



Shasta-Tehama-Trinity Joint
Community College District

WORKPLACE VIOLENCE PREVENTION PLAN



Shasta College

www.shastacollege.edu

Shasta College is an equal opportunity educator and employer.

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MISSION STATEMENT, VISION, & VALUES

MISSION

Shasta College provides a diverse student population with open access to undergraduate educational programs and learning opportunities, thereby contributing to the social, cultural, creative, intellectual, and economic development of our communities. The District offers general education, transfer and career-technical programs, and basic skills education. Shasta College provides opportunities for students to develop critical thinking, effective communication, quantitative reasoning, information competency, community and global awareness, self-efficacy, and workplace skills. Comprehensive student services programs and community partnerships support student learning and personal development.

VISION

Shasta College is a nationally recognized model community college engaging its communities through innovation in student learning and growth.

VALUES

Student Learning and Growth:

Create an academic and cultural environment that provides, promotes, and enhances opportunities for student learning and growth.

Quality Staffing:

Attract, retain, and develop an exceptional group of diverse employees who support student learning and growth.

Fiscal Integrity:

Ensure the fiscal integrity of the District to fulfill its mission.

Community Connection:

Foster the community's awareness, excitement, and appreciation of Shasta College, its students, and programs.

Positive Campus Climate:

Cultivate and embrace an environment that enhances student and employee well-being.

A MESSAGE FROM THE PRESIDENT

Dear Shasta College staff, students, and visitors,

The creation of Shasta College's Workplace Violence Prevention Plan speaks to the importance our District places on your safety. We appreciate the leadership Campus Safety has shown in preparing this plan and the countless details they and other District offices will attend to in order to ensure we can meet the plan's goals.

That said, as Chief Craig Richie so rightly notes, all of us play a critical role in keeping our campus community safe. Thank you in advance for participating in any and all training that pertains to your role on our various campuses and for acting on the guidelines described in this plan. A safe working and learning environment means that students can continue to learn and that all of us can continue to meet our District's mission to the communities we serve.

With gratitude,



Dr. Frank Nigro

Superintendent/President



INTRODUCTION

Every year, approximately two million people throughout the country are victims of non-fatal violence at the workplace. Violence against employees occurs in a variety of circumstances and situations including robberies and other crimes, actions by frustrated or dissatisfied clients and customers, acts perpetrated by disgruntled co-workers or former co-workers, and domestic incidents that spill over into the workplace.

It is Shasta College's policy to promote a safe environment for our employees, students and the public and to collaborate with our employees to maintain a work environment that is free from violence, harassment, intimidation, and other disruptive behavior.

The primary purpose of this Workplace Violence Prevention Plan (WVPP) is to provide employees with a concise reference on managing actual and/or potential workplace violence situations. It is intended to make employees, including supervisors and managers, aware of the potential for violence in the workplace, to increase their abilities to recognize early warning signs of potentially violent situations, and to understand how to respond to actual or potential incidents.

DEFINITIONS

Domestic violence - Abuse committed against an adult or a minor who is a spouse, former spouse, cohabitant, former cohabitant, or person with whom the suspect has had a child or is having or has had a dating or engagement relationship. Domestic violence can be physical, sexual, emotional, economic, psychological, or technological actions or threats of actions or other patterns of coercive behavior that influence another person in a relationship as described above. This includes any behaviors that intimidate, manipulate, humiliate, isolate, frighten, terrorize, coerce, threaten, blame, hurt, injure, or wound someone.

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

Employee(s) – Anyone employed by the District including faculty, classified, confidential, administrative and/or student workers.

Major Incident - Any event, criminal or otherwise, which has the potential to be or already is a focus of media attention; which requires the mobilization or deployment of law enforcement resources; which has been or will be communicated to the institution president.

Plan - The workplace violence prevention plan required by Labor Code 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.

Serious Offense - Any felony offense as defined by the California Penal Code.

Stalking - A pattern of repeated and unwanted attention, harassment, contact, or any other course of conduct directed at a specific person that would cause a reasonable person to feel fear.

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 and 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:

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.

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.

Work practice controls - Procedures and rules which are used to effectively reduce workplace violence hazards.

I. WORKPLACE VIOLENCE POLICY

The Shasta-Tehama-Trinity Joint Community College District (hereinafter referred to as “District” or “College”) is committed to providing a safe work environment that is free of violence and the threat of violence.

If there is an immediate threat/danger present, or an injury requiring immediate medical attention, **call 911**.

The top priority in this process is effectively handling critical workplace incidents, especially those dealing with actual or potential violence.

Violence or the threat of violence against or by any employee of the District or any other person is unacceptable.

Should a non-employee on District property demonstrate or threaten violent behavior, they may be subject to criminal prosecution.

Should a student on District property or as part of a District activity demonstrate or threaten violent behavior, they may be subject to disciplinary action and/or criminal prosecution.

Should an employee, during working hours and/or while on District property, demonstrate or threaten violent behavior, they may be subject to disciplinary action and/or criminal prosecution.

The following actions are considered violent acts:

- striking, punching, slapping, or assaulting another person
- fighting or challenging another person to fight
- grabbing, pinching, or touching another person in an unwanted way whether sexually or otherwise
- engaging in dangerous, threatening, or unwanted horseplay
- possession, use, or threat of use, of a firearm, knife, explosive or other dangerous object, including but not limited to any facsimile firearm, knife or explosive, on District property, including parking lots, other exterior premises, District vehicles, or while engaged in activities for the District in other locations, unless such possession or use is a requirement of the job
- threatening harm or harming another person, or any other action or conduct that implies the threat of bodily harm, and/or
- bringing or possessing any dirk, dagger, ice pick, switch blade, razor with an unguarded blade or any knife having a fixed blade longer than 2½ inches upon the grounds, unless the person is authorized to possess such a weapon in the course of their employment; or has been authorized by the Superintendent/President or designee; or is a duly appointed local law enforcement officer, who is engaged in the performance of their duties.

Any employee who is the victim of any violent threatening or harassing conduct, any witness to such conduct, or anyone receiving a report of such conduct, whether the perpetrator is a District employee or a non-employee, shall immediately report the incident to their supervisor or other appropriate

person. The following is a list of administrative personnel who an employee may report the incident to (may be in addition to the employee's immediate supervisor):

Superintendent/President	(530) 242-7519
Associate Superintendent	(530) 395-8529
Assistant Superintendent/Vice President of Instruction	(530) 242-7520
Assistant Superintendent/Vice President of Administrative Services	(530) 242-7525
Assistant Superintendent/Vice President of Student Services	(530) 242-7621
Associate Vice President of Economic and Workforce Development	(530) 242-7631
Associate Vice President of Student Services	(530) 242-7620
Associate Vice President of Human Resources & Title IX Investigator	(530) 242-7640
Chief of Campus Safety	(530) 242-7910
Director of Physical Plant	(530) 242-7920
Dean of Arts, Communications & Social Sciences	(530) 242-7730
Dean of Business, Agriculture, and Career Technical Education	(530) 242-7560
Dean of Development, Athletics, Physical Education & Safety	(530) 242-7590
Dean of Health Sciences	(530) 339-3610
Dean of Library Services & Educational Technology	(530) 242-7555
Dean of Science, Language Arts & Mathematics	(530) 242-7760
Dean of Student Services	(530) 242-7799
Associate Dean of Extended Education (Tehama Campus)	(530) 242-7750

Non-emergency phone numbers for the jurisdictional law enforcement agencies are listed below:

Anderson Police Department	(530) 378-6600
Reb Bluff Police Department	(530) 527-3131

Redding Police Department	(530) 225-4200
Shasta County Sheriff	(530) 245-6000
Tehama County Sheriff	(530) 529-7900
Trinity County Sheriff	(530) 623-2611

No one, acting in good faith, who initiates a complaint or reports an incident under this policy will be subject to retaliation or harassment.

Any employee reported to be a perpetrator will be provided both due process and representation before disciplinary action is taken.

In the event the District fears for the safety of anyone at the scene of the violent act, Campus Safety and the appropriate local law enforcement agency will be called.

Please refer to [Administrative Policy 3510](#).

Responsibility

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.

The Superintendent/President, Chief of Campus Safety, and the Associate Vice President of Human Resources have the authority and responsibility for implementing the provisions of this plan for Shasta Tehama Trinity Joint Community College. Their roles are clearly described in the table below.

Responsible Persons	Job Title/Position	WVPP Responsibility(ies)	Phone #	Email
Dr. Frank Nigro	Superintendent/President;	Overall responsibility for the plan; <i>approves the final plan and any major changes.</i>	(530) 242-7519	fnigro@shastacollege.edu
Amy Westlund	Associate Vice President of Human Resources	Responsible for employee involvement and training; <i>organizes safety meetings, updates training materials, and communicates with other employers about the plan.</i>	(530) 242-7649	awestlund@ShastaCollege.edu
Craig Richie	Chief of Campus Safety	Responsible for emergency response and coordination with law enforcement (if needed). <i>Campus Safety conducts safety inspections.</i>	(530) 242-7910	driche@shastacollege.edu

		<i>coordinates emergency response procedures, and handles any reports of workplace violence.</i>		
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All managers and supervisors are responsible for implementing and maintaining the Workplace Violence Prevention Plan (WVPP) in their work areas and for answering employee questions about the WVPP.

Employee Active Involvement

Shasta-Tehama-Trinity Joint Community College District ensures the policies and procedures included in this document have the active involvement of employees and authorized employee representatives in developing and implementing the plan:

- Management will work with and allow employees to participate in:
 - Identifying, evaluating, and determining corrective measures to prevent workplace violence.

Management will have monthly safety meetings with employees 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 reviews of safety procedures). Employees can at any time reach out to have concerns addressed and reviewed.

- The District will follow specified trainings provided by Keenan and Associates.

2. RECOGNIZING WORKPLACE VIOLENCE

Most workplaces are safe; yet, instances of violence can still arise, even in the most secure settings. This violence can manifest in various ways, ranging from bullying and harassment to explicit threats and physical aggression. It's crucial for everyone to stay informed and vigilant, as this serves as the foundational step in collectively ensuring the safety and security of our workplaces.

Forms of Violence Among Co-workers

There are many forms of workplace violence among co-workers. Unfortunately, the one form that receives the most attention is workplace homicide. But there are far more incidents of violence that do not involve casualties but have the same traumatic effects. Some examples of the most frequently encountered situations among co-workers are:

- concealing or using a weapon
- physical assault upon oneself or another person
- actions which damage, destroy, or sabotage property
- intimidating or frightening others
- harassing, stalking, or showing undue focus on another person
- physically aggressive acts, such as shaking fists at another person, kicking, pounding on desks, punching a wall, angrily jumping up and down, screaming at others
- verbal abuse including offensive, profane and vulgar language, and/or
- threats (direct or indirect), whether made in person or through letters, phone calls, or electronic mail.

Other Forms of Workplace Violence

It is important to recognize that violent incidents in the workplace may include acts of domestic violence or bomb threats. Often, co-workers and supervisors believe that domestic violence is something that is not their concern, but a private family matter that should not be brought to work. However, the problem does spill over into the workplace.

Domestic violence accounted for 27% of violent events in the workplace. If the victim has sought shelter or a restraining order, the workplace is frequently the place s/he can be found. It is not uncommon for the perpetrator to show up at the work site to carry out acts of violence against the partner or anyone trying to protect that person. Also, bombs threats make up an increasing percentage of workplace violence incidents with most threats being made by telephone.

There are many theories about the causes of workplace violence. However, caution should be taken since the presence of any of the factors related to these theories does not necessarily indicate a

violent act will be carried out. Nevertheless, an incident can be the result of any one, or a combination of these factors.

Domestic Violence and How it Affects the Workplace

While domestic violence is often considered a dark yet private matter, the truth is that it has the potential to become a serious workplace issue. Domestic violence follows victims to the workplace, and the effects are devastating to the victims, their coworkers, and the District's mission and values.

The District may employ victims of domestic violence or perpetrators, both of which could lead to lost productivity, legal concerns, other costs, and the potential for an incident in the workplace. However, by implementing prevention and intervention strategies and creating an action plan, leaders within the District can help safeguard their employees.

While more information on the causes of violence and how to handle it is becoming known, there is often no reasonable rationale for this type of conduct and, despite everything we know or do, violent situations happen. No employer is immune from workplace violence, and no employer can totally prevent it.

It is impossible to overstate the costs of workplace violence because a single incident can have sweeping repercussions. There can be the immediate and profound loss of life, or physical or psychological repercussions felt by the victim as well as the victim's family, friends, and co-workers; the loss of productivity and morale that sweeps through an organization after a violent incident; and the public relations impact on an employer when news of violence reaches the media.

Workplace violence affects other areas as well. The adverse impact to the District and individuals is wide-ranging and can include:

- Temporary/Permanent Absence of Skilled Employee
- Psychological Damage
- Property Damage, Theft, and Sabotage
- Productivity Impediments
- Diversion of Management Resource
- Increased Security Costs
- Increased Workers' Compensation Costs
- Increased Personnel Costs
- Temporary/Permanent Absence of Skilled Employee.

Knowing When an Employee is More Likely to Become a Victim of Violence at Work

Many American workers report having been victims of workplace violence each year. Unfortunately, many more cases go unreported. Research has identified factors that may increase the risk of violence for some workers at certain worksites. Such factors include:

- exchanging money with the public
- working with volatile and/or unstable individuals
- working alone or in isolated areas
- providing services and care
- working where alcohol is served, and/or
- time of day and location of work (such as working late at night or in areas with high crime rates).

Among those with higher risk are cashiers, delivery drivers, healthcare professionals, public service workers, customer service agents, law enforcement personnel, and those who work alone or in small groups.

Preventing Workplace Violence

One of the major components of an effective workplace violence program is its strategy regarding prevention. This section focuses on awareness and preventive measures that can be taken to deal with threatening, intimidating, and/or potentially violent behavior.

Becoming familiar with the District's policy and program regarding workplace violence is a crucial step in prevention. It is imperative that all employees, including managers and supervisors, understand this plan.

All managers and supervisors are expected to discuss these policies and procedures with their staff so that they understand how to handle intimidating, threatening, or violent incidents as well as understand the consequences of such behavior (such as disciplinary and/or adverse action up to and including removal and criminal charges).

Work Environment

The best prevention strategy is to maintain an environment which minimizes negative feelings, such as isolation, resentment, and hostility among employees. Although no workplace can be perceived as perfect by every employee, there are several steps that management can take to help create a professional, healthy, and caring work environment. These include, but are not necessarily limited to:

- promoting sincere, open, and timely communication among managers, employees, and union representatives
- offering opportunities for professional development
- fostering a family-friendly work environment
- maintaining mechanisms for complaints and concerns and allowing them to be expressed in a non-judgmental forum that includes timely feedback to the initiator
- promoting "quality of life" issues such as facilities and job satisfaction, and/or
- maintaining impartial and consistent discipline for employees who exhibit improper conduct and poor performance.

Security

Maintaining a secure and physically safe workplace is part of any good strategy for preventing workplace violence. The College utilizes a variety of security measures to help ensure safety for students and staff. The measures used depend on the resources available in the area. This includes:

- employee photo identification badges, keys, and coded card keys for access to secure areas
- on-site Campus Safety staff
- contracted School Resource Officers (SRO's), and
- other appropriate security measures.

Additional law enforcement assistance is available through local police departments for emergency situations. Employees should notify Campus Safety or appropriate law enforcement agency of suspicious or unauthorized individuals on District property.

Education

Education and communication are also critical components of any prevention strategy. The following types of education and communication are effective in preventing violence and other threatening behavior:

- communicating an awareness among employees, supervisors, and managers regarding all aspects of the Workplace Violence Prevention Plan (WVPP): what it is, what to do when faced with possible problems, employee and management responsibilities, early intervention techniques, who to call for assistance, etc.; and
- educating employees and communicating to them techniques designed to effectively deal with conflict resolution, stress reduction, etc.

Performance/Conduct Indicators

Being aware of performance and/or conduct problems which may be warning signs of potential trouble is a good prevention strategy. These signs may show up in perpetrators of violence, those who are victims, and those involved in domestic violence. Although it is possible that only one of these indicators will occur, it is more likely that a pattern will occur or that they will represent a change from normal behavior. **Remember that the presence of any of these characteristics does not necessarily mean a violent act will occur. They may be indicators of another type of problem such as being ill, depressed, bereaved, etc.** Some examples of performance and/or conduct indicators are listed below (listing is not intended to be all inclusive):

- **attendance problems** – excessive sick leave, excessive tardiness, leaving work early, improbable excuses for absences
- **adverse impact on supervisor's time** – supervisor spends an inordinate amount of time coaching and/or counseling employee about personal problems, re-doing the employee's work, dealing with co-worker concerns, etc.
- **decreased productivity** – making excessive mistakes, poor judgment, missed deadlines, wasting work time and materials

- **inconsistent work patterns** – alternating periods of high and low productivity and quality of work, inappropriate reactions, overreaction to criticism, and mood swings
- **concentration problems** – easily distracted and often has trouble recalling instructions, project details, and deadline requirements
- **safety issues** – more accident prone, disregard for personal safety as well as equipment and machinery safety, needless risks
- **poor health and hygiene** – marked changes in personal grooming habits
- **unusual/changed behavior** – inappropriate comments, threats, throwing objects
- **evidence of possible drug or alcohol use/abuse**
- **evidence of serious stress** in the employee's personal life – crying, excessive phone calls, recent separation
- **continual excuses/blame** – inability to accept responsibility for even the most inconsequential errors, and/or
- **unshakable depression** – low energy, little enthusiasm, despair.

Above are examples of behaviors and circumstances that may contribute to the development of concerns. They are meant to help identify opportunities for early intervention to aid in the prevention of violence. These examples are not all-inclusive, and this information is not intended to be used as a checklist.

The significance of any one behavior or circumstance is often difficult to determine. Therefore, if you are aware of a situation that has indicators of concern like the ones listed above, please share what you know with your supervisor.

Employee Support Services

A variety of resources are available to assist employees in dealing with problems originating in or being brought to the workplace. Employees should begin by contacting their supervisors, specialists from their servicing Human Resources department, Employee Assistance Program Counselors, and/or Equal Employment Opportunity Counselors. To obtain more information these resources, please follow [this link](#) or visit the Human Resources page at www.shastacollege.edu/hr.

Human Resources	(530) 242-7640
Employee Assistance Program	1(800) 999-7222.
Equal Employment Opportunity Contact	(530) 242-7649

Early Intervention

Intervening early in a threatening or potentially violent situation is vital to preventing its escalation. There are many intervention options, and they vary greatly depending upon the situation. Early

intervention may defuse the initial situation and give the supervisor an opportunity to thoroughly review options for resolution. Intervention sets the tone for how the situation will be resolved so it must be handled appropriately.

Risk Factors and Warning Signs That a Coworker May Become Violent at Work

Research into incidents of workplace violence shows the presence of at least several of the following characteristics in a potentially violent individual. Not everyone who exhibits one or more of these warning signs is potentially violent. Understanding these signs, recognizing them when they occur, and acting on that knowledge and recognition are vital steps in heading off possible tragedy:

- making direct or indirect threats
- intimidating, belligerent, harassing, bullying, or other inappropriate or aggressive behavior
- statements showing fascination with incidents of workplace violence, statements indicating approval of the use of violence to resolve a problem, or statements indicating identification with perpetrators of workplace homicides
- statements indicating desperation (over family, financial, and other personal problems) to the point of suicide
- extreme changes in behavior
- numerous conflicts with supervisors and other employees
- bringing a weapon to the workplace, brandishing a weapon in the workplace, making inappropriate references to guns, or fascination with weapons.

Be Proactive

Managers and supervisors are accountable for recognizing a potentially threatening situation. Before a potential or actual violent incident occurs, managers and supervisors shall:

- foster a supportive, harmonious work environment (Mutual respect can help reduce harassment and hostility in the workplace.)
- communicate openly and give employees support and recognition
- train managers, supervisors and employees on how to resolve conflicts
- develop skills in effective communication, team building and resolving disputes, and
- when appropriate, refer employees to the Employee Assistance Program or other resources as listed in the table above.

De-Escalation Techniques to Defuse Potentially Violent Situations

All workers have the right to a workplace free from violence, but regardless of the department you work in, you could potentially deal with angry, hostile, or noncompliant behavior every day. How those surrounding respond to defensive behavior is often the key to avoiding a physical confrontation with someone who has lost control of their behavior. De-escalation techniques can help respond to difficult behavior in the safest, most effective way possible.

Some tips for de-escalating a potentially violent situation include:

1. Be empathetic and nonjudgmental.

When someone says or does something you perceive as weird or irrational, try not to judge or discount their feelings. Whether or not you think those feelings are justified, they are real to the other person. Pay attention to them. Keep in mind that whatever the person is going through, it may be the most important thing in their life at the moment.

2. Respect personal space.

If possible, stand 1.5 to three feet away from a person who is escalating. Allowing personal space tends to decrease a person's anxiety and can help you prevent acting-out behavior. If you must enter someone's personal space to provide care, explain your actions so the person feels less confused and frightened.

3. Use non-threatening nonverbals.

The more a person loses control, the less they hear your words—and the more they react to your nonverbal communication. Be mindful of your gestures, facial expressions, movements, and tone of voice. Keeping a relaxed stance and your tone and body language neutral will go a long way toward defusing a situation.

4. Avoid overreacting.

Remain calm, rational, and professional. While you cannot control the person's behavior, how you respond to their behavior will have a direct effect on whether the situation escalates or defuses. Positive thoughts like "I can handle this" and "I know what to do" will help you maintain your own rationality and calm the person down.

5. Focus on feelings.

Facts are important, but how a person feels is the heart of the matter. Yet some people have trouble identifying how they feel about what is happening to them. Watch and listen carefully for the person's real message. Try saying something like "That must be scary." Supportive words like these will let the person know that you understand what's happening—and you may get a positive response.

6. Ignore challenging questions.

Answering challenging questions often results in a power struggle. When a person challenges your authority, redirect their attention to the issue at hand. Ignore the challenge, but not the person. Bring their focus back to how you can work together to solve the problem.

7. Set limits.

If a person's behavior is belligerent, defensive, or disruptive, give them clear, simple, and enforceable limits. Offer concise and respectful choices and consequences. A person who is upset may not be able to focus on everything you say. Be clear, speak simply, and offer a positive choice first.

8. Choose wisely what you insist upon.

It is important to be thoughtful in deciding which rules are negotiable and which are not. For example, if a person does not want to shower in the morning, can you allow them to choose the time of day that feels best for them? If you can offer a person options and flexibility, you may be able to avoid unnecessary altercations.

9. Allow silence for reflection.

We've all experienced awkward silences. While it may seem counterintuitive to let moments of silence occur, sometimes it is the best choice. It can give a person a chance to reflect on what is happening, and how he or she needs to proceed. Believe it or not, silence can be a powerful communication tool.

10. Allow time for decisions.

When a person is upset, they may not be able to think clearly. Give them a few moments to think through what you have said. A person's stress rises when they feel rushed. Allowing time brings calm.

It is important to note that de-escalation requires patience, partnering, and a sincere willingness to help. It requires empathy, compassion, and an understanding of anger. It requires workers to put themselves in the other person's shoes and realize that the person who is angry and escalating may be feeling helpless, hopeless, shamed, stigmatized, violated, or victimized – or a combination of all of these. There are many different de-escalation techniques and not every strategy will work in all situations.

Recognizing When a Coworker Has Made a Threat

One of the common types of workplace violence is that among co-workers. In addition, a high percentage of violent incidents are perpetrated by individuals from outside the workplace. This includes situations such as domestic violence, bomb threats, and violence by customers.

While they are often preventable, it is still difficult to determine whether any particular workplace situation is potentially violent. This is an emotional and complex topic, and decisions about what to do in certain situations are not always straightforward or made in a clearheaded state of mind. In many cases, employees ignore warning signs because they believe they are not important, "that's just the

way they are," or that it is none of their business. In other situations, employees react based on fear and what they believe is the profile of a potentially violent person, not necessarily observed actual behavior. Another major hindrance is not knowing where to go to get help in making determinations regarding real and potential risks.

Actual threats should always be taken seriously and responded to immediately. When there is not an actual threat, judgment and senses should be trusted. The "gut feeling" that one gets when talking to people should be respected. If one feels that someone is dangerous, take the proper precautions.

Should a potential or violent incident occur,

PLEASE DO:

- your best to stay calm
- speak to the other person quietly and calmly
- try to put some space between yourself and the other person
- call 9-1-1 if there is immediate danger or someone is injured, and
- notify your manager or supervisor when it is safe to do so.

PLEASE DO NOT:

- escalate the situation
- try to shout down the other person or make any aggressive moves toward him/her
- argue with the other person
- use defensive sprays or weapons
- fight with the other person
- chase the other person
- try to break up or intervene in a violent act, or
- risk getting hurt yourself.

How Employees Can Protect Themselves and Others if Workplace Violence Happens

Potential or actual violent situations among employees usually escalate if not defused. Violence and the warning signs that typically occur can usually be identified at three levels. It should be noted that anyone or combination of warning signs at the three levels may be indicative of a potentially violent situation. The following is an attempt to delineate warning signs and the appropriate response.

Employees will have to make a judgment call as to the appropriate action to take by discerning and evaluating the given situation.

Level One (Early Warning Signs)

The person is:

- intimidating/bullying
- discourteous/disrespectful
- uncooperative, and/or
- verbally abusive.

Response When Early Warning Signs Occur at Level One

- **Observe** the behavior in question.
- **Report** concerns to your supervisor to seek help in assessment/response to the situation. If the offending employee is the reporting employee's immediate supervisor, the employee should notify the next level of supervision or Human Resources. If the offending person is not an employee, the supervisor of the employee reporting the incident and/or Campus Safety are the appropriate individuals to receive and provide an initial response.
- **Document** the observed behavior in question.
- The supervisor, Human Resources or Campus Safety should **meet** with the offending employee to discuss concerns. Follow these procedures:
 - Schedule private time and place.
 - Coordinate any necessary union participation.
 - Get straight to the point.
 - Ask the employee for his or her input.
 - Ask the employee what should be done about the behavior.
 - Ask how you can help.
 - Identify the performance and/or conduct problems that are of concern.
 - Identify the steps you would like to see to correct problems.
 - Set limits on what is acceptable behavior and performance.
 - Establish time frames to make changes and subsequent consequences for failing to correct behavior and/or performance.
 - Other department policies.

Level Two (Escalation of the Situation)

The person:

- argues with customers, vendors, co-workers, and management
- refuses to obey District policies and procedures

- sabotages equipment and steals property
- verbalizes wishes to hurt self or others
- sends threatening note(s)
- sees self as victimized by management or others (me against them).

Response When the Situation Has Escalated to Level Two

- If an immediate threat is present, **Call** 911 and then Campus Safety, particularly if the situation requires immediate medical and/or law enforcement personnel.
- **Contact** the supervisor and, if needed, the supervisor will contact other appropriate official(s) to seek help in assessing/responding to the situation.
- If necessary, **Secure** your own safety and the safety of others, including contacting people who are in danger.
- **Document** the observed behavior in question.
- Supervisor should **Meet** with the employee to discuss concerns and, if appropriate, begin or continue progressive discipline. The supervisor should follow these procedures:
 - Call for assistance in assessing/responding, if needed.
 - Avoid an audience when dealing with the employee.
 - Remain calm, speaking slowly, softly, and clearly.
 - Ask the employee to sit down; see if s/he is able to follow directions.
 - Ask questions relevant to the employee's complaint such as:
 - What can you do to try to regain control of yourself?
 - What can I do to help you regain control?
 - What do you hope to gain by committing violence?
 - Why do you believe you need to be violent to achieve that?
 - Try to direct aggressive tendencies into another kind of behavior so that the employee sees s/he has choices about how to react.

Level Three (Further Escalation – Usually Resulting in an Emergency Response)

The person displays intense anger resulting in:

- suicidal threats
- physical fights
- destruction of property
- display of extreme rage, and/or
- utilization of weapons to harm others.

Response When Situation is a Level Three Emergency

Any individual observing violent or threatening behavior which poses an immediate danger to persons or property is expected to:

- **Secure** your personal safety first (including leaving the area if necessary)
- **Call 911** followed by Campus Safety, particularly if the situation requires immediate medical and/or law enforcement personnel.
- **Remain Calm** and **Contact** supervisor.
- **Provide** law enforcement personnel with necessary information.

Once law enforcement personnel and/or Campus Safety are on the scene, they will assume control of the situation. Witnesses should be prepared to provide a description of the violent or threatening individual, details of what was observed, and the exact location of the incident.

1. Document the observed behavior in question.
2. Supervisor, where needed, will contact functional area experts and will follow the procedures described in the Level Two section above.

3. WORKPLACE VIOLENCE PROCEDURES

Employee Compliance

These policies and procedures are designed to ensure that employees adhere to the rules and work practices 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 in the provisions of Shasta-Tehama-Trinity Joint Community College District 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.
- 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
- posted or distributed workplace violence prevention information through News 2 Muse and/or
- 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 (as included in this document).

Coordination With Other Employers

Shasta-Tehama-Trinity Joint Community College 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 in workplace violence prevention.

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

At a multiemployer worksite, College will ensure that if its employees experience workplace violence incident that Chief of Campus Safety will record the information in the Incident/Campus Safety Reporting Form and shall also provide a copy of that report to controlling employer.

Reporting

Shasta-Tehama-Trinity Joint Community College District will implement the following effective procedures to ensure that:

- All threats or acts of workplace violence are reported to an employee's supervisor or manager, who will inform the Chief of Campus Safety and/or the Associate Vice President of Human Resources.
- Employees can report incidents to their supervisor, HR, Campus Safety or online without fear of retaliation and any instances of retaliation are dealt with swiftly and decisively.

In the Event of an Emergency:

1. Immediately call 911 and when safe to do so, call Campus Safety at 530-242-7910.

In the Event of a Non-Emergency:

Call Campus Safety at (530) 242-7910 or report an incident online. Blue phones may also be used to contact Campus Safety. The blue phones are located in most of the buildings at the main campus. Any suspicious activity or person seen in the parking lots or loitering around vehicles or inside buildings should be reported to Campus Safety. In addition, you may report a crime to the following areas:

See table under Section 1 for a full list of emergency and non-emergency contacts.

Anonymous Reporting

An individual wishing to file an anonymous report may do so by contacting the Campus Safety Department at (530) 242-7910, filing a report online, or by contacting a Campus Security Authority. These anonymous reports are counted and disclosed in the crime statistics for the District, but, as with all other crimes included in the annual crime report, no personally identifiable information is included.

Emergency Response Procedures

Shasta-Tehama-Trinity Joint Community College has in place the following specific measures to handle actual or potential workplace violence emergencies:

All members of the campus community are notified on an annual basis that they are required to notify the Chief of Campus Safety or designee of any incident on campus that involves an emergency or dangerous situation that may involve an immediate or ongoing threat to the health and safety of students and employees on campus. The Chief of Campus Safety has the responsibility of responding to, and summoning the necessary resources, to mitigate, investigate, and document any situation that may cause an emergency or dangerous situation. In addition, the Chief of Campus Safety or designee has a responsibility to respond to such incidents to determine if the situation does in fact, pose a threat to the community. If so, federal law requires that the institution immediately notify the campus community or the appropriate segments of the community that may be affected by the situation.

Upon confirmation or verification by the District that a legitimate emergency or dangerous situation involving an immediate threat to the health or safety of students or employees is occurring on campus, the District will determine the content of the message and will use some or all of the systems described below to communicate the threat to the campus community or to the appropriate segment of the community, if the threat is limited to a particular building or segment of the population. The District will, without delay, take into account the safety of the community, determine the content of the notification and initiate the notification system, unless issuing a notification will, in the judgment of the first responders including, but not limited to: Campus Safety Officers, or jurisdictional law enforcement agency, compromise the efforts to assist a victim or to contain, respond to, or otherwise mitigate the emergency.

These methods of communication include the College group e-mail system, text alert system, social media platforms, the College website, and/or press releases to students, faculty, and staff. Depending on the circumstances, other measures may be taken, including but not limited to, use of telephones, or publications in print.

The District will post updates during a critical incident on the District website at <https://www.shastacollege.edu/>. Individuals can call the District's recorded information telephone line at (530) 242-7500 for updates. To receive emergency notifications from Campus Safety, please visit [this link](#) and follow directions under Emergency Notifications.

Post Incident Response and Investigation

After a workplace incident, the Chief of Campus Safety, Human Resources, and/or the appropriate designee 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.

- Submit any necessary information to local law enforcement agency.
- 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 law enforcement.
- The Incident/Campus Safety Reporting Form will be used for every workplace violence incident and will include information, such as:
 - the date, time, and location of the incident
 - the workplace violence type or types involved in the incident
 - a detailed description of the incident
 - a 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.
 - a 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.
 - a classification of where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area.
 - the 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
 - Consequences of the incident, including, but not limited to:
 - whether Campus Safety or law enforcement was contacted and their response and

- 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 report, including their name, job title, and the date completed.
- Reviewing all previous incidents.
- Offer support services reference as listed in this document on page 16.
- 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.

Timely Warning Notifications and Immediate Notifications

All members of the Shasta College Community are notified on an annual basis that they are required to report to the Campus Safety Department of any situation or incident on campus that involves a significant emergency or dangerous situation that may involve an immediate or ongoing threat to the health and safety of students, staff, or visitors on campus. Campus Safety has a responsibility to respond to such incidents to determine if the situation does in fact, pose an immediate or ongoing threat to the community regardless of whether a crime is involved.

Reference AP 3515 for full processes and procedures of Timely Warning Notifications and Immediate Notifications.

Employee Access to WVPP

The District ensures that the WVPP plan shall be in writing and shall be available and easily accessible to employees, authorized employee representatives, and representatives of Cal/OSHA at all times. This will be accomplished by:

- Providing a written or digital copy of the written WVPP whenever requested by an employee or designated representative.
- Providing unobstructed access through a company server or website, which allows an employee to review, print, and email the current version of the written WVPP. Unobstructed access means that the employee, as part of their regular work duties, predictably and routinely uses the electronic means to communicate with management or co-employees.

Recordkeeping

Human Resources will:

- 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, and
 - names and job titles of all persons attending the training sessions.

Campus Safety will:

- Maintain violent incident reports for minimum of 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.

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), shall be made available to Cal/OSHA upon request for examination and copying.

Employee Access to Records

The following records shall be made available to employees and their representatives, upon request and without cost, for examination and copying within **15 calendar days of a request**:

- records of workplace violence hazard identification, evaluation, and correction
- training records, and/or
- violent incident reports related to workplace violence.

Reports will not include personally identifiable information unless the requested party is directly involved in the case. Other restrictions may apply. Requests should contain contact information and preferred method of delivery.

WVPP Evaluation, Inspection, Review & Revision

Hazard Identification and Evaluation

The following policies and procedures are established and required to be conducted by the District to ensure that workplace violence hazards are identified and evaluated. Inspections shall be conducted when the plan is first established, after each workplace violence incident, and whenever the employer is made aware of a new or previously unrecognized hazard.

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 by Campus Safety on a monthly basis and/or as needed.

Inspections for workplace violence hazards include assessing:

- the exterior and interior of the workplace for its vulnerabilities or unsafe conditions
- the need for violence surveillance measures, such as mirrors and cameras
- 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
- the availability of escape routes
- whether employees have a designated 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, speaker systems, alarms, panic buttons, mass notification system, physical barriers, and restraint systems
- frequency and severity of threatening or hostile situations that may lead to violent acts
- 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, and/or
- 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. The District will implement the following effective procedures to correct workplace violence hazards that are identified:

- 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 corrective actions taken appropriately documented, and
- corrective measures for workplace violence hazards will be specific to a given work area.

Examples of some corrective measure may include:

- improve lighting around and at the workplace
- post of signs notifying the public that cameras are monitoring the facility
- 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
- install security surveillance cameras in and around the workplace
- provide workplace violence systems, such as door locks, violence windows, physical barriers, and emergency alarms
- ensure the adequacy and effectiveness of workplace violence systems
- post emergency telephone numbers for law enforcement, fire, and medical services
- control access and movement within the workplace by non-employees, include recently discharged 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 or panic buttons, and/or
- provide employee training/re-training(refreshers) on the WVPP,

Review and Revision of the WVPP

The WVPP will be reviewed for effectiveness:

- on an annual basis
- as legislation requires
- when a deficiency is observed or becomes apparent
- after a workplace violence incident, and/or
- as needed.

Review and revision of the WVPP will include the procedures listed in the Employee Active Involvement section of this WVPP, as well as the following procedures to obtain the active involvement of employees in reviewing the plan's effectiveness:

- Review of the District's WVPP should include, but is not limited to:
 - review of incident investigations and the Incident/Campus Safety Reporting Form and
 - 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. Any necessary revisions are made promptly and communicated.

4. EMPLOYER REPORTING RESPONSIBILITIES

In accordance with California Code of Regulations (CCR), Title 8, Section 342(a), Shasta-Tehama-Trinity Joint Community College District shall immediately report to Cal/OSHA any work-related fatality or serious injury or illness, as defined in CCR, Title 8, Section 330(h), including incidents resulting from workplace violence.

Pursuant to California Labor Code Section 6401.9, the District is committed to establishing, implementing, and maintaining an effective Workplace Violence Prevention Plan (WVPP). The District shall designate responsible personnel to oversee implementation, maintain required documentation, ensure compliance with applicable regulations, and support ongoing efforts to identify, evaluate, and correct workplace violence hazards.

The District is committed to fostering a safe and secure working environment through proactive prevention measures, employee participation, ongoing evaluation, and continuous improvement of workplace safety practices.