

# **BEACH SHOPS**

## **WORKPLACE VIOLENCE PREVENTION PROGRAM**

**CALIFORNIA STATE UNIVERSITY, LONG BEACH**

**JULY 2024**

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# Workplace Violence Prevention Overview

## Introduction/Policy Statement

The purpose of the Workplace Violence Prevention Plan (WVPP) is to have a clearly understood, accessible, and actionable policy to respond quickly to episodes of workplace violence. Beach Shops is committed to our employees' safety and health. We refuse to tolerate any form of violence in the workplace and will make every effort to prevent violent incidents from occurring by implementing a Workplace Violence Prevention Program (WVPP). Our establishment's Workplace Violence Prevention Plan (WVPP) addresses the hazards known to be associated with the four types of workplace violence as defined by Labor Code (LC) section 6401.9.

Date of Last Review: 7/1/2024

Date of Last Revision(s): 7/1/2024

## 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.

**Serious Injury or Illness** - Any injury or illness occurring in a place of employment or in connection with any employment that requires inpatient hospitalization for other than medical observation or diagnostic testing, or in which an employee suffers an amputation, the loss of an eye, or any serious degree of permanent disfigurement, but does not include any injury or illness or death caused by an accident on a public street or highway, unless the accident occurred in a construction zone.

**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 are the 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 vendors, customers, 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.

## Responsibilities & Accountability

The WVPP administrator, Rosa Hernandez, has the authority and responsibility for implementing the provisions of this plan for Beach Shops. If there are multiple people responsible for the plan, their roles will be clearly described.

In addition, a WVPP Planning Group will be established to assess the vulnerability to workplace violence at our establishment and reach agreement on preventive actions to be taken. This group will be responsible for developing employee training programs in violence prevention and plans for responding to acts of violence. They will also audit our overall Workplace Violence Prevention Program.

Responsible Person	Job Title /Position	WVPP Responsibility(ies)	Phone & Email
Rosa Hernandez	Chief Human Resources Officer	Overall responsibility for the plan; Rosa approves the final plan and any major changes.	(562) 985-7854 <a href="mailto:Rosa.Hernandez@csulb.edu">Rosa.Hernandez@csulb.edu</a>
Eliana Diaz	Associate Director - Risk Management	Responsible for employee involvement and training; Eliana organizes safety meetings, updates training materials, and handles any reports of workplace violence.	(562) 985-8009 <a href="mailto:Eliana.Diaz@csulb.edu">Eliana.Diaz@csulb.edu</a>
Patrick Joyce Kristin Bonetati Rico Ovalles Jenny Lew Margie Ramirez	Associate Directors	Responsible for emergency response, hazard identification, and coordination with Managers; Associate Directors conducts safety inspections, coordinates emergency response procedures, and communicates with Managers about the plan.	(562) 985- 7101 <a href="mailto:Patrick.Joyce@csulb.edu">Patrick.Joyce@csulb.edu</a> (562) 985-7715 <a href="mailto:Kristin.Bonetati@csulb.edu">Kristin.Bonetati@csulb.edu</a> (562) 985-7705 <a href="mailto:Rico.Ovalles@csulb.edu">Rico.Ovalles@csulb.edu</a> (562) 985-8898 <a href="mailto:Jenny.Lew@csulb.edu">Jenny.Lew@csulb.edu</a> (562) 985-8100 <a href="mailto:Margie.Ramirez@csulb.edu">Margie.Ramirez@csulb.edu</a>

All managers, supervisors and employees are responsible for implementing and maintaining the WVPP in their work areas and for answering employee questions about the program.

## **Employee Active Involvement**

Beach Shops ensures 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, evaluating, and determining corrective measures to prevent workplace violence. Management will have monthly safety meetings with employees and their representatives to discuss identification of workplace violence related concerns/hazards, evaluate those hazards and/or concerns, and how to correct them. These meetings could involve brainstorming sessions, discussions of recent incidents, and reviews of safety procedures.
- Reporting and investigating workplace violence incidents. Management will ensure that all workplace violence policies and procedures within this written plan are clearly communicated and understood by all employees. Managers and supervisors will enforce the rules fairly and uniformly. Management will report and investigate the incident by filling out the Workplace Violence Incident Report (Appendix A) and Workplace Violence Prevention Incident Investigation (Appendix B). These forms are located on our website <https://www.csulb.edu/beach-shops/risk-management>.
- All employees will follow all workplace violence prevention plan directives, policies, and procedures, and assist in maintaining a safe work environment. By following our workplace prevention plan and participating in the annual training will give the employees the proper tools in what to do in case they are in an unsafe situation. Moreover, reporting unsafe or workplace violence incidents will help the risk management department to implement other safety measures if needed.
- Employees may, at any time, provide input or convey their concerns or views about matters relating to this WVPP or workplace violence, including the identification, evaluation and correction of workplace violence hazards, training, and the reporting and investigation of workplace violence incidents. Among the ways employees can communicate their views or concerns are by providing them:
  - Directly to the WVPP Administrator.
  - Directly to Managers/supervisors.
  - During regularly scheduled staff meetings; or,
  - Directly with the risk management team

## **Employee Compliance**

Our system ensures 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, include at a minimum:

- Inform employees, supervisors and managers about our Beach Shops Workplace Violence Prevention Program.
- Recognize employees who perform work practices which promote security in the workplace by announcing it during the safety meetings.
- Provide additional training and/or counseling to employees who need to improve work practices designed to ensure workplace security.
- Discipline employees for failure to comply with the WVPP. The discipline process is detailed on our

employee handbook which is located on <https://www.csulb.edu/beach-shops/current-employees>

- Follow established workplace security directives, policies and procedures.

## Communication with Employees

We recognize that open, two-way communication between our management team, staff, and other employees about workplace violence issues is essential to a safe and productive workplace. The following communication system is designed to facilitate a continuous flow of workplace violence prevention information between management and staff in a form that is readily understandable by all employees, and consists of one or more of the following:

- New employee orientation on our establishment's workplace security policies, procedures and work practices.
- Training programs designed to address specific aspects of workplace security unique to our establishment.
- This includes effective communication between employees and supervisors about workplace violence prevention and violence concerns. For example, scheduled safety meetings with all personnel that include workplace security discussions. Also ensuring that the manager communicates effectively by making sure the employees understand the importance of this training or program.
- Posted or distributed workplace violence prevention information.
- A system for employees to inform management about workplace security hazards or threats of violence. Employees can anonymously report a violent incident, threat, or other violence concerns. The employee can notify their direct supervisor or Manager in addition the following contacts are also available:

Human Resources	(562) 985-7953	<a href="mailto:BeachShopsHR@csulb.edu">BeachShopsHR@csulb.edu</a>
Risk Management	(562) 985-8009	<a href="mailto:FNS-Risk@csulb.edu">FNS-Risk@csulb.edu</a>
Campus Police	(562) 985-4101 (non-emergency)	9-1-1 Emergency

- When reporting a violent incident, threat, or other violence concerns employees should be ready to relay "Who, What, When, Where" of the incident.
  - What happened
  - Who was involved
  - Any injuries
  - Description of suspect(s)
  - If any weapons were involved
  - Last known direction of travel
  - Where the victim is
- Employees will not be prevented from accessing their mobile or other communication devices to seek emergency assistance, assess the safety of a situation, or communicate with a person to verify their safety. Employees' concerns will be investigated in a timely manner, and they will be informed of the results of the investigation and any corrective actions to be taken. The risk management department will follow up with the employee via email/phone or in person by providing an update regarding the safety concern. These updates could include information about the progress of investigations, the results of investigations, and any corrective actions taken.
- During quarterly safety meetings, will discuss the program and any updates. These meetings involve sharing updates to the plan, discussing recent incidents, and coordinating training sessions. The agenda and minutes will be available to all employees to review at <https://www.csulb.edu/beach-shops/risk-management>

- Sharing training materials and incident reports with our campus partners to ensure a coordinated response to any incidents. This could involve sending copies of training materials and incident reports to promote awareness in our shared buildings.
- Procedures for protecting employees who report threats from retaliation by the person making the threats. Human Resources work directly with the department Manager and the employees by giving the reassurance of their safety.

## Coordination With Other Employers

Beach Shops will implement the following effective procedures to coordinate implementation of its plan with other employers to ensure that those employers and employees understand their respective roles, as provided in the plan.

- All employees will be trained in workplace violence prevention.
- Workplace violence incidents involving any employee are reported, investigated, and recorded.
- At a multiemployer worksite, Beach Shops will ensure that if its employees experience a workplace violence incident that Beach Shops will record the information in a violent incident log and shall also provide a copy of that log to the directing employer.

## Incident Report & Investigation Procedure

Beach Shops will implement the following effective procedures to ensure that:

- All threats or acts of workplace violence are reported to an employee’s supervisor or manager, who will inform the WVPP administrator. This will be accomplished by submitting a workplace violence report. If that's not possible, employees will report incidents directly to the WVPP administrator,

Eliana Diaz - Associate Director - Risk Manager	562-985-8009	Eliana.Diaz@csulb.edu
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- The supervisor or manager should complete a Workplace Violence Incident Report (Appendix A) and Workplace Violence Prevention Incident Investigation (Appendix B) and submit it to Human Resources as soon as possible. These forms are accessible online at <https://www.csulb.edu/beach-shops/risk-management>
- Employees can also report incidents to HR at (562) 985-7953 or anonymous by email to [BeachShopsHR@csulb.edu](mailto:BeachShopsHR@csulb.edu). The HR drop box is also available to report anonymous workplace violence concerns.

Our procedures for investigating incidents of workplace violence, threats and physical injury include:

- Reviewing all previous incidents.
- Visiting the scene of an incident as soon as possible.
- Interviewing threatened or injured employees and witnesses.
- Examining the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator (if applicable)
- Determining the cause of the incident.
- Taking corrective action to prevent the incident from recurring.
- Recording the findings and corrective actions taken.
- Obtain any reports completed by law enforcement.

A strict non-retaliation policy is in the employee handbook, and any instances of retaliation are dealt with

swiftly and decisively. Any employee who retaliates against a coworker for reporting an incident could be disciplined or terminated. Ensure that no personal identifying information is recorded or documented in the violent incident log (Appendix C). 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.

## Emergency Response Procedures

Beach Shops 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 by following the panic alarm system. The panic alarm system alerts Campus Police Department the location where their assistance is needed immediately.
- Beach Shops will have evacuation or sheltering plans. The fire alarm system triggers when needed to evacuate the buildings. Strobing lights will flash, fire radar doors will close when the system is activated. All buildings have a meeting point where all staff meet for evacuation purposes. If shelter in place is needed the Beach Alert System sends emails, texts, and phone calls to all staff/student employees to specify when a shelter in place is required. The Beach Alert System will send follow up messaging when it’s safe to exit the shelter in place.
- Evacuation maps are located throughout Beach Shop buildings which specify the rally point where staff meet in case of an emergency. It also includes emergency exit routes and exits to evacuate the building.

To obtain help from risk management or the Human Resources department please contact:

Human Resources	(562) 985-7953	<a href="mailto:BeachShopsHR@csulb.edu">BeachShopsHR@csulb.edu</a>
Risk Management	(562) 985-8009	<a href="mailto:FNS-Risk@csulb.edu">FNS-Risk@csulb.edu</a>

We have contact information for all local law enforcement and medical response posted in the common areas of all Beach Shop buildings near the time clocks.

Fire/Rescue	(562) 570-2500
Campus Police	(562) 985-4101
Medical - Akeso Occupational Health	(562) 633-2273

If there is immediate danger, call for emergency assistance by dialing (9) 9-1-1, (dial outside access number first if applicable) and then notify the WVPP Administrator.



In the event of an emergency, including a Workplace Violence Emergency, contact the following:

Responsible Person	Job Title /Position	WVPP Responsibility(ies)	Phone & Email
Rosa Hernandez	Chief Human Resources Officer	Overall responsibility for the plan; Rosa approves the final plan and any major changes.	(562) 985-7854 <a href="mailto:Rosa.Hernandez@csulb.edu">Rosa.Hernandez@csulb.edu</a>
Eliana Diaz	Associate Director - Risk Management	Responsible for employee involvement and training; Eliana organizes safety meetings, updates training materials, and handles any reports of workplace violence.	(562) 985-8009 <a href="mailto:Eliana.Diaz@csulb.edu">Eliana.Diaz@csulb.edu</a>
Patrick Joyce Kristin Bonetati Rico Ovalles Jenny Lew Margie Ramirez	Associate Directors	Responsible for emergency response, hazard identification, and coordination with Managers; Associate Directors conducts safety inspections, coordinates emergency response procedures, and communicates with Managers about the plan.	(562) 985- 7101 <a href="mailto:Patrick.Joyce@csulb.edu">Patrick.Joyce@csulb.edu</a> (562) 985-7715 <a href="mailto:Kristin.Bonetati@csulb.edu">Kristin.Bonetati@csulb.edu</a> (562) 985-7705 <a href="mailto:Rico.Ovalles@csulb.edu">Rico.Ovalles@csulb.edu</a> (562) 985-8898 <a href="mailto:Jenny.Lew@csulb.edu">Jenny.Lew@csulb.edu</a> (562) 985-8100 <a href="mailto:Margie.Ramirez@csulb.edu">Margie.Ramirez@csulb.edu</a>

## Hazard Assessment and Evaluation

The following policies and procedures are established and required to be conducted by Beach Shops to ensure that workplace violence hazards are identified and evaluated:

- 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.
- Review all submitted/reported concerns of potential hazards. Submittals/reports are reviewed at any time employees and authorized employee representatives anonymously inform management about workplace violence hazards of threats or violence without fear of reprisal/retaliation.

Beach Shops have different ways of reporting anonymously safety concerns. There is an HR drop box that is available to all employees to report any workplace violence hazards or safety concerns. In addition, we've provided a system of emails, phone numbers including voicemail and text messages when reporting as well.

### Periodic Inspections

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 semi-annually or anytime there is a workplace violence incident, and whenever the employer is made aware of a new or previously unrecognized hazard.

Periodic inspections to identify and evaluate workplace violence and hazards will be performed by the following designated personnel in the following areas of the workplace:

Job Title	Location
Managers	Bookstore, Art Store, Wallstreet, Corner Market, Outpost C-Store, Outpost Grill, Caffeine Lab, Nugget Pub & Grill, Hillside Dining Hall, Parkside Dining Hall, Beachside Dining Hall, Chillside Café

Inspections for workplace violence hazards include assessing:

- The exterior and interior of the workplace for its attractiveness to robbers.
- The need for violence surveillance measures, such as mirrors and cameras.
- Procedures for employee response during a robbery or other criminal act, including our policy prohibiting employees, who are not security guards, from confronting violent persons or persons committing a criminal act.
- Procedures for reporting suspicious persons or activities.
- Effective location and functioning of emergency buttons and alarms.
- Posting of emergency telephone numbers for law enforcement, fire, and medical services.
- Whether employees have access to a telephone with an outside line.
- Whether employees have effective escape routes from the workplace.
- Whether employees have a designated safe area where they can go to in an emergency.
- Adequacy of workplace security systems, such as door locks, entry codes or badge readers, security windows, physical barriers, and restraint systems.
- Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.
- 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 use of work practices such as the "buddy" system for specified emergency events.
- The availability of employee escape routes.
- How well our establishment's management and employees communicate with each other.
- 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.
- Frequency and severity of employees' reports of threats of physical or verbal abuse by managers, supervisors, or other employees.
- Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace.

## Workplace Violence Hazard Correction

Workplace violence hazards will be evaluated and corrected in a timely manner. Beach Shops will implement the following effective procedures to correct workplace violence hazards that are identified:

- If an imminent workplace violence hazard exists that cannot be immediately abated without endangering employee(s), all exposed employee(s) will be removed from the situation except those necessary to correct the existing condition. Employees who need to correct the hazardous condition will be provided with the necessary protection. We will provide the necessary contact information including specific instructions on what reporting details we need for reporting purposes. Following a investigation report will also help to determine the hazard correction that is necessary for that specific

work area.

- Corrective measures for workplace violence hazards will be specific to a given work area. Make the workplace unattractive to robbers by:
  - Improve lighting around and at the workplace.
  - Post of signs notifying the public that limited cash is kept on the premises and that cameras are monitoring the facility.
  - 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.
  - Hire security guards and have them patrol the workplace interior and perimeter.
  - Install security surveillance cameras in and around the workplace.
  - Provide workplace violence systems, such as door locks, violence windows, physical barriers, emergency alarms and restraint systems by:
    - Ensure the adequacy of workplace violence systems
- Post emergency telephone numbers for law enforcement, fire, and medical services
- Control, access to, and freedom of movement within, the workplace by non-employees, include recently discharged employees or persons with whom one of our employees is having a dispute.
- Install effective systems to warn others of a violent danger or to summon assistance, e.g., alarms or panic buttons.
- Ensure employees have access to a telephone with an outside line. Provide employee training/re-training(refreshers) on the WVPP, which could include but not limited to the following:
- Recognizing and handling threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.
- Ensure that all reports of violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace are handled effectively by management and that the person making the report is not subject to retaliation by the person making the threat.
- Improve how well our establishment's management and employees communicate with each other.
- Procedures for reporting suspicious persons, activities, and packages.
- Provide/review employee, supervisor, and management training on emergency action procedures.
- Ensure adequate employee escape routes.
- Increase awareness by employees, supervisors, and managers of the warning signs of potential workplace violence. Training and communicating with our staff will help increase awareness.
- Establish a policy for prohibited practices which are in the employee handbook.
- Limit the amount of cash on hand and use time access safes for large bills.
- Provide procedures for a "buddy" system for specified emergency events.

## **Training & Instructions**

All employees, including managers and supervisors, will have training and instruction on general and job-specific workplace violence practices. These sessions could involve presentations, discussions, and practical exercises. Training and instruction will be provided as follows:

- When the WVPP is first established.
- Annually to ensure all employees understand and comply with the plan.
- 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.

Beach Shops will provide its employees with training and instruction on the definitions found on page 1 of this plan and the requirements listed below:

- The employer's WVPP, how to obtain a copy of the employer's plan at no cost, and how to participate in development and implementation of the employer's plan.
- How to report workplace violence incidents or concerns to the employer or law enforcement without fear of reprisal.
- Workplace violence hazards specific to the employees' jobs, the corrective measures Beach Shops has implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm.
- The violent incident log and how to obtain copies of records pertaining to hazard identification, evaluation and correction, training records, and violent incident logs.
- Opportunities Beach Shops has for interactive questions and answers with a person knowledgeable about the Beach Shops plan
- Strategies to avoid/prevent workplace violence and physical harm, such as: How to recognize workplace violence hazards including the risk factors associated with the four types of workplace violence.
  - Ways to defuse hostile or threatening situations.
  - How to recognize alerts, alarms, or other warnings about emergency conditions and how to use identified escape routes or locations for sheltering.
  - Employee routes of escape.
  - Emergency medical care provided in the event of any violent act upon an employee
  - Post-event trauma counseling for employees desiring such assistance.

General workplace violence and security training and instruction includes, but is not limited to, the following:

- Explanation of the Workplace Violence Prevention Program including measures for reporting any violent acts or threats of violence.
- Recognition of workplace security hazards including the risk factors associated with the four types of violence.
- Measures to prevent workplace violence, including procedures for reporting workplace security hazards or threats to managers and supervisors.
- Ways to defuse hostile or threatening situations.
- Measures to summon others for assistance.
- Employee routes of escape.
- Notification of law enforcement authorities when a criminal act may have occurred.
- Emergency medical care provided in the event of any violent act upon an employee.
- Post-event trauma counseling for those employees desiring such assistance.

In addition, we provide specific instructions to all employees regarding workplace security hazards unique to their job, to the extent that such information was not already covered in other training.

We have chosen the following items for training and instruction for managers, supervisors and employees:

- Crime awareness
- Location and operation of alarm systems, panic buttons and other protective devices

- Communication procedures
- Proper work practices for specific workplace activities, occupations or exercises, such as late night retail sales.
- Self-protection
- Dealing with angry, hostile or threatening individuals
- Using the "buddy" system or other assistance from co-employees
- Awareness of indicators that lead to violent acts by service recipients
- Employee assistance programs
- Review of anti-violence policy and procedures
- Managing with respect and consideration for employee well-being
- Pre-employment screening practices
- Role playing a violent incident

## **Employee Access to the Written WVPP**

Beach Shops 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 at all times. This will be accomplished by:

- Whenever an employee or designated representative requests a copy of the written WVPP, we will provide the requester with a printed copy of the WVPP, unless the employee or designated representative agrees to receive an electronic copy.
- We will provide unobstructed access through a company server or website, which allows an employee to review, print, and email the current version of the written WVPP. Unobstructed access means that the employee, as part of their regular work duties, predictably and routinely uses the electronic means to communicate with management or co-employees.

## **Recordkeeping**

Beach Shops 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 people conducting the training.
  - Names and job titles of all people 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.

## Review And Revision of the WVPP

The Beach Shops WVPP will be reviewed for effectiveness:

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

Review and revision of the WVPP will include the procedures listed in the EMPLOYEE ACTIVE INVOLVEMENT section of this WVPP, as well as the following procedures to obtain the active involvement of employees and authorized employee representatives in reviewing the plan's effectiveness:


- Review of Beach Shop's WVPP should include, but is not limited to:
  - Review of incident investigations and the violent incident log.
  - Assessment of the effectiveness of security systems, including alarms, emergency response, and security personnel availability (if applicable).
- Review that violence risks are being properly identified, evaluated, and corrected. Any necessary revisions are made promptly and communicated to all employees. These revisions could involve changes to procedures, updates to contact information, and additions to training materials.

## Employer Reporting Responsibilities

As required by California Code of Regulations (CCR), Title 8, Section 342(a). Reporting Work-Connected Fatalities and Serious Injuries, Beach Shops 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, Rosa Hernandez, Associate Director of Beach Shops, 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 believe that these policies and procedures will bring positive changes to the workflow, business operations, and overall health and safety as it relates to workplace violence prevention."

Rosa Hernandez  
Chief Human Resources Officer  
CSULB Beach Shops

  
\_\_\_\_\_  
Signature

07/16/2024  
Date

# APPENDIX A: Workplace Violence Prevention Incident Report

# BEACH SHOPS

## WORKPLACE VIOLENCE INCIDENT REPORT

The supervisor receiving a report of workplace violence must complete this form with as much detail as possible to support an investigation. Please complete and return to Human Resources within 24 hours or the next business.

Employee's Full Name:

Full Address:  City/State:  Zip Code:

Phone Number:  Email Address:

Home Department:  Job Title:

Employment Status (select one):  FULL-TIME  PART-TIME  STUDENT

### INCIDENT DETAILS

Date of Incident:  Time of Incident:  AM/PM Time Shift Began:  AM/PM

Location of Incident (i.e. empty hallway, warehouse bathroom etc.):

#### Definition of Violent Incident 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 vendors, customers, 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.

#### Which type of person threatened or assaulted the employee(s)?

- Type 1 violence -  Stranger  Thief/Suspect  Other
- Type 2 violence -  Vendor  Customer  Student  Visitor
- Type 3 violence -  Current Co-worker  Former Co-worker  Supervisor/Manager
- Type 4 violence -  Current Spouse/Partner  Former Spouse/Partner  Employee's Friend  Employee's Relative

#### What type of violent incident occurred (check all that apply)?

- Threat  Verbal  Written
- Electronic  Physical w/ Injury  Physical w/out Injury
- Harassment  Behavioral Observation  Animal Attack
- Assaulted/Threatened with Weapon
- Other:

Description of observation, threat, incident, or activity (i.e. punched, slapped, grabbed, bitten etc.) Please be as descriptive as possible with as much detail as possible. Continue on a separate sheet of paper if necessary.

Was a weapon used?  YES  NO If "Yes, what type?

Were any threats made before the incident occurred?  YES  NO  
If yes, please provide details below on how it was reported and when.

Were there any witnesses/another person involved in the incident?  YES  NO

If "Yes", please attach statements written from each witness.

Name:

Name:

## ACTION TAKEN

Were law enforcement or other outside agencies contacted?  YES  NO

If "Yes", what is the agency name?

Case number, if applicable:

Describe the action taken by reporting supervisor.

## REPORTER INFORMATION

Report Completed By:  Job Title:

Phone Number:  Email:

Reporter Signature:  Date:



# APPENDIX B: Workplace Violence Prevention Incident Investigation

# BEACH SHOPS

## WORKPLACE VIOLENCE INCIDENT INVESTIGATION

Location:  Date:

### POST-INCIDENT RESPONSE

	YES	NO
Did the employee(s) require medical attention as a result of the incident?	<input type="checkbox"/>	<input type="checkbox"/>
Did the employee(s) miss work as a result of the incident?	<input type="checkbox"/>	<input type="checkbox"/>
Did the employee complete their scheduled work shift?	<input type="checkbox"/>	<input type="checkbox"/>
Did the employee(s) apply for workers' compensation?	<input type="checkbox"/>	<input type="checkbox"/>
Was campus police contacted?	<input type="checkbox"/>	<input type="checkbox"/>
Was building facilities contacted?	<input type="checkbox"/>	<input type="checkbox"/>
Was immediate counseling provided to affected workers and witnesses?	<input type="checkbox"/>	<input type="checkbox"/>
Was critical incident debriefing provided to all affected staff who desired it?	<input type="checkbox"/>	<input type="checkbox"/>
Is this a recurring event?	<input type="checkbox"/>	<input type="checkbox"/>
Is video surveillance available? If "Yes", is the video secured?	<input type="checkbox"/>	<input type="checkbox"/>

### POST-INVESTIGATION DETAILS

Has this type of incident occurred before at the workplace?  YES  NO

What were the main factors that contributed to the incident?

What could have prevented or at least minimized the damage caused by this incident?

Date of the employee's next scheduled shift:  Hire Date:

### INVESTIGATION COMPLETION

Investigation Completed by:  Job Title:

Phone Number:  Email:

Investigator Signature:  Date:

**SECTION TO BE COMPLETED BY RISK MANAGEMENT**

	<b>YES</b>	<b>NO</b>
Was post-trauma counseling provided to affected staff who desired it?		
Was all counseling provided by a professional counselor?		
Has there been follow-up with the Employee(s)?		
Are there modifications to be made to WVPP to reflect updated practices?		

**Describe updates to WVPP:**

**Date Received:**

**Human Resources Signature:**  **Date:**

# APPENDIX C: Violent Incident Log

## BEACH SHOPS VIOLENT INCIDENT LOG

Every workplace violence incident is reported and recorded in a violent incident log. Any element of personal identifying information sufficient to allow identification of any person involved in a violent incident will NOT be recorded. Such personal identifying information includes 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, could reveal the person's identity. Upon receipt of report, Risk Management assigns a number system for tracking including date of report, Department, initials of who completed the log entry, without including employee name. Tracking and trending should include date, time and location, violence type, type of assault, and incident detailed description. Risk Management will review the data at least quarterly during the safety meetings and make improvements to prevent further incidents if needed.

### 4 TYPES OF WORKPLACE VIOLENCE

A combination of one or more types of workplace violence may exist in the workplace:

- Type 1 violence is committed by a person who has no legitimate business at the worksite and includes violent acts by anyone who enters the workplace or approaches workers with the intent to commit a crime.
- Type 2 violence is directed at employees by customers, clients, patients, students, inmates, or visitors.
- Type 3 violence is done by an existing or former employee, supervisor, or manager.
- Type 4 violence is committed in the workplace by a person who doesn't work there but has or is known to have had a personal relationship with an employee.

LOG #	PERSON WHO COMPLETED THE LOG	INCIDENT DATE	INCIDENT TIME	PHYSICAL LOCATION	VIOLENCE PERPETRATOR(S) TYPE E.G. I: STRANGER; II: CLIENT; III: EMPLOYEE (CURRENT OR FORMER); IV: PERSONAL RELATIONSHIP	INCIDENT TYPE (E.G. VERBAL THREATS, PHYSICAL ATTACK ETC.)	WHERE THERE ANY INJURIES (Y/N)	POLICE NOTIFIED Y/N