UC Santa Cruz Workplace Violence Prevention Plan

GENERAL INFORMATION

UC Santa Cruz is committed to promoting and maintaining a safe and secure workplace for its employees. Acts of violence, threats of violence, or physical intimidation will not be tolerated. If such conduct occurs, it should be promptly reported. The University will take appropriate action in response to reports of such conduct.

The UC Santa Cruz Workplace Violence Prevention Plan (WVPP) addresses the hazards associated with the four types of workplace violence as defined by Labor Code (LC) section 6401.9. The Plan describes procedures to reduce workplace violence risks by encouraging reporting, identifying hazards, providing training, fostering communication, involving employees, and ensuring effective incident responses.

Date of Last Review: June 26, 2024

Date of Last Revision(s): June 26, 2024

DEFINITIONS

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

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

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

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

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

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

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

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

- The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury.

- An incident involving a threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury.

The following four workplace violence types:

1. 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.

2. Type 2 violence - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.

3. Type 3 violence - Workplace violence against an employee by a present or former employee, supervisor, or manager.

4. 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 that are used to reduce workplace violence hazards effectively

RESPONSIBILITY

The WVPP administrator, Director, Risk Services, has the authority and responsibility for implementing the provisions of this plan for UC Santa Cruz. If there are multiple persons responsible for the plan, their roles will be clearly described.

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

EMPLOYEE ACTIVE INVOLVEMENT

UC Santa Cruz ensures the following policies and procedures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the plan:

- Management will work with and allow employees and authorized employee representatives to participate in:

- Identifying, evaluating, and determining corrective measures to prevent workplace violence. Management will have regular safety meetings with employees and their representatives to discuss identification of workplace violence related concerns/hazards, evaluate those hazards and/or concerns, and how to correct them. These meetings could involve brainstorming sessions, discussions of recent incidents, and review of safety procedures.

- Designing and implementing training. Employees are encouraged to participate in designing and implementing training programs, and their suggestions are incorporated into the training materials. For example, an employee might suggest a new training scenario based on a recent incident.

- Reporting and investigating workplace violence incidents.

- Management will ensure that all workplace violence policies and procedures within this written plan are clearly communicated and understood by all employees. Managers and supervisors will enforce the rules fairly and uniformly.

- All employees will follow all workplace violence prevention plan directives, policies, and procedures, and assist in maintaining a safe work environment.

- 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.

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 UC Santa Cruz 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.

- Discipline 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.

- Ensure that supervisors and employees can communicate effectively and in the employees' first language.

- Posted or distributed workplace violence prevention information.

- Information about how employees can report a violent incident, threat, or other workplace violence concern to employer or law enforcement without fear of reprisal or adverse action.

- Employees will not be prevented from accessing their mobile or other communication devices to seek emergency assistance, assess the safety of a situation, or communicate with a person to verify their safety. Employees' concerns will be investigated in a timely manner and they will be informed of the results of the investigation and any corrective actions to be taken.

- Updates on the status of investigations and corrective actions are provided to employees through email. These updates could include information about the progress of investigations, the results of investigations, and any corrective actions taken.

- Updates can be conducted during regularly scheduled meetings with other employers in the building (at or near and around the same worksite) to discuss the plan and any updates. these meetings could involve sharing updates to the plan, discussing recent incidents, and coordinating training sessions.

- Sharing training materials and incident reports with other employers to ensure a coordinated response to any incidents. This could involve sending copies of training materials and incident reports to other employers.

COORDINATION WITH OTHER EMPLOYERS

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

- All employees will be trained on workplace violence prevention.

- Workplace violence incidents involving any employee are reported, investigated, and recorded.

- At a multi-employer worksite, the University will ensure that if its employees experience a workplace violence incident that the University will record the information in a violent incident log and shall also provide a copy of that log to the controlling supervisor.

WORKPLACE VIOLENCE INCIDENT REPORTING PROCEDURE

UC Santa Cruz will implement the following effective procedures to ensure that:

- All threats or acts of workplace violence can be reported to UC Santa Cruz Police Department 9-1-1

- If that's not possible, employees will report incidents directly to the WVPP administrator, Director, Risk Services.

- Submit a Workplace Violence Incident Report .

A strict non-retaliation policy is in place, and any instances of retaliation are dealt with swiftly and decisively. Any employee or supervisor who retaliates against a coworker for reporting an incident could be disciplined or terminated.

EMERGENCY RESPONSE PROCEDURES

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

- Effective means to alert employees of the presence, location, and nature of workplace violence emergencies by the campus notification system, CruzAlert. Voice messages will go out ot all telephones, text and voice messages to cell phones, and email to all CruzMail and other registered accounts. Everyone in the UC Santa Cruz community is automatically entrolled to receive Clery Act-related alers through their UCSC email.

- UC Santa Cruz will have evacuation or sheltering plans in their department Emergency Action Plan.

- How to obtain help from staff, security personnel, or law enforcement. For immediate danger or emergencies: 9-1-1. For UCSC PD Non-emergency: 83-459-2231, ext. 1. For the Behavioral Intervention Team (BIT) referral email: bit@ucsc.edu, and then notify the WVPP Administrator at bit@ucsc.edu.

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

  - UC Police Department or Local Law Enforcement

  - Or call 9-1-1

WORKPLACE VIOLENCE HAZARD IDENTIFICATION AND EVALUATION

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

- Review all submitted/reported concerns of potential hazards.

- Daily review of all submitted and reported concerns.

- Online form for reporting workplace violence hazards.

PERIODIC INSPECTIONS

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

Inspections for workplace violence hazards include assessing:

- The exterior and interior of the workplace.

- 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.

- Whether employees have access to a telephone with an outside line.

- Whether employee have effective escape routes from the workplace.

- Whether employees have a designate safe area where they can go to in an emergency.

- Adequacy of workplace security systems, such as door locks, entry codes or badge readers, security windows, physical barriers, and restraint systems.

- Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.

- Employees' skill in safely handling threatening or hostile service recipients.

- Effectiveness of systems and procedures that warn others of actual or potential workplace violence danger or that summon assistance, e.g., alarms or panic buttons.

- The use of work practices such as the "buddy" system for specified emergency events.

- The availability of employee escape routes.

- How well our establishment's management and employees communicate with each other.

- Access to and freedom of movement within the workplace by non-employees, including recently discharged employees or persons with whom one of our employees is having a dispute.

- Frequency and severity of employees' reports of threats of physical or verbal abuse by managers, supervisors, or other employees.

- Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace.

WORKPLACE VIOLENCE HAZARD CORRECTION

Workplace violence hazards will be evaluated and corrected in a timely manner.

UC Santa Cruz will implement the following effective procedures to correct workplace violence hazards that are identified:

Imminent workplace violence hazards and potential options for corrective action

- 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.

All workplace violence corrective actions

- All corrective actions taken will be documented and dated on the appropriate forms.

- Corrective measures for workplace violence hazards will be specific to a given work area.

Examples include:

- Deter crime by:

  - Improve lighting around and at the workplace.

  - Utilize cameras and mirros to dissuade criminal activity.

  - Law enforcement and/or hired security may patrol the workplace interior and perimeter. Add additional mitigation measures to reduce the risk of workplace violence.

  - Review and offer workplace violence systems, such as door locks, security windows, physical barriers, emergency alarms and restraint systems.

- Post emergency telephone numbers for law enforcement, fire and medical services.

- Control access to, and freedom of movement within, the workplace by non-employees, include recently removed employees or persons with whom one of our employees is having a dispute.

- Install effective systems to warn others of a violence danger or to summon assistance, e.g., alarms.

- Ensure employees have access to a telephone with an outside line.

- Provide employee training/re-training (refreshers) on the WVPP, which could include but not limited to the following:

  - Recognizing and handling threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.

  - Ensure that all reports of violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace are handled effectively by management and that the person making the report is not subject to retaliation by the person making the threat.

  - Improve how management and employees communicate regarding potential workplace violence incidents.

  - Procedures for reporting suspicious persons, activites, and packages.

  - Provide/review employee, supervisor, and management training on emergency action procedures.

- Ensure adequate employee escape routes.

- Increase awareness by employees, supervisors, and managers of the warning signs of potential workplace violence.

- Ensure that employee disciplinary and discharge procedures address the potential for workplace violence.

- Review or establish a policy or practice to mitigate workplace violence.

- Provide procedures for a "buddy" system for specified emergency events.

The Workplace Violence Hazard Identification checklist is availble in the RSS Platform .