



The Commonwealth of Massachusetts

Executive Office of Health and Human Services

Office of Human Resources

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www.mass.gov/eohhs

DEVAL L. PATRICK
Governor

JOHN W. POLANOWICZ
Secretary

November 18, 2014

Dear EOHHS Agency Head:

On February 15, 2013, Governor Deval Patrick signed legislation which charged the Executive Office of Health and Human Services (EOHHS) with promulgating regulations (101 CMR 19.00) to address Human Service Worker safety through the implementation of the workplace violence prevention plan. In addition, this legislation required EOHHS to develop and provide workplace safety training to EOHHS employees and programs as defined in 101 CMR 19.00.

EOHHS recognizes that workplace violence can threaten the health and safety of everyone in the workplace. The regulations define where and to whom the requirements apply:

Human Service Worker: any person who works for a program. This includes, but is not limited to employees, contracted employees, interns, and volunteers.

Program: any entity operated, licensed, certified, or funded by a department, commission, office, board, division, institution, or other entity within EOHHS under M.G.L. c. 6A, § 16 that provides direct services to clients.

Workplace: any location where business is conducted or site where the human service worker is considered "on duty." Private vehicles used for business are included in 101 CMR 19.02: Workplace.

Contract Language

The Workplace Violence Prevention and Crisis Response Plan regulation is being incorporated into the Required Specifications issued by the Operational Services Division. Once this language is included in the Required Specifications, 101 CMR 19.00 will apply to any Purchase of Service client services contract that your organization currently holds with an EOHHS Constituent Agency.

101 CMR 19.00: 101 CMR 19.00, Workplace Violence Prevention and Crisis Response Plan, governs the procedures and criteria for workplace violence prevention and response plans for programs that provide direct services to clients that are operated, licensed, certified or funded by a department, commission, office, board, division, institution or other entity within the Executive Office of Health and Human Services under M.G.L. c. 6A § 16. Any direct service program that contracts with the Executive Office of Health and Human Services (EOHHS) or the constituent agencies of EOHHS must comply with 101 CMR 19.00, including having a plan that meets the criteria set forth in 101 CMR 19.04, which is updated annually, available electronically and provided to any Human Service Worker upon request. The regulations and response plan guidelines are available at the following address (link).

Implementation of Regulation Requirements

These regulations are in effect as of ***February 15, 2015***.

EOHHS has developed a website: www.mass.gov/hhs/hsw-safety-regs to assist programs with the various elements of implementing these regulations, including:

- Timelines for implementation
- Guidelines for development and implementation of the plan
- Information on Training Certification options
 - EOHHS Safety Training
 - Certification Option
- Law: M.G.L. c. 3 § 30 of the Acts of 2013
- Regulations: 101 CMR 19.00

This new website will be updated periodically as new information becomes available. In the meantime, any questions regarding the implementation of the Human Service Worker Safety Regulations can be addressed to Denise Attwood, Director of Employee Safety and Health, at (617) 348-5077 or denise.attwood@state.ma.us.

Sincerely,



James Montgomery-Hyde
Assistant Secretary of Administration and Finance
Executive Office of Health and Human Services