VIOLENCE IN THE WORKPLACE: PREVENTION AND RESPONSE PROGRAM

1.0 INTRODUCTION

Threats and acts of violence in the workplace are increasing both in frequency and in severity. Each must be taken seriously due to the unknown risks they present.

2.0 REFERENCE

Cal/OSHA Guidelines for Workplace Security and Cal/OSHA Injury & Illness Prevention Model Program for Workplace Security.

3.0 UNIVERSITY POLICY REGARDING VIOLENCE IN THE WORKPLACE

Vital to achieving the mission and goals of California State University, Fullerton is an unwavering commitment to providing its faculty, staff, students and visitors an accessible, attractive and safe environment in which to learn, study and work.

Acts of violence and threats of violence severely impact the open dialogue and free exchange of ideas intrinsic to higher education as well as the well-being of the campus community members. Therefore, the university has established a policy of zero tolerance for violence against members of the university community. Acts of violence and threats of violence towards persons or property will not be tolerated. This Prevention and Response Program applies to all faculty, staff, students and visitors at the university.

The university will attempt to address hazards associated with differing types of workplace violence and ensure that it meets federal, state and local laws, as well as university and system regulations prohibiting violence. Each allegation of violence or threat of violence will be taken seriously. All employees will be offered training on general and job-specific workplace security measures.

Faculty, staff, students and visitors are encouraged to immediately report acts of violence and threats of violence to their supervisor, a Dean, a Vice President, Public Safety, Environmental Health and Safety, or Human Resources. Acts of violence and threats of violence by faculty and staff may result in disciplinary action up to and including termination. For students, such actions may result in disciplinary action, up

to and including expulsion. Criminal prosecution may result if federal, state or local laws are violated.

4.0   DEFINITIONS

4.1   Threats of violence

Threats of violence include written, verbal or physical actions that are intended to create fear or apprehension of bodily harm.

4.2   Acts of violence

Acts of violence include intentional physical or verbal attacks that cause injury to a person or property.

4.3   Types of Violence

The circumstances associated with workplace violence have been divided into three major types by Cal/OSHA.

Type I. A Type I workplace violence event involves an assault or threat by someone who has no legitimate relationship to the workplace and usually enters the workplace to commit a robbery or other criminal act. While the assailant may pretend to be a consumer of university goods or services as a pretext to enter a campus building, office or department, they have no legitimate relationship to the workplace. Individuals who (a) have face-to-face contact and exchange money with the public, (b) work late at night and/or into the early morning hours and (c) often work alone or in very small numbers are at greatest risk of confronting a Type I event. At Cal State Fullerton, the following areas or events have been identified as having a higher probability for Type I incidents:

> Athletics Ticket Office
> ATM Pavilion
> Bookstore
> Carl's Jr. ATM
> Cashiers Office
> Concerts, Dances, Athletic and Special Events
> First Floor Restrooms
> Langsdorf Hall Brief Stop
> Loading Docks
> Parking Areas

Parking Office
Public Safety
Titan Stadium concession stands
Titan Student Union cash handling offices
Titan Student Union Food Service/Vendors/Carl's Jr.
Visitor Information Center

Type II.　　　A Type II workplace violence event involves an assault or threat by someone who is either the recipient or the object of a service provided by the university or the victim. Type II events involve both fatal and nonfatal injuries to individuals who provide goods or services to the public (i.e., students, community members and visitors). These events primarily involve threats, intimidation or assaults on public safety personnel, health care and student service providers, faculty, sales personnel, and other university employees who provide professional, public safety, administrative or business services to the public. Unlike Type I events, which often represent irregular occurrences in the life of any particular at-risk university office, department or employee, Type II events may occur on a daily basis in many campus service areas, and therefore represent a more pervasive risk for campus personnel. At Cal State Fullerton, the following areas and events have been identified as having a higher probability for Type II workplace violence:

Administrative Offices
Admissions and Records
Bookstore
Career Development and other counseling locations
Classrooms
Concerts, Dances, Athletic and Special Events
Dean of Students' Office
Extended Education
Faculty Offices during office hours
Financial Aid/Student Aid Accounting
Human Resources
Library
Parking Areas
President's Office
Public Safety
Titan Student Union Food Service/Vendors/Carl's Jr.
Vice President for Student Affairs' Office
Visitor Information Center

Type III. A Type III workplace violence event involves an assault or threat by someone who has some employment-related involvement with the workplace. Usually this involves an assault by a current or former employee, supervisor or manager; by a current or former spouse or lover; a relative or friend; or some other person who has a dispute involving an employee. A Type III event can involve a threat of violence or a physical act of violence resulting in a fatal or nonfatal injury. A Type III event is not associated with a specific type of university workplace or occupation. Any campus workplace can be at risk for a Type III event. At Cal State Fullerton, the following areas have been identified as having a higher probability for Type III violence:

> All Administrative/Department Offices
> Building and Grounds
> Human Resources
> Parking Areas
> President's Office

5.0 RESPONSIBILITIES

5.1 The Vice President for Administration

The Vice President for Administration is responsible for overall coordination of the University's Violence in the Workplace: Prevention and Response Program. Other responsibilities are delegated to the Associate Vice President for Administration, Department of Public Safety, Department of Environmental Health and Safety, and Department of Human Resources as noted below. Copies of this Program are available in the Office of the Vice President for Administration.

5.2 Associate Vice President for Administration

The Associate Vice President for Administration has primary responsibility for ensuring that administrators and staff have access to training and written materials concerning this Program and workplace security, including assault prevention, resolving violent confrontations and steps to take during an emergency situation. Other responsibilities include coordination of the Incident Response Team and ensuring that workplace security hazards have been corrected once first observed or discovered.
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5.3 Department of Public Safety

The primary responsibility of the Department of Public Safety is to respond to and investigate reported threats or acts of violence. Other duties include:

a. Determining and implementing actions necessary to mitigate reported threats or acts of violence;

b. Notifying the Associate Vice President for Administration's Office in the event of an emergency for the purposes of convening the Incident Response Team;

c. Distribution of guidelines outlining workplace security, violence avoidance and other issues pertinent to the Program; and

d. Maintenance of Incident Reports and any other documentation related to reported threats or acts of violence, including Campus Safety Reports.

5.4 Department of Environmental Health and Safety

The Department of Environmental Health & Safety has primary responsibility for coordinating the workplace security training of faculty, administrators and staff Other responsibilities include:

a. Identification of physical features on campus that increase the likelihood of a threat or act of violence, and implementation of changes to lessen the likelihood of a threat or act of violence;

b. Receiving and logging all Campus Safety Reports, as well as all reported accounts of threats or acts of violence received from sources other than a Campus Safety Report;

c. Maintenance of records of workplace inspections and security training; and

d. Coordination of workplace violence training and instruction. This training and instruction will include information about how to recognize workplace security hazards, measures to prevent workplace assaults and what to do when an assault occurs, including emergency action and post-emergency procedures; and

5.5 Department of Human Resources

The Department of Human Resources has primary responsibility for:

a. Informing the Department of Public Safety or the Department of Environmental Health & Safety of all threats or acts of violence reported to the Department of Human Resources;

b. Advising the Department of Public Safety or Environmental Health & Safety regarding concerns about violent and potentially violent employees; and

c. Applying appropriate administrative or disciplinary action to staff who make a threat of violence or commit an act of violence against a member of the campus community.

5.6 The Vice President for Student Affairs

The Vice President for Student Affairs has primary responsibility for ensuring that student employees have access to training and written materials concerning university safety policies, procedures and practices; assault prevention; and guidelines for resolving violent confrontation. Other responsibilities include:

a. Informing the Department of Public Safety or Environmental Health & Safety of all threats or acts of violence reported to the Office of the Vice President for Student Affairs;

b. Advising the Department of Public Safety or Environmental Health & Safety regarding concerns about violent and potentially violent students;

c. Providing a mechanism for students to report workplace security hazards and threats or acts of violence; and

d. Applying appropriate administrative or disciplinary action to students who make a threat of violence or commit an act of violence against a member of the campus community.

5.7 The Vice President for Academic Affairs

The Vice President for Academic Affairs has primary responsibility for ensuring that faculty have access to training and written materials concerning university safety policies, procedures and practices; assault prevention; and guidelines for resolving violent confrontation. Other responsibilities include:

a. Informing the Department of Public Safety or Environmental Health & Safety of all threats or acts of violence reported to the Office of the Vice President for Academic Affairs;

b. Advising the Department of Public Safety or Environmental Health & Safety regarding concerns about violent and potentially violent faculty or students;

c. Providing a mechanism for faculty to report workplace security hazards and threats or acts of violence; and

d.   Applying appropriate administrative or disciplinary action to faculty who make a threat of violence or commit an act of violence against a member of the campus community.

5.8   Deans, Department Chairs and Supervisors

Deans, Department Chairs and Supervisors have primary responsibility for ensuring that faculty and staff have access to training and written materials concerning university safety policies, procedures and practices; assault prevention; and guidelines for resolving violent confrontation. Additional responsibilities include:

a.   Informing the Department of Public Safety or the Department of Environmental Health & Safety of all threats or acts of violence, even if the situation has been resolved;
b.   Making available to faculty and staff training and written materials concerning university safety policies, procedures and practices; assault prevention; and guidelines for resolving violent confrontation;
c.   Providing a mechanism for faculty and staff to report workplace security hazards and threats or acts of violence;
d.   Encouraging faculty and staff to participate in campus workplace violence training seminars;
e.   Discussing regularly with all personnel issues related to workplace security; and
f.   Training and/or counseling faculty and staff whose performance is deficient in complying with work practices designed to increase workplace security.

5.9   Faculty, Staff and Administrators

Faculty, administrators and staff are responsible for using safe work practices, following all university directives, policies and procedures concerning workplace security, and assisting in maintaining a safe and secure work environment. All are strongly encouraged to review and become familiar with materials concerning workplace security and participate in campus workplace security seminars. Any threat or act of violence witnessed or experienced by a member of the campus community should be forwarded to the Department of Public Safety or to the Department of Environmental Health & Safety. Reports can be made using either a phone or a Campus Safety Report that can be found at the following website: http://ehs.fullerton.edu/ehsforms/safety.asp.

To encourage faculty, administrators and staff to comply with work practices designed to make the workplace more secure and to not engage in threats or

physical actions which create a security hazard for others in the workplace, the university will:

a.   Inform faculty, administrators and staff of this Program;
b.   Evaluate the performance of all workers in complying with the university's workplace security measures;
c.   Recognize workers who perform work practices which promote security in the workplace;
d.   Provide training and/or counseling to workers whose performance is deficient in complying with work practices designed to enhance workplace security; and
e.   Discipline workers for failure to comply with workplace security practices.

5.10   Incident Response Team

Appointed by the Vice President for Administration, the Incident Response Team's ("IRT") primary responsibility is to address and respond to campus emergencies involving threats or acts of violence. Its membership consists of campus officials charged with specific functions related to emergency and crisis management and representatives of key campus constituencies. The IRT will be convened as soon as a majority of its members are present to address an emergency or any other situation at the discretion of the President, the Vice President for Administration, the Director of Public Safety or the Director of Environmental Health & Safety

Once convened, the IRT will help to advise the President and others as designated concerning issues and response options; ensure effective implementation of appropriate crisis management and intervention protocols; and determine the physical and mental needs of the campus community in the aftermath of an emergency.

The IRT's non-emergency responsibilities include developing and implementing appropriate and effective crisis management and intervention protocols, and identifying organizational factors that increase the likelihood of workplace violence and recommending action to improve these conditions.

6.0   PREVENTION AND RESPONSE PROGRAM

6.1   Hazard Assessment

The Vice President for Administration's Office, working through the Departments of Public Safety, Environmental Health and Safety and Human

Resources, will coordinate on-campus inspections to identify and evaluate workplace security hazards and response protocols to threats or acts of workplace violence.

Periodic inspections are performed according to the following schedule:

a.   At the initiation of this Program;
b.   Bi-annually;
c.   When new, unidentified security hazards become known;
d.   When occupational injuries or threats of injury occur; and
e.   Whenever workplace security conditions warrant an inspection.

Type I workplace security inspections include assessing the following:

a.   How attractive is the exterior and interior of the workplace to robbers?
b.   Is there a need for security surveillance measures, such as mirrors or cameras?
c.   Is there a need for posting of signs notifying the public that limited cash is kept on the premises?
d.   Do employees know the procedures for response during a robbery or other criminal act?
e.   Are there procedures for reporting suspicious persons or activities?
f.   Is there posting of emergency telephone numbers for law enforcement, fire and medical services where employees have access to a telephone with an outside line?
g.   Is the amount of cash on hand limited and are time access safes being used for large bills?

Type II workplace security inspections include assessing the following:

a.   Is there freedom of movement within the workplace?
b.   Are workplace security systems, such as door locks, security windows, physical barriers and restraint systems adequate?.
c.   What is the frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are campus customers?
d.   What is the employee's skill in safely handling threatening or hostile customers?
e.   What is the effectiveness of systems to warn others of a security danger or to summon assistance, e.g. alarms or panic buttons?
f.   Is there a use of work practices such as a "buddy" system for specified activities?
g.   What is the availability of employee escape routes?
h.   Have confidential signals for alerting Public Safety been established?

Type III workplace security inspections include assessing the following:

a.	How effectively has the campus workplace violence policy been made known to employees, supervisors or managers?

b.	How effectively does the campus management relate to the employees?

c.	Are employees, supervisors and managers aware of the warning signs of potential workplace violence?

d.	Is there access to, and freedom of movement within the workplace by non-employees, including recently discharged employees or persons with whom an employee is having a dispute?

e.	What is the frequency and severity of employee reports of threats of physical or verbal abuse by managers, supervisors, students or other employees?

f.	Have there been any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace?

## 6.2	Retaliation

Retaliation by a faculty member, administrator, staff member or student against an
individual reporting a threat or act of violence in good faith will not be tolerated. Those who suspect reprisal or retaliation should notify Department of Public Safety or the Department of Environmental Health & Safety using the Campus Safety Report. Verified acts of reprisal or retaliation by faculty and staff may result in disciplinary action up to and including termination. For students, such actions may result in disciplinary action, up to and including expulsion. Criminal prosecution may result if federal, state or local laws are violated.

To the extent permitted by law, the university will defend and indemnify, at its sole discretion, faculty, staff and students against any legal proceedings commenced against them arising from a report of a threat or act of violence made in good faith.

## 6.3	Communication

To maintain a safe and secure workplace, there must exist open communication on all workplace safety and security issues. The university's safety and security communications consist of the following:

a. Employee orientation on the university's workplace security prevention and response program, procedures and work practices;
b. Periodic review of the university's workplace security prevention and response program, procedures and work practices; with all faculty, administrators and staff;
c. Training programs to address aspects of workplace security unique to a university setting;
d. Regularly scheduled safety meetings with faculty, administrators and staff that include workplace security issues;
e. Distributed workplace security information;
f. A system to communicate workplace security hazards and/or threats or acts of violence; and
g. Procedures for protecting those who report acts or threats from retaliation by the person making the threats, including a means for anonymous notification.

6.4   Investigation

Investigations of threats and/or acts of workplace violence will include:

a. Reviewing all previous incidents at the specific location or type of location on the campus;
b. Visiting the scene as soon as possible;
c. Interviewing threatened or injured victim and witnesses;
d. Examining the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the alleged actor or actors;
e. Determining, if possible, the cause of the incident;
f. Taking corrective action to attempt to prevent the reoccurrence of a similar incident, and
g. Recording the findings and corrective actions taken.

6.5   Correction

Workplace security hazards will be corrected in a timely manner based on the severity of the threat posed when they are first observed or discovered.

When an imminent hazard exists which cannot be immediately abated without endangering employee(s) and/or property, all exposed personnel will be removed from the area except those necessary to correct the existing condition. Employees necessary to correct the hazardous conditions will be provided necessary safeguards.

6.6   Training

Faculty, administrators and staff will receive training and instruction on general and job-specific workplace security practices. Training and instruction will be provided when this Program is first established and periodically thereafter. Training will also be provided to new employees and to faculty, administrators and staff who have been given new job assignments for which specific workplace security training for that job assignment has not previously been provided.

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