CHAPMAN UNIVERSITY | Enterprise Risk and Safety
Environmental Health and Safety

Workplace Violence Prevention Plan

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Revision date(s):

- _____
- _____

Purpose

The purpose of the Workplace Violence Prevention Plan (WVPP) is to have a clear and accessible policy to respond quickly to incidents of workplace violence. The goal of the plan is to reduce violent incidents in the workplace at all Chapman University ("University") worksites. This will be achieved through employee awareness, violent incident identification and reporting, tracking of violent incidents, and corrective actions when hazards are recognized. Chapman University has a zero-tolerance policy for violent acts or threats of violence against our students, employees, applicants, clients, customers, or vendors as described in the Staff and Administrative Handbook. The University prohibits fighting, threatening words, or aggressive conduct. In addition, weapons of any kind are strictly prohibited and not permitted on the University premises. No employee should commit or threaten to commit any violent act against a co-worker, supervisor or manager, applicant, client/customer, vendor or student; this includes discussions of the use of dangerous weapons, even in a joking manner. The WVPP supports the existing Workplace and Campus Community Violence Prevention Program by outlining the specific steps to identify, report, track, and analyze violent incidents to reduce any re-occurrence in accordance with California Senate Bill 553.

Application

This policy applies to all Chapman University employees, students, applicants, clients, customers, or vendors.

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 in accordance with Labor Code section 6401.9.

Plan - The workplace violence prevention plan in accordance with Labor Code 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 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 customers, clients, patients, 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.

Responsibility

The WVPP administrator, Vice President of Enterprise Risk & Safety, has the authority and responsibility for implementing the provisions of this plan for Chapman University. Additional departments responsible for specific components of the WVPP are included below.

Environmental Health & Safety

The Department of Environmental Health & Safety has primary responsibility for coordinating the workplace violence prevention training of faculty, administrators and staff. Other responsibilities include:

- Identification of physical features on the University campus that increase the likelihood of a threat or act of violence, and implementation of changes to lessen the likelihood of a threat or act of violence.
- Receiving and logging all Public Safety Reports, as well as all reported accounts of threats or acts of violence received from sources other than a Public Safety Report.
- Maintenance of records of workplace inspections and security training.
- Coordination of workplace violence training and instruction. This training and instruction will include information about how to recognize workplace security hazards, measures to prevent workplace assaults and what to do when an assault occurs, including emergency action and post-emergency procedures.

Department of Public Safety

The primary responsibility of the Department of Public Safety is to respond to and investigate reported threats or acts of violence. Other duties include:

- Determining and implementing actions necessary to mitigate reported threats or acts of violence.
- Notifying the Vice President for Enterprise Risk & Safety in the event of an emergency for the purposes of convening the Incident Response Team.
- Distribution of guidelines outlining workplace security, violence avoidance and other issues pertinent to the Program.
- Maintenance of Incident Reports and any other documentation related to reported threats or acts of violence, including Public Safety Reports

Human Resources

The Office of Human Resources has primary responsibility for:

- Informing the Department of Public Safety or the Department of Environmental Health & Safety of all threats or acts of violence reported to the Department of Human Resources.
- Advising the Department of Public Safety or Environmental Health & Safety regarding concerns about violent and potentially violent employees.
- Coordination with the Department of Public Safety on compliance training and maintenance of training record retention.
- Applying appropriate administrative or corrective action to employees who make a threat of violence or commit an act of violence against a member of the campus community.

Employee Active Involvement

The University ensures the following policies and procedures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the plan.

- All managers and supervisors are responsible for implementing and maintaining the WVPP in their work areas. The plan shall be in effect at all times and in all work areas and be specific to the hazards and corrective measures for each work area and operation.
- Management and supervisors are responsible for providing a secure work environment by performing the following:
    - Identifying, evaluating, and determining corrective measures to prevent workplace violence.
    - Schedule 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.
    - Ensuring team members completed University approved training. Managers and employees are encouraged to provide suggestions for the training programs, and their suggestions are incorporated into the training materials.
    - Reporting and participating in investigations of workplace violence incidents or potential incidents by completing the Violent Incident Report with the reporting employee.

- Management and supervisors 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.

All employees are required to report all workplace hazards and instances of workplace violence they witness or are involved with. Employees are responsible for the following:

- Employees and authorized representatives will actively participate in workplace violence incident investigations.
- Follow all workplace violence prevention plan directives, policies, and procedures, and assist in maintaining a safe work environment.
- Adhere to any corrective measures recommended by a supervisor or Human Resources.
- Participate and complete annual Workplace Violence training.

Employee Compliance

Our 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, include at a minimum:

- Training employees, supervisors, and managers in the provisions of the Chapman University Workplace Violence Prevention Plan (WVPP).
- Effective procedures to ensure that supervisory and nonsupervisory employees comply with the WVPP.
- Provide retraining to employees whose safety performance is deficient with the WVPP.
- Recognizing employees who demonstrate safe work practices that promote the WVPP in the workplace.
- Provide corrective action to employees for failure to comply with the WVPP.

Communication With Employees

We recognize that open, two-way communication between our management team, staff, and other employers, 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 includes workplace violence prevention policies and procedures.
- Workplace violence prevention training programs.
- Regularly scheduled meetings that address security issues and potential workplace violence hazards.
- Effective communication between employees and supervisors about workplace violence prevention and violence concerns.
- Posted or distributed workplace violence prevention information.

- How employees can report a violent incident, threat, or other workplace violence concern to the University or public safety without fear of reprisal or adverse action.
    - Employees may anonymously report a violent incident, threat, or other violence concerns.
    - Report an incident to any member of management, Human Resources, Department of Public Safety or Department of Environmental Health and Safety.
    - In case of emergencies that require qualified emergency responders, contact the appropriate agency via Emergency Services - 911
- 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 the reporting individual will be informed of the results of the investigation and any corrective actions to be taken, where appropriate. Updates on the status of investigations and corrective actions are provided to employees through email and/or at safety meetings. These updates may include information about the progress of investigations, the results of investigations, and any corrective actions taken.

Coordination With Other Employers

Chapman University will implement the following effective procedures to coordinate implementation of its plan with other employers where University employees are performing work duties associated with their role at the University to ensure that those employers understand their respective roles, as provided in the plan.

- At a multiemployer worksite, Chapman University will ensure that if its employees experience a workplace violence incident that Chapman University will record the information in a violent incident log and shall also provide a copy of that log to controlling employer.
- In the most extreme cases, notification will be made to businesses in the immediate vicinity of the University.

Workplace Violence Incident Reporting Procedure

The effectiveness of the WVPP is largely dependent on incident reports made by employees who are either victims of violence or who witness acts of violence against others. Employees are encouraged to provide as many details as possible. Chapman University will implement the following effective procedures to accept and respond to workplace violence incidents:

- Employees may report through an online workplace violence reporting system: Enterprise Risk and Safety at ERS@Chapman.edu
- Employees may report directly to the Department of Public Safety at PublicSafetyStaff@Chapman.edu or Environmental Health & at EHS@Chapman.edu
- Employees can report incidents directly to their supervisor, HR, or through an anonymous reporting form.
- Employees have the right to report directly to law enforcement.
- Employees may follow up with the investigator assigned to the case to ensure a prompt resolution.

A strict non-retaliation policy is in place, and any instances of retaliation are dealt with swiftly and decisively. An employee who retaliates against another employee for reporting an incident and/or cooperating in related investigation may be subject to disciplinary action.

The investigation will include, but is not limited to the following actions:

- Visit the incident scene as soon as safe and practicable.
- Interview involved parties (employees, witnesses, law enforcement etc.).
- Review footage from security cameras. Note, if camera footage is available, this must be saved.
- Examine the workplace for hazard risk factors associated with the incident, including previous reports of inappropriate behavior by the perpetrator.
- Determine root cause of the incident.
- Take corrective action to prevent similar incidents from occurring.
- Document the findings and the corrective actions taken.
- Obtain any records from law enforcement that may be available.
- Maintain records of the incident.
- Update the Violent Incident Log, HF-0048, with the required information.

Emergency Response Procedures

Chapman University has in place the following specific measures to handle actual or potential workplace violence emergencies that pose an imminent threat:

- The Chapman University Department of Public Safety ("DPS") consists of staff members comprised of the Patrol Division, Investigations and Communications. DPS uses a variety of crime suppression and prevention methods including foot patrol, bike patrol, and vehicular patrol to monitor University activities 24 hours a day.
- Additionally, Public Safety monitors a private 9-1-1 system to handle emergency calls on the Main Campus. If you are located at the Rinker Health Science campus, all 9-1-1 calls go directly to the local jurisdiction.
- Chapman University is committed to ensuring the campus community receives timely, accurate, and useful information in the event of a significant emergency or dangerous situation on campus that poses an immediate threat to the health and safety of campus community members. The University uses the Rave Guardian notification system branded as Panther Alert. Emergency evacuation plans exist for every building on campus and in student housing facilities. Each evacuation plan provides a floor plan of the building and/or residence floor; and identifies the locations of all exits. The Emergency Procedures page contains procedures to assist you in responding to an on-campus emergency including an emergency evacuation map.

In the event of an emergency, including a Workplace Violence Emergency, contact Public Safety - Operations

418 North Glassell Street Orange, CA 92866

Tel: (714) 997-6763 (24 hours) or dial 911

Trespass: Trespass involves anyone that is not a current scheduled employee, invited visitor or vendor that is inside the University or on University property without permission. This can include total strangers, current and past employees, friends of employees, spouses or partners of current employees, and others.

Since the University is a private organization, there should be no instances where someone is allowed to enter the facilities on campus without permission.

- If an employee sees someone that should not be in the University facilities or on its premises, they should immediately notify their supervisor or manager.
- The supervisor / manager should assess the situation and if the situation appears non-threatening, approach the individual to understand their reason for being on University property.
- If the person does not have a valid reason to be in the facility, they should be asked to leave. Do not escalate the situation, they should be asked in a calm, but non-aggressive manner.
- If the supervisor / manager deems that the situation is or may become threatening or the individual refuses to leave, the supervisor should immediately contact Public Safety at (714) 997-6763 or Emergency Services (Dial 911) where applicable. Provide as much information on the incident as possible.
- In all cases, the incident must be reported to WVPP Administrator. The supervisor/manager should write down as many details as possible to provide for an investigation.
- The WVPP Administrator, with assistance from the Department of Public Safety will perform an investigation to, at a minimum, document the incident.

Criminal Activity: Criminal activities involve any actions of a criminal nature inside the University facilities or on the University premises. These could include, but are not limited to, active shooter, threats, assault, domestic violence or robbery situations.

- In case of criminal activity, any employee should call 911 and report the activity to Emergency Services. Do not hesitate to contact 911 as other employees may not be able to. Give as much information to the Emergency Services Operator as possible.
- Due to the nature of the incident, there may not be time for notification to employees of the incident. Employees should be aware of verbal notification, shouting, gunfire or other indicators of an incident occurring.
- If you are in an area where it is safe to leave the facility, proceed to do so. Be aware that law enforcement may be outside of the facility. When law enforcement is present, remain calm, raise hands above your head and follow the instructions of law enforcement. Realize that law enforcement may not be aware of who may be involved with the criminal activity, so cooperate fully and provide as much information to law enforcement.
- If you are not in an area where it is safe to leave the facility, hide in an area out of view, block entry to your location and if possible, lock the door to your location.

- In the case of an active shooter, if an employee is hiding and is discovered by the shooter, the employee should be prepared to fight the individual using any means possible (yelling, throwing items, improvising and using weapons, etc.).
- Once the situation has been resolved, the WVPP Administrator, with assistance of the Department of Public Safety will perform and document an investigation. Senior Management will determine whether and/or when the University will return to normal activities.

Shelter In-Place: There may be instances where activity is occurring nearby that has no direct relation to the University. In these situations, local law enforcement may direct University employees to Shelter In-Place.

- Once the University is notified that we are to shelter in-place, employees will be informed either verbally or through email.
- Any employee that is outside of the facility will be required to return inside.
- All doors will be closed and locked. Employees are to stay away from windows or any way of being observed from the outside.
- WVPP Primary Contact will communicate with law enforcement to determine when the situation has been resolved.
- Once resolved, the WVPP Administrator, with assistance from the Department of Public Safety and Senior Management will perform an investigation to, at a minimum, document the incident. The University may return to regular activities.

Temporary Restraining Orders ("TRO"): Current California law allows an employee or employer to file / obtain a Temporary Restraining Order against an employee or individual that has acted violently in the workplace or made threats of violence against University workers.

If a TRO is granted, it will prevent the employee from reporting to the workplace or being within a specified distance from a targeted employee's home or other applicable location. It also prevents the individual from contacting the targeted employee.

Individuals that violate a TRO can be arrested and face criminal prosecution.

The law concerning TROs has been expanded to include workplace misconduct, involving harassment. The law defines this as "a knowing and willful course of conduct directed at a specific person that seriously alarms, annoys or harasses the person, and that serves no legitimate purpose. The course of conduct must be that which would cause a reasonable person to suffer substantial emotional distress and must actually cause substantial emotional distress".

In order for the University to file a TRO for workplace misconduct, the University needs to show:

- That an employee has suffered harassment by the respondent.
- That great or irreparable harm would result to an employee.
- That the course of conduct at issue served no legitimate purpose.

- That the issuance of the order is not prohibited by speech or other activities that are constitutionally protected, or protected by other laws.

The University will endeavor to obtain a TRO as applicable to ensure the safety of our employees.

Animal Attack: While an animal attack on the University Campus may seem extremely rare, due to the nature of our campus being open, there is a potential for an animal to enter our facility. Typical animals may be skunks, raccoons, coyotes, stray dogs/cats and bats. While an animal that enters our campus and facilities may have no intent to harm an employee, if cornered, they may scratch or bite out of fear. Wild animals as well as un-cared for domestic animals may also be infected with a disease such as rabies or distemper.

If an animal enters the campus or a facility, employees should do the following:

- Do not attempt to catch the animal. Even if not a wild animal, a dog or cat may be scared due to the surroundings.
- Do not get too near the animal, but at least the supervisor should watch the animal to see if it leaves the facility.
- Open doors to the outside. This will provide the animal with an escape route.
- If a bat is on the ground, do not touch or move the animal.
- If the animal does not leave, contact Animal Control or local law enforcement, 911.

If an animal scratches or bites an employee, the following actions should be taken:

- If the wound is bleeding, apply pressure with a clean bandage.
- If minor, wash the wound with soap and water, under pressure, for at least 5 minutes.
- Dry the wound and cover with a sterile dressing.
- Contact a healthcare provider for guidance on reporting the attack and to determine whether additional treatments are necessary.

Any bite or scratch from a domestic or wild animal must be reported to Orange County Rabies Control Desk, 714-796-6421.

Workplace Violence Hazard Identification and Evaluation

The following policies and procedures are established and conducted by Chapman University 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 using:
    - Daily or weekly review of all submitted and reported concerns.
    - Online form for reporting workplace violence hazards
    - Voicemail/email/text messages

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 will be conducted annually or more frequently, if necessary.

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:

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 safety glass window and cameras.
- 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.
- 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.
- Employees' skill in safely handling threatening or hostile service recipients (example: security guards).
- 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.
- 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 based on the severity of the threat posed. Chapman University 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 necessary to correct the hazardous condition will be provided with the necessary protection.
- The plan administrator will initiate the formal process of remediation and future prevention and assign the case to the appropriate department or investigator.
- The formal process will include a systematic approach to identify, evaluate, investigate and remediate the incident.
- All corrective actions taken will be documented and dated on the *Workplace Violence Incident Report Form.*
- Corrective measures for workplace violence hazards will be specific to a given work area.

Procedures for Post Incident Response and Investigation

After a workplace incident, the WVPP administrator or their designee will implement the following post-incident procedures:

- 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 existing 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.
- Determine the cause of the incident.
- Take corrective action to prevent similar incidents from occurring.
- Record the findings and ensure corrective actions are taken.
- Obtain any reports completed by law enforcement.
- The violent incident log will be used for every workplace violence incident and will include information, such as:
    - The date, time, and location of the incident.
    - The workplace violence type or types involved in the incident.
    - A detailed description of the incident.
    - A classification of who committed the violence, including whether the perpetrator was a client or customer, family or friend of a client or customer, stranger with criminal intent, coworker, supervisor or manager, partner or spouse, parent or relative, student or another perpetrator.
    - A classification of circumstances at the time of the incident, including, but not limited to, whether the employee was completing usual job duties, working in poorly lit areas, rushed, working during a low staffing level, isolated or alone, unable to get help or assistance, working in a community setting, or working in an unfamiliar or new location.
    - A classification of where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area.
    - 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 object.
        - Threat of physical force or threat of the use of a weapon or other object.
        - 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 as a result of the incident.
  - Information about the person completing the log, including their name, job title, and the date completed.

- Reviewing all previous incidents.
- Support and resources, such as counseling services, are provided to affected employees.

Ensure that **no personal identifying information is recorded** or documented in the written investigation report. 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.

Training and Instruction

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.

Chapman University will provide its employees with training and instruction on the definitions found on page 3 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 Chapman University 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 Chapman University has for interactive questions and answers with a person knowledgeable about the WVP 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.

Employee Access to the Written WVPP

Chapman University 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.

- 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 University server or website, which allows an employee to review, print, and email the current version of the written WVPP.

Recordkeeping

Chapman University will do the following to ensure adequate and compliant recordkeeping of any workplace violence incident

- 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 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.

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 hazard identification, evaluation, and correction.
- Training records.
- Violent incident logs.

Review and Revision of the WVPP

The Chapman University WVPP will be reviewed for effectiveness:

- At least annually.
- When a deficiency is observed or becomes apparent.
- Following 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 Chapman University'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.

Employer Reporting Responsibilities

As required by California Code of Regulations (CCR), Title 8, Section 342(a). Reporting Work-Connected Fatalities and Serious Injuries, Chapman University 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, Dr. Albert Vasquez, Vice President of Enterprise Risk and Safety of Chapman University, 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."

Name and Signature	Title and Date

Violent Incident Report Instructions

This log must be used for every workplace violence incident that occurs in our workplace. At a minimum, it will include the information required by LC section 6401.9(d).

Instructions

The information that is recorded will be based on:

- Information provided by the employees who experienced the incident of violence.
- Witness statements.
- All other investigative findings.

All information that personally identifies the individual(s) involved will be omitted from this log, such as:

- Names
- Addresses – physical and electronic
- Telephone numbers
- Social security number

Workplace Violence Type. It's important to understand that "Workplace Violence Type" and "Type of Incident" have separate requirements. ***For this part of the log, "Type of Incident" specifically refers to the nature or characteristics of the incident being logged.*** It does not refer to the type of workplace violence.

- 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 object.
- Threat of physical force or threat of the use of a weapon or other object.
- Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.
- Animal attack.

Summary of Incident. Provide a detailed description of the incident and any additional information on the violence incident type and what it included. Continue on a separate sheet of paper if necessary.

Workplace violence committed by a perpetrator: For confidentiality purposes, should only include the classification of who committed the violence, including whether the perpetrator was a client or customer, family or friend of a client or customer, stranger with criminal intent, coworker, supervisor or manager, partner or spouse, parent or relative, or another perpetrator.

Circumstances at the time of the incident: Write/type what was happening at the time of the incident, including, but not limited to, whether the employee was completing usual job duties, working in poorly lit areas, rushed, working during a low staffing level, isolated or alone, unable to get help or assistance, working in a community setting, or working in an unfamiliar or new location.

Consequences of the incident: Includes but is not limited to whether security or law enforcement was contacted and their response and actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident.

Workplace Violence Incident Report Form

Date of Incident _____ Time of Incident _____

Location of Incident _____

Detailed description of incident:

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

Workplace Violence Classification

Who committed the offense?

☐ Client or Customer
☐ Family or Friend of Client or Customer
☐ Stranger with Criminal Intent
☐ Coworker
☐ Supervisor/Manager
☐ Partner or Spouse
☐ Parent or Relative
☐ Other Perpetrator: _____

What were the circumstances at the time of the incident?

Was the victim performing normal job duties? ☐Yes ☐No
Did the incident happen in a poorly lit area? ☐Yes ☐No
Did the incident happen during low staffing? ☐Yes ☐No
Was the victim isolated or alone? ☐Yes ☐No
Was the victim unable to get help or assistance? ☐Yes ☐No

Was the victim working in community setting? ☐Yes ☐No
Was the victim working in a new or unfamiliar location? ☐Yes ☐No
Other circumstance: _____

Where did the incident occur?

☐ In the victim's normal workplace.
☐ In the parking lot or other area outside the workplace.
☐ Other _____

Did the incident involve 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 object.
☐ Threat of physical force or threat of the use of a weapon or other object.
☐ Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.
☐ Animal attack.
☐ Other _____

Was security or law enforcement contacted? ☐Yes ☐No
☐ Response _____

What actions have been taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident?

Completed By _____ Title _____ Date Completed _____

Workplace Violence Prevention Program Assessment

Use this checklist as part of a regular safety and security inspection or audit of the workplace. Input should be solicited from employees and supervisors. If a question does not apply to the workplace, then write "N/A" (not applicable) in the Notes / Proposed Corrective Action column.

If "NO" is selected, include proposed corrective actions. Once the survey is completed the WPV Prevention Committee will meet to determine the feasibility, implementation, and timeline of the proposed corrective actions.

YES	NO	Staffing	Notes / Proposed Corrective Action
		Is there someone responsible for building security? If yes, who is it?	
		Are employees told who is responsible for security?	
		Is adequate and trained staffing available to protect employees against assaults or other violence?	
		Is there a "buddy system" for employees who work in potentially dangerous situations?	
		Are there trained security personnel accessible to employees in a timely manner?	
		Do security personnel have sufficient authority and training to take necessary action to ensure employee and visitor safety?	
		Are security personnel provided inside and outside the building in strategic areas?	
		Do security personnel conduct documented rounds of the facility.	
		Are security escorts available to walk employees to and from the parking lot at night?	
		Are employees prohibited from bringing weapons into the workplace?	

YES	NO	Training	Notes / Proposed Corrective Action
		Are employees trained in the emergency response plan (i.e. escape routes, notifying the proper authorities)?	
		Are employees trained to report violent incidents or threats?	
		Are employees trained in how to handle difficult clients or visitors (i.e. de-escalation)?	
		Are employees trained in personal safety and self-defense?	

YES	NO	Facility Design	Notes / Proposed Corrective Action

		Are there enough exits and adequate routes of escape? Are exits and exit routes free from obstructions?	
		Can exterior doors be opened only from the inside to prevent unauthorized entry?	
		Is indoor lighting adequate to see clearly?	
		Are there employee-only work areas that are physically separate from public areas?	
		Is access to work areas only through designated areas (i.e. reception area or employee entrance)?	
		Are reception and work areas designed to prevent unauthorized entry (i.e. employees key cards)?	
		Can employees observe clients or visitors in waiting areas?	
		Are waiting and work areas free of objects that could be used as weapons?	
		Are chairs and furniture customer waiting areas secured to prevent use as weapons?	
		Is a secure place available for employees to store their personal belongings?	
		Are private, locked restrooms available for staff?	

YES	NO	**Security Measures -** Does the workplace have?	Notes / Proposed Corrective Action
		Physical barriers (Plexiglas partitions, elevated counters to prevent people from jumping over them, bullet resistant customer windows, etc.)?	
		Security cameras or closed-circuit TV in high-risk areas?	
		Panic buttons - (portable or fixed)?	
		Alarm systems?	
		Metal detectors?	
		Door locks?	
		Internal phone system to activate emergency assistance?	
		Phones with an outside line able to call 911?	
		Security mirrors (convex mirrors)?	
		Secured entry (buzzers, key cards/fobs)?	
		Personal alarm devices?	
Yes	**No**	**Outside the Facility**	**Notes / Proposed Corrective Action**
		Do employees feel safe walking to and from the workplace?	
		Are the entrances to the building clearly visible from the street?	

		Is the area surrounding the building and parking lot free of overgrown vegetation or other potential hiding places?	
		Is all outside furniture, such as chairs, tables and benches, secured so as not to be able to be used to breach the doors/windows or used as weapons against employees?	
		Is video surveillance provided outside the building? Is video surveillance monitored when employees are present?	
		Is lighting in the parking lot, sidewalks and walkways adequate?	
		Are all exterior walkways visible to security personnel?	
		Is there a nearby parking lot reserved for employees only?	
		Have neighboring facilities and businesses experienced violence or crime?	

YES	NO	Workplace Procedures	Notes / Proposed Corrective Action
		Is public access to the building controlled?	
		Are floor plans posted in employee common areas showing building entrances, exit routes, shelter-in-place locations, and location of security personnel?	
		Is emergency contact information posted in employee common areas?	
		Are special security measures taken to protect people who work late at night (escorts, locked entrances, etc.)?	
		Are visitors or clients escorted at all times?	
		Are authorized visitors to the building required to wear sign in and wear ID badges?	
		Are identification tags required for staff (omitting personal information such as the person's last name and social security number)?	
		Is there an established liaison with local police?	
		Are waiting times for client services communicated to prevent frustration?	
		Are broken windows and locks repaired promptly?	
		Are security devices (locks, cameras, alarms, etc.) inspected on a regular basis and repaired promptly when necessary?	

YES	NO	Field Work - Staffing	Notes / Proposed Corrective Action
		Is there adequate staffing in the field to ensure employee safety?	
		Are escorts or "buddies" provided for people who work in potentially dangerous areas/situations?	
		Is assistance provided to employees in the field in a timely manner when requested?	
YES	**NO**	**Field Work - Training**	**Notes / Proposed Corrective Action**
		Are employees briefed about the area in which they will be working (gang colors, neighborhood culture, language, drug activity, etc.)?	
		Are employees trained on site-specific emergency response procedures?	
		Are people who work in the field late at night or early mornings advised about special precautions to take?	
YES	**NO**	**Field Work – Work Environment**	**Notes / Proposed Corrective Action**
		Is there enough lighting provided for field employees?	
		Are there safe places for employees to eat, use the restroom, store valuables, etc.?	
		Are there places where employees can go for protection in an emergency?	
		Is safe parking readily available for employees in the field?	
YES	**NO**	**Field Work – Security Measures**	**Notes / Proposed Corrective Action**
		Are employees provided with communication devices such as two-way radios or cellular phones?	
		Are employees provided with personal alarm devices or portable panic buttons?	
		Are vehicle door and window locks controlled by the driver?	
		Are vehicles equipped with physical barriers when appropriate (i.e. Plexiglas partitions, etc.)?	
YES	**NO**	**Field Work – Work Procedures**	**Notes / Proposed Corrective Action**
		Are employees provided with maps and directions for the areas where they will be working?	
		Are employees given alternative routes to use in neighborhoods with a high crime rate?	
		Does a policy exist to allow employees to refuse service to clients or customers (in the home, etc.) in a hazardous situation?	

		Do employees avoid carrying unnecessary items that someone could use as a weapon against them?	
		Does the employer provide a safe vehicle or other transportation for use in the field?	
		Are vehicles used in the field routinely inspected and kept in good working order?	
		Is there someone who always knows where each employee is working?	
		Are nametags required for employees in the field (omitting personal information such as last name and social security number)?	
YES	**NO**	**Field Work – Are special precautions taken when employees:**	**Notes / Proposed Corrective Action**
		Perform "enforcement" functions (i.e. parking control officers, security, inspectors, etc.)?	
		Have to take something away from people (i.e. remove children from the home)?	
		Have contact with people who behave violently?	
		Use vehicles or wear clothing marked with the name of an organization that the public may strongly dislike?	
		Perform duties inside people's homes?	

Assessment Completed By _____ Date _____

Department _____ Phone Number _____