

**Santos Manuel Student Union
CSU San Bernardino**

**Workplace Violence Prevention Plan
(WVPP)**

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Introduction:

The Santos Manuel Student Union 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 our employees and the general public. It is the responsibility of all employees to help minimize workplace violence. This policy establishes procedures to minimize the threat of violence in the workplace and provides guidelines for responding promptly and effectively to workplace violence.

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 Program.
- Highlight how employees can report violent incidents, threats, or other workplace violence concerns, and how to respond to reports.
- Reinforce 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 about this plan, 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:

The Executive Director has the authority and responsibility for implementing and maintaining the provisions of this WVPP program for the Santos Manuel Student Union

In addition, roles and responsibilities for this Plan include:

Responsible Person	Job Title/Position	WVPP Responsibilities	Email
Jennifer Puccinelli	HR and Risk Manager	Proving channels for reporting; informing employees of the Plan	jpuccinelli@csusb.edu
Jasmine Bustillos	Assessment, Training and Research Specialist	Educating employees about what does and doesn't constitute workplace violence; providing training to employees when the plan is created and new hazards are identified.	jbustillos@csusb.edu
Anthony Roberson and Sean Kinnally	Associate Director of Operations	Educating employees about the workplace hazards that are relevant to their role; conducting post-incident investigations and taking action.	aroberso@csusb.edu sean.kinnally@csusb.edu

Employee Involvement:

The Santos Manuel Student Union has implemented the following policies and procedures to ensure active involvement of employees and authorized employee representatives in the development and implementation of the plan:

- Establishing, evaluating, and preventing workplace violence by identifying potential threats, concerns, hazards, and corrective actions.
 - Scheduled meetings will be held with selected employees and their representatives to identify workplace violence-related concerns/hazards, evaluate those hazards, and determine how to resolve those concerns.
- Developing and implementing training.
 - Participation in the training programs are required. Any employee input relevant to the needs of this program are incorporated into trainings.

Employee Compliance:

All Santos Manuel Student Union employees, including managers and supervisors, are expected to adhere to this 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, we 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 either verbally or in writing including detailed information. If the situation is life-threatening, call 911.

Employees may report incidents to their management team, HR, or by using the confidential suggestion/whistleblower boxes located in SMSU North, SMSU South, and the Recreation Center.

The Santos Manuel Student Union 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.

Communications Regarding Workplace Violence:

Managers are responsible for communicating with all employees about workplace violence in a form readily understandable by all employees. All employees are encouraged to inform their managers about workplace hazards and may do so without fear of reprisal.

Our communication efforts include the following:

- New employee onboarding, including a discussion of workplace hazards and reporting channels.
- Regularly scheduled trainings.
- A system through which employees can inform management about workplace hazards, violent incidents, threats, and other workplace violence concerns, which includes anonymous reporting channels. Employees may report incidents to their management team, HR, or by using the confidential suggestion/whistleblower boxes located in SMSU North, SMSU South, and the Recreation Center.

Responding to Workplace Violence:

Following any incident, the Santos Manuel Student Union 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.

Training:

All employees, including managers, are required to have training and instruction on this plan, including:

- Knowledge of 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.

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:

The Santos Manuel Student Union will proactively identify and evaluate workplace violence hazards to help ensure the ongoing safety and security of our employees. Our comprehensive approach involves:

- 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 whenever the Santos Manuel Student Union is made aware of a new or previously unrecognized hazard.

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:

The Santos Manuel Student Union has implemented the following emergency response procedures for dealing with active or potential workplace violence emergencies:

General Evacuation Procedures:

Building evacuation will occur via one of the following mechanisms:

- Whenever a building fire alarm is sounded.
- Upon notification by a CSUSB Police Officer or Building Marshal.

- If a fire is seen within the building, occupants should activate the building fire alarm to initiate the evacuation protocol.

Building Marshals will take the following steps to assist with evacuation:

- Put on hard hat, vest, and whistle. Take cell phone and two-way radio with you, when possible.
- Note if alarm pull stations have been activated.
- Once you safely arrive at the designated evacuation site, begin (or authorize someone in the evacuation site to begin) documenting people who are present at the site and have been accounted for.
- Report building and evacuation status to either
- Campus police on scene
- Campus police dispatch via phone call or radio

Floor Marshals will take the following steps to assist with evacuation:

- Put on a vest. Take cell phone and two-way radio with you when possible.
- Begin sweep of your designated area or floor, instructing occupants to evacuate the building to the designated emergency assembly points.
- Check restrooms when and if, safe to do so.
- Take note of damage, injuries, location of casualties, and any hazards.
- Assist individuals with access and functional needs to the extent that you are safely able to do so. Move individuals to areas of refuge as you are exiting the building, taking note of which floor they are located on.

Maintain calm and order at the evacuation site as much as possible.

The CSUSB Emergency Operations Center will maintain authority during an evacuation.

Marshals may be asked to help establish a perimeter around the building and assist with keeping people away from the area during the incident. The location of the perimeter will differ depending on the type of emergency. The Building Marshal will receive this information from the Manager of Emergency Management and will communicate needs to all Marshals.

SMSU North Evacuation Protocol

First Floor Protocols:

Floor Marshal: Maintenance Specialist (Robert Rodriguez)

The Floor Marshal will begin directing occupants to the most immediate and authorized exits. The Coyote Lanes attendant will direct Zone A occupants (Concierge Desk, Coyote Lanes, Pool Table Area, Coyote Cantina, and Pub Garden) to evacuate through the Southeast exit past the Pub Garden. The information desk attendant (maintenance staff on nights/weekends) will direct Zone B occupants (The Habit, Social Stairs, Coyote Bookstore, and lounge areas) to evacuate through the Northwest exit past the North Court. All other open entries must be closed by supporting staff to deter entry on the floor. The Floor Marshal will sweep the area, including restrooms, for any remaining occupants and report to the Building Marshal once the floor has been deemed clear.

Second Floor Protocols:

Floor Marshal: Scheduling Coordinator (Mario Orellana), Maintenance Custodian (Mildred Vargas)

The Floor Marshal will direct occupants to the most immediate exit away from the elevators and other unrestricted areas. A/V staff will direct occupants of Zone C (Conference Room E) to exit down the Social Stairs and out through the North Court. Maintenance staff (event operations staff on nights/weekends) will direct occupants of Zone D (Conference Room A, Conference Room B, Conference Room C) to exit towards the Plaza Deck. Any staff members or occupants in Zone E (Conference Room D and the Service Hall), such as Chartwells, Event Operators, or AV Staff, shall exit Stairwell 2. Floor marshals are to check each conference room and restroom quickly and safely for occupants while supporting staff sweeps the back service hall for any occupants. Once the floor has been evacuated, the Floor Marshal must check in with the Building Marshal that their assigned floor has been cleared.

Third Floor Protocols:

Floor Marshal: Executive Director (Jesse Felix), Associate Director of Operations (Anthony Roberson)

The Admin staff (ASI staff in the evenings) will direct occupants of Zone F (Administration Office, Student Chambers, Associated Students Incorporated, Office of Student Leadership and Engagement, and Leadership Lab) to Stairwell 1, located next to the Office of Student Leadership and Engagement, away from the elevator. The Scheduling staff (Affinity Center staff in the evenings) will direct Zone G occupants (Scheduling Office, Affinity Centers, and Social Lounges) to Stairwell 3, next to the Undocumented Student Success Center, and away from any unauthorized entries. Admin and Scheduling staff should ensure all unauthorized stairwells are shut and be ready to assist any occupants who need to be evacuated down any stairwell with the Evac Chair located in the yellow box near the stairs. Once the floor has been evacuated, the Floor Marshal must check in with the Building Marshal to ensure the floor has been cleared.

*The third floor closes at 7 p.m. during the week and all day on weekends.

SMSU South Evacuation Protocol

First Floor Protocols:

Floor Marshal: Facilities and Services Coordinator (Matthew Jenkins), Career Center (Valentina Felix and Ann Lara)

The Facilities and Services Coordinator will direct the following areas to the Library Lawn: Adventure Programs (114), 116, E-Sports Arena (117), Basic Needs (118), Courtyard, Food Court (121). The Career Center will direct the following areas to the Library Lawn: Career Center (108 & 112), Theater (107), Events Center (106), Financial Literacy Center (111), The Retreat (102), 103.

Second Floor Protocols:

Floor Marshal: Associate Director of Student Services and Philanthropic Giving (Monica Baeza), Operating Systems Analyst (Rich Strawter)

The Associate Director of Student Services and Philanthropic Giving will direct the following areas to the Library Lawn: Graduate Student Success Center (202bcd), Interfaith Center (202e), ASUA (221), The Den (224), Student Affairs (222 & 223).

The Operating Systems Analyst will direct the following areas to the Library Lawn: OFYE (203), Marketing (204 & 205), IT (205a), Program Board (206), Skyboxes (207-211), Fourplex (215-218), Fourplex Patio, Boardroom (219), Meditation Room (214).

Recreation Center Evacuation Protocol

SRWC Staff Responsibilities:

Fitness Staff: The Fitness staff are responsible for clearing the fitness floor, multi-purpose gymnasium, and locker rooms. Depending on the gender of the staff member, he or she will need to get a staff member of the opposite sex to clear the other locker room.

Membership Services: Responsible for clearing the desk area, the back offices/ equipment room, closing the doors to the office and assist the Fitness staff in clearing the Fitness Floor. The Membership Services staff is also responsible to making a list of everyone who evacuated the building.

Group Exercise: When classes are in session, ensure the participants in your class evacuate the facility.

Operations Managers: Responsible for overseeing the evacuation and securing necessary emergency supplies.

Other Staff (including Student Supervisors, Equipment Rental, and Climbing Wall staff): If requested by the Fitness staff, assist him or her in clearing the facility. Most likely, these staff members will initiate the outside response to the evacuation, by ensuring participants evacuate to the East Athletic Fields. In the absence of the Membership Services staff, begin documenting which participants made it outside safely.

Full-Time Staff: Responsible for overseeing the evacuation, assisting student assistants as needed, and securing necessary emergency supplies.

Active Shooter

Run

Have an escape route and plan in mind. If you can safely leave the area, evacuate immediately. If you are inside a building, use any way out. Leave everything except your phone, if possible. Help others evacuate, if possible, but do not attempt to move the wounded. Evacuate even if others do not agree to follow. Run until you are in the safest area possible.

- Call 9-1-1 when safe.
- Provide the dispatcher with the following information:
 - Your name.
 - Location of the incident (be as specific as possible).
 - The number of shooters or people involved (if known).
 - Identification or description of shooter(s).

- The number of persons who may be involved.
- Your exact location.
- Injuries to anyone, if known.

Hide

If it is too risky to run, hide. Do not be an easy target. Ideally, you want a room with no windows and a locked door. Make it look like the room is unoccupied. Turn off the noise on all electronic devices and turn out the lights. Be prepared to stay hidden for an extended period of time.

How to Shelter in Place

- Go to the nearest room or office, ideally one with no windows and a locking door.
- Close and lock the door. If the door has an interior lock, use it. If the door does not have an interior lock, block the entry.
- Put your cell phone on silent.
- Turn off the lights.
- Seek protective cover. Stay away from doors and windows.
- Keep quiet and act as if no one is in the room.
- Do not answer the door.
- Wait for the police to assist you out of the building. It may be hours until police can clear the building.
- If you are safe and secure in your space, await further emergency messaging from the campus. There may be a time delay in additional information. Be patient.
- Call 911 only if there is an emergency at your location.

Fight

If confronted, be prepared to fight, but only as a last resort and only when your life is in immediate danger.

Consider the weapons you have that are not typical. For example, fire extinguishers, chairs, and books can all be used to defend yourself. If confronted, then fight. Commit to your actions. Plan with those you are hiding with. Fight until the threat is over.

When the police arrive:

- Hands in the air
- Avoid sudden movements
- Obey police direction

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 take 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.
- Actions taken by the employer to protect the employee or other hazards identified because of the incident.
- Information about the person completing the log, including name, job title, and date completed.
- The type of incident
 - Physical attacked without a weapon (e.g. biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, spitting)
 - Attack with a weapon or object
 - Threat of physical force or threat of the use of a weapon or other object

- Sexual assault or threat (e.g. rape, attempted rape, physical display, or unwanted verbal or physical sexual contact)
- Animal attack
- Other

The log does *not* include any personal identifying information sufficient to allow the identification of any person involved in a violent incident.

Please contact the Human Resource and Risk Manager for copies of any of these records.

Recordkeeping:

The Santos Manuel Student Union 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 written WVPP:

A copy of the Santos Manuel's Student Union 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. Upon request a printed document will be provided. We will also provide open access to this document on the SMSU website.

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.
- Training records.
- Violent incident logs.

Plan Review and Update:

This plan 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.

Workplace Violence Prevention Plan (WVPP)

Acknowledgement of Receipt and Review

I, _____, acknowledge that I received and read the Santos Manuel Student Union’s 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 or the Human Resource and Risk Manager

Signature

Printed Name

Date

Violent Incident Log

DATE	TIME	LOCATION	DETAILED DESCRIPTION OF THE INCIDENT	WORKPLACE VIOLENCE TYPE				WHERE INCIDENT OCCURRED?
				1	2	3	4	
CLASSIFICATION OF PERPETRATOR:		<input type="checkbox"/> Client <input type="checkbox"/> Customer <input type="checkbox"/> Family of client <input type="checkbox"/> Friend of client <input type="checkbox"/> Family of customer <input type="checkbox"/> Friend of customer <input type="checkbox"/> Stranger	<input type="checkbox"/> Co-worker <input type="checkbox"/> Supervisor/manager <input type="checkbox"/> Partner/spouse <input type="checkbox"/> Parent <input type="checkbox"/> Relative <input type="checkbox"/> Other: _____	CLASSIFICATION OF CIRCUMSTANCES AT TIME OF INCIDENT:				<input type="checkbox"/> Performing usual job duties <input type="checkbox"/> Poorly lit areas <input type="checkbox"/> Rushed <input type="checkbox"/> Isolate/alone <input type="checkbox"/> Unable to get help/assistance. <input type="checkbox"/> Working in unfamiliar/new loc. <input type="checkbox"/> Rushed <input type="checkbox"/> Low staffing level <input type="checkbox"/> Working in community setting <input type="checkbox"/> Other: _____
TYPE OF INCIDENT:		<input type="checkbox"/> Physical attack without a weapon <input type="checkbox"/> Attack with a weapon or object <input type="checkbox"/> Animal attack <input type="checkbox"/> Threat of physical force or threat of the use of a weapon or other object <input type="checkbox"/> Sexual assault or threat (including rape, attempted rape, physical display, or unwanted verbal or physical sexual contact) <input type="checkbox"/> Other						
CONSEQUENCES OF INCIDENT:		Was security contacted?	<input type="checkbox"/> Yes <input type="checkbox"/> No	RESPONSE:				
		Was law enforcement contacted?	<input type="checkbox"/> Yes <input type="checkbox"/> No	RESPONSE:				
		Action taken to protect employees from a continuing threat or other hazards as a result of the incident:						
COMPLETED BY:			JOB TITLE:			DATE COMPLETED:		