will delegate the responsibility to aid the injured party. Give priority attention to caring for the needs of the victim. The person rendering first aid must enter the information in the camp health log within 12 hours of the incident. They must also fill out an incident form located in the Welcome Center within 24 hours.
 - Delegate another staff member to ensure the safety of other campers by taking them away from the immediate scene and organizing singing, games, or other activities. Retain one staff member at the scene of the accident with the victim.
 - Contact the Healthcare Supervisor as soon as possible. Provide a clear description of the emergency and your location.
 - Begin collecting the facts. What happened? How? When? Where? Witnesses? Where were the staff? Campers? What could the victim have done to prevent the injury?
 - Once the Healthcare Supervisor arrives at the scene, summarize the situation and answer questions. The Healthcare Supervisor will then take the lead.
 - Depending on the severity of the accident or emergency, the parent or guardians will be notified as soon as it is possible by the Healthcare Supervisor.
 - In case of an accident or emergency, at no time should any staff member release any information to the media or any other bystanders. They should refer all questions to the Healthcare Supervisor, Director of Programs, or any onsite Director.

- In the case of a critical accident, serious injury, harm, or fatality: Keep a responsible adult at the scene of the accident or emergency situation to see that nothing is disturbed until medical aid or the law-enforcement authorities arrive.

- If you are a secondary staff member at the scene: Campers' safety comes first!
 - Quickly and quietly follow the directions of the person in charge of the situation.
 - Do not panic. You set an example for the campers at the scene.
 - Offer advice only if you are more knowledgeable about the incident or if you are asked.
 - Do not discuss or allow campers to discuss the situation with anyone other than camp personnel or law-enforcement officials.
 - Assist in preparing reports as needed.

4. UNIVERSAL PRECAUTIONS

- As part of an overall exposure control plan, mandated by the OSHA Bloodborne Pathogens Standard, "universal precautions" are part of infection-control practices. They are specific guidelines that must be followed to provide every person protection from diseases that are carried in the blood. Since blood can carry all types of infectious diseases, even when a person does not look or feel ill, knowledge of universal precautions is essential for anyone who might come into contact with blood or other body fluids.
- The following are sample guidelines recommended by the Centers for Disease Control to prevent cross-contamination from bloodborne pathogens:
 - All healthcare providers should use appropriate barrier precautions to prevent skin and mucous membrane exposure when contact with blood or body fluid of any person is anticipated. Personal protective equipment such as latex or vinyl disposable gloves should be readily available in healthcare, housekeeping, and maintenance areas, in all first-aid kits, and in vehicles.
 - Any person giving first aid should **always** wear latex or vinyl disposable gloves if blood is visible on the skin, inside the mouth, or if there is an open cut on the victim. Gloves should be changed after contact with each person.
 - Gloves should **always** be worn when handling items or surfaces soiled with blood or bloody fluids. Such areas (floor, counter, etc.) should be flooded with a bleach solution (1 part bleach to 10 parts water), alcohol, or a dry, sanitary absorbent agent. However, routine cleaning practices are all that is needed if blood is not visible or likely to be present.
 - Remove gloves properly – pulling inside out. Place gloves in a bag with waste. Hands and other skin surfaces should be thoroughly washed with soap and water immediately if contaminated with blood or other body fluids.
 - Masks, protective eyewear, gowns, or aprons should be worn during procedures that are likely to generate droplets or splashes of blood or other body fluids.
 - Do not recap needles or purposely bend or break by hand. After use, disposable syringes, needles, and other sharp items will be placed in a "sharps" container for disposal.
 - Mouthpieces, resuscitation bags, or other ventilation devices should be available for use in areas in which the need for resuscitation is predictable.

5. INCIDENT REPORTS

Any time 911 is called, Camp Leadership, or appointed camp staff handling the situation will call the Executive Director, who will then communicate important information to the appropriate people. All incidents (including those where 911 isn't called) will follow this process:

- An incident report is generated by the staff member who was at the scene of the incident with the help of the person involved and nearby witnesses. This needs to be completed no later than 24 hours after the incident occurred.
- The Camp Administrator will email a copy of the incident report to the Executive Administrator. The Director of Guest Services should be included if the incident occurred with rental groups.
- Follow up with the camper and provide the Executive Administrator with an update:
 - For rental guest groups or programs, the Director of Ministry will place a call to the camper.
 - For staff, the direct report will place a call.
- The Executive Administrator will forward the report to Risk Management to review and will also provide an update on the camper.
- Risk Management will do a courtesy review and notify us if there are any “red flags.”
- The Executive Administrator will file the report.



Date

Name of Person Involved

Last

First

Middle

Age

Sex

☐ Camper

☐ Staff

☐ Visitor

Address

Street & Number

City

State

Zip

Phone

Area/Number

Name of Parent/Guardian (if minor)

Address

Street & Number

City

State

Zip

Phone

Area/Number

Name/Address/Phone Number of Witnesses (You may wish to attach signed statements.)

1.

2.

Type of Incident ☐ Behavioral ☐ Accident ☐ Epidemic Illness ☐ Other (describe)

Date of Incident/Accident

Day of Week

Month

Day

Year

Hour

☐ AM

☐ PM

Where occurred? (Specify location, including location of injured and witnesses. Use diagram to locate persons/objects.)

Was injured participating in an activity at time of injury? ☐ Yes ☐ No If so, what activity?

Any equipment involved in accident? ☐ Yes ☐ No If so, what kind?

Describe the sequence of activity in detail including what the (injured) person was doing at the time.

What could have done to prevent the incident?

Emergency procedures followed at the time of incident:

Emergency procedures completed by whom?

Injured Signature

Date

Report Prepared by

Position

Date

Time

Submitted by

Position

Date

Phone

Staff Incident: Date claim form was provided to staff member:

Whispering Winds Mgmt Review

Date

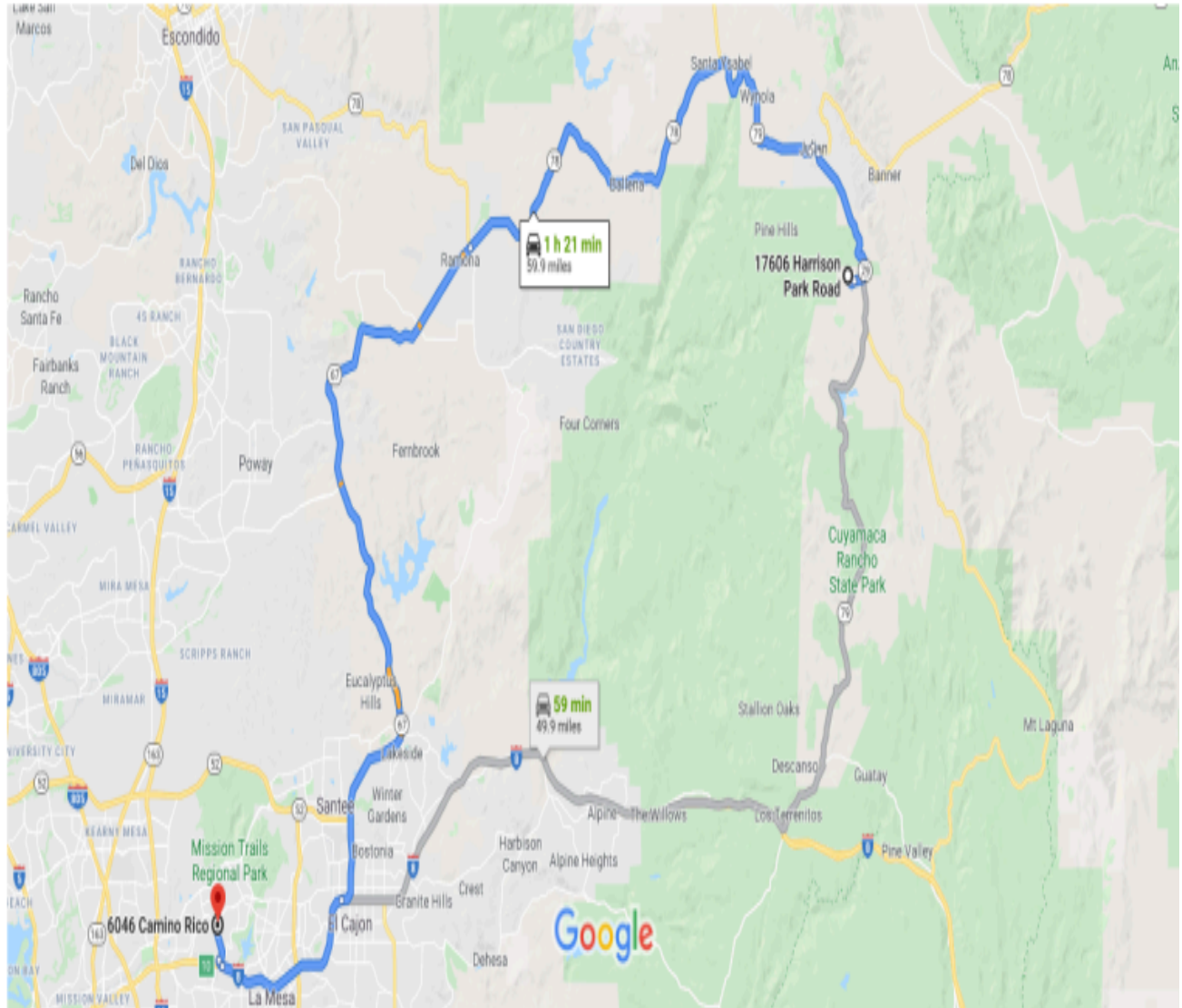
Workers Comp/ Insurance Notification ☐ Yes ☐ No

6. COMMUNICATING EMERGENCIES

- The Executive Director will designate a spokesperson at the San Diego Office who will answer calls and communicate via other avenues as directed.
- The Executive Director will release the facts of the emergency/fire and information regarding the sheltering situation to necessary constituents.
- Key messages to the media will include information on the safety status of guests and staff. Camp staff are discouraged from speaking to the media unless at the request of the Executive Director.
- Parents will be encouraged to stay tuned to their social media, email and television stations for updates.
- The Executive Director will determine if a newsletter will be sent and how the website and social media will be handled. The Director of Marketing will monitor social media posts by our constituents and reply as needed.
- The Executive Director will follow @calfiresandiego on X (formally Twitter), for info directly from CAL-FIRE. All camp staff are strongly encouraged to do so as well.
- Basic script when communicating with a violent intruder. This can be modified depending on the emergency:
 - *“We have a violent intruder at camp. The authorities <have been notified/are onsite/have the intruder in custody>. We have implemented lockdown procedures. We will post updates on <these platforms> as soon as possible.”*

7. EVACUATION ROUTES

ROUTE A



ROUTE A - For fires approaching from SW or SE our primary route is Northbound HWY 79 towards Julian.

DIRECTIONS: Leave camp via the main entrance

Turn Left on Harrison Park Road (0.9 miles)

Turn right onto CA-79 (4.4 miles)

Short-Term EVAC- Julian Library (1850 CA-78, CA 92036): Turn right on CA-78 (Banner Rd.) Library on left.

Long Term EVAC - St. Therese Parish (6400 St. Therese Way, San Diego, CA 92120)

Turn left onto CA-78 (Main St.) into Julian (0.3 miles)

Turn left on CA-79 towards Ramona (22 miles)

Turn Right onto Lakeside Ave (18 miles)

Turn Right onto Lakeside Ave (0.5 miles)

Turn left onto Riverford Rd (1.2 miles)

Turn right onto N Woodside Ave (0.3 miles)

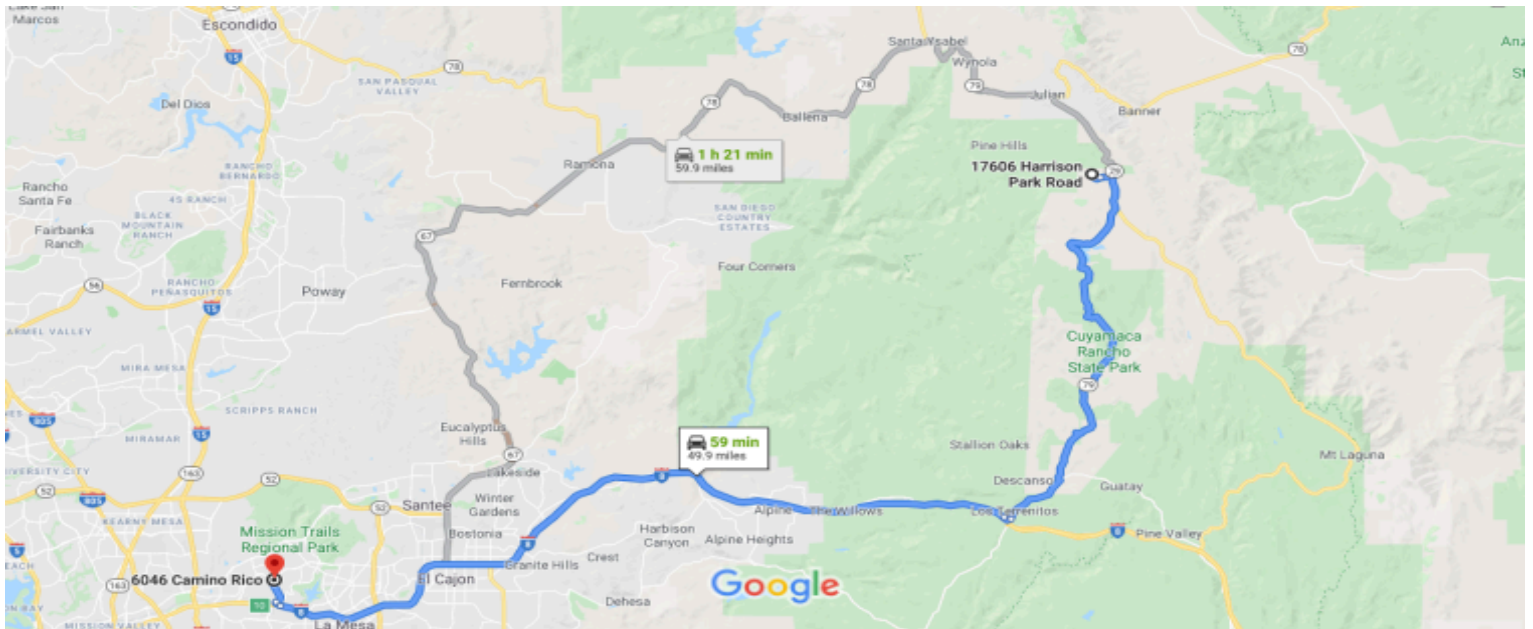
Turn right onto Woodside Ave (1.3 miles)

Turn left onto Jackson Dr (6.6 miles)

Turn right onto Navajo Rd (1.2 miles)

Turn left into parking lot (1.3 miles) -ARRIVED

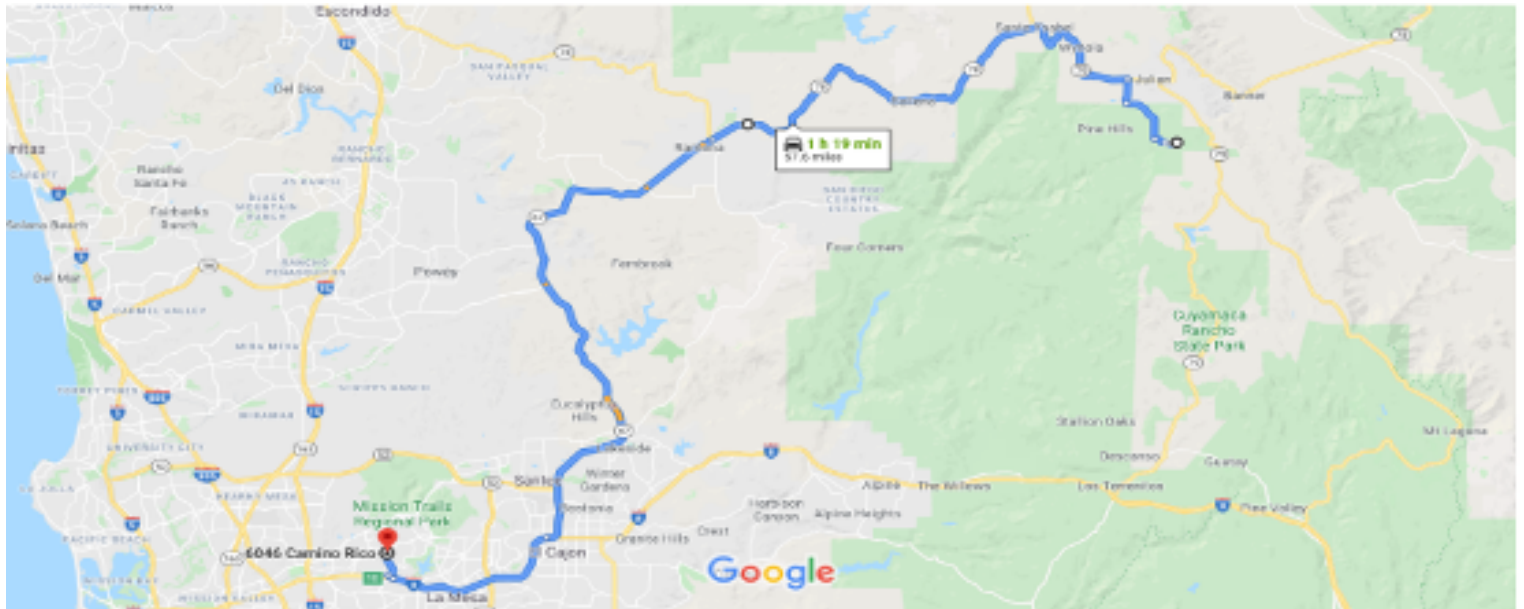
ROUTE B



ROUTE B – For fires approaching from the NW or NE our primary route is south (turn right) on CA-79 towards Hwy. 8

DIRECTIONS: Leave Camp via the main entrance
Turn Left on Harrison Park Road (0.9 miles)
Turn right onto CA-79 (16 miles)
Take a slight right turn to merge onto I-8 West towards San Diego (2.5 miles)
Take Exit 10 onto College Ave (29 miles)
Keep right onto College Ave North (900 ft)
Turn right onto Navajo Rd (1.1 miles)
Turn right into the parking lot (0.2 miles)
Arrive at **St. Therese Parish (6400 St. Therese Way, San Diego, CA 92120)**

ROUTE C



ROUTE C – For fires approaching from the East where CA-79 is not an option, follow this long-term evacuation route to St. Therese Parish through Julian estates and William Heise County Park.

DIRECTIONS: Leave Camp via back entrance across from Leaders Lodge (WW gate lock is 9552)
 Turn immediately right onto Julian Estates Road (0.2 miles)
 Turn left onto Toyon Mountain Rd (0.4 miles)
 Follow Toyon Mountain Road left as it becomes W Incense Cedar Rd (0.6 miles)
 Enter William Heise Park through emergency gate (Julian Estates gate lock is 8888)
 Follow exit arrows out of William Heise County Park
 Merge onto Frisiius Dr (0.4 miles)
 Turn right onto Deer Lake Park Rd (2.1 miles)
 Turn right onto Pine Hills Rd (1.0 miles)
 Turn left onto CA-78 W (CA-79N) towards Santa Ysabel/Ramona (21.1 miles)
 Continue onto CA-67 S (24.1 miles)
 Merge onto I-8 W (6.8 miles)
 Take Exit 10 for College Ave (0.2 miles)
 Keep right at fork/follow signs for College Ave N (1.2 miles)
Arrive at St. Therese Parish (6400 St. Therese Way, San Diego, CA 92120)

Resources

The Salvation Army Camp Quick Reference Guide, "Intruders."

CCCA video: How to Prepare for and Respond to an Active Shooter

Church Mutual Congregation, "Active Shooter" module

CCCA 2012 National Conference Active Shooter (audio)

Lost Timber Bible Camp Violent Intruder Policy/Procedure

California Conference of Directors of Environmental Health Organized Camp Emergency Procedures Plan

<https://www.srpnet.com/safety/emergency.aspx> - Procedures when someone touches a live wire

American Camping Association ACA



Whispering Winds Catholic Conference Center, Inc.

Heat Illness Prevention Plan (Outdoor Workers)

Whispering Winds Catholic Conference Center's Heat Illness Prevention Plan for Outdoor Workers (plan) is intended to provide effective instruction, education and procedures for the prevention and mitigation of heat illness for work performed outdoors in accordance with California Code of Regulations, Title 8, Section 3395.

The Camp Leadership Team is responsible for the development and implementation of this plan. In addition, managers and supervisors are responsible for implementing and maintaining the procedures identified in this plan as they pertain to the work areas they manage or supervise. You may direct any questions about this plan to your supervisor, manager or the Camp Leadership Team.

This plan is in English. This plan is maintained at our worksite(s) at the following locations: The Welcome Center, Staff Break Room and Maintenance Shop. The plan is also accessible electronically by request.

A copy of this plan will be made available to workers or their representatives upon request.

Procedures for the Provision of Water

Water is an important aspect for the prevention of heat illness and Whispering Winds is committed to provision of continuous, free, fresh, pure and suitably cool drinking water to its employees. Whispering Winds does this by:

- Providing water by access to potable drinking water at filtered sinks in the Dining Hall and Welcome Center and orange coolers of ice water provided at recreation activities as well as multiple drinking fountains located throughout camp. Water from non-approved or non-tested sources is not acceptable.
- Water will be located as close as practicable to the areas where employees are working, including ancillary water jugs as needed. Staff have full access to jugs and water if they determine one is needed at a work site. Disposable cups are available. If necessary to ensure close access to water, personal bottled water or water containers will be provided to employees and labeled to avoid cross-contamination.
- There will be enough water to provide one quart (4 cups) of water to each employee per hour. Water containers will be checked and replenished during the shift to ensure that enough water is available.
- The water will be cool enough to be pleasant, but not so cool as to cause discomfort. Water provided in coolers will have ice added. If water is not sufficiently cool, please contact the Manager on Duty (MOD).
- Workers will be encouraged to frequently consume water throughout the work shift in small quantities, up to four cups per hour. Workers will be encouraged to drink water even if they aren't thirsty. It is communicated to staff that they may always take a water break if feeling the effects of the heat in addition to their two 15-minute breaks and 30-minute lunch per shift.]
- In addition to mobile water coolers, working drinking fountains are located at the zipline, rock wall, outside of Founders Hall, Shepherds Hall, Welcome Center and Dining Hall.

Procedures for Access to Shade and Cool-Down Rests

Heat Illness Prevention Plan (Outdoor Workers)

The ability to cool down your body while working in hot conditions is an important aspect of preventing and mitigating heat illness. Whispering Winds is committed to providing appropriate opportunities to cool down while working in hot conditions by utilizing the following procedures:

- Shade that provides blockage of direct sunlight will be present when the temperature exceeds 80 degrees Fahrenheit: Inside break room, shop and Welcome Center as well as pop up shade structures erected while recreation activities are running, and picnic tables located underneath trees. The shade will be either open to the air or provided with ventilation or cooling. The shaded areas will provide enough room to accommodate all employees on break at any time and allow for employees to remain seated in normal posture without touching other employees. Meal, rest and recovery periods may be rotated as necessary and in compliance with legal requirements.
- The shade will not cause exposure to any other health or safety hazard or be placed in an area that would deter or discourage use.
- When the temperature does not exceed 80 degrees Fahrenheit, shade will either be provided according to the paragraph above or timely be made available upon an employee's request.
- Where it would be infeasible or unsafe to provide a shade structure or otherwise have shade present on a continuous basis, Whispering Winds will use alternative procedures that provide equivalent protection, including rotating positions during recreational activities, access to ice and cooling rags.
- All employees are allowed and encouraged to take preventative cool-down rests in the shade whenever they feel the need to do so to protect against overheating. When taking a cool-down rest, employees will be monitored and investigated for heat illness symptoms, and encouraged to remain in the shade until any signs or symptoms of heat illness have abated. In all cases, employees will remain in the shade for at least five minutes before returning to work.
- Any employee experiencing heat illness signs or symptoms will be provided appropriate first aid or an emergency response as described in this plan's Emergency Response Procedures.

Procedures for Monitoring the Weather

Procedures for weather monitoring include, but are not limited to:

- Training and instructing supervisors to track the weather at the job site and check for heat waves. Employers may access weather forecasts and information available from the National Weather Service at <http://www.nws.noaa.gov/>, calling the National Weather Service, checking weather forecasts on the Weather Channel TV Network, or through devices (e.g., computers, tablets and smart phones) that provide this information.
- Using weather information in advance to evaluate the risk level for heat illness and make any necessary work modifications, such as rescheduling the work for another day, shifting working hours to a cooler part of the day, increasing the number of water and rest breaks, or other effective modifications that reduce the risk of heat illness.
- Instructing supervisors on methods for periodically checking the temperature at the worksite. Supervisors are encouraged to check the weather reports throughout the day and monitor for high temps/adjust work load to account for too high temps.

High Heat Procedures

When the temperature equals or exceeds 95 degrees Fahrenheit, Whispering Winds will implement the following high heat procedures to the extent practicable.

- Whispering Winds will maintain effective communication by voice, observation or electronic means so employees at the worksite can contact a supervisor when necessary. Electronic devices may be used for this purpose if reception in the area is reliable. Employees are

Heat Illness Prevention Plan (Outdoor Workers)

encouraged to communicate with one another and supervisors via walkie talkie. When not available cell phone calls and texting are a viable option. Employees can also call or visit the Welcome Center at (760) 765-1600 to give or receive information.

- Employees will be observed for alertness and signs or symptoms of heat illness. Methods for observing/ monitoring may include any of the following, depending on the particular circumstances of the worksite or work unit:
 - Direct observation by supervisor (or other designated observer) for small groups of 20 or fewer employees.
 - Mandatory buddy system.
 - Regular communication with employees working solo.
 - Other effective means of observation/monitoring for ascertaining the employee's condition and provide emergency response when needed.
- One or more employees at each worksite will be designated as authorized to call for emergency medical services.
 - The Manager on Duty (MOD) is the designated staff to call for emergency medical services. They can be reached via walkie-talkie or cell phone. Employees can find out who the MOD is via the MOD calendar located in the weekly Slack message.
 - **If the designated employee(s) cannot be reached, any employee can call for emergency medical services.**
- Employees will be reminded constantly throughout the work shift to drink plenty of water and take preventative cool-down rests as needed.
- Pre-shift prevention meetings will be held to review high heat procedures, encourage employees to drink plenty of water, and remind employees of their right to take a cool-down rest when necessary.

Emergency Response Procedures

Whispering Winds will implement effective emergency response procedures to address heat illness signs and symptoms in the workplace. The following procedures will be used:

- Effective communication procedures that allow employees to contact either a supervisor or emergency medical services, when necessary. In the event of a heat illness emergency, employees may contact their supervisor or MOD via walkie-talkie, cell phone, or contact the Welcome Center. An employee may also contact emergency services directly if needed.
- Effective response to signs and symptoms of possible heat illness, including:
 - Training all employees and supervisors how to recognize the signs and symptoms of heat illness and the steps to address those signs and symptoms including immediately implementing appropriate first aid and these emergency procedures.
 - Having appropriately trained and equipped personnel render first aid as appropriate with the severity of the signs and symptoms. All staff receive bi-annual first aid and CPR training. Staff may assist with rendering first aid if needed and contact the MOD. First aid that may be rendered includes the provision of water; transporting the employee to a shaded area or the Welcome Center; removing excess layers of clothing; cooling the body with fans, ice packs and/or cool water; or any other measures to keep the employee cool and comfortable. If no appropriately trained personnel are available, emergency medical services will be called immediately.
 - Ensuring supervisors or lead staff who observe an employee exhibiting the signs or symptoms of heat illness will not leave that employee alone, or send the employee home, without offering first aid or contacting emergency medical services as appropriate.
- Effective means of bringing emergency medical services to the worksite when an employee is exhibiting severe heat illness signs or symptoms (such as, but not limited to, loss of

Heat Illness Prevention Plan (Outdoor Workers)

consciousness, staggering, vomiting, disorientation, irrational behaviors or convulsions), including:

- Mapping the worksite and making the map available to employees and supervisors so that the employee or supervisor who contacts emergency medical services can provide clear and precise directions to the location of the employee suffering severe heat illness alternatively, whenever emergency services are called, the MOD and Welcome Center are alerted and a staff person is assigned to meet emergency services at the gate and escort them to the site.
- Ensuring supervisors will have access to or carry walkie talkie radios and cell phones when appropriate. These devices will be inspected and maintained to ensure they are always functional for this purpose.
- If employees work in areas that are inaccessible to emergency medical services, lead staff will pick up and transport the staff to an accessible area via golf cart or vehicle.

Procedures for Acclimatization

Whispering Winds recognizes that the temporary adaptation of the body to work in the heat occurs gradually when a person is exposed to it. To help minimize the risk of heat illness, the following acclimatization procedures will be implemented:

- All employees shall be closely observed by a supervisor or designee during a heat wave. For purposes of this plan, "heat wave" means any day in which the predicted high temperature for the day will be at least 80 degrees Fahrenheit and at least 10 degrees Fahrenheit higher than the average high daily temperature in the preceding five days.
- Any employee who is newly assigned to a high heat work area shall be closely observed for any heat illness signs or symptoms by their supervisor or lead staff for the first 14 days of employment.
- Employees new to working in the heat will be encouraged to drink more water, take breaks as needed, and given alternating jobs in the shade when possible.



Whispering Winds Catholic Conference Center, Inc.
Heat Illness Prevention Plan (Indoor Workers)

Whispering Winds Catholic Conference Center's Heat Illness Prevention Plan for Indoor Workers (plan) is intended to provide effective instruction, education and procedures for the prevention and mitigation of heat illness for work performed indoors in accordance with California Code of Regulations, Title 8, Section 3396.

Camp Leadership Team is responsible for implementing and maintaining the procedures identified in this plan as they pertain to the work areas they manage or supervise. You may direct any questions about this plan to your supervisor, manager or the Camp Leadership Team.

This plan is in English. This plan is maintained at our worksite(s) at the following locations: The Welcome Center, Staff Break Room and Maintenance Shop. The plan is also accessible electronically by request.

A copy of this plan will be made available to workers or their representatives upon request.

Procedures for the Provision of Water

Water is an important aspect for the prevention of heat illness and Whispering Winds is committed to provision of continuous, free, fresh, pure and suitably cool drinking water to its employees. Whispering Winds does this by:

- Providing water by access to potable drinking water at filtered sinks in the Dining Hall and Welcome Center and orange coolers of ice water provided at recreation activities as well as multiple drinking fountains located throughout camp. Water from non-approved or non-tested sources is not acceptable.
- Water will be located at all designated cool-down areas in the Dining Hall, Welcome Center and Drinking Fountains. If necessary to ensure close access to water, personal bottled water or water containers will be provided to employees and labeled to avoid cross-contamination.
- During hot indoor conditions, the water will be cooler than the ambient temperature, but not so cool as to cause discomfort. Ice will be available in the dining hall and break room. If water is not cool, please contact the Manager on Duty (MOD).
- Workers will be encouraged to frequently consume water throughout the work shift in small quantities, up to four cups per hour. Workers will be encouraged to drink water even if they aren't thirsty. We will do this by verbal communication throughout the day, safety training before summer and messages through Slack.

Procedures for Access to Cool-Down Areas

The ability to cool down your body while working in hot conditions is an important aspect of preventing and mitigating heat illness. Whispering Winds is committed to providing appropriate opportunities to cool down while working in hot conditions by utilizing the following procedures:

- The maintenance of cool-down areas located at: Break room and Welcome Center. The cool-down areas will be maintained below 82 degrees Fahrenheit at all times where feasible, provide enough room to accommodate all employees on break at any time, and allow for employees to remain seated in normal posture without touching other employees while in the cool-down area.

Heat Illness Prevention Plan (Indoor Workers)

- All employees are allowed and encouraged to take preventative cool-down rests in the cool-down areas whenever they feel the need to do so to protect against overheating. When taking a cool-down rest, employees will be monitored and investigated for heat illness symptoms, encouraged to remain in the cool-down areas until any signs or symptoms of heat illness have abated, and in all cases, employees will remain in the cool-down areas for at least five minutes before returning to work.
- Any employee experiencing heat illness signs or symptoms will be provided appropriate first aid or an emergency response as describe in this plan's Emergency Response Procedures.

Procedures for Temperature and Heat Index Assessment

Certain procedures will apply if an indoor work area is subject to one of the following:

- The temperature is at least 87 degrees Fahrenheit;
- The heat index based upon Appendix A of Section 3396 is at least 87 degrees Fahrenheit;
- The temperature is at least 82 degrees Fahrenheit where employees are wearing clothing that restricts heat removal; or
- Employees are working in a high radiant heat area and the temperature exceeds 82 degrees Fahrenheit.

In these instances, Whispering Winds will institute the following procedures for temperature and heat index assessments:

- Initial measurements will be taken where employees are performing work and Whispering Winds reasonably suspects that one of the four conditions above exist, and at times where the heat exposures are expected to be the greatest.
- Subsequent measurements will occur when Whispering Winds reasonably suspects the temperature or heat index is 10 degrees higher than the initial measurements.
- Whispering Winds uses Digital Hygrometer with Temperature and Humidity monitor which are used and maintained in accordance with the manufacturers' recommendations.
- When conducting temperature and heat index assessments, Whispering Winds will record whichever value is greater, as well as the date, time and specific location of the measurement. Whispering Winds will maintain these records until the next assessment is conducted or 12 months from the assessment, whichever time period is greater. These records are available to employees, their designated representatives, and Cal/OSHA upon request. Employees and their designated representatives may request records by verbal or written request to CLT.

In addition, employees and their designated representatives are encouraged to actively participate in identifying and evaluating any other environmental risk factors for heat illness that may exist in the workplace by direct communication with CLT, during team and/or safety meetings.

These procedures do not apply to vehicles with effective and functioning air conditioning.

Procedures for Control Measures

Certain measures will be taken if an indoor work area is subject to one of the following conditions:

- The temperature is at least 87 degrees Fahrenheit;
- The heat index based upon Appendix A of Section 3396 is at least 87 degrees Fahrenheit;
- The temperature is at least 82 degrees Fahrenheit where employees are wearing clothing that restricts heat removal; or
- Employees are working in a high radiant heat area and the temperature exceeds 82 degrees Fahrenheit.

In these instances, Whispering Winds will institute feasible engineering controls to reduce the temperature or heat index below the above, relevant threshold. If feasible engineering controls cannot

Heat Illness Prevention Plan (Indoor Workers)

reduce the temperature or heat index below the relevant threshold in a work area, Whispering Winds will also institute administrative controls to minimize the risk of heat illness in those work areas. If necessary, based on the ability of engineering and administrative controls to reduce the temperature or heat index, or minimize the risk of heat illness, Whispering Winds will provide personal heat-protective equipment.

Whispering Winds will implement the following engineering controls where feasible: Air conditioners, fans, and exhaust ventilation in the kitchen, access to break room with air conditioning available.

In addition, if necessary, Whispering Winds will implement feasible administrative controls for work areas where the temperature or heat index cannot be reduced as required by engineering controls. These administrative controls include: Rotating employees from hot areas, increasing the duration and/or frequency of breaks and adding additional fans.

In addition, Whispering Winds will provide heat-protective equipment where feasible engineering controls cannot reduce the temperature or heat index as required and feasible administrative controls are not effective in minimizing the risk of heat illness. In this case, Whispering Winds will provide the following equipment: Cooling Vests

Emergency Response Procedures

Whispering Winds will implement effective emergency response procedures to address heat illness signs and symptoms in the workplace. The following procedures will be used:

- Effective communication procedures that allow employees to contact either a supervisor or emergency medical services, when necessary. In the event of a heat illness emergency, employees may contact their supervisor or MOD via walkie-talkie, cell phone, or contact the Welcome Center. An employee may also contact emergency services directly if needed.
- Effective response to signs and symptoms of possible heat illness, including:
 - Training all employees and supervisors how to recognize the signs and symptoms of heat illness and the steps to address those signs and symptoms including immediately implementing appropriate first aid and these emergency procedures.
 - Having appropriately trained and equipped personnel render first aid as appropriate with the severity of the signs and symptoms. All staff receive bi-annual first aid and CPR training. Staff may assist with rendering first aid if needed and contact the MOD. First aid that may be rendered includes the provision of water; transporting the employee to a shaded area or the Welcome Center; removing excess layers of clothing; cooling the body with fans, ice packs and/or cool water; or any other measures to keep the employee cool and comfortable. If no appropriately trained personnel are available, emergency medical services will be called immediately.
 - Ensuring supervisors or lead staff who observe an employee exhibiting the signs or symptoms of heat illness will not leave that employee alone, or send the employee home, without offering first aid or contacting emergency medical services as appropriate.
- Effective means of bringing emergency medical services to the worksite when an employee is exhibiting severe heat illness signs or symptoms (such as, but not limited to, loss of consciousness, staggering, vomiting, disorientation, irrational behaviors or convulsions), including:
 - Mapping the worksite and making the map available to employees and supervisors so that the employee or supervisor who contacts emergency medical services can provide clear and precise directions to the location of the employee suffering severe heat illness alternatively, whenever emergency services are called, the MOD and Welcome Center are alerted and a staff person is assigned to meet emergency services at the gate and escort them to the site.
 - Ensuring supervisors will have access to or carry walkie talkie radios and cell phones when appropriate. These devices will be inspected and maintained to ensure they are always functional for this purpose.
 - If employees work in areas that are inaccessible to emergency medical services, lead staff will pick up and transport the staff to an accessible area via golf cart or vehicle.

Procedures for Acclimatization

Whispering Winds recognizes that the temporary adaptation of the body to work in the heat occurs gradually when a person is exposed to it. To help minimize the risk of heat illness, the following acclimatization procedures will be implemented:

- Any employee who is newly assigned to a work area and experiences one of the following shall be closely observed for any heat illness signs or symptoms by their supervisor or lead staff for the first 14 days of employment:
 - The temperature is at least 87 degrees Fahrenheit;
 - The heat index based upon Appendix A of Section 3396 is at least 87 degrees Fahrenheit;
 - The temperature is at least 82 degrees Fahrenheit where employees are wearing clothing that restricts heat removal; or
 - Employees are working in a high radiant heat area and the temperature exceeds 82 degrees Fahrenheit.
- Whenever engineering controls are not effective in controlling the effect of the outdoor heat on indoor temperature, a supervisor or lead staff will closely observe all employees when the outdoor temperature is at least 80 degrees Fahrenheit and at least 10 degrees Fahrenheit greater than the average high daily outdoor temperature for the preceding five days.

Workplace Violence Prevention Plan



Whispering Winds Catholic Conference Center, Inc. (JULIAN SITE) JULIAN CAMP Workplace Violence Prevention Plan

Whispering Winds Catholic Conference Center, Inc.'s Workplace Violence Prevention Plan (WVPP) is intended to identify, evaluate and correct workplace violence hazards; prevent and mitigate workplace violence incidents; and otherwise address workplace violence matters in accordance with Labor Code section 6401.9.

Date of last review: 5/15/2025

Date of last revision(s): 5/15/25

DEFINITIONS

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

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

“Log” means the violent incident log required by Labor Code section 6401.9.

“Plan” means the workplace violence prevention plan required by Labor Code section 6401.9.

“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 employees 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.

Workplace Violence Prevention Plan

- **“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.

Workplace Violence Prevention Plan Responsibility

The following individual(s) have authority and responsibility for implementing the provisions of this plan. If multiple persons are responsible for the plan, their specific roles are described.

Job Title/Position	Name	WVPP Responsibilities	Phone/ Ext. Number	Email
Executive Administrator	Jacqueline Renteria	Overall responsibility for WVPP administration	(619) 464-1479 Ext. 208	jacqueline@whisperingwinds.org
Director of Facilities	John Tobin	Employee training and participation	(760) 715-2274	johnt@whisperingwinds.org
Director of Facilities	John Tobin	Investigation, evaluation, and correction of workplace violence hazards	(760) 715-2274	johnt@whisperingwinds.org

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

Employee Involvement

Whispering Winds Catholic Conference Center, Inc. maintains the following policies and procedures to obtain the active involvement of employees in developing and implementing the WVPP:

- The company will work with and allow employees to participate in:
 - Identifying, evaluating and determining corrective measures to prevent workplace violence. The company will incorporate a work violence safety component to their routine walkthrough safety meetings to discuss identifying, evaluating and correcting workplace violence hazards and/or concerns. Employees are encouraged to report hazards and concerns and otherwise provide related feedback and suggestions to their manager and the WVPP administrator by verbal communication or submitting the Workplace Violence Hazard Identification form either in-person or via email.

Workplace Violence Prevention Plan

- Designing and implementing training. Employees are encouraged to participate in designing and implementing training programs through suggestions and feedback provided to managers and the WVPP administrator via phone or email, to be incorporated into training materials.
- Reporting and investigating workplace violence incidents. Employees are encouraged to participate in developing efficient and timely methods of reporting and investigating workplace violence incidents through written suggestions and feedback provided to managers and the WVPP administrator.
- The company will ensure that all workplace violence policies and procedures within this written plan are clearly communicated and understood by all employees. Managers and supervisors will enforce the rules fairly and uniformly.
- All employees will follow all workplace violence prevention plan directives, policies and procedures, and assist in maintaining a safe work environment.
- The plan shall be in effect at all times and in all work areas, and be specific to the hazards and corrective measures for each work area and operation.

Employee Access to the Written WVPP

Whispering Winds Catholic Conference Center, Inc. ensures that the WVPP plan shall be in writing, and shall be available and easily accessible to employees and representatives of the California Division of Occupational Safety and Health (Cal/OSHA) at all times. This will be accomplished by:

- Whenever an employee requests a copy of the written WVPP, providing the requester with a printed copy of the WVPP, unless the employee agrees to receive an electronic copy.

Workplace Violence Incident Reporting Procedure

Whispering Winds Catholic Conference Center, Inc. will implement the following procedures to ensure that it can effectively accept and respond to reports of workplace violence:

- All threats or acts of workplace violence must be reported to an employee's manager, who will inform the WVPP administrator. This will be accomplished by submitting the Whispering Winds Incident Report form either in-person or via email.

Whispering Winds Catholic Conference Center, Inc. will neither retaliate against anyone for reporting a workplace violence incident, nor tolerate or permit retaliation by management, employees or coworkers for reporting a workplace violence incident. An employee who retaliates against a coworker for reporting an incident is subject to discipline, up to and including termination.

Employee Compliance

Whispering Winds Catholic Conference Center, Inc. maintains the following effective procedures to ensure that all employees, both supervisory and nonsupervisory, comply with the WVPP:

- Training employees, supervisors and managers on all WVPP provisions upon its initial establishment or upon hire, and through annual WVPP training sessions. Additionally, Whispering Winds Catholic Conference Center, Inc. provides periodic training whenever a new or

Workplace Violence Prevention Plan

previously unrecognized workplace violence hazard has been identified and when changes are made to the plan.

- Retraining employees whose safety performance is deficient or inconsistent with the WVPP.
- Recognizing employees who demonstrate safe work practices consistent with the WVPP in the workplace through recognition in monthly Staff Updates and/or company emails and consideration during annual employee reviews.
- Disciplining employees for failure to comply with the WVPP through written documentation.

Communication with Employees

Whispering Winds Catholic Conference Center, Inc. recognizes that open communication between our management team and employees about workplace violence incidents, hazards and concerns is critical to a safe and productive workplace. Our communication system is designed to facilitate effective and efficient communication of information in a form that is readily understandable by all employees. To that end, we maintain the following communication procedures regarding workplace violence matters:

- New employee training that includes workplace violence prevention policies and procedures.
- Workplace violence prevention training upon implementation of the WVPP and annually thereafter, with additional periodic training whenever a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the plan.
- Procedures for employees to report a violent incident, threat or other workplace violence concern to their employer or law enforcement without fear of reprisal or adverse action, which include:
 - Employees may report a violent incident or threat by alerting their manager who will submit an Incident Report to the WVPP Administrator.
 - Employees can anonymously report a violent incident, threat or other violence concerns by mailing a written statement to the Executive Administrator.
 - The *Workplace Violence Contact Information* form is posted in the staff break room. Employees may reference that form to contact WVPP administrators and/or law enforcement.
 - In the event of an emergency, employees should dial 911.
- Employees' reports of violent incidents, threats or workplace violence concerns will be investigated in a timely manner, and employees will be informed of the investigation results and any corrective actions to be taken.
 - The company will timely investigate such reports by gathering information from employees and other individuals as needed, depending on the reported incident, threat or concern, including by in-person communication/conversations; written reports and witness statements; and consultations and conversations with law enforcement or other third parties as needed.
 - The company will provide updates on the status of investigations and corrective actions to employees through email and/or meetings. Depending on the nature of the investigation, these updates could include information about the progress of investigations, the results of investigations and any corrective actions taken.
 - The company will provide updates during quarterly director meetings to discuss the workplace violence concerns and the WVPP. These meetings could involve sharing updates to the plan, discussing recent incidents and coordinating training sessions.
- In the event of a workplace violence incident, employees may access their personal mobile device for seeking emergency assistance, assessing the safety of the situation, or communicating with a person to verify their safety.

Workplace Violence Prevention Plan

Emergency Response Procedures

Whispering Winds Catholic Conference Center, Inc. has in place the following specific measures to handle actual or potential workplace violence incidents and emergencies:

- Effective means to alert employees of the presence, location and nature of workplace violence emergencies by following the Emergency Procedures outlined on p. 11-13 of the Emergency Procedures Handbook and using the following methods of communication:
 - Depending on the emergency, the emergency bell located near the meadow will be rung in 5-minute intervals signaling all staff and guests to Founder's Hall (p. 5 Emergency Procedures Handbook)
 - Phone, text, and other electronic alerts will be sent to employees;
 - Verbal communication will be used when effective, etc.
- Whispering Winds Catholic Conference Center, Inc. maintains the following evacuation or sheltering plans outlined on p. 7-10 of the Emergency Procedures Handbook.
- Employees can obtain help from staff or law enforcement through the following means:
 - In the event of an emergency, including a workplace violence emergency, call for emergency assistance by dialing 911.
 - Then, when it is safe to do so, notify the manager on duty and WVPP Administrator:

Job Title/Position	Name	WVPP Responsibilities	Phone/ Ext. Number	Email
Director of Facilities	John Tobin	Responsible for emergency response & hazard identification	(760) 715-2274	johnt@whisperingwinds.org
Executive Administrator	Jacqueline Renteria	Overall responsibility for WVPP administration	(619) 464-1479	jacquelin@whisperingwinds.org

- Contact information for response staff and local law enforcement is posted with the *Workplace Violence Contact Information* form in the following common areas:
 - Staff break room.

Training and Instruction

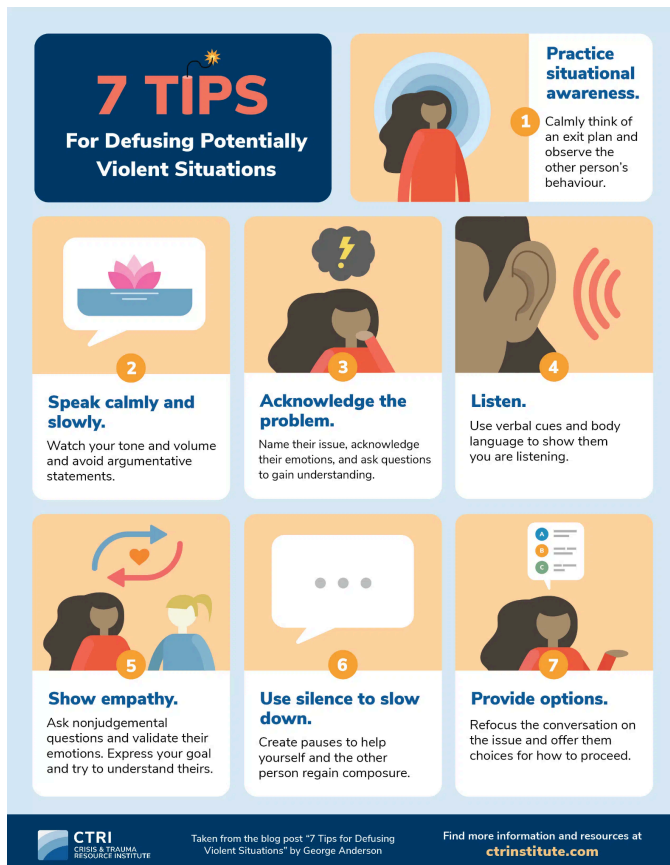
All employees, both supervisory and nonsupervisory, will have training and instruction on general and job-specific workplace violence practices. These sessions could involve presentations, videos, discussions, practical exercises and distribution of written materials. Training and instruction will be provided as follows:

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

Workplace Violence Prevention Plan

Whispering Winds Catholic Conference Center, Inc. will provide its employees with training and instruction on the definitions found on page 1 of this plan and the requirements listed below:

- This WVPP, how to obtain a copy of the WVPP at no cost, and how to participate in the WVPP's development and implementation.
- How to report workplace violence incidents or concerns to the employer or law enforcement without fear of reprisal.
- Workplace violence hazards specific to the employees' jobs, the corrective measures implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm.
- The violent incident log and how to obtain copies of records pertaining to hazard identification; evaluation and correction; training records; and violent incident logs.
- Opportunities Whispering Winds Catholic Conference center, Inc. has interactive questions and answers with a person knowledgeable about the WVPP.
- Strategies to avoid/prevent workplace violence and physical harm, such as:
 - How to recognize workplace violence hazards including the risk factors associated with the four types of workplace violence.
 - Be alert and mindful of guest interactions with staff and provide support as necessary.
 - When approaching, state something similar to, "Excuse me, you're needed in a meeting," to signal the end of the guest interaction.
 - If an interaction becomes aggressive, the staff member will say, "One moment, while I ask for a manager to help" and will walk away.
 - Ways to defuse hostile or threatening situations, including workplace bullying, which can escalate to harassment and/or workplace violence.



- Call 911

Workplace Violence Prevention Plan

- Locate and use the first aid kit located in the nurses station in the Welcome Center
- Opportunities for staff training and development
 - At a minimum of twice per year, periodic training opportunities, such as videos, documents or courses will be assigned.

Workplace Violence Hazard Identification and Evaluation

The following policies and procedures are established and required to be conducted by Whispering Winds Catholic Conference Center, Inc. to ensure that workplace violence hazards are identified and evaluated.

Inspections shall be conducted when the plan is first established, after each workplace violence incident, and whenever the company is made aware of a new or previously unrecognized hazard.

- Whispering Winds Catholic Conference Center, Inc. will review all submitted/reported concerns of potential hazards:
 - Review of all submitted and reported concerns via the Incident Report Form, *Workplace Violence Hazard Reporting Form* or mailed anonymous statement for reporting workplace violence hazards within one day of report.

Periodic Inspections

At minimum of twice per year, periodic inspections of workplace violence hazards will identify unsafe conditions and work practices. This may require assessment for more than one type of workplace violence. Periodic inspections shall be conducted when the WVPP is first established, after each workplace violence incident, and whenever the company is made aware of a new or previously unrecognized hazard.

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

Name/Job Title	Department/Location
John Tobin - Director of Facilities and/or delegated staff member	All exterior and interior areas of the facilities and grounds, including the exits and access roads
Cory Reynolds - Director of Dining and Accommodations, Lead On-site Director and/or delegated staff member	All exterior and interior areas of the food service department
Rosy Woodruff - Director of Ministry and/or delegated staff member	All exterior and interior areas of the Welcome Center

Inspections for workplace violence hazards include assessing:

- The exterior and interior of the workplace for its potential for theft, including whether there is cash, electronics, supplies, or other assets or products on site that may make the worksite a likelier target for robbery, burglary or other criminal acts.

Workplace Violence Prevention Plan

- Whether employees interact with members of the public (e.g., customers, visitors, clients, etc.) and any potential risk factors based on those interactions.
- The nature of the industry and any associated risk factors, for example, if there are cash transactions with the customers
- The number of workers on site and risk factors for employees working in small numbers or alone.
- Whether employees work late night or early morning hours and the risk factors associated with those schedules.
- The need for or effectiveness of existing security/violence surveillance measures, such as mirrors and cameras.
- The need for or effectiveness of existing access management and security systems (i.e., key cards, codes, traditional lock and key, etc.), and any violations or circumvention of those security procedures by employees or members of the public, whether intentional or unintentional.
- The need for or effectiveness of existing physical barriers in the worksite, for example, security windows and/or barriers between customers and service personnel, etc.
- The need for or effectiveness of existing alarm systems, including “panic alarm/panic button” systems.
- Adequate illumination of all work areas, including hallways, entranceways and parking areas.
- Procedures for employee response during a robbery or other criminal act, including our policy prohibiting employees who are not security guards from confronting violent persons or persons committing a criminal act.
- Procedures for reporting suspicious or unusual activities or persons.
- Posting of emergency contact information for law enforcement, security and emergency services.
- Whether employees have access to a telephone with an outside line.
- Whether employees have effective escape routes from the workplace.
- Whether employees have a designated safe area where they can go in an emergency.
- Frequency and severity of threatening or hostile situations that may lead to workplace violence incidents by persons who are customers, visitors or service recipients of our establishment.
- Employees’ skill and knowledge in safely handling threatening or hostile customers, service recipients or other members of the public (e.g. security guards).
- Effectiveness of systems and procedures that warn others of actual or potential workplace violence danger or that summon assistance (e.g., alarms, PA systems, panic buttons or other worksite alert systems).
- The use of work practices such as the “buddy” system for specified emergency events.
- How well our establishment’s management and employees communicate with each other.
- Access to and freedom of movement within the workplace by non-employees.
- Frequency and severity of employees’ reports of threats of physical or verbal abuse by managers, supervisors or other employees.
- Any prior violent acts, threats of physical violence, verbal abuse, property damage, or other signs of strain or pressure in the workplace.

When a hazard has been identified, the company will analyze the hazard in coordination with appropriate persons, such as employees, management personnel, security services and/or law enforcement personnel, in order to identify timely methods to correct the hazard.

Workplace Violence Hazard Correction

Workplace violence hazards will be evaluated and corrected in a timely manner. After such hazards are identified, either through periodic inspection, review and evaluation of submitted reports and concerns,

Workplace Violence Prevention Plan

or other means, Whispering Winds Catholic Conference Center, Inc. will implement the following effective procedures to correct these workplace violence hazards:

- The WVPP administrator will immediately begin taking appropriate steps to evaluate and address the hazard to ensure it is corrected in a timely manner. Depending on the hazard, this may generally include, for example:
 - Communicating corrective measures and/or procedures to employees and management personnel.
 - Obtaining services for maintenance, repair, replacement or purchase of equipment, and/or making improvements or alterations to company infrastructure, systems and/or property.
 - Training or retraining personnel on workplace violence procedures.
 - Any other actions needed to timely correct the workplace violence hazard.
- If an imminent workplace violence hazard exists that cannot be immediately abated without endangering employee(s), all exposed employee(s) will be removed from the situation except those necessary to correct the existing condition. Employees necessary to correct the hazardous condition will be provided with the necessary protection. The Executive Director or manager on duty will remain nearby to field emergency response personnel and be equipped with a cell phone.
- All corrective actions taken will be documented and dated on the appropriate forms, including:
 - Staff Disciplinary Action Notice Form, if applicable
 - Workplace Violence Hazard Identification Form (p.2)
 - Workplace Violence Incident Log
- The company will take corrective measures for workplace violence hazards that may include the following specific measures:
 - Minimizing the workplace's attractiveness for potential criminal activity, such as robbery, burglary or other criminal acts by:
 - Maintaining, replacing, repairing and/or improving lighting around and at the workplace, including exterior lighting around parking areas and building entrances.
 - Posting signs notifying the public that cameras are monitoring the facility and no/limited cash is kept on the premises.
 - Maintaining, replacing, repairing and/or improving surveillance and security measures, such as cameras and mirrors, to provide information as to what is going on outside and inside the workplace in order to dissuade criminal activity.
 - Hiring security guards and having them patrol the workplace exterior and interior.
 - Installing security surveillance cameras in and around the workplace.
 - Maintaining, replacing, repairing, improving and/or purchasing workplace security systems and access management systems, such as key codes, door locks, physical barriers and emergency alarms.
 - Modifying schedules and/or security measures to correct hazards associated with employees working alone or in small groups, and/or employees working late night/early morning hours.
 - Maintaining, replacing, repairing and/or improving employer communication systems to ensure employees can report workplace violence incidents and contact emergency services.
 - Posting the most recent contact information for WVPP administrators, law enforcement, fire and medical services in common areas.
 - Correcting, modifying and/or retraining on methods and procedures to control, access and monitor movement within the workplace by non-employees, including customers, clients, visitors, deliveries, recently discharged employees and persons with whom one of our employees is having a dispute.

Workplace Violence Prevention Plan

- Maintaining, repairing or installing effective systems to warn others of violence or a danger, or to summon assistance, e.g., PA system or alarms.
- Ensuring adequate employee escape routes and modifying existing routes as needed for effectiveness.
- Ensuring that employee disciplinary and discharge procedures address the potential for workplace violence.

Procedures for Post Incident Response and Investigation

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

- Visit the scene of an incident as soon as safe and practicable.
- Interview involved parties, such as employees, witnesses, law enforcement and/or security personnel and obtain written statements via the company's *Incident Reporting* form, if applicable.
- Review security footage and access logs of existing security systems, if any.
- Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
- Determine the likely cause of the incident.
- Take corrective action consistent with this WVPP to correct this workplace violence hazard and prevent similar incidents from occurring.
- Document the findings and ensure corrective actions have been carried out.
- Obtain any reports completed by law enforcement.
- Use the *Workplace Violence Incident Log* form for every workplace violence incident and include the following information:
 - The date, time and location of the incident.
 - The workplace violence type(s) involved in the incident.
 - A detailed description of the incident.
 - A classification of who committed the violence, including whether the perpetrator was a client or customer, family or friend of a client or customer, stranger with criminal intent, coworker, supervisor or manager, partner or spouse, parent or relative, or other perpetrator.
 - A classification of circumstances at the time of the incident, including, but not limited to, whether the employee was completing usual job duties, working in poorly lit areas, rushed, working during a low staffing level, isolated or alone, unable to get help or assistance, working in a community setting, or working in an unfamiliar or new location.
 - A classification of where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area.
 - The type of incident, including, but not limited to, whether it involved any of the following:
 - Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching or spitting.
 - Attack with a weapon or object, including, but not limited to, a firearm, knife or other object.
 - Threat of physical force or threat of the use of a weapon or other object.
 - Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.
 - Animal attack.
 - Other.

Workplace Violence Prevention Plan

- Consequences of the incident, including, but not limited to:
 - Whether security or law enforcement was contacted and their response.
 - Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident.
- Information about the person completing the log, including their name, job title and the date completed.
- Review all previous incidents.
- Begin WVPP review consistent with this plan's "WVPP Review and Revision" provisions.

Ensure that no personal identifying information is recorded or documented in the written investigation report. This includes information that would reveal identification of any person involved in a violent incident, such as the person's name, address, email address, telephone number, Social Security number or other information that, alone or in combination with other publicly available information, reveals the person's identity.

WVPP Review and Revision

The Whispering Winds Catholic Conference Center, Inc. WVPP will be reviewed for effectiveness:

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

Review and revision of the WVPP will include the procedures listed in this WVPP's "Employee Involvement" section, as well as the following procedures to obtain the active involvement of employees in reviewing the plan's effectiveness:

- Reviewing workplace violence investigations, findings and violent incident log(s).
- Assessing the effectiveness of security systems, including alarms, emergency response and security personnel availability (if applicable).
- Review that violence risks are being properly identified, evaluated, and corrected, and that any necessary revisions are made promptly and communicated to all employees. These revisions could involve changes to procedures, updates to contact information and additions to training materials.

Recordkeeping

Whispering Winds Catholic Conference Center, Inc. will:

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

Workplace Violence Prevention Plan

- The records shall not contain medical information per subdivision (j) of section 56.05 of the Civil Code.
- Make available to Cal/OSHA upon request for examination and copying records of workplace violence hazard identification, evaluation and correction; and training, incident logs and workplace violence incident investigations required by Labor Code section 6401.9(f).

Employee Access to Records

The following records shall be made available to employees and their representatives, upon request and without cost, for examination and copying within **15 calendar days of a request**:

- Records of workplace violence hazard identification, evaluation and correction.
- Training records.
- Violent incident logs.

Employer Reporting Responsibilities

As required by [California Code of Regulations \(CCR\), Title 8, Section 342\(a\) Reporting Work-Connected Fatalities and Serious Injuries](#), [Whispering Winds Catholic Conference Center, Inc.](#) will immediately report to Cal/OSHA any serious injury or illness (as defined by [CCR, Title 8, Section 330\(h\)](#)) or death (including any due to workplace violence) of an employee occurring in a place of employment or in connection with any employment.

“I, Jacqueline Renteria, Executive Administrator of Whispering Winds Catholic Conference Center, Inc., on behalf of Whispering Winds Catholic Conference Center, Inc. hereby authorize the establishment, implementation and maintenance of this written Workplace Violence Prevention Plan and the documents/forms within this written plan. Whispering Winds Catholic Conference Center, Inc. is committed to ensuring the safety and well-being of its employees and this plan is designed to help achieve that goal.”

Jacqueline Renteria, Executive Administrator

Date: 5/15/25

John Tobin, Director of Facilities

Date: 5/15/25



Whispering Winds Catholic Conference Center, Inc.

BUSINESS OFFICE: 4636 Mission Gorge PI STE 203, San Diego, CA 92120

Workplace Violence Prevention Plan

Whispering Winds Catholic Conference Center, Inc.'s Workplace Violence Prevention Plan (WVPP) is intended to identify, evaluate and correct workplace violence hazards; prevent and mitigate workplace violence incidents; and otherwise address workplace violence matters in accordance with Labor Code section 6401.9.

Date of last review: 5/15/2025

Date of last revision(s): 5/15/25

DEFINITIONS

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

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

“Log” means the violent incident log required by Labor Code section 6401.9.

“Plan” means the workplace violence prevention plan required by Labor Code section 6401.9.

“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 employees 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.

Workplace Violence Prevention Plan Responsibility

The following individual(s) have authority and responsibility for implementing the provisions of this plan. If multiple persons are responsible for the plan, their specific roles are described.

Job Title/Position	Name	WVPP Responsibilities	Phone/ Ext. Number	Email
Executive Administrator	Jacqueline Renteria	Overall responsibility for WVPP administration	(619) 464-1479 Ext. 208	jacqueline@whisperingwinds.org
		Employee training and participation		
		Investigation, evaluation, and correction of workplace violence hazards		

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

Employee Involvement

Whispering Winds Catholic Conference Center, Inc. maintains the following policies and procedures to obtain the active involvement of employees in developing and implementing the WVPP:

- The company will work with and allow employees to participate in:
 - **Identifying, evaluating and determining corrective measures to prevent workplace violence.** The company will incorporate a work violence safety component to their weekly meetings to discuss identifying, evaluating and correcting workplace violence hazards and/or concerns. Employees are encouraged to report hazards and concerns and otherwise provide related feedback and suggestions to their manager and the WVPP administrator by verbal communication or submitting the Workplace Violence Hazard Identification form either in-person or via email.
 - **Designing and implementing training.** Employees are encouraged to participate in designing and implementing training programs through suggestions and feedback provided

to managers and the WVPP administrator via phone or email, to be incorporated into training materials.

- **Reporting and investigating workplace violence incidents.** Employees are encouraged to participate in developing efficient and timely methods of reporting and investigating workplace violence incidents through written suggestions and feedback provided to managers and the WVPP administrator.
- The company will ensure that all workplace violence policies and procedures within this written plan are clearly communicated and understood by all employees. Managers and supervisors will enforce the rules fairly and uniformly.
- All employees will follow all workplace violence prevention plan directives, policies and procedures, and assist in maintaining a safe work environment.
- The plan shall be in effect at all times and in all work areas, and be specific to the hazards and corrective measures for each work area and operation.

Employee Access to the Written WVPP

Whispering Winds Catholic Conference Center, Inc. ensures that the WVPP plan shall be in writing, and shall be available and easily accessible to employees and representatives of the California Division of Occupational Safety and Health (Cal/OSHA) at all times. This will be accomplished by:

- Whenever an employee requests a copy of the written WVPP, providing the requester with a printed copy of the WVPP, unless the employee agrees to receive an electronic copy.

Workplace Violence Incident Reporting Procedure

Whispering Winds Catholic Conference Center, Inc. will implement the following procedures to ensure that it can effectively accept and respond to reports of workplace violence:

- All threats or acts of workplace violence must be reported to an employee's manager, who will inform the WVPP administrator. This will be accomplished by submitting the Whispering Winds Incident Report form either in-person or via email.

Whispering Winds Catholic Conference Center, Inc. will neither retaliate against anyone for reporting a workplace violence incident, nor tolerate or permit retaliation by management, employees or coworkers for reporting a workplace violence incident. An employee who retaliates against a coworker for reporting an incident is subject to discipline, up to and including termination.

Employee Compliance

Whispering Winds Catholic Conference Center, Inc. maintains the following effective procedures to ensure that all employees, both supervisory and nonsupervisory, comply with the WVPP:

- Training employees, supervisors and managers on all WVPP provisions upon its initial establishment or upon hire, and through annual WVPP training sessions. Additionally, Whispering Winds Catholic Conference Center, Inc. provides periodic training whenever a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the plan.
- Retraining employees whose safety performance is deficient or inconsistent with the WVPP.
- Recognizing employees who demonstrate safe work practices consistent with the WVPP in the workplace through recognition in monthly Staff Updates and/or company emails and consideration during annual employee reviews.

- Disciplining employees for failure to comply with the WVPP through written documentation.

Communication with Employees

Whispering Winds Catholic Conference Center, Inc. recognizes that open communication between our management team and employees about workplace violence incidents, hazards and concerns is critical to a safe and productive workplace. Our communication system is designed to facilitate effective and efficient communication of information in a form that is readily understandable by all employees. To that end, we maintain the following communication procedures regarding workplace violence matters:

- New employee training that includes workplace violence prevention policies and procedures.
- Workplace violence prevention training upon implementation of the WVPP and annually thereafter, with additional periodic training whenever a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the plan.
- Procedures for employees to report a violent incident, threat or other workplace violence concern to their employer or law enforcement without fear of reprisal or adverse action, which include:
 - Employees may report a violent incident or threat by alerting their manager who will submit an Incident Report to the Executive Administrator.
 - The *Workplace Violence Contact Information* form is posted in the hallway by the refrigerator in the staff break room. Employees may reference that form to contact the WVPP administrators and/or law enforcement.
 - In the event of an emergency, employees should dial 911.
 - Employees' reports of violent incidents, threats or workplace violence concerns will be investigated in a timely manner, and employees will be informed of the investigation results and any corrective actions to be taken.
 - The company will timely investigate such reports by gathering information from employees and other individuals as needed, depending on the reported incident, threat or concern, including by in-person communication/conversations; written reports and witness statements; and consultations and conversations with law enforcement or other third parties as needed.
 - The company will provide updates on the status of investigations and corrective actions to employees through email and/or meetings. Depending on the nature of the investigation, these updates could include information about the progress of investigations, the results of investigations and any corrective actions taken.
 - The company will provide updates during quarterly director meetings to discuss the workplace violence concerns and the WVPP. These meetings could involve sharing updates to the plan, discussing recent incidents and coordinating training sessions.
 - In the event of a workplace violence incident, employees may access their personal mobile device for seeking emergency assistance, assessing the safety of the situation, or communicating with a person to verify their safety.

Emergency Response Procedures

Whispering Winds Catholic Conference Center, Inc. has in place the following specific measures to handle actual or potential workplace violence incidents and emergencies:

- Effective means to alert employees of the presence, location and nature of workplace violence emergencies by using the following methods of communication:
 - Phone call, text message, or Google Chat will be sent to employees;

- Verbal communication will be used when effective
- Whispering Winds Catholic Conference Center, Inc. maintains the following evacuation or sheltering plans (See office map on page 6):
 - Evacuation: Exit out of one of the five nearest and safest exit doors to the parking lot.
 - Sheltering: Safely move to the restroom or the nearest enclosed office with a lockable door.
 - Meeting Site: Gather on the sidewalk in front of 4616 Mission Gorge Pl, San Diego, CA 92120 (Able Patrol & Guard)
- Employees can obtain help from staff or law enforcement through the following means:
 - In the event of an emergency, including a workplace violence emergency, call for emergency assistance by dialing 911.
 - Then, when it is safe to do so, notify the Manager on Duty and Executive Administrator.

Job Title/Position	Name	WVPP Responsibilities	Phone/ Ext. Number	Email
Executive Administrator	Jacqueline Renteria	Overall responsibility for WVPP, administration and emergency response, and hazard identification	(619) 464-1479 Ext. 208	jacqueline@whisperingwinds.org

- Contact information for response staff and local law enforcement is posted with the *Workplace Violence Contact Information* form in the following common areas:
 - Staff break room, in the hallway leading to the restroom.

Training and Instruction

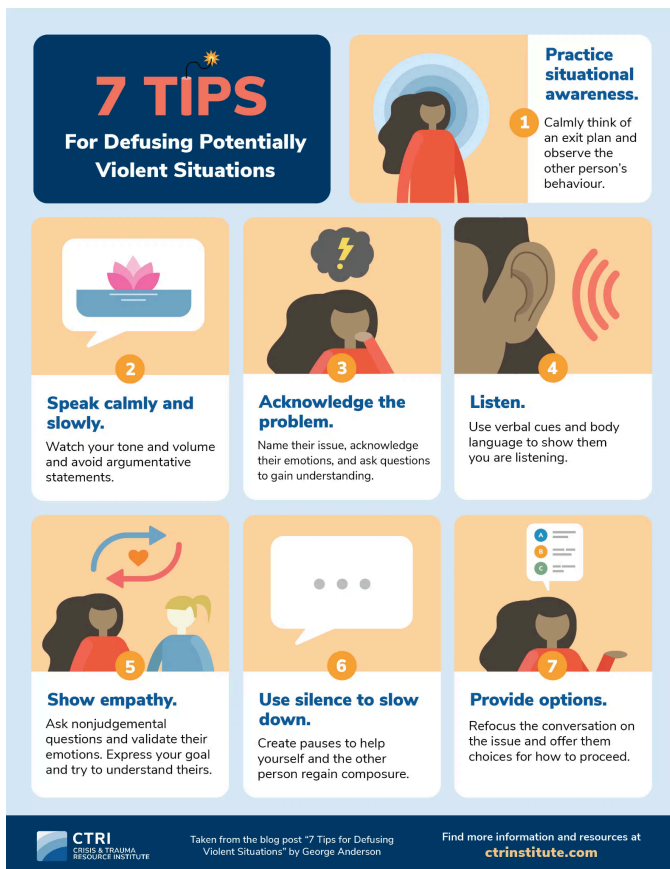
All employees, both supervisory and nonsupervisory, will have training and instruction on general and job-specific workplace violence practices. These sessions could involve presentations, videos, discussions, practical exercises and distribution of written materials. Training and instruction will be provided as follows:

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

Whispering Winds Catholic Conference Center, Inc. will provide its employees with training and instruction on the definitions found on page 1 of this plan and the requirements listed below:

- This WVPP, how to obtain a copy of the WVPP at no cost, and how to participate in the WVPP's development and implementation.
- How to report workplace violence incidents or concerns to the employer or law enforcement without fear of reprisal.

- Workplace violence hazards specific to the employees' jobs, the corrective measures implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm.
- The violent incident log and how to obtain copies of records pertaining to hazard identification; evaluation and correction; training records; and violent incident logs.
- Opportunities Whispering Winds Catholic Conference center, Inc. has for interactive questions and answers with a person knowledgeable about the WVPP.
- Strategies to avoid/prevent workplace violence and physical harm, such as:
 - How to recognize workplace violence hazards including the risk factors associated with the four types of workplace violence.
 - Be alert and mindful of guest interactions with staff and provide support as necessary.
 - When approaching, state something similar to, "Excuse me, you're needed in a meeting," to signal the end of the guest interaction.
 - If an interaction becomes aggressive, the staff member will say, "One moment, while I ask for a manager to help" and will walk away.
 - Ways to defuse hostile or threatening situations, including workplace bullying, which can escalate to harassment and/or workplace violence.



- Refer to p. 12-13 of the Emergency Procedures for Violent Intruders and Lockdown procedures
- Emergency medical care available in the event of any violent act upon an individual in the workplace.

- Call 911
- Locate and use the first aid kit located in the cabinet near the restroom
- Opportunities for staff training and development
 - At a minimum of twice per year, periodic training opportunities, such as videos, documents or courses will be assigned.

Workplace Violence Hazard Identification and Evaluation

The following policies and procedures are established and required to be conducted by Whispering Winds Catholic Conference Center, Inc. to ensure that workplace violence hazards are identified and evaluated.

Inspections shall be conducted when the plan is first established, after each workplace violence incident, and whenever the company is made aware of a new or previously unrecognized hazard.

- Whispering Winds Catholic Conference Center, Inc. will review all submitted/reported concerns of potential hazards:
 - Review of all submitted and reported concerns via the Incident Report Form, *Workplace Violence Hazard Reporting Form* or other methods for reporting workplace violence hazards within one day of report.

Periodic Inspections

Periodic inspections of workplace violence hazards will identify unsafe conditions and work practices. This may require assessment for more than one type of workplace violence. Periodic inspections shall be conducted when the WVPP is first established, after each workplace violence incident, and whenever the company is made aware of a new or previously unrecognized hazard.

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

Name/Job Title	Department/Location
Jacqueline Renteria - Executive Administrator	San Diego Business Office – all exterior and interior areas of the office, including the exits and parking areas

Inspections for workplace violence hazards include assessing:

- The exterior and interior of the workplace for its potential for theft, including whether there is cash, electronics, supplies, or other assets or products on site that may make the worksite a likelier target for robbery, burglary or other criminal acts.
- Whether employees interact with members of the public (e.g., customers, visitors, clients, etc.) and any potential risk factors based on those interactions.
- The nature of the industry and any associated risk factors, for example, if there are cash transactions with the customers
- The number of workers on site and risk factors for employees working in small numbers or alone.
- Whether employees work late night or early morning hours and the risk factors associated with those schedules.

- The need for or effectiveness of existing security/violence surveillance measures, such as mirrors and cameras.
- The need for or effectiveness of existing access management and security systems (i.e., key cards, codes, traditional lock and key, etc.), and any violations or circumvention of those security procedures by employees or members of the public, whether intentional or unintentional.
- The need for or effectiveness of existing physical barriers in the worksite, for example, security windows and/or barriers between customers and service personnel, etc.
- The need for or effectiveness of existing alarm systems, including “panic alarm/panic button” systems.
- Adequate illumination of all work areas, including hallways, entranceways and parking areas.
- Procedures for employee response during a robbery or other criminal act, including our policy prohibiting employees who are not security guards from confronting violent persons or persons committing a criminal act.
- Procedures for reporting suspicious or unusual activities or persons.
- Posting of emergency contact information for law enforcement, security and emergency services.
- Whether employees have access to a telephone with an outside line.
- Whether employees have effective escape routes from the workplace.
- Whether employees have a designated safe area where they can go in an emergency.
- Frequency and severity of threatening or hostile situations that may lead to workplace violence incidents by persons who are customers, visitors or service recipients of our establishment.
- Employees’ skill and knowledge in safely handling threatening or hostile customers, service recipients or other members of the public.
- Effectiveness of systems and procedures that warn others of actual or potential workplace violence danger or that summon assistance (e.g., alarms, PA systems, panic buttons or other worksite alert systems).
- The use of work practices such as the “buddy” system for specified emergency events.
- How well our establishment’s management and employees communicate with each other.
- Access to and freedom of movement within the workplace by non-employees.
- Frequency and severity of employees’ reports of threats of physical or verbal abuse by managers, supervisors or other employees.
- Any prior violent acts, threats of physical violence, verbal abuse, property damage, or other signs of strain or pressure in the workplace.
- The working condition of interior and exterior door locks.

When a hazard has been identified, the company will analyze the hazard in coordination with appropriate persons, such as employees, management personnel, security services and/or law enforcement personnel, in order to identify timely methods to correct the hazard.

Workplace Violence Hazard Correction

Workplace violence hazards will be evaluated and corrected in a timely manner. After such hazards are identified, either through periodic inspection, review and evaluation of submitted reports and concerns, or other means, Whispering Winds Catholic Conference Center, Inc. will implement the following effective procedures to correct these workplace violence hazards:

- The WVPP administrator will immediately begin taking appropriate steps to evaluate and address the hazard to ensure it is corrected in a timely manner. Depending on the hazard, this may generally include, for example:
 - Communicating corrective measures and/or procedures to employees and management personnel.

- Obtaining services for maintenance, repair, replacement or purchase of equipment, and/or making improvements or alterations to company infrastructure, systems and/or property.
- Training or retraining personnel on workplace violence procedures.
- Any other actions needed to timely correct the workplace violence hazard.
- If an imminent workplace violence hazard exists that cannot be immediately abated without endangering employee(s), all exposed employee(s) will be removed from the situation except those necessary to correct the existing condition. Employees necessary to correct the hazardous condition will be provided with the necessary protection. The Executive Director or manager on duty will remain nearby to field emergency response personnel and be equipped with a cell phone.
- All corrective actions taken will be documented and dated on the appropriate forms, including:
 - o Staff Disciplinary Action Notice Form, if applicable
 - o Workplace Violence Hazard Identification Form
 - o Workplace Violence Incident Log
- The company will take corrective measures for workplace violence hazards that may include the following specific measures:
 - Minimizing the workplace's attractiveness for potential criminal activity, such as robbery, burglary or other criminal acts by:
 - Maintaining, replacing, repairing and/or improving lighting around and at the workplace, including exterior lighting around parking areas and building entrances.
 - Posting signs notifying the public that cameras are monitoring the facility and no/limited cash is kept on the premises.
 - Maintaining, replacing, repairing and/or improving surveillance and security measures, such as cameras and mirrors, to provide information as to what is going on outside and inside the workplace in order to dissuade criminal activity.
 - Hiring security guards and having them patrol the workplace exterior and interior.
 - Installing security surveillance cameras in and around the workplace.
 - Maintaining, replacing, repairing, improving and/or purchasing workplace security systems and access management systems, such as key codes, door locks, physical barriers and emergency alarms.
 - Modifying schedules and/or security measures to correct hazards associated with employees working alone or in small groups, and/or employees working late night/early morning hours.
 - Maintaining, replacing, repairing and/or improving employer communication systems to ensure employees can report workplace violence incidents and contact emergency services.
 - Posting the most recent contact information for WVPP administrators, law enforcement, fire and medical services in common areas.
 - Correcting, modifying and/or retraining on methods and procedures to control, access and monitor movement within the workplace by non-employees, including customers, clients, visitors, deliveries, recently discharged employees and persons with whom one of our employees is having a dispute.
 - Maintaining, repairing or installing effective systems to warn others of violence or a danger, or to summon assistance, e.g., PA system or alarms.
 - Ensuring adequate employee escape routes and modifying existing routes as needed for effectiveness.
 - Ensuring that employee disciplinary and discharge procedures address the potential for workplace violence.

Procedures for Post Incident Response and Investigation

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

- Visit the scene of an incident as soon as safe and practicable.
- Interview the involved parties, such as employees, witnesses, law enforcement and/or security personnel and obtain written statements via the company's Incident Report form, if applicable.
- Review security footage of existing security systems, if any.
- Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
- Determine the likely cause of the incident.
- Take corrective action consistent with this WVPP to correct this workplace violence hazard and prevent similar incidents from occurring.
- Document the findings and ensure corrective actions have been carried out.
- Obtain any reports completed by law enforcement.
- Use the *Workplace Violence Incident Log* form for every workplace violence incident and include the following information:
 - The date, time and location of the incident.
 - The workplace violence type(s) involved in the incident.
 - A detailed description of the incident.
 - A classification of who committed the violence, including whether the perpetrator was a client or customer, family or friend of a client or customer, stranger with criminal intent, coworker, supervisor or manager, partner or spouse, parent or relative, or other perpetrator.
 - A classification of circumstances at the time of the incident, including, but not limited to, whether the employee was completing usual job duties, working in poorly lit areas, rushed, working during a low staffing level, isolated or alone, unable to get help or assistance, working in a community setting, or working in an unfamiliar or new location.
 - A classification of where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area.
 - The type of incident, including, but not limited to, whether it involved any of the following:
 - Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching or spitting.
 - Attack with a weapon or object, including, but not limited to, a firearm, knife or other object.
 - Threat of physical force or threat of the use of a weapon or other object.
 - Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.
 - Animal attack.
 - Other.
 - Consequences of the incident, including, but not limited to:
 - Whether security or law enforcement was contacted and their response.
 - Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident.
 - Information about the person completing the log, including their name, job title and the date completed.
- Review all previous incidents.
- Begin WVPP review consistent with this plan's "WVPP Review and Revision" provisions.

Ensure that no personal identifying information is recorded or documented in the written investigation report. This includes information that would reveal identification of any person involved in a violent incident, such as the person's name, address, email address, telephone number, Social Security number

or other information that, alone or in combination with other publicly available information, reveals the person's identity.

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Jacqueline Renteria, Executive Administrator

Date: 5/15/2025