Workplace Violence Prevention Plan (WVPP)

Date of Last Review
June 2024

Date of Last Update
June 2024
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# Record of Revisions

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<th>By</th>
<th>Date</th>
<th>Description of Revisions</th>
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<tr>
<td>Creation</td>
<td>CSE</td>
<td>6/26/24</td>
<td>Initial Release</td>
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Introduction
Chico State Enterprises (CSE) aims to provide a working environment that minimizes the potential for workplace violence and other safety/security risks. Violence in the workplace poses a significant threat to the safety and wellbeing of employees and the general public. It is the responsibility of all employees to help minimize workplace violence. This Workplace Violence Prevention Plan (WVPP) establishes procedures to minimize the threat of violence in the workplace and provides guidelines for responding promptly and effectively to workplace violence.

Note: While teleworking from a location of the employee’s choice, not under the control of the

Purpose
The purpose of this plan is to:

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

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

A “threat of violence” means any verbal or written statement, including, but not limited to, texts, electronic messages, social media messages, or other online posts, or any behavior or physical conduct that conveys an intent, or that is reasonably perceived to convey an intent to cause physical harm or to place someone in fear of physical harm, and that serves no legitimate purpose.

There are four common types of workplace violence:
• **Type 1 Violence:** Workplace violence committed by a person who has no legitimate business at the worksite, including violent acts by anyone who enters the workplace or approaches workers with the intent to commit a crime.

• **Type 2 Violence:** Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.

• **Type 3 Violence:** Workplace violence against an employee by a present or former employee, supervisor, or manager.

• **Type 4 Violence:** Workplace violence committed in the workplace by a person who does not work there but has or is known to have had a personal relationship with an employee.

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

**Roles and Responsibilities**

CSE Human Resources (HR) has the authority and responsibility for implementing and maintaining the provisions of this WVPP program for CSE.

**Employee Involvement**

CSE welcomes active involvement of employees along with authorized employee representatives in the development and implementation of the plan.

Without fear of retaliation, employees can submit suggestions for the current and future updates to the WVPP or suggestions for different implementation practices. Employee input is provided via the WVPP input form. Suggestions will be considered during periodic reviews of the WVPP.

**Employee Compliance**

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

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

• Inform employees of the provisions of this plan.

• Educate employees about what does (and doesn’t) constitute workplace violence, as well as the workplace hazards that are relevant to their specific role.

• Establish accessible channels for employees to report workplace hazards and violence, including anonymously.

• Provide training to all employees when the plan is created, and as new hazards are identified.

• Conduct post-incident investigations and implement corrective measures.

• Discipline employees that fail to comply with the WVPP.
Reporting Workplace Violence

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

1. Anyone who believes they or anyone else is in immediate danger should move to a safe location and dial 911.

2. Report workplace violence or threats of workplace violence to your supervisor or CSE Human Resources at csehr@csuchico.edu / 530-898-3536.

3. When safe to do so, document as many details of the incident as possible in a secure location to assist with the post-incident investigation.

4. If not done in step 2, inform CSE Human Resources.

5. Use the Chico State Anonymous Tip Reporting form found at https://www.csuchico.edu/up/report.shtml

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

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

Responding to Workplace Violence

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

Communications Regarding Workplace Violence

Managers and supervisors are responsible for communicating with all employees about workplace violence in a form readily understandable by all employees, such as those activities described below. All employees are encouraged to inform their manager or supervisor about workplace hazards and may do so without fear of reprisal.

Our communication efforts include the following:

- New employee orientation, including a discussion of workplace hazards and reporting channels.
- Providing to all employees mandatory training on preventing workplace violence
- Regularly scheduled training.
Training
All employees, including managers and supervisors, are required to have training and instruction on this plan, including:

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

Any such training will be interactive. CSE will also provide an opportunity for questions and answers with the persons responsible for maintaining this plan.

Training and instruction about this plan are provided:

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

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

Identification and Evaluation of Workplace Violence Hazards
CSE will proactively identify and evaluate workplace violence hazards to help ensure the

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

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

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

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

Emergency Response
CSE has implemented the following emergency response procedures for dealing with active or threatened workplace violence emergencies:

• CSE will coordinate with the University Police Department to alert employees via the Chico State Alerts system about the presence, location, and nature of workplace violence emergencies.
• Chico State provides general guidelines for sheltering in place and evacuations for all campus locations, including CSE facilities. Additionally, CSE has created Department Emergency Plans and additional, supplemental documents to further aid employees in knowing how to respond to workplace violence emergencies.
• If employees are unfamiliar with the information mentioned above, they should check with their manager or supervisor, or CSE HR at csehr@csuchico.edu / 530-898-3536.

Post-Incident Response and Investigations
Any workplace violence incident must be thoroughly investigated. Procedures for investigations shall include:

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

Violent Incident Log
The log must include the following information:

• Date/time/location of the incident.
• The workplace violence type or types involved in the incident.
• A detailed description of the incident.
• Classification of the perpetrator (e.g., client, customer, friend, coworker, etc.).
• Classification of circumstances at the time of incident (e.g., working regular job duties, rushed, working during low staffing, isolated/alone, working in unfamiliar or new location, poorly lit area, etc.).
• Classification of the location where the incident occurred.
• Whether security or law enforcement was contacted.
The log does not include any personal identifying information sufficient to allow the identification of any person involved in a violent incident.

Recordkeeping
CSE is required to:

- Create and maintain records of workplace violence hazard identification, evaluation, and correction, for a minimum of five (5) years.
- Create and maintain training records for a minimum of one (1) year and include the following:
  - Training dates.
  - Contents or a summary of the training sessions.
  - Names and qualifications of persons conducting the training.
  - Names and job titles of all persons attending the training sessions.
- Maintain a violent incident log for each workplace violence incident and must maintain such records for at least five (5) years.
- Maintain records of workplace violence incident investigations for a minimum of five (5) years.
  - The records shall not contain medical information per subdivision (j) of section 56.05 of the Civil Code.

Employee Access to WVPP
A copy of the CSE WVPP shall be kept in writing and made available and easily accessible to employees, authorized employee representatives, and representatives of Cal-OSHA at all times. This will be accomplished by publishing the latest version of the Plan document on the CSE website which allows an employee to review and print. A paper version may also be requested by contacting CSE Human Resources [csehr@csuchico.edu] / 530-898-3536. A paper copy of the WVPP will be provided within five (5) business days after receiving the request.

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.

Please contact the CSE HR csehr@csuchico.edu / 530-898-3536 for copies of any of these records.

**Plan Review and Update**
This CSE WVPP will be reviewed and updated for effectiveness:

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

Review of the WVPP will include:
• Incident investigations and the violent incident log.
• Control measures in place and the effectiveness of those controls.
Appendix A: WVPP Acknowledgement of Receipt and Review

Workplace Violence Prevention Plan (WVPP)
Acknowledgment of Receipt and Review

I, ______________________, acknowledge that I received and read the CSE Workplace Violence Prevention Plan, and understand that it is my responsibility to comply with its terms, as well as any future updates or revisions to the plan. If I have any questions about this plan, I will contact my manager, supervisor or CSE HR at csehr@csuchico.edu / 530-898-3536.

________________________________
Signature

________________________________
Printed Name

________________________________
Date
### Appendix B: Violent Incident Log

**Violent Incident Log**

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>LOCATION</th>
<th>DETAILED DESCRIPTION OF THE INCIDENT</th>
<th>WORKPLACE</th>
<th>WHERE INCIDENT</th>
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<tbody>
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<td>1  2  3  4</td>
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#### CLASSIFICATION
- □ Client
- □ Customer
- □ Family of client
- □ Friend of client
- □ Family of customer
- □ Friend of customer
- □ Stranger

#### CLASSIFICATION OF PERPETRATOR:
- □ Client
- □ Customer
- □ Family of client
- □ Friend of client
- □ Family of customer
- □ Friend of customer
- □ Stranger

#### CLASSIFICATION OF CIRCUMSTANCESAT TIME OF INCIDENT:
- □ Performing usual job duties
- □ Poorly lit areas
- □ Rushed
- □ Isolated/alone
- □ Unable to get help/assistance.
- □ Working in unfamiliar/new loc.
- □ Rushed
- □ Low staffing level
- □ Working in community setting
- □ Other: __________________

#### TYPE OF INCIDENT:
- □ Physical attack without a weapon
- □ Attack with a weapon or object
- □ Animal attack
- □ Threat of physical force or threat of the use of a weapon or other object
- □ Sexual assault or threat (including rape, attempted rape, physical display, or unwanted verbal or physical sexual contact)
- □ Other

#### CONSEQUENCES
- Was security contacted? □ Yes □ No
- RESPONSE:

- Was law enforcement contacted? □ Yes □ No
- RESPONSE:

- Action taken to protect employees from a

#### COMPLETED BY:
- JOB TITLE:
- DATE