

California State University, Long Beach

Workplace Violence Prevention Plan

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CALIFORNIA STATE UNIVERSITY
LONG BEACH

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California State University Long Beach

Workplace Violence Prevention Program

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California State University Long Beach (CSULB) is committed to employees' safety and health. We aim to provide a working environment that minimizes the potential for workplace violence and other safety/security risks. 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. The purpose of this plan is to:

- Identify the job titles of the persons responsible for the implementation and maintenance of the Workplace Violence Prevention Program.
- Highlight how employees can report violent incidents, threats, or other workplace violence concerns, and how to respond to reports.
- Reinforce CSULB's policy against unlawful retaliation for reporting, in good faith, violent incidents, threats, or other workplace violence concerns and/or 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.

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 CSULB (e.g., employees working from their home).
- Employees working from a CSULB location that has less than 10 other employees.

I. DEFINITIONS

Emergency - Unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.

Engineering controls - An aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between the employee and the hazard.

Log - The violent incident log required by LC section 6401.9.

Plan - The workplace violence prevention plan required by LC section 6401.9.

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.

Workplace violence - Any act of violence or threat of violence that occurs in a place of employment.

Workplace violence includes, but is not limited to, the following:

- 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.
- 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 the employee sustains an injury.
- The following four workplace violence types:

Type 1 violence - Workplace violence committed by a person who has no legitimate business at the worksite and includes violent acts by anyone who enters the workplace or approaches employees with the intent to commit a crime.

Type 2 violence - Workplace violence directed at employees by students 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.

Work practice controls - Procedures and rules which are used to effectively reduce workplace violence hazards.

II. RESPONSIBILITY

The WVPP administrator (Associate Vice President, Human Resources) has the authority and responsibility for implementing the provisions of this plan for California State University Long Beach, together with the following administrative positions whose roles are clearly described below.

Responsible Persons	Job Title/Position	WVPP Responsibility(ies)	Phone #
Marita Swanson	Associate Vice President, Human Resources	Responsible for the implementation and overall coordination of plan, WVPP Administrator, and member of WVPP Committee.	562-985-2299

Responsible Persons	Job Title/Position	WVPP Responsibility(ies)	Phone #
Cheryl Velasco	Manager, Workers' Compensation and Unemployment	Responsible for managing the workplace violence log, including recording incidents in the log and member of WVPP Committee.	562-985-2366
Kerri Sorenson	Training Specialist	Responsible for employee involvement and training, the WVPP website and member of WVPP Committee.	562-985-9673
Allyson Joy	Manager, Emergency Preparedness	Responsible for employee involvement and training, hazard identification, and member of WVPP Committee.	562-985-4896
John Brockie	Chief, University Police Dept.	Responsible for emergency response, hazard identification, coordination with CSULB employees, and member of WVPP Committee.	562-985-4101
George Alfaro	Director, Environmental Health and Safety	Responsible for hazard identification, hazard inspection, and coordination with CSULB employees and other employers, and member of WVPP Committee.	562-985-2378
Jeff Wood	Risk Manager	Member of WVPP Committee.	562-985-2396
Trace Camacho	Dean of Students	Member of WVPP Committee.	562-985-8153
Elizabeth Castello	Director, Academic Employee and Labor Relations	Member of WVPP Committee.	562-985-5208

Supervisors are responsible for implementing and maintaining this WVPP in their work areas and for providing employees with access to resources to answer their questions. A copy of this WVPP will be available to employees through the campus webpage and will otherwise be available upon request. Employees will be informed of material updates or revisions to the WVPP in a timely manner.

III. EMPLOYEE ACTIVE INVOLVEMENT

CSULB will utilize the following policies and procedures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the plan:

- Management will work with and allow employees and authorized employee representatives to participate in:
 - Identifying and providing input on potential threats, concerns, hazards, and corrective measures to prevent workplace violence.
 - The Workplace Violence Prevention Program (WVPP) Committee and Campus-wide Safety Committee will conduct bi-annual meetings to discuss identification of workplace violence related concerns/hazards, evaluate those hazards and/or concerns, and how to correct them. These meetings may involve brainstorming sessions, discussions of recent incidents, and reviews of safety procedures.
 - Reporting workplace violence incidents.
 - Employees are encouraged to report any incident or occurrence involving workplace violence. No retaliatory action will be allowed against an employee for making such a report. Employees may report workplace violence incidents or occurrences without fear of reprisal.
 - In emergency situations, employees should immediately report any workplace violence incident to the University Police by calling 911. Once the emergency has passed, the employee(s) and/or their immediate supervisor/manager/Administrative Services Manager should also report the incident to the WVPP Administrator utilizing the [Workplace Violence Reporting tool](#).
 - In non-emergency situations, employees should immediately report any workplace violence incident to the WVPP Administrator using the WVPP reporting tool and to their immediate supervisor. In addition, wherever warranted, the WVPP Administrator, immediate supervisor/manager/Administrative Services Manager and/or employee(s) should report the incident to the University Police by calling (562) 985-4101 or through the use of email.
 - Employees may seek assistance and intervention from local emergency services or law enforcement when a violent incident occurs. No punitive or retaliatory action will be taken against an employee who seeks assistance and/or intervention from local emergency services or law enforcement should a violent incident occur.
- All employees are instructed to follow all workplace violence prevention plan directives, policies, and procedures, and to assist in maintaining a safe work environment at CSULB.

- CSULB will inform employees of the provisions of the WVPP and their responsibilities annually as part of the training provided by the University.
- The plan shall be in effect at all times and in all work areas. The hazards and corrective measures for each work area and operation may differ due to the unique nature of each workspace.

IV. EMPLOYEE COMPLIANCE

All CSULB employees, including student employees, managers, staff, faculty, and administrators are expected to adhere to this plan and are responsible for ensuring they have read this plan and act in compliance with it. CSULB's system to ensure that employees comply with the rules and work practices that are designed to make the workplace more secure, and do not engage in threats or physical actions which create a security hazard for others in the workplace, includes:

- Training employees, supervisors, and managers in the provisions of CSULB's Workplace Violence Prevention Plan (WVPP)
- Establishing and maintaining accessible channels for employees to report workplace hazards and violence.
- Effective procedures to ensure that supervisory and non-supervisory employees comply with the WVPP. Such procedures may include providing verbal and/or written counseling or letters of reprimand, as appropriate and permitted under applicable laws, regulations, policies, and collective bargaining agreements, to employees whose safety performance or compliance is deficient with the WVPP. Additionally, CSULB will periodically review campus-wide performance regarding the WVPP and address in appropriate fashion any identified deficiency in complying with the provisions of the WVPP.
- Recognizing employees who demonstrate safe work practices that promote the WVPP in the workplace by having the WVPP Committee nominate employees for recognition in the Best of the Beach award.
- Disciplining employees, to the extent warranted and permitted under applicable laws, regulations, policies, and collective bargaining agreements, for workplace violence.

V. COMMUNICATION WITH EMPLOYEES

We recognize the importance of maintaining effective communication with employees about workplace violence issues. To that end, CSULB will employ the following communication tools and methods to ensure workplace violence prevention information is appropriately and effectively communicated to employees and others with a need to know:

In the event of a workplace violence emergency, the University will issue emergency notifications and/or other emergency-related communications through one or more of the following means:

- BeachAlert Emergency Notification System messages will be sent to University employees

- Campus email
- Campus website

Additional communication concerning workplace violence prevention will occur through one or more of the following:

- New employee orientation.
- Workplace violence prevention training will be offered to employees.
- Employees may, at any time, provide input or convey their concerns or views about matters relating to this WVPP or workplace violence, including (i) the identification, evaluation, and correction of workplace violence hazards, (ii) training, and (iii) the reporting and investigation of workplace violence incidents. Employees may communicate their views or concerns by providing them:
 - Directly to the WVPP Administrator.
 - Directly to supervisors, managers, or employee representative(s);
 - Directly to appropriate administrators during regularly scheduled staff and/or departmental meetings; or
 - Directly to CSULB Environmental Health and Safety department via the webpage link to report safety concerns. [Environmental Health And Safety | California State University Long Beach \(csulb.edu\)](https://www.csulb.edu/environmental-health-and-safety)
- Employees will be made aware that they can report a violent incident, threat, or other workplace violence concern to the University and/or law enforcement without fear of reprisal or adverse action.
 - Employees may report any urgent workplace violence incident to University Police by calling 911. Non-urgent incidents may be reported to the University Police by calling (562) 985-4101 or via email at university-police@csulb.edu.
 - Employees may also report any workplace violence incident to the WVPP Administrator and/or the employee's immediate supervisor. As appropriate, the WVPP Administrator and/or the employee's immediate supervisor may forward the employee's report to University Police.

VI. COORDINATION WITH OTHER EMPLOYERS

CSULB will implement the following effective procedures to coordinate implementation of its plan with other employers performing work on our campus to ensure that those employers and their employees understand their respective roles, as provided in the plan.

- Contractors, auxiliaries, and/or other employers authorized to operate on campus will be required to certify to CSULB that any of their employees working on campus have been trained on workplace violence prevention.
- Workplace violence incidents occurring on campus and involving any employee will be reported, investigated, and recorded, as appropriate.
- If a contractor, vendor, or any other employer operating or performing services on campus engages in an act or threat of workplace violence or otherwise violates this

WVPP, the contractor, vendor, or other employer may be barred from University-owned or leased property and have their business relationship with CSULB terminated, as and to the extent appropriate and legally permissible under applicable law.

VII. WORKPLACE VIOLENCE INCIDENT REPORTING PROCEDURE

Employees who witness or perceive threats or acts of workplace violence should report the incident promptly using one or more of the following means, as appropriate to the given circumstances:

- 911 in emergency situations where urgent action is needed
- Emergency Blue Phones on campus
- Using CSULB's Workplace Violence Reporting Form (maxient.com)
- To their immediate supervisor or appropriate administrator
- To the WVPP Administrator or WVPP Committee at wvpp@csulb.edu

As indicated above, in emergency situations, employees should immediately report incidents directly to University Police by utilizing 911.

Employees should be aware that CSULB has a strict non-retaliation policy. Any person who retaliates against an employee for reporting workplace violence is subject to discipline, up to and including non-retention, expulsion, suspension, and/or removal from campus, as and to the extent permissible under applicable law.

VIII. EMERGENCY RESPONSE PROCEDURES

CSULB has in place the following specific measures to handle actual or potential workplace violence emergencies:

- Effective means to alert employees of the presence, location, and nature of workplace violence emergencies through the CSULB Campus BeachALERT emergency notification system. Notifications may include phone call, text message, email, announcements via the public address system, and campus digital screen displays.
- CSULB has evacuation and sheltering plans in place within the campus Emergency Operations Plan (EOP). The University conducts two drills each year to test our emergency notification system and one annual drill to test the evacuation plan.
- In the event of an emergency, including a Workplace Violence Emergency, contact University Police Department by calling or texting 911 from a cellphone or calling 911 from a landline.

IX. WORKPLACE VIOLENCE HAZARD IDENTIFICATION AND EVALUATION

Inspections shall be conducted when the plan is first established, after each workplace violence

incident, and whenever the employer is made aware of a new or previously unrecognized hazard that reasonably warrants inspection.

Periodic inspections of workplace violence hazards will identify unsafe conditions and work practices. This may require assessment for more than one type of workplace violence. Periodic inspections shall be conducted after a workplace violence incident.

The Office of Environmental Health and Safety (EHS), the WVPP Committee, and the University Police Department are authorized to conduct periodic inspections throughout the campus, as needed to support the WVPP.

Inspections for workplace violence hazards will vary depending on the nature of the workspace and other relevant factors, but generally will include assessing, to the extent appropriate and permissible under applicable law and policy, one or more of the following:

- The exterior and interior of the workplace to ensure appropriate theft deterrents are in place.
- The need for appropriate surveillance measures, such as windows, mirrors, and cameras (where appropriate and lawful).
- Procedures for reporting suspicious persons or activities.
- Effective use of departmental emergency buttons and campus blue emergency light phones.
- Awareness of emergency telephone numbers for law enforcement, fire, and medical services.
- Effectiveness of devices, systems, and procedures that warn others of actual or potential workplace violence dangers or that summon assistance, e.g., alarms or panic buttons.
- Availability of employee escape routes.
- Access to and freedom of movement within the workplace by non-employees, including recently discharged employees or persons with whom an employee may be having a dispute.
- Frequency and severity of related employee reports of threats of physical or verbal abuse by managers, supervisors, or other employees.
- Prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the specific workplace.
- Whether employees have a designated area where they can go to in an emergency.
- Adequacy of workplace security systems, such as shelter-in-place door locks, entry codes, security windows, lighting, and physical barriers.

X. WORKPLACE VIOLENCE HAZARD CORRECTION

CSULB Beach Building Services, in partnership with EH&S, University Police, and Risk Management, will evaluate and correct identified workplace violence hazards based on the severity of the hazard. If an imminent workplace violence hazard exists that cannot be immediately abated, consideration will be undertaken as to whether exposed employee(s) can be safely removed from the situation.

- Corrective actions taken will be documented and dated on the appropriate forms including, but not limited to Beach Building Services Work Orders, vendor purchase orders, or agreements for service/work.
- Corrective measures for workplace violence hazards will be specific to a given work area but may include some of the following actions:
 - Ensuring adequate lighting in and around the workplace.
 - Providing workplace violence prevention systems, such as door locks, physical barriers, and/or emergency alarms, as needed and appropriate to the work area and operation.
 - Posting of emergency telephone numbers for law enforcement, fire, and medical services.
 - Ensuring that effective systems are in place to warn others of a workplace violence danger or to summon assistance.
 - Providing employee training/re-training (refreshers) on the WVPP, which could include but not be limited to, training on recognizing and handling workplace violence hazards on campus.
 - Promoting awareness of employee escape routes.
 - Promoting awareness by employees, supervisors, and managers of the warning signs of potential workplace violence.

XI. PROCEDURES FOR POST INCIDENT RESPONSE AND INVESTIGATION

After a workplace violence incident, the WVPP administrator or designee will, in coordination with other CSULB offices and departments, implement the following post-incident procedures, as and to the extent appropriate and legally permissible under the particular circumstances surrounding the specific workplace violence incident at issue:

- Visit the scene of an incident as soon as safe and practicable.
- Interview involved parties, such as employees, witnesses, law enforcement, and/or security personnel.

- Review security footage of any existing CSULB security cameras, if applicable.
- Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
- Where feasible, determine the cause of the incident.
- Take corrective action designed to prevent similar incidents from occurring to the extent reasonably possible.
- Record the findings and ensure that corrective actions are taken.
- Obtain to the extent possible any reports completed by law enforcement.
- Maintain a violent incident log to record workplace violence incidents, including information, such as:
 - The date, time, and location of the incident, to the extent known or reported.
 - The workplace violence type or types involved in the incident.
 - A detailed description of the incident based on available information.
 - Information regarding the relationship of the individual who is reported to have committed the violence to the University, including whether the perpetrator was a campus community member or non-member, family or friend of a student, employee, or volunteer, co-worker, supervisor or manager, partner or spouse, parent or relative, or another perpetrator, if known.
 - A classification of circumstances at the time of the incident, including, but not limited to environmental or situational factors.
 - A classification of where the incident occurred.
 - The type of incident, including, but not limited to, whether it involved any of the following:
 - Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.
 - Attack with a weapon or object, including, but not limited to, a firearm, knife, or other physical objects that can cause bodily harm.
 - Threat of physical force or threat of the use of a weapon or other object that can cause bodily harm.
 - Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.

- Animal attack.
- Other.
- Consequences of the incident, including, but not limited to:
 - Whether security or law enforcement was contacted and their response.
 - Actions taken to protect employees from a continuing threat or from any other hazards identified because of the incident.
 - Information about the person completing the log, including their name, job title, and the date completed.
- Review all previous relevant or related incidents, to the extent known.
- Ensure that support and resources, such as counseling services, are provided to affected employees through available campus faculty and staff assistance programs, student programs, or Employee Assistance Program.

In accordance with applicable law, ensure that personal identifying information is redacted from the violent incident log and related written records prior to disclosure, as appropriate. This includes information which would reveal identification of any person involved in a violent incident, such as the person's name, address, electronic mail address, telephone number, social security number, or other information that, alone or in combination with other publicly available information, reveals the person's identity.

XII. TRAINING AND INSTRUCTION

All employees, including managers and supervisors, will be offered training and instruction on general and job-specific workplace violence practices. Training and instruction will be offered as follows:

- When the WVPP is first established.
- Annually to help ensure all employees understand and comply with the plan.
- Whenever a new or previously unrecognized serious workplace violence hazard has been identified and when material changes are made to the plan. The additional training may be limited to addressing the new workplace violence hazard or material changes to the plan.

CSULB will provide its employees with training and instruction on this plan and the requirements listed below:

- How to obtain a copy of CSULB's WVPP plan at no cost, and how to provide input or suggestions regarding the development and/or implementation of the plan.
- How to report workplace violence incidents or concerns to the University or law enforcement without fear of reprisal.

- The violent incident log and how to obtain copies of disclosable records pertaining to hazard identification, evaluation and correction, training, and/or the violent incident log.
- Opportunities CSULB has for interactive questions and answers with a person knowledgeable about the CSULB WVPP plan.

XIII. EMPLOYEE ACCESS TO THE WRITTEN WVPP

CSULB ensures that the WVPP plan shall be in writing and shall be available and easily accessible to employees, authorized employee representatives, and representatives of Cal/OSHA. This will be accomplished by the following:

- EHS will provide a printed copy of the WVPP upon written request to wvpp@csulb.edu unless the employee or designated representative agrees to receive an electronic copy.
- The WVPP will be available through the CSULB WVPP website for any person to review and/or print.

XIV. RECORDKEEPING

CSULB will:

- 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 or company conducting the training.
 - Names and job titles of all persons attending the training sessions.
- Maintain violent incident logs for minimum of 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.
- All records of workplace violence hazard identification, evaluation, and correction; training, incident logs and workplace violence incident investigations required by [LC section 6401.9\(f\)](#), shall be made available to Cal/OSHA upon request for examination and copying.

XV. EMPLOYEE ACCESS TO RECORDS

In accordance with all applicable laws, 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 written request to the CSULB Associate Vice President of Human Resources.**

- Records of workplace violence hazard identification, evaluation, and correction.
- Training records.
- Violent incident logs.

XVI. REVIEW AND REVISION OF THE WVPP

The CSULB WVPP will be reviewed for effectiveness:

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

Review and revision of the WVPP will include the procedures to obtain the active involvement of employees and authorized employee representatives in reviewing the plan's effectiveness. Review and revision of the WVPP will endeavor to ensure that workplace violence risks are being properly identified, evaluated, and addressed. Necessary revisions will be made promptly and communicated to employees.

XVII. EMPLOYER REPORTING RESPONSIBILITIES

As required by [California Code of Regulations \(CCR\), Title 8, Section 342\(a\). Reporting Work-Connected Fatalities and Serious Injuries](#), CSULB will immediately report to Cal/OSHA any serious injury or illness (as defined by [CCR, Title 8, Section 330\(h\)](#)), or death (including any due to Workplace Violence) of an employee occurring in a place of employment or in connection with any employment.

I, Marita Swanson, Associate Vice President, Human Resources, hereby authorize and ensure, the establishment, implementation, and maintenance of this written workplace violence prevention plan and the documents/forms within this written plan. I am committed to promoting a culture of safety and violence prevention in our workplace and believe that these policies and procedures will help us achieve that goal.

Marita Swanson, Associate Vice President, Human Resources

7/1/2024