

Workplace Violence Policy and Prevention Plan

California State University Dominguez Hills is committed to providing a safe and secure workplace for all. Per California Labor Code Sections 6401.7 and 6401.9, violent acts and threats of violence are unacceptable conduct, and are prohibited in the work environment. CSUDH will not tolerate engaging in workplace violence. Any person who violates this policy will be subject to appropriate disciplinary action as determined by the President or their designee and may be subject to criminal or civil action. Disciplinary action by the University is subject to any applicable collective bargaining agreement or other appropriate University policies.

It is the responsibility of every administrator, faculty member, staff member, and student employee to take any threat or violent act seriously, to consult with appropriate resources, and to take action as recommended by the Workplace Violence Policy and Prevention Plan (WPVPP).

The WPVPP does not apply to university employees when telecommuting from a location of the employee's choice, not under the control of the university. University auxiliary organizations are responsible for applying similar practices to their respective programs and activities.

1. Objective

The WPVPP is intended to protect employees from aggressive threats and violent behavior in the workplace. The following procedures shall be utilized by anyone who needs to report any threatening behavior or acts of violence pursuant to this policy.

2. Definitions

- 2.1 Emergency - Unanticipated circumstances that can be life threatening or pose a risk of significant injuries/harm to an individual.
- 2.2 Engineering controls - An aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between an individual and the hazard.
- 2.3 Log - The violent incident log required by Labor Code Section 6401.9.
- 2.4 Procedural controls - Procedures and rules which are used to effectively reduce the frequency or severity of an incident of workplace violence.
- 2.5 Threat of violence – 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, 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.
- 2.6 Workplace Violence - Includes **acts** of violence and **threats** of violence that occur at the workplace. The term workplace violence shall not include lawful acts of self-defense or defense of others.

Workplace violence includes any of the following:

- A. 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.
- B. An incident involving the use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury.

Types of Workplace Violence

There are generally four workplace violence types:

1. Type I – Workplace violence committed by a person who has no legitimate business relationship to the workplace and enters the campus with the intent to commit a criminal act.
 2. Type II – Workplace violence directed at employees by students or visitors.
 3. Type III – Workplace violence against an employee by a current or former employee, supervisor, or manager.
 4. Type IV – Workplace violence committed in the workplace by a person who does not work on campus but has or is known to have had a personal relationship with an employee.
- 2.7 Workplace - includes university-owned, controlled, or leased premises, including satellite locations, at which university business is conducted, or at which employees represent the university, including while attending off-campus meetings or conferences, or while riding in university owned or leased vehicles.

3. Responsibilities

The following administrative positions have the authority and responsibility for implementing all or specific portions of the WPVPP.

- 3.1 Vice President of Administration & Finance/CFO: responsible for the implementation and overall coordination of the WPVPP.
- 3.2 Chief of Police: responsible for implementing measures to ensure the university is prepared to respond to, investigate and potentially mitigate workplace violence incidents.
- 3.3 Associate Vice President of Health & Well-being: serves as the Chair of the Workplace Violence Committee. The Chair is responsible for receiving and investigating all reports of acts or threats of violence.
- 3.4 Associate Vice President of Human Resources: receive reports of acts or threats of workplace violence. In collaboration with the Chair of the Workplace Violence Committee determine if corrective and/or disciplinary action is warranted. The Vice President of Administration & Finance/CFO designates the Associate Vice

President of Human Resources to administer and update the Workplace Violence Policy accordingly and serve as campus liaison.

- 3.5 Senior Director of Risk Management & Internal Controls: contributes to the identification and collaborates with the AVP of Facilities Management & Operations on the correction of workplace violence physical hazards and participates in university efforts regarding post-incident response and review.
- 3.6 AVP of Facilities Management & Operations: responsible for ensuring the implementation of corrective actions to confirmed workplace violence physical hazards.
- 3.7 Director of Environmental Health & Safety: responsible for ensuring the functionality of procedures established to identify and receive reports related to physical workplace violence hazards, and work with other units on campus to correct such hazards. The Director of Environmental Health & Safety will maintain records of workplace violence inspections and training and is the lead for all WPVPP assessments resulting in possible updates after a review of the plan's effectiveness. The Office of Environmental Health & Safety will coordinate with the Workers' Compensation Manager who has the primary responsibility for maintaining the University's OSHA 300 log. Ensuring reporting of serious injury or fatality per Title 8 CCR Sections 330(a) and 342.
- 3.8 Director of Procurement & Contracts: responsible for coordinating the implementation of the WPVPP with other employers/vendors who have employees in the workplace of the university.
- 3.9 Emergency Preparedness Manager: responsible for developing and implementing procedures on how to respond to violent emergencies, including evacuation and/or sheltering in place.
- 3.10 Managers/Supervisors: responsible for implementing and maintaining the WPVPP in their areas, ensuring that employees have access to and are compliant with training and written materials concerning university safety policies, procedures, and practices.

3.10.1 Preventive Responsibilities for Management

Managers are accountable for recognizing a potentially threatening situation. Before a potential or actual violent incident occurs, managers and supervisors shall:

- Inform University Police and Human Resources of all threats or acts of violence;
- Ensure employees are trained and up to date on the WPVPP training;
- Discuss regularly with employees issues related to workplace security, including identification of concerns/hazards, discussion of recent incidents and/or reviews of safety procedures;
- Counsel and/or discipline employees, as permitted by applicable laws, rules, regulations, policies, and collective bargaining agreements for failure to comply with the WPVPP.

- Foster a supportive, harmonious work environment. Mutual respect can help reduce harassment and hostility in the workplace;
- Communicate openly and give employees support and recognition;
- Train managers and employees on how to resolve conflicts;
- Develop skills in effective communication, team building and resolving disputes;
- Keep the building free of potential hiding places and maintain clear views of lobbies and work places; and
- Know the available community resources, building ingress and egress, and geographical layout of the building.

3.10.2 In order to reduce or eliminate any violent incidents from occurring, the following guidelines should be adhered to by management:

- New Employee: Conduct a pre-employment screening on each candidate. Check references if more than one previous employer;
- New and Current Employees: Review the application and resume for inconsistencies in employment; and
- Note questions by the interviewee during an interview that may indicate a problem or violent behavior.

3.11 All Employees: responsible for using safe work practices, following university policies and procedures concerning campus security, and assist in maintaining a safe and secure work and learning environment. Encourage faculty, administrators, and staff to comply with work practices designed to make the workplace more secure and to not engage in threats of physical actions which create a workplace violence hazard for others on campus.

3.11.1 Preventive Responsibilities for Employees:

Support and comply with the workplace violence program by:

- Understand, support and comply with the campus' Workplace Violence policy;
- Maintain a safe work and learning environment;
- Comply with training requirements;
- Report any witnessed threat, harassment, assault, intimidation, hazard, or activity which you feel could lead to violence, promptly to your immediate supervisor.
- Recognize and report potential trouble. This is not just the job of management. Case studies of workplace violence have found repeatedly that co-staff usually see the problem developing before management does.

3.12 The University: prepare for a workplace violence emergency.

3.12.1 Preventative Responsibilities for the university:

- Ensure that workplace violence policies, prevention programs, and procedures are communicated to employees and students.
- Require employees to complete workplace violence prevention training.

- Assess the workplace violence prevention program and related procedures, incidents, and environmental risk factors with employees and collective bargaining representatives at least annually.
- Correct workplace violence hazards in a timely manner.
- In the event of a workplace violence emergency, the university will communicate through email and/or the Toro Alert.

3.12.2 Minimizing the Risk of Workplace Violence:

A few common precautions to minimize your risk of workplace violence include:

- Be vigilant if you work with money or if you exchange money with the public.
- Immediately notify University Police if anyone in your work area is carrying a weapon.
- Be extra vigilant in high-risk areas, i.e., unlighted or isolated areas.
- Report burned-out lights and other malfunctioning safety equipment to Facilities Services.
- Know the location of emergency call boxes on campus.

3.13 Auxiliary organizations: responsible for applying similar practices to their respective programs and activities. Auxiliaries are also responsible for maintaining their own violence incident log to record every workplace violence incident and will collaborate with other campus units to respond to acts or threats of violence.

4. Reporting Workplace Violence

4.1 Any person who experiences or observes an act of violence or a potential act of violence should report the incident to the CSUDH Police Department by dialing (310) 243-3333, or 9-1-1 from any on-campus phone. The individual should also notify their immediate supervisor and/or Human Resources.

4.2 After being contacted about an incident of campus violence, University Police will make an immediate response decision. If an act of physical violence has occurred or is imminent, University Police will respond immediately. The Chief of Police, or designee, will then contact the Chairperson, who may convene the Workplace Violence Committee if applicable.

4.3 Any person who experiences a threat of violence should report the incident to their immediate supervisor or Human Resources. If the affected supervisor is the perpetrator of the act, the witness or employee should proceed up the chain of command or notify Human Resources.

4.4 Do not attempt to physically intervene if an act of violence is occurring or imminent. Call for help. Listen to what is happening and take notes later as well as list the names of all the witnesses.

4.5 No person who files a complaint, testifies, assists, or participates in any manner in an investigation, proceeding, or hearing shall be retaliated against, intimidated, threatened, coerced, or discriminated against by any other person within the

university community for their participation. Any member of the university who retaliates against someone for reporting workplace violence is subject to discipline.

- 4.6 The university will, to the extent possible, handle reports of workplace violence confidentially, except when necessary to communicate to individuals who need to know pertinent information so that they may take appropriate action.
- 4.7 The filing of false or malicious complaints may be grounds for disciplinary action, and/or may result in criminal charges.
- 4.8 The President has appointed a Workplace Violence Committee (WVC) for the purpose of investigating allegations of violence in the workplace.
 - The Workplace Violence Committee shall include, but not be limited to the following individuals or their designee:
 - Associate Vice President of Health and Well-being
 - Associate Vice President of Human Resources
 - Chief of Police
 - Executive Director, Equity & Inclusion
 - Senior Director of Risk Management & Internal Controls
 - Director of Environmental Health & Safety
 - Senior AVP, Student Affairs/Dean of Students
 - Associate Vice President, Faculty Affairs
 - Each member of the team will serve at the pleasure of the President.
 - The Associate Vice President of Health and Well-being will serve as the chairperson of the team.
 - Campus General Counsel will serve in an advisory capacity to the committee.
 - The WVC shall meet to review the results of the investigation and issue a recommendation to the President for formal action. Any actions of discipline against an employee or student are subject to the appropriate Collective Bargaining Agreement or University Code of Student Conduct.
- 4.9 The President authorizes their designee(s) to take whatever actions are necessary to carry out this procedure.

5. Emergency Communication

- 5.1 In the event of a workplace violence emergency, where there is an eminent threat to the campus community, the university will communicate through the following means:

Alerts will be sent to all members of the campus community who have signed up for Toro Alert, the university's emergency notification system. The Toro Alert system has the capacity to contact you via the following modalities depending on the information you provided:

1. Cell phone
2. Text messages (SMS)
3. Work phone
4. Email
5. Home phone

5.2 When information is available and appropriate, these alerts will:

- Provide information about the presence, location, and nature of the workplace violence emergency.
- Note evacuation or sheltering plans appropriate for the incident.
- Inform recipients about how to obtain assistance from University Police or other law enforcement agencies.

6. Violent Incident Log

6.1 The office of Human Resources will maintain a violent incident log to record every workplace violence incident. The log will not include any element of personal identifying information sufficient to allow identification of any person involved in a violent incident. The log will include the following information:

1. The date, time, and location of the incident.
2. The workplace violence category type or types involved in the incident, as defined above (i.e. Type 1, 2, 3 or 4).
3. A detailed description of the incident.
4. 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 another perpetrator.
5. 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.
6. A classification of where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area.
7. The type of incident, including, but not limited to, whether it involved any of the following:
 - a. Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.
 - b. Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object.
 - c. Threat of physical force or threat of the use of a weapon or other object.
 - d. Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.
 - e. Animal attack.
 - f. Other.
8. Consequences of the incident, including, but not limited to:
 - a. Whether security or law enforcement was contacted and their response.

- b. Actions taken to protect employees from a continuing threat or from any other hazards identified because of the incident.
 - c. Whether there were any injuries as a result of the incident, and if so, a description of the injuries.
 - d. Whether emergency responders other than law enforcement were contacted, such as Fire Department, Paramedics, or on-site first-aid certified personnel, and if so, a brief explanation of their involvement.
- 9. Information about the person completing the Log, including their name, job title, and the date completed.
- 6.2 The violent incident log will be reviewed during the annual review of the workplace violence prevention plan by the Campus Health & Safety Committee (CHSC).
- 6.3 Review of the log shall include an evaluation of the following:
 - Staffing, including staffing patterns that contribute to, or are insufficient to address, the risk of violence.
 - Sufficiency of security systems, emergency response, and safety response personnel.
 - Job design, equipment, and facilities.
 - Security risks associated with specific units, areas of the facility with uncontrolled access, late-night or early morning shifts, and employee security in areas surrounding the campus, such as parking areas and other outdoor areas.

7. Post-Incident Response and Investigation

- 7.1 Referral - The office of Human Resources and/or University Police will refer complaints or reports of workplace violence to the Chair of the Workplace Violence Committee.
- 7.2 Assessment - Upon receiving a complaint, the Chair will coordinate with Human Resources to ensure the complaint is recorded in the incident report log and consult with Campus Counsel to evaluate the necessity of conducting an investigation. The assessment may also include, but is not limited to:
 - Working with campus departments to provide supportive measures and/or assistance to the victim.
 - Referring complaints to the appropriate office if the complaint is determined to not be within scope of the WPVPP.
- 7.3 Early Resolution - The parties may ask to resolve the complaint without an investigation through the Early Resolution Process. An Early Resolution is an agreement between the parties that would resolve the matter without an investigation.
- 7.4 Investigation - If an investigation is deemed necessary, an appointed investigator will collect all relevant facts pertaining to the complaint. This report will be written in an objective and impartial manner, focusing solely on the facts and will not include any recommendations or conclusions about the allegations. The investigation may include, but is not limited to:

- Visiting the scene of an incident as soon as it is safe and practicable.
- Interviewing involved parties, such as employees, witnesses, law enforcement, and/or security personnel.
- Reviewing security camera footage from existing security cameras, if applicable.
- Examining 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, including who committed the violence, a classification of circumstances at the time of the incident, where the incident occurred, type of incident, and consequences of the incident.
- Record the findings and ensure corrective actions are taken.
- Obtain necessary reports completed by law enforcement.

7.5 Communication - The Chair will ensure regular communication with the Complainant, providing updates about the status of the complaint.

7.6 Committee Review - The Chair, upon receipt of the investigation report, will convene a meeting of the Workplace Violence Committee. The Committee's role is to thoroughly review the report, assess the facts, and generate a written summary of their findings.

7.7 The Committee's summary will include any pertinent conclusions drawn from the report and a proposed course of action. This summary will then be forwarded to the President for review.

7.8 Presidential Review - The President will review the Committee's findings and the proposed course of action in consultation with Campus Counsel. The President's decision regarding the acceptance or modification of the Committee's recommendations will be communicated back to the Chair.

7.9 Communication of Final Findings - The Chair is responsible for communicating the final decision, as approved by the President, to both the complainant and the respondent.

7.10 Implementation: Once the final decision is disseminated, the Chair will coordinate with the relevant parties to implement any recommended action or follow-up.

8. Workplace Violence Prevention and Mitigation

8.1 Training - The university will provide training for its employees:

- When the WPVPP is first established, and then annually.
- When a new employee joins CSUDH.
- 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.

8.1.1 The training will review and explain the definitions set forth in Section 2 above and the requirements listed below:

1. How to obtain a copy of the WPVPP at no cost and how to participate in the development and implementation of the WPVPP.
2. How to report workplace violence incidents or concerns to the University or law enforcement without fear of reprisal.
3. The warning signs of potential workplace violence.
4. Workplace violence hazards specific to employees' jobs based on the type of workplace, any corrective measures the employer has implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm.
5. The Log and how to obtain copies of records pertaining to WPVPP hazard identification, evaluation and correction, training records, and violent incidents.
6. Opportunities CSUDH has for interactive questions and answers with a person knowledgeable about CSUDH's WPVPP.
7. Strategies to avoid and prevent workplace violence and physical harm, such as:
 - a. How to recognize workplace violence hazards including the risk factors associated with the four types of workplace violence.
 - b. Ways to defuse hostile or threatening situations.
8. How to recognize alerts, alarms, or other warnings about emergency conditions and how to use identified escape routes or locations for sheltering.
9. Post-event trauma counseling for employees desiring such assistance,
10. Providing Contact information for persons knowledgeable about the WVPP.

8.2 Prevention - Before an Incident Happens: Know the warning signs. Research into incidents of workplace violence shows the presence of at least several of the following characteristics in the potentially violent individual. Clearly, not everyone who exhibits one or more of these warning signs is potentially violent. Understanding these signs, recognizing them when they occur and acting on that knowledge and recognition are vital steps in heading off possible tragedy:

8.2.1 Warning Signs of Potentially Violent Behavior

- Making direct or veiled threats;
- Intimidating, belligerent, or other inappropriate and aggressive behavior;
- Numerous conflicts with supervisors and other employees;
- Bringing a weapon to the workplace, brandishing a weapon in the workplace, making inappropriate references to guns, or fascination with weapons;
- Statements showing fascination with incidents of workplace violence, statements indicating approval of the use of violence to resolve a problem, or statements indicating identification with perpetrators of workplace homicides;
- Statements indicating desperation (over family, financial, and other personal problems) to the point of suicide;

- Extreme changes in behavior.

8.2.2 When a potential or actual violent incident occurs, follow these Do's and Don'ts:

DO:

- Your best to stay calm;
- Speak to the other person quietly and calmly;
- Try to put some space between yourself and the perpetrator;
- Create physical barriers for protection, using objects, movement and communication to stop the perpetrator;
- Obey the perpetrator's orders as in a robbery;
- Evacuate the area, if possible; or
- Try to take cover, such as under a desk, if it is not possible to evacuate the area and you are not the immediate victim;
- Notify your immediate supervisor/manager when it is safe to do so;
- Document conversations immediately; perpetrator's description, and what occurred, obtaining names and any identification, if possible;
- If you are a supervisor/manager and your employee has reported a violent act, report it to University Police, then to your manager, and then notify Human Resources.
- If there is immediate danger, call for emergency assistance by dialing 9-1-1, and then notify Human Resources.

DO NOT:

- Try to out shout the other person or make any aggressive moves toward them;
- Argue with the perpetrator;
- Use defensive sprays or weapons;
- Fight with the perpetrator;
- Chase the perpetrator; or
- Try to break up or intervene in a violent act unless you are specially trained. Do not risk getting hurt yourself.

8.2.3 Employee Assistance Program:

LifeMatters is a free employee assistance program offered to California State University Dominguez Hills. Eligible employees and any members of their household, including dependents living away from home, have 24-hour access to confidential services that support emotional well-being, safety and productivity in the workplace.

For more information, please visit the [LifeMatters website](#) or contact LifeMatters 24/7 at 1-800-367-7474.

Student employees may contact [Student Health Services](#) at healthcenter@csudh.edu or (310) 243-3629.

9. Workplace Violence Physical Hazard Identification and Evaluation

- 9.1 A collaboration between the office of Risk Management, Environmental Health & Safety, University Police, Emergency Management, Workers' Compensation, and Facilities Services will oversee the identification and correction of workplace violence physical hazards.
- 9.2 The offices listed in 8.1 will coordinate and conduct annual campus walks with the goal of identifying and documenting physical workplace hazards, which may increase the likelihood of a crime. As part of the inspection, the areas reviewed and the employees who conducted the review will be documented.
- 9.3 The review may consist of, but is not limited to the following:
- The need for surveillance measures such as mirrors and cameras.
 - The adequacy of workplace security systems, such as door locks, entry codes or badge readers, security windows, physical barriers, and restraint systems.
 - The effectiveness of systems and procedures that warn others of actual or potential workplace violence danger or that summon assistance, e.g., alarms or panic buttons.
 - The availability of escape routes.
 - Access to and freedom of movement within the workplace by non-employees, including recently discharged employees or persons with whom one of our employees is having a dispute.

10. Workplace Violence Physical Hazard Correction

- 10.1 Facilities Services in collaboration with other units on campus will oversee the evaluation and timely correction of identified workplace violence physical hazards.
- 10.2 All corrective actions taken will be documented, dated, and recorded.
- 10.3 Corrective measures for workplace violence hazards will be specific to a given work area.

11. Access to the WPVPP and Records

- 11.1 The WPVPP will be in writing and online, available and accessible to members of the campus community, authorized employee representatives, and representatives of Cal/OSHA.
- 11.2 The university will make the following records, subject to redaction of personal identifiable information available to employees, employee representatives, and students upon request and without cost within fifteen (15) calendar days of a request.
- 11.2.1 a) Records of workplace violence hazard identification, evaluation, and correction; b) training records; c) incident logs.
- 11.2.2 Requests should be made to the Office of Human Resources.

12. Recordkeeping

- 12.1 The Office of Environmental Health & Safety will create and maintain records of workplace violence hazard identification, and evaluation for a minimum of five (5) years.
- 12.2 The Office of Environmental Health & Safety through CSU Learn will create and maintain training records for a minimum of one (1) year and include the training dates, contents or summary of the training sessions, names and job titles of attendees.
- 12.3 Facilities Management will create and maintain records of workplace violence hazard correction, for a minimum of five (5) years.
- 12.4 University Police will maintain workplace violence incident investigations for a minimum of five (5) years. These records shall not contain medical information per subdivision (j) of section 56.05 of the Civil Code and will be redacted for personal identifiable information.
- 12.5 The Office of Human Resources shall maintain violent incident logs for a minimum of five (5) years.

13. Accountability

Any faculty, staff, student, or volunteer who engages in an act or threat of violence or who retaliates against another member of the University community for reporting a workplace violence incident or concern is subject to disciplinary action under university policies and/or applicable collective bargaining agreements, up to non-retention or dismissal. If a contractor, vendor, or visitor engages in an act or threat of violence or retaliates against another member of the university community for reporting a workplace violence incident or concern, they may be immediately barred from university-owned or leased property and have their business relationship with the university suspended or terminated.

Approved:



Thomas A. Parham, Ph.D.
President

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