

**WAC 296-831-500 Customer complaint log requirements.** (1) Adult entertainment establishments must record the accusations it receives that a customer has committed an act of violence, including assault, sexual assault, or sexual harassment, towards an entertainer. The establishment must make every effort to obtain the customer's name and if the establishment cannot determine the name, it must record as much identifying information about the customer as is reasonably possible. The establishment must retain a record of the customer's identifying information for at least five years after the most recent accusation.

(2) If an accusation is supported by a statement made under penalty of perjury or other evidence, the adult entertainment establishment must decline to allow the customer to return to the establishment (blocklist) for at least three years after the date of the incident. The establishment must share the information about the customer with other establishments with common ownership and those establishments with common ownership must also decline to allow the customer to enter those establishments (blocklist) for at least three years after the date of the incident. No entertainer may be required to provide such a statement.

Note: Appendix B contains a standard declaration template that can be used to make a statement under penalty of perjury. In addition to statements made under penalty of perjury, any other evidence brought forth to an employer that a customer has committed an act of violence, including assault, sexual assault, or sexual harassment towards an entertainer, should be considered credible and trigger the employer to take action as required under the customer complaint log requirements above unless the employer can provide a rational explanation why they do not deem the evidence credible.

Appendix A

<b>PANIC BUTTON CHECKLIST</b>		
If the response to <i>any</i> of the following questions in this checklist is "NO," and if no other alternative hazard controls are in place for the identified hazard, panic buttons are likely not effective.		
<b>Do panic buttons and panic buttons systems exclusively rely on establishment owned/leased/etc., equipment or services?</b>	<b>YES</b>	<b>NO</b>
The above covers the complete chain of events from the initial signaling at the entertainer's point of use through notification and to response from the establishment. The rule does not prohibit entertainer owned devices supplementing the devices provided by establishment (e.g., as a backup method).		
<b>Do panic buttons require only a single action to activate (such as a single push/pull/tap, etc.)?</b>	<b>YES</b>	<b>NO</b>
Panic buttons which require multiple actions (such as using a number pad to unlock/dial a cell phone, or selecting a channel/frequency on a portable radio, or pressing a button and then speaking) would require an entertainer to extend their exposure to a hazard in order to seek relief from it.		
<b>Do panic buttons and the associated signal or alarm latch?</b>	<b>YES</b>	<b>NO</b>
Once triggered, panic buttons alarms continue to both alarm and identify the location of the used panic button(s) without requiring ongoing action of the entertainer. Panic buttons requiring ongoing actions of the entertainer (continued holding/pressing, etc.) would require an entertainer to extend their exposure to a hazard in order to seek relief from it.		
<b>Do panic buttons systems resist tampering?</b>	<b>YES</b>	<b>NO</b>
Once triggered, panic buttons alarms are not easily reset at the panic button (entertainer's point of use) itself, especially using the same action that activated it. Panic buttons which can be readily turned off or reset by customers would delay response actions and allow continued exposure to the hazard.		
<b>Do panic buttons reduce or minimize inadvertent activation or false alarms?</b>	<b>YES</b>	<b>NO</b>
False alarms increase the likelihood of delayed, deprioritized, or ignored alarms. Buttons, switches, etc., which are protected, shouldered, recessed, or flush with top surface/bracket/etc. reduce the likelihood of false alarms.		
<b>Do panic buttons systems identify the location of the triggered panic buttons?</b>	<b>YES</b>	<b>NO</b>

Uncoordinated response to panic buttons increases the likelihood of response actions being delayed or otherwise inadequate.		
<b>Do panic buttons trigger distinct alarms?</b>	<b>YES</b>	<b>NO</b>
If an establishment's panic button response procedures dictate that after the triggering of a panic button, uninvolved entertainers should continue entertaining while the establishment conducts response activities; then panic buttons alarm systems (and response procedures) would need to continue to fully function during an alarm (or multiple alarms). Indistinct alarms, or alarms where the establishment cannot identify/respond to multiple simultaneous alarms, increase the likelihood of response actions being delayed or otherwise inadequate.		
<b>Do panic buttons alarms produce recognizable signals to perform actions under the APP, Emergency Action Plan, etc.?</b>	<b>YES</b>	<b>NO</b>
At the establishment's point of reception, alarms must be recognizable in the conditions under which they will be used. The following can obscure alarms sufficiently enough to make an alarm unrecognizable: <ul style="list-style-type: none"> <li>- Areas subject to noise/music at volumes equal or above the volume of an alarm;</li> <li>- Areas subject to strobing lighting equal or above the amount of illumination of an alarm;</li> <li>- Areas with sufficient distance, intermediary materials, or the room/building configuration itself, impairs alarm signals to the point that they are no longer recognizable.</li> </ul> At the entertainer's point of use, panic buttons may be either discreet, or produce an audible alarm. Discreet panic buttons reduce the likelihood of escalating a confrontation towards violence, but simultaneously prevent other entertainers and personnel in the area from knowing a panic button was triggered. Regardless of which method is used, associated hazards must be further mitigated such as via a multistage alarm (normally discreet, only audible if alarm malfunction, etc.), multicomponent alarm (using notification lights, rather than audible alarms, within adjacent booths/rooms/etc., in conjunction with indicator light(s) outside booth/room/etc., to signal and locate the use of a panic button).		
<b>Are panic buttons provided by the establishment in each room in the establishment in which entertainers may be alone with a customer, and in bathrooms and dressing rooms?</b>	<b>YES</b>	<b>NO</b>
For the purposes of this question, " <i>alone</i> " means outside of direct line-of-sight of other establishment personnel, entertainers, employees, etc., such as in private or semi-private booths, rooms, etc.		
<b>Are panic buttons that are permanently installed in the workplace, located within immediate reach?</b>	<b>YES</b>	<b>NO</b>
Panic buttons must be kept free of obstacles blocking their use (doors, furniture, mop buckets, boxes, coat racks, etc.).		
<b>Are panic buttons in good working order? If not, are entertainers informed of, and excluded from, areas lacking required panic buttons protection (e.g. during power loss, wireless service loss, etc.)?</b>	<b>YES</b>	<b>NO</b>
Keep a record of, and inform entertainers of, nonfunctional/improperly working panic buttons until replaced or repaired. <ul style="list-style-type: none"> <li>- Use signage or otherwise inform entertainers prior to working; and</li> <li>- Use written procedures and policies in Accident Prevention Plan that prohibit or restrict access to relevant areas.</li> </ul>		

Appendix B

**Declaration of:** \_\_\_\_\_  
(Type or print your name here)

\_\_\_\_\_ declares as follows:  
(Type or print your name)

I am over the age of eighteen, and I am otherwise competent to testify. I make these statements based on personal knowledge and belief.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Insert your statement here describing what happened)

I declare under penalty of perjury of the laws of the State of Washington the foregoing is true and correct.

DATED this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, in \_\_\_\_\_, Washington.  
(##) (Month) (Year) (Name of city/town)

\_\_\_\_\_  
(Sign above)

\_\_\_\_\_  
(Type or print your name)

[Statutory Authority: Chapter 49.17 RCW and RCW 49.17.470. WSR 22-10-070, § 296-831-500, filed 5/3/22, effective 7/1/22.]