

CALIFORNIA STATE UNIVERSITY FRESNO

WORKPLACE VIOLENCE PREVENTION PLAN



Office of
Environmental Health and Safety

Date of Last Review
July 2024

Date of Last Update
July 2024

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Introduction:

Fresno State (University) aims to provide a working environment that minimizes the potential for workplace violence and other safety/security risks. Violence in the workplace poses a significant threat to the safety and wellbeing of our employees and the general public. It is the responsibility of all employees to help minimize workplace violence. This policy establishes procedures to minimize the threat of violence in the workplace and provides guidelines for responding promptly and effectively to workplace violence.

Note: The following employees are not subject to this Plan:

- *Employees teleworking from a location of the employee's choice, not under the control of University (e.g., employees working from their home; telecommuting).*

Purpose:

The purpose of this plan is to:

- Identify the names and job titles of the persons responsible for the implementation and maintenance of the Workplace Violence Prevention Program (WVPP).
- Highlight how employees can report violent incidents, threats, or other workplace violence concerns, and how to respond to reports.
- Reinforce against unlawful retaliation for reporting, in good faith, violent incidents, threats, or other workplace violence concerns, and participating in any related investigations of such reports.
- Outline procedures to respond to actual or potential workplace violence emergencies.
- Detail training requirements about this plan, including the frequency of training.
- Outline procedures to identify and evaluate workplace violence hazards.
- Communicate post-incident response and investigation processes.

Definitions:

Workplace violence refers to any “act of violence or threat of violence that occurs in a place of employment.” It includes, regardless of whether an employee sustains an injury, the threat or use of physical force against an employee that results in or is likely to result in injury, trauma, or stress, as well as incidents involving a threat or use of a firearm or other dangerous weapon.

A “**threat of violence**” means any verbal or written statement, including, but not limited to, texts, electronic messages, social media messages, or other online posts, or any behavior 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.

There are four common types of workplace violence:

- **Type 1 Violence:** Workplace violence committed by a person who has no legitimate business at the worksite, including violent acts by anyone who enters the workplace or approaches workers with the intent to commit a crime.
- **Type 2 Violence:** Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.
- **Type 3 Violence:** Workplace violence against an employee by a present or former employee, supervisor, or manager.
- **Type 4 Violence:** Workplace violence committed in the workplace by a person who does not work there but has or is known to have had a personal relationship with an employee.

Workplace violence does not include lawful acts of self-defense or defense of others.

Roles and Responsibilities:

The Director of Environmental Health and Safety has the authority and responsibility for implementing and maintaining the provisions of this WVPP program for Fresno State.

Responsible Person	Job Title/Position	WVPP Responsibilities	Phone #	Email
Chief Curwick	Police Chief	Respond to active violence reported, Report workplace violence to EHS	559.278.8400	jcurwick@mail.fresnostate.edu
Jaime Horio	Director of EHS	Plan Implementation, Maintain Violence Incidence Log	559.278.8787	jhorio@mail.fresnostate.edu

Employee Involvement:

California State University, Fresno has implemented the following policies and procedures to ensure active involvement of employees and authorized employee representatives in the development and implementation of the plan:

- Establishing, evaluating, and preventing workplace violence by identifying potential threats, concerns, hazards, and corrective actions.
 - The WVPP will be discussed at the Occupational Health and Safety and Wellness Committee meeting. Employees representing various units on campus will provide feedback for the employees they represent.
- Developing and implementing training.
 - It is encouraged that employees participate in the development of training programs. Any employee input relevant to the needs of this program are considered when updating trainings.

Employee Compliance:

All University employees, including managers and supervisors, are expected to adhere to this plan (except as outlined below) and are responsible for ensuring they have read this plan and act in compliance with it.

To ensure that employees comply with the rules and safe work practices included in this plan, we will take the following steps at a minimum:

- Inform employees of the provisions of this plan.
- Educate employees about what does (and doesn't) constitute workplace violence, as well as the workplace hazards that are relevant to their specific role.
- Establish accessible channels for employees to report workplace hazards and violence, including anonymously.
- Provide training to all employees when the plan is created, and as new hazards are identified.
- Conduct post-incident investigations and implement corrective measures.
- Discipline employees that fail to comply with the WVPP.

Reporting Workplace Violence:

Reporting Workplace Violence: All employees shall promptly report all threats or acts of workplace violence to their supervisor or manager.

- Employees should contact University Police Department at 559.278.8400 when immediate danger is present.
- Employees can contact Environmental Health and Safety at 559.278.7422.

Employees may report incidents to their management team, HR, or by contacting our anonymous hotline/using our online form.

- Workplace Violence Reporting form:
<https://adminfinance.fresnostate.edu/ehsrm/safety/general/wvpp.html>

Fresno State strictly prohibits and does not tolerate any form of unlawful retaliation for engaging in any protected activity, including good faith reporting of incidents of workplace violence, or filing, testifying, assisting, or participating in any manner in any related investigation, proceeding, or hearing.

- Prohibited retaliation includes, but is not limited to, termination, demotion, suspension, failure to hire or consider for hire, failure to give equal consideration in making employment decisions, failure to make employment recommendations impartially, adversely affecting working conditions, or otherwise denying any employment benefit.

Communications Regarding Workplace Violence:

Managers are responsible for communicating with all employees about workplace violence in a form readily understandable by all employees. All employees are encouraged to inform their managers about workplace hazards and may do so without fear of reprisal.

Our communication efforts include the following:

- New employee orientation, including a discussion of workplace hazards and reporting channels.
- Regularly scheduled training.
- A system through which employees can inform management about workplace hazards, violent incidents, threats, and other workplace violence concerns, which includes anonymous reporting channels.
 - Employees can make anonymous reports online at <https://adminfinance.fresnostate.edu/ehsrm/safety/general/wvpp.html>.

Responding to Workplace Violence:

Following any incident, University will conduct a thorough investigation, implement necessary security measures, offer necessary support services to those impacted, and take disciplinary action where required along the way. Our response procedures reflect our commitment to maintaining a workplace where safety is paramount, fostering a culture of trust and well-being for all.

Training:

All employees, including managers, are required to have training and instruction on this plan, including:

- Knowledge of how to access the most up-to-date version of this plan.
- How employees can participate in the development and implementation of this plan
- Key definitions
- How to report workplace violence incidents or concerns
- Workplace violence hazards specific to an employee's role
- How to seek assistance to prevent or respond to violence
- Strategies to avoid physical harm.

Any such training will be interactive and allow for questions and answers with the persons responsible for maintaining this plan.

Training and instruction about this plan are provided:

- When this plan is first established.
- To all employees annually.
- Whenever new or previously unrecognized workplace violence hazards have been identified; or
- When changes are made to this plan.

To the extent that training is provided when a new or previously unrecognized workplace violence hazard has been identified — or when changes are made to this plan — such training will only cover the new hazards and/or changes to this plan.

Identification and Evaluation of Workplace Violence Hazards:

California State University, Fresno will proactively identify and evaluate workplace violence hazards to help ensure the ongoing safety and security of our employees. Our comprehensive approach involves:

- Regular risk assessments conducted by those listed in the Roles & Responsibilities section.
- Inspections that will be conducted when the plan is first established, after each workplace violence incident, and whenever University is made aware of a new or previously unrecognized hazard.

Additionally, we encourage open communication with employees, providing a platform for any employee to report concerns, observations, or experiences related to workplace violence hazards.

Correcting Workplace Violence Hazards:

Workplace violence hazards shall be evaluated and corrected in a timely manner based on the severity of the hazards. Hazards shall be corrected according to the following procedures:

- When observed or discovered; and
- When an imminent hazard exists which cannot be immediately abated without endangering employee(s), we will work to remove all endangered employees from the area except those necessary to address the existing hazard. Employees who are required to address the hazard shall be provided with the necessary protection.

Emergency Response:

Fresno State has implemented the following emergency response procedures for dealing with active or potential workplace violence emergencies:

- Evacuation or sheltering plans to respond to actual or potential workplace violence emergencies.
 - Evacuation and emergency response plans are available at <https://adminfinance.fresnostate.edu/emergency/>.
- Effective means to alert employees of the presence, location, and nature of workplace violence emergencies.
 - Bulldog Emergency Network (Texting).
- How to obtain help from staff, security personnel, or law enforcement.
 - Contact University Police Department at 559.278.8400, or 9-1-1 from a campus phone.
 - Use the blue emergency towers
- Additional emergency response procedures:
 - List any additional emergency procedures you may have.

Post-Incident Response and Investigations:

Any workplace violence incident must be thoroughly investigated. Procedures for investigations shall include:

- Assessment of the incident scene as soon as possible.
- Interviews of all parties involved including employees, security, patrons, and witnesses.
- Reports from law enforcement.
- Examining the location for factors associated with the incident.
- Review of security footage.
- Review of all previous incidents.
- Determining the cause of the incident.
- Taking corrective action to prevent the incident from recurring.
- Recording the findings and take corrective action.
- Document in the violent incident log.

Violent Incident Log:

The log must include the following information:

- Date/time/location of the incident.
- The workplace violence type or types involved in the incident.

- A detailed description of the incident.
- Classification of the perpetrator (e.g., client, customer, friend, coworker, etc.).
- Classification of circumstances at the time of incident (e.g., working regular job duties, rushed, working during low staffing, isolated/alone, working in unfamiliar or new location, poorly lit area, etc.).
- Classification of the location where the incident occurred.
- Whether security or law enforcement was contacted.
- Actions taken by the employer to protect the employee or other hazards identified because of the incident.
- Information about the person completing the log, including name, job title, and date completed.
- The type of incident
 - Physical attack without a weapon (e.g. biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, spitting)
 - Attack with a weapon or object
 - Threat of physical force or threat of the use of a weapon or other object
 - Sexual assault or threat (e.g. rape, attempted rape, physical display, or unwanted verbal or physical sexual contact)
 - Animal attack
 - Other

The log does *not* include any personal identifying information sufficient to allow the identification of any person involved in a violent incident.

Please contact Environmental Health and Safety for copies of any of these records.

Recordkeeping:

Fresno State is required to:

- Create and maintain records of workplace violence hazard identification, evaluation, and correction, for a minimum of five (5) years.
- Create and maintain training records for a minimum of one (1) year and include the following:
 - Training dates.
 - Contents or a summary of the training sessions.
 - Names and qualifications of persons conducting the training.

- Names and job titles of all persons attending the training sessions.
- Maintain a violent incident log for each workplace violence incident and must maintain such records for at least five (5) years.
- Maintain records of workplace violence incident investigations for a minimum of five (5) years.
 - The records shall not contain medical information per subdivision (j) of section 56.05 of the Civil Code.

Employee Access to written WVPP:

A copy of Fresno State's WVPP shall be kept in writing and made available and easily accessible to employees, authorized employee representatives, and representatives of Cal-OSHA at all times.

- We will provide open access to this document online which will allow employees to print the most current version of the WVPP at <https://adminfinance.fresnostate.edu/ehsrm/safety/general/wvpp.html>

Employee Access to Records:

The following records shall be made available to employees and their representatives, upon request and without cost, for examination and copying within **15 calendar days of a request**:

- Records of workplace violence.
- Training records.
- Violent incident logs.

Plan Review and Update:

This plan will be reviewed and updated for effectiveness:

- At least annually.
- When a deficiency is observed or becomes apparent.
- After a workplace violence incident.
- As needed.

Review of the WVPP will include:

- Incident investigations and the violent incident log.
- Control measures in place and the effectiveness of those controls.

Violent Incident Log

DATE	TIME	LOCATION	DETAILED DESCRIPTION OF THE INCIDENT	WORKPLACE VIOLENCE TYPE				WHERE INCIDENT OCCURRED?
				1	2	3	4	
CLASSIFICATION OF PERPETRATOR:	<input type="checkbox"/> Client <input type="checkbox"/> Customer <input type="checkbox"/> Family of client <input type="checkbox"/> Friend of client <input type="checkbox"/> Family of customer <input type="checkbox"/> Friend of customer <input type="checkbox"/> Stranger		<input type="checkbox"/> Co-worker <input type="checkbox"/> Supervisor/manager <input type="checkbox"/> Partner/spouse <input type="checkbox"/> Parent <input type="checkbox"/> Relative <input type="checkbox"/> Other: _____	CLASSIFICATION OF CIRCUMSTANCES AT TIME OF INCIDENT:				<input type="checkbox"/> Performing usual job duties <input type="checkbox"/> Poorly lit areas <input type="checkbox"/> Rushed <input type="checkbox"/> Isolate/alone <input type="checkbox"/> Unable to get help/assistance. <input type="checkbox"/> Working in unfamiliar/new loc. <input type="checkbox"/> Rushed <input type="checkbox"/> Low staffing level <input type="checkbox"/> Working in community setting <input type="checkbox"/> Other: _____
TYPE OF INCIDENT:	<input type="checkbox"/> Physical attack without a weapon <input type="checkbox"/> Attack with a weapon or object <input type="checkbox"/> Animal attack <input type="checkbox"/> Threat of physical force or threat of the use of a weapon or other object <input type="checkbox"/> Sexual assault or threat (including rape, attempted rape, physical display, or unwanted verbal or physical sexual contact) <input type="checkbox"/> Other							
CONSEQUENCES OF INCIDENT:	Was security contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No RESPONSE:							
	Was law enforcement contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No RESPONSE:							
	Action taken to protect employees from a continuing threat or other hazards as a result of the incident:							
COMPLETED BY:			JOB TITLE:					DATE COMPLETED: