Workplace Violence Prevention Program
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## Record of Revisions

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Section 1.0 Purpose

- Vital to achieving the mission and goals of California State University, Chico (University) is an unwavering commitment to providing its faculty, staff, students and visitors a safe, respectful and inclusive environment in which to learn, study, and work. Working together will help prevent workplace violence and promote the well-being of all members of the University community.

- Workplace violence incidents severely impact not only the safety of campus community members, but also the open dialogue and free exchange of ideas intrinsic to higher education. Therefore, the University has established a policy of zero tolerance for violence against members of the University community.

- This Workplace Violence Prevention Program (WVPP) addresses and provides corrective measures associated with the workplace violence hazards unique to the work areas and operations of the University. Members of the University community are encouraged to immediately report workplace violence incidents, each of which will be taken seriously and investigated.

Section 2.0 Authority

California Labor Code Sections 6401.7 and 6401.9.

Section 3.0 Scope

The WVPP applies to all members of the University community – including faculty, staff, students, volunteers, contractors, vendors, guests and visitors – when engaged in University academic, business, or co-curricular programs and activities, whether on or off-campus. University auxiliary organizations are responsible for applying similar practices to their respective programs and activities.

Section 4.0 Definitions

If there is a conflict between a definition in the WVPP and a definition in Labor Code 6401.9, the definition in Labor Code 6401.9 prevails.

**Emergency:** Unanticipated circumstances that can be life threatening or pose a risk of significant injuries/harm to an individual.

**Engineering Controls:** An aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between an individual and the hazard.

**Log:** The Violent Incident Log required by Labor Code Section 6401.9.

**Threat of Violence:** Any verbal or written statement, including, but not limited to, texts, electronic messages, social media messages or other online posts, or any behavioral or physical conduct, that conveys an intent, or that is reasonably perceived to convey an intent, to cause physical harm or to place someone in fear of physical harm, and that serves no legitimate purpose.
Workplace Violence: Any act of violence or threat of violence that occurs in a place of employment. This includes animal attacks. This term includes, but is not limited to, the circumstances below.

- The threat or use of physical force against an individual that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether an individual 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 an individual 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 individuals with the intent to commit a crime. Individuals at the University who (a) have face-to-face contact and exchange money with the public, (b) work late at night and/or into the early morning hours, and/or (c) often work alone or in very small numbers are at greatest risk of confronting a Type 1 event.
  - **Type 2 Violence**: Workplace violence directed at employees by students or visitors. Type II events primarily involve threats, intimidation, or assaults on law enforcement and public safety personnel, health care and student service providers, faculty, sales personnel, and other University employees who provide professional, public safety, administrative, or business services to the public. Unlike Type 1 events, which often represent irregular occurrences in the life of any particular at-risk University office, department, or employee, Type 2 events may occur on a daily basis in many campus service areas, and, therefore, represent a more pervasive risk for campus personnel.
  - **Type 3 Violence**: Workplace violence against an employee by a present or former employee, supervisor, or manager. Usually this involves an assault by a current or former employee, supervisor, or manager; by a current or former spouse or romantic partner; a relative or friend; or some other person who has a dispute involving an employee. A Type 3 event is not associated with a specific type of campus workplace or occupation. Any campus workplace can be at risk for a Type 3 event.
  - **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 individual who works or is enrolled at the University. Like Type 3 violence, any campus workplace is at risk for this type of event.
- The term “workplace violence” does not include lawful acts of self-defense or defense of others.
Section 5.0  Workplace Violence Incidents

5.1 Reporting Acts or Threats of Violence

Members of the University community who witness or perceive an act of violence or a threat of violence on campus may report that incident of workplace violence using one or more of the following means.

- Call 9-1-1 (when safe to do so).
- Report the act or threat to their supervisor, appropriate administrator, or faculty instructor.
- Report the act or threat directly to University Police (UP).
  - in person, or
  - call the non-emergency line at 530-898-5555.
- Use the University's Workplace Violence Incident Report; available on Campus Safety web page at https://www.csuchico.edu/campus-safety/.
- Use the University’s Anonymous Tip Reporting form found at https://www.csuchico.edu/up/report.shtml.
- Use Emergency Blue Phones.
  - Appendix A is a map of the locations of Blue Phones on campus.

5.2 Retaliation for Reporting an Incident

The WVPP strictly prohibits any retaliation for reporting an instance of workplace violence. Any member of the University community who retaliates against someone for reporting an incident is subject to discipline, including and up to non-retention, expulsion, and/or removal from campus.

5.3 Enhance the Likelihood of Reporting

To prepare for a workplace violence incident and enhance the likelihood that a member of the University community will report an incident, the University will take the actions below.

- Ensure that workplace violence prevention policies and procedures are discussed during new employee and student orientations.
- Require employees to complete workplace violence prevention training and encourage all other members of the University community to complete this training.
- Post and distribute workplace violence prevention information via websites and email.
- At the beginning of each semester, communicate to all members of the University community how individuals can report a violent incident, threat, or other workplace violence concern without fear of reprisal or adverse action.

5.4 Emergency Communication

In the event of a workplace violence emergency, the University will communicate through the following means in a manner readily understandable by all members of the University community.

- Send alerts to members of the University community via Chico State Alerts emergency notification system if immediate action is required.
- Send messages through the Timely Warning Notification process if no immediate action is required but a Timely Warning is required or warranted.
When information is available and appropriate, these alerts will:

- provide the presence, location, and nature of the workplace violence emergency;
- note evacuation or sheltering plans appropriate for the situation; and
- inform recipients how to obtain assistance from UP or other law enforcement agencies.

5.5 Violent Incident Log

The UP is primarily responsible for maintaining the **Violent Incident Log** (Log), which will be used to record every workplace violence incident. The Log will include the information below.

- Date, time, and location of the incident.
- Workplace violence type or types involved in the incident.
- Detailed description of the incident.
- 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 other perpetrator.
- 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.
- Classification of where the incident occurred, such as in the workplace, parking lot, other area outside the workplace, or other area.
- 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, or
  - other.
- Consequences of the incident, including, but not limited to:
  - whether UP was contacted and their response; or
  - 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.
5.7 Post-Incident Response and Investigation
After a workplace violence incident, the Chief of UP, in conjunction with other appropriate administrators, 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 outside law enforcement.
- Review all previous incidents.
- 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.

Section 6.0 Workplace Violence Prevention and Mitigation

6.1 Campus Violence Consultation Team
The Campus Violence Consultation Team (CVCT) provides collaborative oversight and support to the University in the identification, assessment, and management of threats and/or threatening behavior that may lead to acts of targeted violence against the campus and community. The CVCT will review the frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of the University.

The CVCT’s core members include representatives from the President’s Office, Human Resources, Faculty Affairs and Success, UP, and the WellCat Counseling Center. University Counsel will be called upon as needed. The CVCT is coordinated and chaired by the President’s designee. Members are three (3) of the following:

- Chief of UP (or designee)
- Director of Faculty Affairs Labor Relations
- Director of Labor Relations (Staff)
- Director for WellCat Counseling Center
- Chief of Staff and Executive Assistant to the President
- Student Judicial Affairs Representative (if student related)
- Office of Student Rights and Responsibilities representative (if student related)
6.2 Training

The University will provide training to members of the University community:

- when the WVPP is first established;
- annually; and
- whenever a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the plan. This additional training may be limited to addressing the new workplace violence hazard or changes to the plan.

The training will review the definitions set forth in Section 4 and the requirements listed below.

- How to obtain a copy of the WVPP and participate in development and implementation of the WVPP.
- How to report workplace violence incidents or concerns to the University or law enforcement without fear of reprisal.
- The warning signs of potential workplace violence.
- Workplace violence hazards specific to employees’ jobs based on the type of workplace and mitigation measures to prevent physical harm.
- The Log and how to obtain copies of records pertaining to hazard identification, evaluation and correction, training records, and violent incidents.
- 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; and
  - how to recognize alerts, alarms, or other warnings about emergency conditions and how to use identified escape routes or locations for sheltering.
- Post-event trauma counseling for employees desiring such assistance.
- Contact information for persons knowledgeable about the WVPP.

6.3 Workplace Violence Physical Hazard Identification and Evaluation

- The UP will oversee the identification of workplace violence physical hazards, with support from the department of Environmental, Health, and Safety (EHS).
- Members of the University community may report workplace violence hazards or concerns using the following means:
  - Reporting to UP;
  - Use the University’s Workplace Violence Incident Report; available on Campus Safety web page at https://www.csuchico.edu/campus-safety/.
  - Use the University’s Anonymous Tip Reporting form found at https://www.csuchico.edu/up/report.shtml.
- EHS administrators and staff will review and document outcomes of all such reports.
- EHS will coordinate and conduct semi-annual campus walks with the purpose of identifying and documenting unsafe physical conditions, including those that may make a crime more likely to occur. As part of the inspection, areas reviewed and administrators and staff who conducted the review will be documented.
• EHS administrators and staff will also review and assess new or previously unrecognized hazards.

• UP will be responsible for reviewing the following:
  – The need for violence surveillance measures, such as mirrors and cameras.
  – Procedures for employee response during a robbery or other 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.
  – Inspections after any workplace violence incident, which may include:
    ‣ adequacy of workplace security systems, such as door locks, entry codes or badge readers, security windows, physical barriers, and restraint systems; or
    ‣ 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 availability of employee escape routes.
  – Access to and freedom of movement within the workplace by non-employees, including recently discharged employees or persons with whom 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.

6.4 Workplace Violence Physical Hazard Correction
The UP, in coordination with EHS, and Facilities Management and Services (FMS), will direct the evaluation and timely correction of identified workplace violence physical hazards.

• All corrective actions taken will be documented, dated, and recorded.

• Corrective measures for workplace violence hazards will be specific to a given work area, for example:
  – Improve lighting around and at the workplace.
  – Install and 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.
  – Provide workplace violence systems, such as door locks, violence windows, physical barriers, emergency alarms, and restraint systems.
  – Post emergency telephone numbers for law enforcement, fire, and medical services.
  – Install effective systems to warn others of a violent danger or to summon assistance, e.g., alarms or panic buttons.
Section 7.0 Responsibilities

The following administrative positions have the authority and responsibility for implementing all or specific portions of the WVPP.

7.1 Vice President for Business & Finance/Chief Financial Officer
The Vice President for Business & Finance/Chief Financial Officer is responsible for implementation and overall coordination of the University's WVPP, which includes assessing the effectiveness of the WVPP as well as its compliance with all applicable federal, state, and California State University (CSU) laws and regulations.

7.2 Chief of UP
The primary responsibility of the Chief is to implement measures to ensure the University is prepared to respond to, investigate, and potentially mitigate workplace violence incidents. Other responsibilities include:

- Develop procedures on how workplace violence investigations will be conducted, recorded, and the results thereof widely disseminated.
- Receive and investigate all reports of acts or threats of violence.
- Record reports of acts or threats of violence in the Log and maintain the Log.
- Issue timely notices of workplace violence of emergencies, including instructions for how members of the University community should respond to such emergencies.
- Participate on the CVCT.
- Maintain records of workplace violence inspections and training.
- Conduct all required assessments, which include:
  - when the WVPP is initially implemented;
  - after an act of workplace violence; and
  - when a new hazard becomes known.

7.3 Director of EHS
The Director of EHS has primary responsibility for ensuring that all training associated with the WVPP meets all applicable federal, state, and CSU laws and regulations. Other responsibilities include:

- Ensure opportunities exist for the active engagement of members of the University community in:
  - development and ongoing review of the WVPP; and
  - development and functionality of reporting mechanisms.
- Assist as appropriate in University efforts regarding post-incident response and review.
- Coordinate all required Program reviews, which include:
  - annually;
  - after a workplace violence incident; and
  - when a new hazard becomes known.
7.4 Labor and Employee Relations
Human Resources (HR) and Faculty Affairs and Success (FAAF), has primary responsibility for ensuring the WVPP and processes associated with it are communicated with the appropriate labor relations entities. In addition, they will:

- Maintain records of concerns related to the administrative procedures related to compliance with collective bargaining agreements and labor code as they relate to workplace violence concerns and reviews.
- When applicable, as determined by the Chief of UP, investigate reported acts or threats of violence.
- Develop procedures to prevent retaliation of those who submitted reports.

7.5 Director of Emergency Management
The Director of Emergency Management has primary responsibility for developing and implementing procedures on how to support the response to violent emergencies, including evacuation and/or sheltering in place plans. Other duties include assisting the Director of Clery & Compliance Training in issuing emergency warnings related to workplace violence incidents.

7.6 Director, Contracts & Procurement
Procurement & Contract Services has primary responsibility for coordinating the implementation of the WVPP with other employers who have employees on the campus of the University.

7.7 Director of Clery & Compliance Training
The Director of Clery & Compliance Training has primary responsibility for coordinating the issuance of emergency notifications related to workplace violence incidents, which include evacuation and/or sheltering in place instructions. Other duties include responding to requests for associated workplace violence records, except for incident investigations, within required timeframes.

7.8 Director of Benefits, Leaves & Workers Compensation
The Director of Benefits, Leaves & Workers Compensation has primary responsibility for maintaining the University's Cal/OSHA employee injury log (OSHA 300 log). Other duties include:

- Ensure reporting of serious injury or fatality per Title 8 CCR Sections 330(a) and 342.
- Ensure that support and resources, such as counseling services, are provided to affected employees and students.

7.9 CVCT
The primary responsibility of the CVCT, once the WVPP has been developed and implemented, is to participate in the annual and other reviews/audits of the following:

- WVPP
- workplace violence incidents
- hazard detection procedures
- hazard notification procedures
- timely notices
7.10 Management Plan Personnel (MPP)

All MPPs and appropriate administrators have primary responsibility for implementing and maintaining the WVPP in their administrative areas, ensuring that all employees have access to training and written materials concerning University safety policies; procedures and practices; assault prevention; and guidelines for resolving violent confrontation. Additional responsibilities include:

- informing UP of all threats or acts of violence, even if the situation has been resolved;
- encouraging faculty and staff to participate in campus workplace violence training seminars;
- regularly discussing issues related to workplace security with all personnel; and
- training and/or counseling faculty and staff whose performance is deficient in complying with work practices designed to increase workplace security.

7.11 Members of the University Community

All members of the University community are responsible for using safe work practices, following all University directives, policies, and procedures concerning campus security, and assisting in maintaining a safe and secure work and learning environment. All are strongly encouraged to review and become familiar with materials concerning campus security and participate in campus workplace violence training. To encourage faculty, administrators, and staff to comply with work practices designed to make the workplace more secure and to not engage in threats or physical actions that create a workplace violence hazard for others on campus, the University will:

- communicate and provide training concerning the WVPP;
- provide training and/or counseling to members of the community whose performance is deficient in complying with work practices designed to enhance workplace security; and
- provide corrective action for workers for failure to comply with workplace violence practices in accordance with applicable Collective Bargaining Agreements (CBA).

Section 8.0 General Provisions

8.1 Employee and Student Involvement

The University will take the following measures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the WVPP:

- Ensure employees and authorized employee representatives have opportunities to participate in:
  - identifying, evaluating, and determining corrective measures to prevent workplace violence;
  - designing training (Systemwide level); and
  - reporting workplace violence incidents.
Communicate all policies and procedures within the WVPP to all employees and students.

Require all employees and students to follow the WVPP and assist in maintaining a safe work and learning environment.

Ensure the WVPP addresses hazards and corrective measures for all work areas/operations and learning environments.

### 8.2 Employee and Student Compliance

To ensure that employees and students comply with the WVPP and do not engage in threats or physical actions that create a workplace violence hazard for others in the workplace, the University will:

- train employees and students regarding the elements of the WVPP;
- develop and implement measures to promote compliance with the WVPP;
- retrain employees and students whose safety performance is deficient with the WVPP;
- recognize employees and students who demonstrate safe work practices that promote the WVPP in the workplace; and
- provide corrective action for employees or students for failure to comply with the WVPP in accordance with the applicable CBA.

### 8.3 Access to the Written WVPP and Requested Records

- The WVPP will be in writing and available and easily accessible to members of the University community, authorized employee representatives, and representatives of the State of California’s Division of Occupational Safety and Health (Cal/OSHA), at all times on the University's website under the "Campus Safety" link at the bottom of the University's home page.

- The University will make the following records available to employees, employee representatives, and students, 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.
  - Workplace Violence Incident Log.

Requests should be made to UP.

### 8.4 Recordkeeping

- EHS will create and maintain records of workplace violence hazard identification, evaluation, and correction for a minimum of five years. EHS will also create and maintain training records for a minimum of one year and include the following:
  - training dates;
  - contents or a summary of the training sessions; and
  - names and job titles of all persons attending the training sessions.

- UP will maintain the Log and workplace violence incident investigations for a minimum of five years. These records shall not contain medical information per subdivision (j) of section 56.05 of the Civil Code.
• The University will make 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), to Cal/OSHA upon request for examination and copying.

8.5 WVPP Review
• The CVCT will ensure that the WVPP will be reviewed for effectiveness:
  - at least annually;
  - when a deficiency is observed or becomes apparent; and
  - after a workplace violence incident.
• Review and revision of the WVPP will include review by the Workplace Violence Prevention Plan Working Group, as well as the following:
  - review of incident investigations and the 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; and
  - any necessary revisions are made promptly and communicated to all employees.

Section 9.0 Coordination with other Employers

The University, through the office of Procurement and Contract Services, will communicate the WVPP to other employers on campus to ensure those employers and their employees understand their respective roles as provided in the WVPP, which includes the reporting and investigation of any potential workplace violence incident.

Section 10.0 Accountability

Any faculty, staff, student, or volunteer who engages in an act or threat of violence or who retaliates against another member of the University community for reporting a workplace violence incident or concern is subject to disciplinary action under University policies and/or applicable CBAs up to non-retention or expulsion. If a contractor, vendor, or visitor engages in an act or threat of violence or who retaliates against another member of the University community for reporting a workplace violence incident or concern, may be barred from University-owned or leased property and have their business relationship with the University suspended or terminated.
Appendices
Appendix A: Map of Emergency Blue Light Phones

EMERGENCY BLUE LIGHT PHONES

Find emergency Blue Light Phones at outdoor locations across campus. The phones automatically dial 9-1-1 and ring directly to University Police Department when the button is pushed.

University Police Department
Parking Structure II, Room 101 Corner of W. 2nd & Chestnut Streets
Non-Emergency Phone Number (530) 898-5555 www.csuchico.edu/up/