

Violence in the Workplace: Policy and Procedures

Students and employees are this University's most valuable resource. Every employee and student has a reasonable expectation to be able to learn and/or carry out assigned duties in an atmosphere free of threats and assaults.

It is the policy of this campus that workplace violence is unacceptable conduct and is prohibited in the work environment. California State University, Dominguez Hills will not tolerate any of its employees, contracted vendors, students or clients engaging in workplace violence. Any such person who violates this policy will be subject to appropriate disciplinary action as determined by the President or his/her designee and may also be subject to criminal or civil action. Disciplinary action by the University is subject to any applicable collective bargaining agreement or other appropriate University policy.

For purposes of this policy, "Violence" or threats of violence shall include, but are not limited to the following:

- Any action that is considered physical assault;
- Any physical or verbal threat, behavior, or action which is interpreted by a reasonable person to carry the potential to
 1. Harm or endanger the safety of others;
 2. Result in an act of aggression; or
 3. Create a threat or actual destruction of personal property.

It is the responsibility of every University employee, student, and vendor to report any threatening behavior or acts of violence pursuant to the attached procedures. These procedures have been authorized by the President for the purpose of carrying out the intent of this policy.

WORKPLACE VIOLENCE PROCEDURES

- **Purpose:** To create a safe learning and working environment for all University students and employees.
- **Procedures:**
 - A. Any University student, employee, or vendor who witnesses an act of violence or a potential act of violence will immediately call campus police and/or 911. The witness or victim should also notify their immediate supervisor, campus advisor or resident advisor as soon after the incident as

possible. If the affected supervisor is the perpetrator of the act, the witness or employee should proceed up the chain of command and notify the affected vice president. If the vice president is the perpetrator of the incident, the employee may meet with the President.

- B. In non-emergency situations, the incident should be reported first to an immediate supervisor or campus advisor. If the affected supervisor is the perpetrator of the act, the witness or employee should proceed up the chain of command and notify the affected vice president, campus advisor, or resident advisor.
- C. 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 witnesses.
- D. No person who files a complaint, testifies, assists or participates in any manner in an investigation, proceeding, or hearing, shall be intimidated, threatened, coerced, or discriminated against by any other person within the University community. The filing of false or malicious complaints may also be grounds for disciplinary action.
- E. The President shall appoint a Swift Response Team (SRT) for the purpose of investigating allegations of violence in the workplace.
 1. The team shall include, but not be limited to the following:
 - Director of Student Health and Psychological Services
 - Chief of Campus Police
 - Director of Human Resources
 - Director of Risk Management
 - Director of Student Development
 - Representative of Academic Affairs
 2. Each member of the team will serve at the pleasure of the President. The Director of Student Health and Psychological Services will serve as the chairperson of the team.
 3. 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, the University Police will respond immediately. The Chief (designee) will convene the SRT as soon thereafter as possible.
 4. If the incident does not involve physical violence, the Chairperson will convene the SRT.
 5. The SRT shall develop procedures for investigating each reported incident. The SRT 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 (EO #628).

6. The SRT shall also be responsible for creating and monitoring a plan to insure a safe work/learning environment. The plan shall include methods of communication and training of employees and students. This plan shall include, but not be limited to the following:
 - Signs/posters identifying emergency procedures for use in a workplace violence situation;
 - Sources of counseling for students and employees who have been subject to workplace violence;
 - Conducting training on this policy at new employee/student orientation sessions;
 - Recognition and correction of campus security hazards to the extent possible as determined by the President.

Categories of Workplace Violence

There are generally three major areas of workplace violence:

- A. Area I- an individual who has no legitimate business relationship to the workplace enters the campus specifically to commit a criminal act. Common areas where this type of violence takes place include parking lots, loading docks, bookstore, cafeteria, restrooms, and open buildings that contain computers.
- B. Area II-the person who perpetrates the violence is the recipient of a service provided by a campus department or employee. The events include such acts as threats, intimidation, or assault. This type of violence is usually found at such sites as administrative offices (particularly human resources, payroll, etc.), student affairs offices, library, and food services.
- C. Area III-a disgruntled current or former employee, job applicant, or student who has a grudge or complaint involving the university or a specific employee/student.

Symptoms of Potential Violent Behavior

The Association of Threat Assessment Professionals identifies three levels of behavior that **may** lead to or are workplace violence:

- A. Level I- includes verbal abuse, profanity, consistently argumentative interactions, inappropriate sexual comments, instigating harmful rumors, expressing suicidal thoughts, and frequent displays of anger.
- B. Level II-Expressing an intent to harm others, open disobedience of policies and procedures, vandalizing or stealing property for revenge, sending sexual or violent notes to others, making suicidal threats, and consistently acting out anger.
- C. Level III- minor physical assaults such as spitting, fighting; major physical

assaults such as murder, rape, etc; major destruction of property;
attempting/committing suicide; armed robbery.

The President authorizes his/her designee(s) to take whatever actions are necessary to carry out this procedure.

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