## A group of people sitting around a table Description automatically generated

## **Our establishment’s Workplace Violence Prevention Plan (WVPP) addresses the hazards associated with the four types of workplace violence as defined by Labor Code section 6401.9.**

## **Review And Revision(s)**

## The Company will review this plan at least once a year. Updates will involve active participation from employees and authorized employee representatives. The plan will also be revised when deficiencies are identified, after a workplace violence incident, or when changes in federal, state, or local regulations affecting workplace violence prevention occur.

|  |  |  |
| --- | --- | --- |
| Review / Revision History | | |
| Date of Last Review / Revision(s): | **Revisions Made** | **Reviewed / Revised by:** |
|  |  |  |
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### Company Name will be reviewed for effectiveness:

### At least annually.

### When a deficiency is observed or becomes apparent.

### After a workplace violence incident.

### As needed.

### The review and revision of the WVPP will follow the procedures outlined in the EMPLOYEE ACTIVE INVOLVEMENT section of this plan. Additionally, the following procedures will be used to actively involve employees and authorized employee representatives in assessing the plan’s effectiveness:

### Review of Company Name’s WVPP should include, but is not limited to:

### Review of incident investigations and the violent incident log.

### Assessment of the effectiveness of security systems, including alarms, emergency response, and security personnel availability (if applicable).

* Ensure that violence risks are properly identified, evaluated, and corrected. Promptly implement and communicate any necessary revisions to all employees. These revisions may include changes to procedures, updates to contact information, and additions to training materials.

## **DEFINITIONS**

**Emergency:** Unexpected situations that can be life-threatening or pose a significant risk of injury to employees or others.

**Engineering controls:** Elements of the built environment or devices that remove a hazard from the workplace or create a barrier between employees and the hazard.

**Log:** The violent incident log required by Labor Code section 6401.9.

**Plan:** The workplace violence prevention plan required by Labor Code section 6401.9.

**Serious injury or illness:** Any injury or illness at a workplace that requires inpatient hospitalization for more than medical observation or diagnostic testing, or results in amputation, loss of an eye, or significant permanent disfigurement. This does not include injuries or deaths caused by accidents on public streets or highways unless in a construction zone.

**Threat of violence:** Any verbal or written statement, including texts, electronic messages, social media messages, or other online posts, or any behavioral or physical conduct that conveys an intent, or is reasonably perceived to convey an intent, to cause physical harm or to place someone in fear of physical harm, with no legitimate purpose.

**Workplace violence:** Any act of violence or threat of violence occurring in a workplace.

**Workplace violence includes, but is not limited to:**

* Threats or use of physical force against an employee that result in, or are likely to result in, injury, psychological trauma, or stress, regardless of injury occurrence.
* Incidents involving threats or use of firearms or other dangerous weapons, including common objects used as weapons, regardless of injury occurrence.
* The following four types of workplace violence:

**Type 1 violence:** Violence by a person with no legitimate business at the worksite, including acts by anyone entering the workplace or approaching employees with intent to commit a crime.

**Type 2 violence:** Violence directed at employees by customers, clients, patients, students, inmates, or visitors.

**Type 3 violence:** Violence against an employee by a current or former employee, supervisor, or manager.

**Type 4 violence:** Violence committed in the workplace by someone who does not work there but has, or is known to have had, a personal relationship with an employee.

**Work practice controls**: Procedures and rules which are used to effectively reduce workplace violence hazards.

*\*Workplace violence does not include lawful acts of self-defense or defense of others.*

### **RESPONSIBILITY**

The WVPP administrator, [Name or Job Title], holds the authority and responsibility for implementing the provisions of this plan for (Company Name). If multiple individuals are responsible for the plan, their roles will be clearly defined.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responsible Persons (Name) | Job Title/Position | WVPP Responsibility(ies) | Contact # | Email |
|  |  | Overall responsibility for the plan |  |  |
|  |  | Responsible for employee involvement and training; |  |  |
|  |  | [Responsible for emergency response, hazard identification, and coordination with other employers; |  |  |

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 ACTIVE INVOLVEMENT**

(Company Name) ensures the following policies and procedures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the plan:

* Management will work with and allow employees and authorized employee representatives to participate in:

Identifying, evaluating, and determining corrective measures to prevent workplace violence.

Designing and implementing training programs.

Reporting and investigating workplace violence incidents.

### Management will ensure that all workplace violence policies and procedures in this written plan are clearly communicated and understood by all employees. Managers and supervisors will enforce the rules consistently and impartially.

### All employees are expected to adhere to the workplace violence prevention plan directives, policies, and procedures, and contribute to maintaining a safe work environment.

### The plan shall be in effect at all times and in all work areas, addressing the specific hazards and corrective measures for each work area and operation.

### **EMPLOYEE COMPLIANCE**

Our system to ensure that employees comply with the rules and work practices that are designed to make the workplace more secure, and do not engage in threats or physical actions which create a security hazard for others in the workplace, include at a minimum:

### Train employees, supervisors, and managers on the provisions of [Name of employer]'s Workplace Violence Prevention Plan (WVPP).

### Implement effective procedures to ensure compliance with the WVPP among both supervisory and non-supervisory employees. [Describe how this will be accomplished.]

### Provide retraining for employees whose safety performance does not meet WVPP standards.

### Recognize employees who demonstrate safe work practices that support the WVPP. [Describe how this will be done, such as through memos/emails or certificates of recognition from the company’s owner/management.]

### Discipline employees who fail to comply with the WVPP. [You can refer to [Name of employer]'s existing disciplinary process or outline specific steps for the WVPP.] [Include information on additional methods to ensure employee compliance.]

### [List and explain other procedures for ensuring employee compliance with the WVPP.]

### **COMMUNICATION WITH EMPLOYEES**

* We understand that open, two-way communication between management, staff, and other employees about workplace violence issues is essential for a safe and productive workplace. Our communication system is designed to ensure a continuous flow of workplace violence prevention information between management and staff in a way that is easily understood by all employees. It includes the following components:
* New employee orientation covering workplace violence prevention policies and procedures.
* Workplace violence prevention training programs.
* Regularly scheduled meetings to address security issues and potential workplace violence hazards.
* Effective communication between employees and supervisors regarding workplace violence prevention and concerns through policy recognition and mandatory training.
* Posted or distributed information on workplace violence prevention.
* Employees can report a violent incident, threat, or other workplace violence concern to the employer or law enforcement without fear of reprisal or adverse action.
* Employees will have access to their mobile or other communication devices to seek emergency assistance, assess the safety of a situation, or communicate with someone to verify their safety. Employee concerns will be investigated promptly, and they will be informed of the investigation results and any corrective actions.

### **COORDINATION WITH OTHER EMPLOYERS**

[Name of employer] will implement the following effective procedures to coordinate implementation of its plan with other employers to ensure that those employers and employees understand their respective roles, as provided in the plan.

* All employees will be trained on workplace violence prevention.
* Workplace violence incidents involving any employee are reported, investigated, and recorded.
* At a multiemployer worksite, [name of employer] will ensure that if its employees experience workplace violence incident that [name of employer] will record the information in a violent incident log and shall also provide a copy of that log to controlling employer.

### **WORKPLACE VIOLENCE INCIDENT REPORTING PROCEDURE**

[Name of company] will implement the following effective procedures to ensure that:

* All threats or acts of workplace violence are reported to an employee’s supervisor or manager, who will inform the WVPP administrator. This will be accomplished by [describe]. If that's not possible, employees will report incidents directly to the WVPP administrator, [Enter the name of the program administrator or the job title].
* [Enter other procedures for reporting incidents, threats, hazards and concerns of workplace violence.

A strict non-retaliation policy is in place, and any instances of retaliation are dealt with swiftly and decisively.

### **EMERGENCY RESPONSE PROCEDURES**

Violence emergencies:

Alerting Employees: Effective methods to notify employees about the presence, location, and nature of workplace violence emergencies will be used. [State the communication methods and specify when each method should or should not be used.]

Evacuation or Sheltering Plans: [Name of employer] will have detailed evacuation or sheltering plans. [Describe these procedures, which may include maps of evacuation routes, locations of emergency exits, and instructions for sheltering in place.]

Obtaining Help: Procedures to obtain assistance from staff, security personnel, or law enforcement will be clearly outlined. [Include contact information for response staff and local law enforcement and post this information in common areas. List the posted locations.] [Describe these procedures, which may include phone numbers, email addresses, and physical locations. In case of immediate danger, call for emergency assistance by dialing (9) 9-1-1

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responsible Persons | Job Title/Position | WVPP Responsibility(ies) | Phone # | Email |
|  |  | Responsible for emergency response, hazard identification, and coordination with other employers |  |  |

* [Enter other emergency response procedures]

## **WORKPLACE VIOLENCE HAZARD IDENTIFICATION AND EVALUATION**

The following policies and procedures are established and required to be conducted by [Name of employer] 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 employer is made aware of a new or previously unrecognized hazard.

Review all submitted/reported concerns of potential hazards:

Examples:

* Daily or weekly review of all submitted and reported concerns.
* Workplace Violence Hazards suggestion box
* Online form for reporting workplace violence hazards
* Voicemail/email/text messages

|  |  |  |
| --- | --- | --- |
| Competent Observer | Job Title | Area |
|  |  |  |
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* [Other procedures to ensure employees and employee representatives participate in WVPP.]

**Inspections & Observation** Periodic inspections and reviews to identify and evaluate workplace security and violence hazards will be performed by competent observers in the following workplace areas.

|  |  |  |  |
| --- | --- | --- | --- |
|  | # | Task | Evaluation Items |
|  | 1 | Is the exterior or interior of the workplace appealing to thieves? | Inadequate lighting Broken windows, doors, locks, light bulbs, and similar issues |
|  | 2 | Are signs posted indicating limited cash is kept on-site? | Legible sign in visible area |
|  | 3 | Do employees know what to do in the event of a robbery or another crime? | Q&ASafe simulation |
|  | 4 | Do employees know how to accurately assess suspicious activity without racial profiling? Do they know how to report it? | Q&A |
|  | 5 | Are emergency buttons and alarms in an effective location? Do all of them work? | Controlled test, coordinated with law enforcement, as necessary |
|  | 6 | Do employees have rapid access to a list of emergency telephone numbers for security, law enforcement, fire, and medical services? | Legible, up-to-date sign in visible area |
|  | 7 | Is the amount of cash kept on the premises limited? Are time access safes used for large bills? | Physical observation and inspection |
|  | 8 | Do workers have effective escape routes from the workplace? Is there a designated safe area where they can go in an emergency? | Physical observation and inspection |
|  | 9 | Can doors and rooms be locked? | Physical observation and inspection |
|  | 10 | Do workers have access to a telephone with an outside line? | Physical observation and inspection |
|  | 11 | Does the facility have visitors check in at an entrance station to be identified and granted clearance before they proceed into the workplace? | Physical observation |
|  | 12 | In a business receiving public visitors, are there areas which are restricted to employees only? Are they secured from unauthorized access? | Physical observationSafe simulation |

### 

### **Frequency**

### The above inspection will be completed:

* Upon the initial adoption of this Workplace Violence Prevention Program by the Company.
* When new workplace security hazards are introduced.
* When new, previously unidentified workplace security hazards are recognized.
* Following workplace security incidents.
* When the Company hires or reassigns permanent or intermittent workers to processes, operations, or tasks that have not yet undergone a workplace security evaluation.
* Whenever workplace security conditions necessitate an inspection.

### **WORKPLACE VIOLENCE HAZARD CORRECTION**

Workplace violence hazards will be evaluated and addressed promptly. [Name of employer] will implement the following effective procedures to correct identified workplace violence hazards:

* If an imminent workplace violence hazard exists that cannot be immediately resolved without endangering employees, all exposed employees will be removed from the situation, except those necessary to correct the condition. These essential employees will be provided with the necessary protection. [Specify which workers this applies to, why they are necessary, and what protections will be provided.]
* All corrective actions taken will be documented and dated on the appropriate forms. [Include procedures for which forms to use and how to document the corrective actions taken.]
* Corrective measures for workplace violence hazards will be tailored to each specific work area.
* **Examples:**
* Enhance workplace lighting.
* Post signs indicating limited cash on the premises and the presence of surveillance cameras.
* Utilize surveillance measures like cameras and mirrors to monitor both the interior and exterior of the workplace and discourage criminal activity.
* Employ security guards to patrol the interior and perimeter of the workplace.
* Install security surveillance cameras throughout and around the workplace.
* Provide workplace violence prevention systems, including door locks, secure windows, physical barriers, emergency alarms, and restraint systems.
* Ensure the effectiveness of workplace violence prevention systems.
* Post emergency contact numbers for law enforcement, fire, and medical services.
* Control access to the workplace and movement within it by non-employees, including recently discharged employees or individuals involved in disputes with current employees.
* Install systems to warn others of violent danger or to summon assistance, such as alarms or panic buttons.
* Ensure employees have access to a telephone with an outside line.
* Train/retrain employees on the Workplace Violence Prevention Program (WVPP),
* Recognizing and handling threatening or hostile situations that could lead to violence from service recipients.
* Ensuring all reports of violent acts, threats, verbal abuse, property damage, or other signs of strain are handled effectively by management, without retaliation against the reporter.
* Improving communication between management and employees.
* Procedures for reporting suspicious persons, activities, and packages.
* Providing/reviewing training for employees, supervisors, and management on emergency action procedures.
* Ensure adequate escape routes for employees.
* Raise awareness among employees, supervisors, and managers of the warning signs of potential workplace violence. [Provide procedures on how this will be accomplished.]
* Ensure that employee disciplinary and discharge procedures address the potential for workplace violence. [Provide procedures on how this will be accomplished.]
* Establish a policy for prohibited practices, such as a no-weapons policy. [Describe these prohibited practices.]
* Limit the amount of cash on hand and use time-access safes for large bills.
* Implement a "buddy" system for specified emergency events.
* [Other procedures for corrective measures for workplace violence hazards.]

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**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.
* Review security footage of existing security cameras if applicable.
* Examen the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
* Determine the cause of the incident.
* Take corrective action to prevent similar incidents from occurring.
* Record the findings and ensuring corrective actions are taken.
* Obtain any reports completed by law enforcement.
* The violent incident log will be used for every workplace violence incident and will include information, such as: [See attached Violent Incident Log]
  + The date, time, and location of the incident.
  + The workplace violence type or types 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.
* Reviewing all previous incidents.
* [Other post-incident procedures]

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

### **TRAINING AND INSTRUCTION**

All employees, including managers and supervisors, will have training and instruction on general and job-specific workplace violence practices. These sessions could involve presentations, discussions, and practical exercises. 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.
* Whenever 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.

[Name of Employer] will provide its employees with training and instruction on the definitions found on page 1 of this plan and the requirements listed below:

* The employer’s WVPP, how to obtain a copy of the employer’s plan at no cost, and how to participate in development and implementation of the employer’s plan.
* Procedures for reporting workplace violence incidents or concerns to the employer or law enforcement without fear of reprisal.
* Specific workplace violence hazards related to employees’ jobs, corrective measures implemented by [Name of Employer], how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm.
* Access to the violent incident log and how to obtain records related to hazard identification, evaluation and correction, training records, and violent incident logs.
* Opportunities provided by [Name of Employer] for interactive Q&A sessions with a knowledgeable person about the employer’s plan.
* [Other]

**Examples:**

* Strategies to avoid/prevent workplace violence and physical harm, such as:
  + Recognizing workplace violence hazards, including risk factors associated with the four types of workplace violence.
  + Defusing hostile or threatening situations.
* Recognizing alerts, alarms, or other warnings about emergency conditions and using identified escape routes or shelter locations.
* Employee escape routes.
* Emergency medical care provided in the event of a violent act against an employee.
* Post-event trauma counseling for employees seeking such assistance.

**Note:** *Employers must use training material appropriate in content and vocabulary to the educational level, literacy, and language of employees.*

**EMPLOYEE ACCESS TO THE WRITTEN WVPP**

[Name of Employer] ensures that the WVPP plan is written, readily accessible, and available at all times to employees, authorized employee representatives, and representatives of Cal/OSHA. This will be achieved as follows:

*Examples:*

When an employee or designated representative requests a copy of the written WVPP, we will provide a printed copy unless the requester agrees to receive an electronic copy.

We will ensure unobstructed access through a company server or website, enabling employees to review, print, and email the current version of the written WVPP. Unobstructed access means employees, as part of their regular work duties, routinely use the electronic means to communicate with management or co-employees.

### **RECORDKEEPING**

### [Name of Employer] 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.

### The records shall not contain medical information per subdivision (j) of section 56.05 of the Civil Code.

### All records of workplace violence hazard identification, evaluation, and correction; training, incident logs and workplace violence incident investigations required by [LC section 6401.9(f)](https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=6401.9.&lawCode=LAB), shall be made available to Cal/OSHA upon request for examination and copying.

### **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.

### [Other review and revision procedures]

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### **EMPLOYER REPORTING RESPONSIBILITIES**

As required by California Code of Regulations (CCR), Title 8, Section 342(a). Reporting Work-Connected Fatalities and Serious Injuries, [Name of Company] 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, [Name], [Job Title] at [Company], hereby authorize and ensure the establishment, implementation, and maintenance of this written workplace violence prevention plan and its associated documents/forms. I am dedicated to fostering a culture of safety and violence prevention in our workplace, and I believe these policies and procedures will help us achieve that goal.

|  |  |
| --- | --- |
| Name and title of person authorizing this WVPP |  |
| Signature of person authorizing this WVPP |  |
| Date of Signature |  |

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### **Appendix A**

### Violent Incident Log - **Retain for at least 5 years.**

* **Type I** violence is committed by a person who has no legitimate business at the worksite and includes violent acts by anyone who enters the workplace or approaches workers with the intent to commit a crime.
* **Type II** violence is directed at employees by customers, clients, patients, students, inmates, or visitors.
* **Type III** violence is done by an existing or former employee, supervisor, or manager.
* **Type IV** violence is committed in the workplace by a person who doesn’t work there but has or is known to have had a personal relationship with an employee.

**Person Completing Violent Incident \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Job Title**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:\_\_\_\_\_\_\_\_\_\_\_\_ Copy Provided to Employer (Name):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date Provided:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |
| --- | --- |
| Detailed Incident Information | |
| **Date of Incident** |  |
| **Time of Incident** |  |
| **Location of Incident** |  |
| **Location Classification** (Workplace, Parking Lot, Area Outside Workplace, Other) |  |
| **Type of Incident** (Physical Attack Without Weapon, Attack w/ Weapon, Threat, Sexual Assault, Animal Attack, Other) |  |
| **Workplace Violence Type**  (I, II, II, or IV) |  |
| **Detailed Description** |  |
| **Who Committed the Violence** (Client, Immediate Family Member, Friend, Stranger, Supervisor, Partner/Spouse, Parent, Relative, Other) |  |
| **Employee Circumstances** (Doing usual job duties, Poor lighting, Rushed, Low staffing, Alone, Unable to get help, Community setting, Unfamiliar work location) |  |
| **Incident Actions** (Security/Law Enforcement Involved, Corrections) |  |
| **Were there any injuries?** If yes provide description |  |
| **Did the severity of the injuries require reporting to Cal/OSHA?** If yes, document the date and time this was done, along with the name of the Cal/OSHA representative contacted |  |

# References

Cal/OSHA Publications Unit. (2024, February). *Cal/OSHA Safety Health.* Retrieved from State of California Department of Industrial Relations: https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.dir.ca.gov%2Fdosh%2Fdosh\_publications%2FModel-WPV-Plan-General-Industry.docx

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