



Workplace Violence Prevention Plan

Rev. 2

Cal State East Bay

Workplace Violence Prevention Plan

I. Purpose

The purpose of the Workplace Violence Prevention Plan (WVPP or Plan) is to address workplace violence incidents and implement corrective measures for workplace violence hazards at Cal State East Bay (CSUEB). This Plan will identify the persons responsible for the implementation and maintenance of the WVPP; outline how to report workplace violence concerns, incidents, and threats; describe how CSUEB will respond to reports under this policy; outline training requirements encompassed by the WVPP; describe procedures to evaluate workplace violence hazards; and to communicate post-incident response and investigation processes.

II. Authority

California Labor Code Sections 6401.7 and 6401.9.

III. Scope

The WVPP applies to all University employees, including faculty, staff, volunteers, and persons present on University worksites, when engaged in university academic, business, or co-curricular programs and activities, whether on or off-campus. The WVPP is not applicable when an employee is telecommuting from a location of their choice, which is not under the control of the University.

University auxiliary organizations are responsible for applying similar practices to their respective programs and activities.

IV. Definitions

Below are terms as defined in Senate Bill 553 (SB 553):

- A. 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, or that 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.

- B. Workplace violence. Any act of violence or threat of violence that occurs in a place of employment. This includes animal attacks. This term includes but is not limited to the following:
1. The threat or use of physical force against an individual that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether an individual sustains an injury.
 2. An incident involving a threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether an individual sustains an injury.
 3. The following four types of workplace violence:
 - a) Type 1. Violence by Strangers. Violence committed by a person who has no legitimate business on campus and includes violent acts by anyone who enters the campus with the intent to commit a crime.
 - b) Type 2. Violence by Visitors. Violence directed at an employee by a vendor, contractor, student, or visitor
 - c) Type 3. Violence against an employee by a current or former employee
 - d) Type 4. Violence committed by a non-employee who has or is known to have had a personal relationship with an employee
 4. Violence may include not only acts of violence but also threats to commit violence or harm. Workplace violence includes any conduct, verbal or physical, in-person or virtual, which causes another to reasonably fear for their safety or that of their immediate family.
 5. The term "workplace violence" does not include lawful acts of self-defense or defense of others.

V. Workplace Violence Incidents

A. Reporting Acts or Threats of Violence

1. University employees who witness or perceive an act of violence or a threat of violence on campus may report the incident using one or more of the following means:

- a) Call "911" (when safe to do so).
- b) Utilize an emergency Blue Phone located on campus to request

- a) Ensure the WVPP is discussed during new employee and volunteer orientations.
- b) Require University employees to complete workplace violence prevention training. Encourage all other members of the University community to complete this training.
- c) Require all departments and administrative units to at least annually discuss, review, and communicate to their employees the security protocols and workplace violence hazards and mitigation measures in their work areas.
- d) Post and distribute workplace violence prevention information on employee and student portals.
- e) Communicate to all CSUEB employees how to report a violent incident, threat, or other workplace violence concern without fear of reprisal or adverse action.

B. Emergency Communication

1. An emergency is an unanticipated circumstance that can be life-threatening or pose a risk of significant injuries/harm to an individual. The situation requires immediate action.
2. In the event of a workplace violence emergency, the University will send out emergency notifications to University employees through the University emergency notification system, AlertMe. The system will send out notifications to all active employees via emails, text messages, and voicemail utilizing contact information in the employee database. As such, it is important for employees to confirm that the University's employee database (MyHR) has accurate and up-to-date contact information.
3. When information is available and appropriate, these alerts will:
 - a) Provide the presence, location, and nature of the workplace violence emergency.
 - b) Note evacuation or sheltering plans appropriate for the situation.
 - c) Inform recipients how to obtain assistance from UPD or other law enforcement agencies.

C. Workplace Violence Incident Investigation and Post-Incident Response

1. UPD and Risk Management will record workplace violence incidents it investigated on the Violent Incident Log. Risk Management will review, maintain, and ensure the Log is filled out upon completion of the investigation.
2. Personal identifying information shall not be included in the Log. This includes information that would reveal the identity of any person involved in the incident, such as the person's name, address, email address, telephone number, social security number, or other information that, alone or in combination with other publicly available information, reveals the person's identity.
3. The Log is separate from the Workplace Violence Incident Report or Investigation and will include the following information:
 - a) Information about the person filling out the Log, including their name, job title, and the date completed.
 - b) The date, time, and location of the incident.
 - c) The workplace violence type or types involved in the incident as described in section B.3.
 - d) A detailed description of the incident.
 - e) A classification of the person who committed the violence or their affiliation with the employee and campus (i.e. stranger, vendor, contractor, visitor, student, coworker, supervisor or manager, partner or spouse, parent or relative, friend, etc).
 - f) 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.
 - g) A classification of where the incident occurred, such as in the workplace, parking lot, area outside the workplace, or off campus.
 - h) The circumstances of the incident, including, but not limited to, whether it involved any of the following:
 - (1) Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair

pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.

- (2) Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object.
 - (3) Threat of physical force or threat of the use of a weapon or other object.
 - (4) Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.
 - (5) Animal attack.
 - (6) Other.
- i) Consequences of the incident, including, but not limited to:
- (1) Whether UPD or outside law enforcement was contacted and their response.
 - (2) Actions taken to protect employees from a continuing threat or any other hazards identified as a result of the incident.
 - (3) Whether there were any injuries as a result of the incident, and if so, a description of the injuries.
 - (4) Whether emergency responders other than law enforcement were contacted, such as the Fire Department, Paramedics, or on-site first aid certified personnel, and if so, a brief explanation of their involvement.

VI. Workplace Violence Prevention and Mitigation

A. Training

1. The University will provide training to all CSUEB employees when the WVPP is first established, annually, whenever a new or previously unrecognized workplace violence hazard has been identified, and when changes are made to the Plan. The training may be limited to addressing the workplace violence hazard or changes to the Plan.
2. The training will cover the following information:
 - a) The definitions noted in Section IV above.
 - b) How to obtain a copy of the WVPP and participate in the development and implementation of the WVPP.
 - c) How to report workplace violence incidents or concerns to the University or law enforcement without fear of reprisal.
 - d) The warning signs of potential workplace violence.
 - e) Workplace violence hazards specific to the employees' jobs and mitigation measures to prevent physical harm.
 - f) The Violent Incident Log and how to obtain copies of the logs and records pertaining to hazard identification, evaluation, and correction.
 - g) Strategies to avoid/prevent workplace violence and physical harm, such as:
 - (1) How to recognize workplace violence hazards including the risk factors associated with the four types of workplace violence.
 - (2) Ways to defuse hostile or threatening situations.
 - h) How to recognize alerts, alarms, or other warnings about emergency conditions, and how to use identified escape routes or locations for sheltering.
 - i) Post-event trauma counseling for employees desiring such assistance.

B. Workplace Violence Physical Hazard Identification and Evaluation

1. Employees may report workplace violence hazards and concerns by submitting the [Workplace Violence Hazards Reporting Form](#) online or by reporting them to Risk Management.
 - a) Workplace Violence Hazards Reporting Form
 - (1) Individuals may remain anonymous, if preferred, by not providing their name and contact information.
 - (2) The individuals reporting the concerns will be informed of the results of the investigation and any corrective actions taken if contact information is provided.
 - (3) The Department of Environmental Health & Safety (EHS) will review concerns received on the reporting form, route them to the appropriate department(s) for follow-up, and document any corrective actions taken.
2. Annual campus walks. Facilities Development & Operations (FDO) will coordinate annual campus walks with UPD, Risk Management, EHS, and applicable campus affiliates. The purpose of the walkthroughs is to identify and document unsafe physical conditions, including those that may make a crime more likely to occur. As part of the assessment, areas reviewed and administrators and staff who conducted the review will be documented.
3. UPD, Risk Management, and FDO will oversee the identification of workplace violence physical hazards.
4. The following will be reviewed in conjunction with the annual campus safety walk and as part of the post-incident response:
 - a) The need for violence surveillance measures, such as mirrors and cameras.
 - b) Procedures for employee response during a robbery or other criminal act.
 - c) Procedures for reporting suspicious persons or activities.
 - d) Effective location and functioning of emergency buttons and alarms.

- e) Adequacy of workplace security systems, such as door locks, entry codes or badge readers, security windows, physical barriers, and restraint systems.
- f) The availability of employee escape routes.
- g) Frequency and severity of employees' reports of threats of physical or verbal abuse by managers, supervisors, or other employees.
- h) Any prior violent acts, threats of physical violence, verbal abuse, property damage, or other signs of strain or pressure in the workplace.

C. Workplace Violence Physical Hazard Correction

1. FDO in coordination with Risk Management, EHS, and UPD will direct the evaluation and timely correction of identified workplace violence physical hazards.
2. FDO will document the corrective actions along with the date on which they were corrected and forward a copy of the documentation to EHS for recordkeeping.
3. Corrective measures for workplace violence hazards will be specific to a given work area, for example:
 - a) Improve lighting around and at the workplace.
 - b) Install and utilize surveillance measures, such as cameras and mirrors, to provide information as to what is going on outside and inside the workplace and to dissuade criminal activity.
 - c) Provide workplace violence systems, such as door locks and physical barriers.
 - d) Install effective systems to warn others of a violent danger or to summon assistance, e.g., alarms or panic buttons.

D. Workplace Violence Procedural Hazard Identification, Evaluation and Correction

1. EHS will oversee the identification, evaluation, and correction of workplace violence procedural hazards. EHS will work with Risk Management, Human Resources, FDO, and the appropriate departments as needed.

2. Employees may work with their supervisor/manager to address workplace violence hazards or concerns or report them to EHS by submitting the [Workplace Violence Hazards Reporting Form online](#). The individual can remain anonymous, if preferred, by not providing their name and contact information.
3. EHS will review and document the outcomes of all reports received through the Reporting Form and inform the reporting employee of the assessment's results.

VII. Responsibilities

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

- A. Vice President of Administration & Finance/CFO: The Vice President of Administration & Finance/CFO is responsible for the implementation and overall coordination of the university WVPP, which includes assessing the effectiveness and ensuring the WVPP meets applicable laws and regulations.
- B. Associate Vice President of Risk Management & Internal Control: The AVP of Risk Management responsibilities include:
 1. Investigate and document reports of workplace violence incidents received by Risk Management, Human Resources, Faculty Affairs, and other departments, and those that do not fall under UPD purview.
 2. Record reports of workplace violence incidents Risk Management investigated in the campus Violent Incident Log.
 3. Review and maintain the violent incident log.
 4. Ensure all reported workplace violence incidents are investigated.

- C. Chief of Police (UPD): The primary responsibility of the Chief is to implement measures to ensure the campus is prepared to respond to, investigate, and potentially mitigate workplace violence incidents. Other responsibilities include:
1. Develop procedures on how workplace violence investigations will be conducted, recorded, and the results thereof disseminated to the appropriate University stakeholder(s).
 2. Send out timely emergency notifications related to workplace violence incidents to University employees via AlertMe.
 3. Investigate and document reports of workplace violence incidents reported to UPD.
 4. Record reports of workplace violence incidents UPD investigated in the campus Violent Incident Log and provide a copy to Risk Management for recordkeeping.
- D. Director, Environmental Health & Safety (EHS): The Director of EHS has primary responsibility for ensuring the campus written WVPP meets applicable laws and regulations. Other responsibilities include:
1. Ensure opportunities exist for employees' engagement in:
 - a)

UPD.

4.

M. To encourage compliance with work practices designed to make the workplace more secure and to not engage in threats or physical actions that create a workplace violence hazard for others on campus, the University will:

1. Communicate and provide training concerning the WVPP to all employees.
2. Provide training and/or counseling to members of the University community whose performance is deficient in complying with work practices designed to enhance workplace security.
3. Discipline employees, as permitted by applicable laws, rules, regulations, policies, and collective bargaining agreements, for failure to comply with workplace violence practices.

IX. **General Provisions**

A. Employee Involvement: The campus will take the following measures to obtain employees' and authorized employee representatives' active involvement in the development and implementation of the WVPP:

1. Ensure employees have opportunities to participate in:
 - a) Identifying, evaluating, and determining corrective measures to prevent workplace violence.
 - b) Reporting workplace violence incidents.
2. Communicate policies and procedures within the WVPP to all employees.
3. Require all employees and students to follow the WVPP and assist in maintaining a safe work and learning environment.

B. Access to the written WVPP and requested records

1. The WVPP will be in writing. A copy of the Plan is available on the UPD website.
2. The campus will make the following records available to employees, employee representatives, and students, upon request and without cost, for examination and copying within 15 calendar days of a request:
 - a) Records of *workplace violence hazard* identification, evaluation, and correction.
 - b) Violent incident logs.

3. The above records can be requested by contacting the University Police Department.

C. Recordkeeping

1. EHS and FDO will maintain records of workplace violence hazard identification, evaluation, and correction that fall within their purview under the WVPP for a minimum of five (5) years.
2. Human Resources will maintain training records for a minimum of one (1) year.
3. Violent incident logs and workplace violence incident investigations will be maintained 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.

D. WVPP Review

1. Risk Management will ensure that the WVPP will be reviewed for effectiveness:
 - a) At least annually.
 - b) When a deficiency is observed or becomes apparent.
 - c) After a workplace violence incident.
2. Review and revision of the WVPP will include a review by the WVPP Work Group, as well as the following:
 - a) Review of incident investigations and the violent incident log.
 - b) Assessment of the effectiveness of security systems and emergency response.
 - c) Review that violence risks are being properly identified, evaluated, and corrected. Any necessary revisions are made in a timely manner and communicated to affected employees.
3. Coordination with other Employers: The campus through the Procurement office will communicate the WVPP to contractors working on campus to ensure that those employers and their employees understand their respective roles as provided in the WVPP, which includes the reporting and investigation of any potential workplace violence incident.

X. **Accountability**

Any employee who engages in an act or threat of violence or who retaliates against another member of the campus community for reporting a workplace violence incident or concern is subject to disciplinary action in accordance with the current collective bargaining agreements, student codes of conduct, or university policies.

XI. WVPP Document History

Date	Review/Revision	Approved by
June 2024	Initial Plan	

Appendix A: CSUEB Violent Incident Log

	1	2	3	4			
<p><input type="checkbox"/> Performing usual job duties</p> <p><input type="checkbox"/> Corridor/areas</p> <p><input type="checkbox"/> Restroom</p>					<p><input type="checkbox"/> Stranger</p> <p><input type="checkbox"/> Contractor</p> <p><input type="checkbox"/> Vendor</p> <p><input type="checkbox"/> Co-worker</p>		
<p><input type="checkbox"/> Attack with a weapon or object</p> <p><input type="checkbox"/> Threat of physical force or threat of the use of a weapon or other object</p>					<p><input type="checkbox"/> Physical attack without a weapon</p> <p><input type="checkbox"/> Animal attack</p> <p><input type="checkbox"/> Sexual harassment</p> <p><input type="checkbox"/> Other</p>		