



San Francisco State University

Workplace Violence Prevention Plan

WVPP Working Group



Workplace Violence Prevention Plan

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Workplace Violence Prevention Plan

I. Introduction

The Workplace Violence Prevention requirements, as mandated by the California Senate Bill 553 (SB 553), are described in the California Labor Code section 6401.9. These new requirements will be in effect and enforceable on July 1, 2024.

San Francisco State University (SF State) 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 well-being of our employees and the San Francisco State community. It is the responsibility of all employees to help minimize workplace violence. This plan establishes procedures to minimize the threat of violence in the workplace and provides guidelines for responding promptly and effectively to workplace violence.

The University is committed to fostering a civil, non-violent learning, working, and social environment, free from threatening conduct that could be perceived as harassing or coercive. The principles of civility and mutual respect are the bedrock of our pursuit of excellence in teaching and learning. They not only contribute to a safe, productive workplace but also nurture a healthy campus climate. Our Workplace Violence Prevention Plan (WVPP) is a testament to this commitment.

We strongly urge all University community members to report workplace violence incidents promptly. Each report will be treated with the utmost seriousness and thoroughly investigated, ensuring your safety and protection.

II. Purpose of this Plan

San Francisco State has developed this program to minimize the potential for workplace violence and to establish improved reporting and response of violent incidents. To ensure that the requirements and intent of this new law are met, this program will do the following:

- 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.
- Prohibit 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.

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III. Scope

The full scope of the Workplace Violence Prevention Plan (WVPP) applies to SF State employees, whether they are general fund, grant recipients or work at self-support units like Athletics, Housing, Campus Recreation, etc. when they are engaged in university academic, business, or co-curricular programs and activities.

Not Within the Scope of this Program

Employees teleworking from a location of the employee's choice, not under the control of San Francisco State University (e.g., employees working from their home).

IV. Definitions

Emergency: Unanticipated circumstances that can be life-threatening or pose a risk of significant injuries/harm to an individual. An emergency refers to unforeseen circumstances that require immediate action or an urgent need for assistance or relief.

Engineering Controls: These refer to the physical modifications made to the workplace or the implementation of certain tools and technologies to mitigate the risk of violence. These controls aim to eliminate the hazard from the workplace or create a barrier between the worker and the hazard.

Log: Labor Code Section 6401.9 requires the violent incident log.

Plan - The workplace violence prevention plan 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 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.

Workplace Violence: Any "act of violence or threat of violence that occurs in a place of employment". This includes, but is not limited to, the following actions, **whether or not 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, psychological trauma, or stress.
- An incident involving a threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons.
- The four common types of workplace violence are defined in the labor code.

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.

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Type 2 Violence: Workplace violence directed at employees by customers, clients, contractors, 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

V. Roles and Responsibilities

The WVPP Administrator, Senior Associate Vice President for Human Resources, has the authority and responsibility for implementing the provisions of the plan for San Francisco State University.

See the table on the next page for other persons responsible for components of the plan.

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Department / Position Title	WVPP Responsibilities	Email
Human Resources Senior Associate Vice President	WVPP - Program Administrator 1. The Senior Associate Vice-President for HR has the authority and responsibility for implementing and maintaining the provisions of this WVPP. 2. Assesses the effectiveness of the WVPP 3. Review reported workplace violence incidents 4. Identify individuals or groups who may be more vulnerable to workplace violence, such as those with disabilities, elderly employees, or those in minorities and getting involved in the early stages when warranted. 5. Implement procedures to prevent retaliation against those who submitted reports. 6. Interpret and enforce organizational policies related to workplace violence, including disciplinary actions, up to and including termination. 7. Provide support to employees affected by workplace violence. This can include arranging counseling services, facilitating communication between the employee and management, assisting with necessary paperwork and workplace restraining orders.	icwilliams@sfsu.edu
Employee & Labor Relations Advocate	1. Follow Human Resources procedures for responding to violent incidents involving employees. 2. Report any workplace violence incidents using the online form. 3. Request a workplace restraining order as circumstances dictate.	cpvictor@sfsu.edu
Student Affairs Vice President	1. Follow Student Affairs & Enrollment Management procedures for responding to violent incidents against employees that involve students. 2. Report any workplace violence incidents using the online form.	atitus@sfsu.edu
Title IX Administrator	1. Follow Title IX procedures for responding to violent incidents. 2. Report any workplace violence incidents using the online form.	lmakinby@sfsu.edu
University Police Chief of Police	1. Follow University Police Department procedures for responding to workplace violence incidents. 2. Report any workplace violence incidents using the form. 3. Issues timely notices of active workplace violence emergencies and criminal activities in and around campus properties. 4. Assist with filing and enforcing workplace restraining orders.	regg@sfsu.edu

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Enterprise Risk Management WVPP Records Administrator	1. Receives workplace violent incident reports and checks them for completeness. 2. Enters data from reports onto the violent incident log and creates an incident number. 3. Maintains a private log of victim's and perpetrator's names tied to incident numbers to assist in investigations and follow-ups. 4. Sends copies of the incident report to relevant department WVPP contacts for follow up. 5. Collect Log 's corrective actions. 6. Manage corrective actions to completion.	dblanton72@sfsu.edu
EH&S Senior EH&S Specialist	1. Maintains the WVPP plan 2. Maintains WVPP web pages: ▪ WVPP Incident Report Blank Form ▪ WVPP Incident Report Blank Log 3. Facilitates assignment and tracking completion of online WVPP training	lvadura@sfsu.edu
EH&S Director	1. Investigates reported workplace violent incidents. 2. Creates a list of violence hazards to assist in investigations and identification of corrective actions. 3. Collects and recommends corrective actions	majewski@sfsu.edu
Office of Emergency Services Director	Develops and implements Office of Emergency Services procedures for responding to violent emergencies, including evacuation and sheltering-in-place plans.	hopek@sfsu.edu
Facilities Services and CPDC Associate Vice President	1. Oversees the implementation of corrective actions to SFSU buildings and grounds identified by inspections and assessments. 2. Assesses installed safety and security measures to verify that they are working as intended. 3. Communicate the WVPP to <u>other employers</u> on campus to ensure that those employers and their employees understand their respective roles as provided in the WVPP, which includes reporting and investigating any potential workplace violence incident.	jodatian@sfsu.edu

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Management Vice Presidents/ MPPs Deans/Directors Supervisory Personnel	1. Ensure their staff completes WVPP training. 2. Report any workplace violence incidents using the online form	
Counseling & Psychological Services Director	1. Follow Counseling Services procedures for responding to violent incidents involving their clients. 2. Report any workplace violence incidents using the online form.	stephenchen@sfsu.edu
Residential Life Director	1. Follow ResLife procedures for responding to violent incidents involving residents. 2. Report any workplace violence incidents using the online form.	drouрке@sfsu.edu
Procurement Director	1. Communicate the WVPP to <u>other employers</u> on campus. 2. Ensure that those employers and their employees understand their respective roles as provided in the WVPP, which includes reporting and investigating any potential workplace violence incident.	dsbettencourt@sfsu.edu

VI. Communication with Employees

An 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 systems are designed to facilitate a continuous flow of workplace violence prevention information in a form that is readily understandable by all employees, and consists of the following:

- Initial training about workplace violence prevention policies and procedures to new and existing employees.
- Discussion of workplace violence and security events on the agenda of the Campus Safety Committee meetings.
- Posted or distributed workplace violence prevention information.
- Maintaining an up-to-date Violent Incident Log available for review.
- Timely notification of current violent incidents (i.e., UPD e-mail situation reports)

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VII. Employee Active Involvement and Compliance

A. Employee Involvement

Management will work with and allow employees and authorized employee representatives to participate in identifying potential workplace violence hazards and developing corrective measures. Employees are encouraged to recommend improvements in training, reporting and communication of WVPP elements to the campus community.

SF State will ask for input during campus safety meetings, training presentations, and violent incident investigations. Security concerns will be investigated in a timely manner and employees will be informed of the results.

A copy of this Workplace Violence Prevention Plan is posted on the Environment Health & Safety website.

Management will ensure that all workplace violence policies and procedures within this written plan are clearly communicated and understood by all employees.

B. 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, includes:

- Training all employees, in the provisions of SF State Workplace Violence Prevention Plan (WVPP)
- Providing 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 by email, memos, nomination for safety employee of the month and university publications.
- Requiring supervisory personnel to use the Violent Incident Report whenever they are made aware of a violent incident.
- Disciplining employees for failure to comply with the WVPP per university policy and collective bargaining agreements if applicable.

C. Training

SF State will provide training to employees as follows:

- When the WVPP is first established and annually thereafter
- As part of new employee on-boarding

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- Retraining on an “as needed” basis will be provided to employees whose work behavior is not aligned with the WVPP.
- Whenever a new or previously unrecognized workplace violence hazard has been identified or when substantive (non-clerical) changes are made to the plan. This additional training may be limited to addressing the new information or changes when between scheduled annual training.

The training includes definitions and requirements of the WVPP and information like the topics listed below:

- Where to find the SF State WVPP on the website
- How to report workplace violence incidents or concerns without fear of reprisal
- Workplace violence hazards specific to employees’ jobs and the corrective measures implemented by the university
- How to seek assistance to prevent or respond to violence and strategies to avoid physical harm
- A review of the Violent Incident Log and how to request a copy
- Opportunities for interactive questions and answers with a person knowledgeable about the plan

VIII. Workplace Violence Reporting Procedures

All threats or acts of workplace violence must be reported to the WVPP Records Administrator.

A. Reporting Acts or Threats of Violence

Employees can report incidents to their supervisor, Human Resources, University Police Department, Title IX Coordinator, Student Affairs & Enrollment Management, Counseling & Psychological Services, Environment Health & Safety, WVPP Records Administrator or by themselves using the online Violent Incident Report form. *(insert online Violent Incident Report web link)*

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

Emergency Situations

Members of the University community who witness or perceive an act of workplace violence or a potentially serious and imminent threat of workplace violence on campus should report such incidents promptly.

- ⇒ Call San Francisco State University Police Department
- ⇒ 9-1-1 or 8-2222 from campus telephone land lines

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⇒ (415) 338-2222 from cell phones

- Use the Emergency Blue Phones
- Call the law enforcement agency for the off-campus location

B. Coordination with Other Employers

The University, through Capital Planning, Design & Construction and Procurement, will communicate the WVPP to other employers on campus to ensure that those employers and their employees understand their respective roles as provided in the WVPP, which includes reporting and investigating any potential workplace violence incident.

C. Emergency Communication

In the event of a workplace violence emergency, the University will communicate through alerts sent to employees through the Blackboard Connect emergency notification system (SFSU Alert).

Blackboard Connect sends messages to mobile phones, registered phones, and email addresses. Faculty and staff can ensure their contact information is up to date by checking SF State Gateway and updating their Personal Information. More details about this process can be found on the [OES web site](#).

When information is available and appropriate, these alerts will:

- Provide information about workplace violence emergencies' presence, location, and nature.
- Note whether evacuation or sheltering plans are appropriate for the situation.
- Inform recipients about how to obtain assistance from the UPD or other law enforcement agencies.

D. Violent Incident Log

The WVPP Records Administrator is responsible for receiving copies of Violent Incident Reports and maintaining the Violent Incident Log using information from incident reports. The names of the victims and perpetrators will not be included on the Violent Incident Log.

E. Cal/OSHA Reportable Injury

California Code of Regulations (CCR), Title 8, Section 342(a), "[Reporting Work-Connected Fatalities and Serious Injuries](#)", requires the university to immediately ¹report to Cal/OSHA any serious injury or illness (as defined by [8 CCR 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.

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Only the EH&S Director, Workers' Compensation Manager, or EH&S staff are authorized to make this report to Cal/OSHA for San Francisco State University.

IX. Post-Incident Response and Investigation

After a workplace violent incident is reported, the WVPP Records Administrator will send a copy of the report to the Environment Health & Safety department. The Environment Health & Safety department will conduct an investigation of the incident to examine the workplace for security risk factors associated with the incident and identify corrective actions to prevent similar incidents from occurring.

The WVPP Records Administrator will also send a copy of the Violent Incident Report to appropriate departments (e.g. Human Resources, Title IX Administration, University Police Department, Student Affairs & Enrollment Management, etc.), for them to proceed with their normal independent processes.

Any corrective actions that arise from these independent processes should be communicated to the Environment Health & Safety department's investigator of record for inclusion in the Violent Incident Report.

The WVPP Records Administrator will track corrective actions to their conclusion.

X. Workplace Violence Prevention and Mitigation

A. Workplace Violence Prevention - Hazard Identification

SF State proactively identifies and evaluates workplace violence hazards to help ensure the ongoing safety and security of our employees.

An assessment of potential workplace violence hazards will be performed by the Environment Health & Safety department:

- When the plan is first established,
- During scheduled safety inspections,
- After each workplace violence incident,
- Whenever the university is made aware of a new or previously unrecognized hazard

Employees can report workplace violence hazards or concerns through the following channels:

- Use the University's Workplace Violent Incident Reporting Form.
- Use the Report a Hazardous or Unsafe Condition Form available on the Environment Health & Safety website.
- To the University Police Department.

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B. Workplace Violence Hazard Evaluation

Environment Health & Safety will review and assess new or previously unrecognized hazards identified from campus walks and other methods with participation from other university groups such as University Police Department, Facilities Services and Human Resources. Examples of what may be included in the hazard evaluation are listed below:

- The need for violence surveillance measures, such as mirrors and cameras.
- Procedures for employee response during a robbery or other criminal act based on lessons learned.
- Procedures for reporting suspicious persons or activities based on lessons learned.
- The effective location and functioning of emergency buttons and alarms (annually).
- Posting of emergency telephone numbers for law enforcement, fire, and medical services
- Inspections after any workplace violence incident, which may include the following:
 - The adequacy of workplace security systems includes door locks, entry codes or badge readers, security windows, physical barriers, and restraint systems.
 - The 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.
 - The 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.

C. Workplace Violence Hazard Correction

SF State will correct identified hazards in a timely manner based primarily on the severity of the hazard. All corrective actions will be documented, dated, and recorded by the WVPP Records Administrator.

Corrective measures for workplace violence hazards will be specific to a given work area and may include the following:

- Improving lighting around and within the workplace.
- Installing and utilizing surveillance measures, such as cameras and mirrors, to provide information about activities inside and outside the workplace and to deter criminal activity.

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- Providing workplace violence systems, such as door locks, secure windows, physical barriers, emergency alarms, and restraint systems.
- Posting emergency telephone numbers for law enforcement, fire, and medical services.
- Effective systems, such as alarms or panic buttons, should be installed to warn others of potential violent danger or summon assistance.
- Ways to defuse hostile or threatening situations.
- How to recognize alerts, alarms, or other warnings about emergency conditions and use identified escape routes or locations for sheltering.
- Post-event trauma counseling for employees desiring such assistance,
- Providing contact information for persons knowledgeable about the WVPP.

XI. Plan Administration

A. Access to the Written WVPP and Requested Records

The written WVPP is available on the Environment Health & Safety website for review and download anytime.

The University will make training records related to Workplace Violence Prevention available upon request to the WVPP Records Administrator.

A copy of the Violent Incident Log is available upon written request to the WVPP Records Administrator. See the WVPP web page for contact information.

B. Record Retention

The university will maintain records in accordance with regulatory and CSU guidelines.

1. Environment Health & Safety will maintain records of workplace violence hazard identification and evaluation for at least five (5) years.
2. Training records including the names and dates of attendees will be maintained in the University's learning management system (LMS) for at least one (1) year.
3. The WVPP Records Administrator will maintain violent incident logs containing records of workplace violence hazard corrections for at least five (5) years.
4. The University will make all records of workplace violence hazard identification, evaluation, and correction; training, incident logs, and workplace violence incident investigations required by Labor Code section 6401.9(f) available to Cal/OSHA upon request for examination and copying.

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C. WVPP Review

1. The WVPP is reviewed for effectiveness annually or when a deficiency becomes apparent.
2. Review and revision of the WVPP includes 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.
 - Review that necessary revisions are made promptly and communicated to all employees.

D. 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 applicable collective bargaining agreements, up to non-retention or expulsion.

If a contractor, vendor, or visitor engages in an act or threat of violence or retaliates against another University community member for reporting a workplace violence incident or concern, they may be barred from university-owned or leased property and have their business relationship with the University suspended or terminated.

XII. Workplace Violence Restraining Order

The University recognizes the importance of safety in the workplace and supports the use of restraining orders as a means of protecting employees from threats or acts of violence. A workplace violence restraining order can be granted against anyone who has been violent or threatened violence against one or more employees at a workplace.

Only the employer can ask for a workplace violence restraining order.

A. Obtaining a workplace violence restraining order

An employer whose employee has suffered unlawful violence or threat of violence from any individual that can be construed to be, or to have been, carried out at the workplace, may seek a restraining order through the court.

An employee may not seek a Workplace Violence Restraining Order on his or her own behalf. More information and government links are available on the SF State [Workplace Violence Prevention Plan](#) website.

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- Evaluation of Threat: Human Resources and/or University Police Department will evaluate the threat in consultation with the University's legal counsel to determine if a restraining order is appropriate.
- Application for Workplace Restraining Order: If a restraining order is deemed necessary, Human Resources will direct university legal counsel or designee to apply for a temporary workplace restraining order on behalf of the employee and other employees at the workplace.
- Communication: Human Resources will communicate the status of the workplace violence restraining order application to the affected employee and other relevant parties while maintaining confidentiality as required by law.
- Implementation: If a workplace violence restraining order is granted, the University will work with the University Police Department and local law enforcement to ensure the order is properly implemented and enforced.
- Review: Human Resources will regularly review the status of the workplace restraining order and adjust its response as necessary to ensure the continued safety of its employees.

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Appendix A — Review and Amendment Log

WVPP reviews and amendments are recorded on the log below. Initial plan date: July 1, 2024

Date	Notes or Amendments to the WVPP	Reviewer Name	Initials

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Appendix B —Workplace Violent Incident Report

Standard form for reporting a violent incident to be submitted to the WVPP Records Administrator. This reporting form is available online on the [EH&S website](#).

San Francisco State University

Violent Incident Report



Section 1 Information About the Incident			
Date of Incident		Time It Occurred	
Where Incident Occurred			
Description of the Incident			
Workplace Violence Type Check only one box			
☐ Type 1	Workplace violence 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 .		
☐ Type 2	Workplace violence directed at employees by students, contractors, vendors, visitors, clients, patients, consultants and others with legitimate business at the worksite.		
☐ Type 3	Workplace violence against an employee by a present or former employee, supervisor, or manager.		
☐ Type 4	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.		

Incident Details (Check all that apply)		
Perpetrator Type (Select one)	Circumstances of the Incident	Incident Type
☐ Stranger	☐ Performing usual job duties	☐ Physical attack with a weapon or object
☐ Student	☐ Working in unfamiliar/new location	☐ Attack without a weapon
☐ Contractor/Vendor	☐ Working in community setting	☐ Threat of physical force or threat of the use of a weapon/object
☐ Visitor	☐ Poorly lit area	☐ Sexual assault or threat (Including rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.)
☐ Client/Customer	☐ Isolated/alone	☐ Animal attack
☐ Employee	☐ Low staffing level	
☐ MPP Manager	☐ Rushed	
☐ Supervisor/Lead/PI	☐ Unable to get help/assistance	
☐ Volunteer Worker	☐ Escape route unavailable	
Victim's ...	☐ Cash Handling Area (e.g., ATM, Ticket Office)	
☐ Spouse/Partner		
☐ Parent/Relative/Guardian		
☐ Friend / Former Acquaintance		
☐ Other		
Does this incident meet Title IX criteria? ☐ Yes ☐ No ☐ Don't Know		

Section 2 Consequences of Incident	
Was UPD or Police contacted?	☐ Yes ☐ No Response
Was anyone injured?	☐ Yes ☐ No Note
Immediate actions taken following this incident to address hazards or protect employees:	
Recommended corrective action to be taken <u>because of</u> this incident:	

Section 3 Identification of Involved Persons	
Victim Name(s)	Contact
Perpetrator Names(s)	☐ Unavailable due to ongoing criminal case

Section 4 Information About the Person Completing this Report	
Name of Person	Job Title
Date Report Completed	Email

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Appendix C — Violent Incident Log

A log of workplace violent incidents maintained by the WVPP Records Administrator as mandated by the California Labor Code Section 6401.9. Below is an excerpt of the Log form.

San Francisco State University																				
Log of Workplace Violence Incidents										Year: _____										
e Location: _____										Employer must remove any element of personal identifying information sufficient to allow identification of any person involved in a violent incident, such as names, addresses, e-mail addresses, telephone numbers, social security numbers, or other information that, alone or in combination with other information, reveals the person's identity										
Date / Time		Who Committed the Violent Act		Location of Incident		Type of Incident		Circumstances of the Incident (mark all that apply)												
Incident No. (YYY-XXX)	Date of Incident MM/DD/ YYYY	Time of Incident a.m./p.m.	Perpetrator Type Select one from the drop down list	Additional Details, as needed	Type of Location Select one from the drop down list	Additional Info	Incident Type Select one from the drop down list	Additional Info	Workplace Violence Category - Select one Definition located in Column 1 Row 47-50	Usual Job Duties	Priority in Area	Escape Route Unavailable	Employee was Trained	Low Staffing Level	Isolated / Alone	Unable to get help	Cash Handling Area	Community Setting	New/Unfamiliar Location	Describe the Incident
											x			x						
											x			x						
															x			x		
											x									