

CALIFORNIA COLLEGE OF THE ARTS

## **Workplace Violence Prevention Plan**

2024



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## Workplace Violence Prevention Plan

California College of the Arts's Workplace Violence Prevention Plan (WVPP) addresses the hazards known to be associated with the four types of workplace violence as defined by [Labor Code \(LC\) section 6401.9](#).

**Date of Last Review:** June 2024

**Date of Last Revision(s):** June 2024

**Responsible Executives:** Vice President, Human Resources

Vice President, Operations and Capital Projects

**Responsible Offices:** Human Resources

Public Safety

### Contacts:

Violence in progress: Call 911, then Public Safety (Patrol Phone: 415-726-2061 or Main Desk: 415-703-9512)

Hostile situation in progress: Public Safety (Patrol Phone: 415-726-2061 or Main Desk: 415-703-9512)

Violence or hostile situation in progress away from campus: local police (911)

Hostility or threat of violence, but no immediate threat: Public Safety (Patrol Phone: 415-726-2061 or Main Desk: 415-703-9512)

Hostility or threat of violence of a sexual nature, but no immediate threat: Public Safety (Patrol Phone: 415-726-2061 or Main Desk: 415-703-9512)

For questions about this plan: Human Resources, [hr@cca.edu](mailto:hr@cca.edu)

## Authority and Scope

As a result of [California Senate Bill 553 \(SB 553\)](#), all employers that fall within the scope of [California Labor Code \(LC\) 6401.7 and LC 6401.9](#), are required to establish, implement, and maintain an effective, written Workplace Violence Prevention Plan (WVPP) no later than July 1, 2024.

## Plan Statement

California College of the Arts (CCA) is committed to promoting and maintaining a safe work environment for its employees. We have a [Workplace Violence policy](#) of zero tolerance for threatening, intimidating, or violent behavior in the workplace and will make every effort to prevent violent incidents from occurring through implementation of this Workplace Violence Prevention Plan. The plan shall be in effect at all times, in all work areas, and be specific to the hazards and corrective measures for each work area and operation.

All employees are responsible for implementing and maintaining this Plan and completing annual required training related to this Plan. We encourage employee participation in the design, implementation, and periodic revision of this Plan. Anyone who is a victim of threatening or violent conduct in the workplace, or who observes such behavior or believes a credible threat of such behavior exists, is required to immediately report the conduct. Those who make such reports will be protected from retaliation to the fullest degree possible.

A copy of this Plan is readily available to all employees from the [portal page](#) and upon onboarding.

Our program ensures that all employees, including supervisors and managers, adhere to work practices that are designed to make the workplace more secure, and do not engage in verbal threats or physical actions which create a security hazard for others in the workplace.

All employees, including managers and supervisors, and visitors which may include but not limited to vendors and/or contractors are responsible for using safe work practices, for following all directives, policies, and procedures, and for assisting in maintaining a safe and secure work environment.

The management of our establishment is responsible for ensuring that all safety and health policies and procedures involving workplace security are clearly communicated and

understood by all employees. Managers and supervisors are expected to enforce the rules fairly and uniformly.

Employees found to have violated this policy will be subject to the same disciplinary processes as outlined in the Employee Handbook and/or the collective bargaining agreement. Student offenders will be subject to the Student Code of Conduct in addition to this policy.

The college may assist in pursuing civil penalties, criminal penalties, or other appropriate action, against the offender regardless of the offender's relationship to the college.

## Definitions

**Act of Violence** - An act of violence is the attempt (coupled with the ability), or actual use of force of violence with the intent to threaten, harass, intimidate, commit a violent injury, or damage/destroy property.

**Assault** - the intentional use of physical injury (impairment of physical condition or to cause substantial pain) to another person, with or without a weapon or dangerous instrument.

**Bullying** - is unwanted offensive and malicious behavior which undermines an individual or group through persistently negative attacks. There is typically an element of vindictiveness and the behavior is calculated to undermine, patronize, humiliate, intimidate, or demean the recipient.

**Disorderly Conduct** - intentionally causing public inconvenience, annoyance, or alarm, or recklessly creating a risk thereof by fighting (without injury), or in violent or threatening behavior, or making unreasonable noise, shouting abuse, misbehaving, disturbing an assembly, meeting, or persons, or creating hazardous conditions by an act which serves no legitimate purpose.

**Domestic Violence** - is the use of abusive or violent behavior, including threats and intimidation, between people who have an ongoing or prior intimate relationship. This could include people who are married, live together, or date or who have been married, lived together, or dated.

**First Aid** - one-time treatment and follow-up for observation of minor injuries, including cuts, abrasions, bruises, first-degree burns, sprains, and splinters. It includes using nonprescription medications at nonprescription strength; cleaning, flushing, or soaking

wounds on the skin surface and using wound coverings such as bandages, Band-Aids, and gauze pads.

**Harassment** - intentionally striking, shoving, or kicking another, subjecting another person to physical contact, or threatening to do the same (without physical injury). Also, using abusive or obscene language, or following a person in a public place, or engaging in a course of conduct which alarms or seriously annoys another person.

**Intimidate** - To make afraid; to frighten, alarm, annoy, or scare. To force a person into, deter them from, some action by inducing fear by, or as if by, threats.

**Larceny** - wrongful taking, depriving, or withholding property from another (no force involved). Victim may or may not be present.

**Menacing** - intentionally placing or attempting to place another person in fear of imminent serious physical injury.

**Physical Attack** - is unwanted or hostile physical contact such as hitting, fighting, pushing, shoving, or throwing objects.

**Property Damage** - is intentional damage to property and includes property owned by the University of California, Berkeley, or its employees, visitors, vendors or others.

**Reckless endangerment** - subjecting individuals to danger by recklessly engaging in conduct which creates substantial risk of serious physical injury.

**Robbery** - forcibly stealing another's property by use of threat of immediate physical force (e.g., The victim is present and aware of theft.).

**Sex Offense** - public lewdness (i.e., exposure of sexual organs to others), sexual abuse by subjecting another to sexual contact without consent, deviant sexual act committed as in rape (i.e., sexual intercourse without consent).

**Stalking** - Stalking occurs when any person wilfully, maliciously and repeatedly follows or harasses another and makes a credible threat with the intent to place that person in reasonable fear for their safety or the safety of their immediate family.

**Threat** - A threat is a statement (verbal, written or physical) which is intended to intimidate by expressing the intent to either harass, hurt, take the life of another person, or damage/destroy property. This includes threats made in jest but which others could perceive as serious.

**Workplace** - is defined as any location owned, leased, or rented by CCA, or any location where a college employee is acting in the course and scope of employment. This includes, but is not limited to, buildings, grounds, and surrounding perimeters, including parking lots, field locations, classrooms, and residence halls. It also includes vehicles when those vehicles are used for college business.

**Workplace Violence** - any act or gesture intended to harass or intimidate another person; any act or gesture that damages or is likely to damage company property; or any act or gesture that leaves or is likely to leave another person injured or fearing injury.

**Type I** - The aggressor has no legitimate business relationship to the workplace and usually enters the affected workplace to commit a robbery or other criminal act such as robbery.

**Type II** - The aggressor is either the recipient or the object, of a service provided by the affected workplace or the victim, such as a current or former client, patient, customer, passenger, criminal suspect, inmate or prisoner.

**Type III** - The aggressor has some employment-related involvement with the affected workplace such as a current or former employee, supervisor, manager; a current/former spouse or significant other, a relative, friend; or some other person who has a dispute with an employee of the affected workplace.

## Who Is Affected by This Plan

All employees, including but not limited to faculty, staff, and student workers.

## Plan Administration

In order to ensure a safe workplace environment, each member has an active role in establishing, implementing, and maintaining the plan. This includes following plan directives, policies, and procedures. Specific roles are defined below.

**Human Resources** will ensure that:

- A thorough workplace violence hazard assessment has been completed.
- The Plan is complete and updated as required.
- The effective implementation of this plan by collaborating with departments and supporting employee involvement as appropriate.
- The Plan is available to all CCA employees.
- Reports of potential workplace violence or hostility affecting employees are reviewed, investigated, and consulted by other departments as appropriate, in addition to recommending appropriate responses.
- Investigate reports of workplace violence.
- Ensuring training occurs with all employees and maintains record keeping.
- Disciplinary action occurs against employees who have violated policy including following disciplinary processes as outlined in collective bargaining agreements when appropriate.
- Sufficient evidence exists to justify taking disciplinary action once the investigation of any misconduct is complete.
- Supervisors determine proper and reasonable accommodation.

**Workplace Violence Prevention Committee** will:

- Review previous incidents of violence at the workplace.
- Analyze and review existing records identifying patterns that may indicate causes and severity of assault incidents and identify changes necessary to correct hazards.
- Inspect the workplace and evaluate the work tasks of all employees to determine the presence of hazards, conditions, operations, and other situations which might place workers at risk of occupational assault incidents.

**Public Safety and Facilities** will:

- Ensures appropriate safety and law enforcement personnel have completed an on-site review of safety and security of buildings and offices.
- Works with law enforcement
- Responds to reports of current or imminent workplace violence.
- Advises on appropriate responses to threats of workplace violence.

**Managers & Supervisors** will:

- Ensure awareness of workplace violence policies and procedures within their areas of supervision.
- Ensure that employees know specific procedures for dealing with workplace threats and emergencies, and how to contact police, fire, and other safety and security officials.
- Ensure that employees with special needs are aware of emergency evacuation procedures and have assistance (as necessary) regarding emergency evacuation situations.
- Notify appropriate offices of potential threats and escalating situations.
- Assist in protecting from retaliation those who report threatening behavior.
- Participate as necessary in planning, procedures, and hazard identification to mitigate the risk of workplace violence.
- Take all threats seriously.

**Employees** must:

- Attend all employee orientation sessions upon initial employment.
- Complete required training annually.
- Be familiar with CCA policy regarding workplace violence.
- Be responsible for securing their own workplace.
- Be responsible for questioning and/or reporting strangers to supervisors.
- Be aware of any threats, physical or verbal, and/or any disruptive behavior of any individual and report such to supervisors.
- Be familiar with local procedures for dealing with workplace threats and emergencies.
- Do not confront individuals who are a threat.
- Take all threats seriously.
- Report warning signs of actual or potential violent or hostile behavior that may affect the workplace and that are inconsistent with time, place, and manner regulations as soon as possible to Public Safety, Human Resources, or Manager.
- Report any new workplace concerns/hazards.

## **Incident Reporting**

It is the responsibility of every member of the campus community to take any violence or threat of violence seriously and to report workplace violence or threats of violence to the appropriate authorities as detailed below, without concerns for retaliation.

An [Incident Report Form](#) will be completed for all incidents. One copy will be forwarded to the WVP Committee for their review and a copy will be filed with Human Resources. See Attachment for a copy of the Incident Report Form.

Any person who engages in a threat or violent action on college property may be removed from the premises as quickly as safety permits and may be required, at the college's discretion, to remain off college premises pending the outcome of an investigation into the incident.

When threats are made or acts of violence are committed by a college employee, the college will determine what actions are appropriate, including possible medical evaluation and/or disciplinary action. Once a threat has been substantiated, it is the college's policy to put the maker of the threats on notice that they will be held accountable for their actions and then follow through with the implementation of a decisive and appropriate response. CCA will make the sole determination regarding whether, and to what extent, threats or acts of violence will be acted upon by the college. The college may undertake a case-by-case analysis in order to ascertain whether there is a reasonable basis to believe that workplace violence has occurred.

Under the Workplace Violence policy, rapid decisions may be needed to prevent a threat from being carried out, a violent act from occurring, or a life-threatening situation from developing. No existing college policy or procedure should be interpreted in a manner that delays or prevents this from occurring.

## **Voluntary and Anonymous Reporting**

CCA is required by state law to report to law enforcement any incident that it learns of that might be classified as a Part 1 violent crime, hate crime, or sexual assault (Education Codes 67380, et seq.) However, it is up to the victim on whether or not to separately file their own report with the police.

Other than in these limited circumstances, with your permission, the Director of Public Safety or a designee can file a report on the details of the incident to the police without disclosing your identity, unless they are required to do so by governmental authorities. The purpose of filing a report this way is to respect your wishes while at the same time take steps to ensure the future safety of yourself and others. With such information, the college can keep an accurate record of the number of incidents occurring on campus or within the campus community, determine where there is a pattern of crime with regard to a particular location, method, or assailant, and alert the campus community to potential danger. Reports filed in

this manner are counted and disclosed in the annual crime statistics of the college (without using names or any other identifying details of the incident).

Please also refer to the [Student Sexual Misconduct Policy](#) for the Protection of All CCA Students for additional reporting options, including how to make an anonymous report of an act of sexual misconduct and for a list of resources.

### **Examples of violence or threat of violence to report on based on this plan**

Workplace violence can take various forms, ranging from physical assaults to verbal threats. In the context of a workplace violence prevention plan, it is essential to report any incidents that could potentially harm employees. Here are some examples of violence or threats of violence that should be reported:

- Physical Violence
  - Assault: Any physical attack, such as hitting, slapping, pushing, or any form of physical aggression.
  - Battery: Unlawful physical contact with another person without consent, causing bodily harm.
  - Stabbing or Shooting: Any incidents involving weapons like knives or firearms.
  - Sexual Assault: Any form of non-consensual physical contact of a sexual nature.
- Threats of Violence
  - Verbal Threats: Statements indicating an intention to cause harm, such as “I’m going to hurt you” or “You’ll be sorry.”
  - Written Threats: Threatening messages sent through emails, text messages, letters, or social media.
  - Gestures: Menacing gestures or actions that imply a threat of physical harm, like shaking fists, brandishing weapons, or making slashing motions.
- Domestic Violence
  - Personal Relationships: Incidents where domestic issues spill into the workplace, such as an abusive partner showing up at the office.
- Situational Examples
  - Disputes: Heated arguments between employees that escalate to threats of physical harm.
  - Customer or Client Aggression: Situations where clients or customers become violent or threaten employees.

1. Violence in progress
2. Hostile situation in progress
3. Violence or hostile situation in progress away from campus
4. Hostility or threat of violence, but no immediate threat
5. Hostility or threat of violence of a sexual nature, but no immediate threat

Specific examples of conduct that may be considered threats or acts of violence under this policy include, but are not limited to:

1. threatening physical or aggressive contact directed toward another individual
2. physical threats to an individual or an individual's family, friends, associates, or property
3. intentional destruction or threat of destruction of college property or another's property
4. harassing or threatening phone calls, letters, or emails
5. surveillance
6. stalking
7. veiled threats of physical harm or similar intimidation

Threats may be direct or indirect, and they may be communicated verbally or nonverbally. The following are examples of threats and acts that shall be considered violent – the table below is in no way all-inclusive:

Workplace violence does not refer to occasional comments of a socially acceptable nature such as references to legitimate sporting activities, popular entertainment, or current events. Rather, it refers to behavior that is personally offensive, threatening, or intimidating.

Example	Type of Threat
Saying, "Do you want to see your next birthday?"	Indirect

Writing, "Employees who kill their supervisors have the right idea."	Indirect
Saying, "I'm going to punch your lights out."	Direct
Making a hitting motion or obscene gesture	Nonverbal
Displaying weapons	Extreme
Stalking or otherwise forcing undue attention on someone, whether romantic or hostile	Extreme
Taking actions likely to cause bodily harm or property damage	Acts of violence

Most personal situations do not have to be reported under this plan unless they pose a risk of violence in the workplace. Examples of personal situations that pose a risk of violence in the workplace and should be reported to the employee's manager or public safety include, but are not limited to:

- Incidents or threats of domestic or intimate violence against an employee where it is possible that the threatening party could seek out the employee at work;
- Receipt of threatening or harassing telephone calls, emails, or other communications;
- Unwanted pursuit or threats by an outside party who has been observed at or near the workplace;
- Any situation in which an employee has obtained a protective or restraining order naming their workplace as a prohibited area of contact.

Members of the campus community facing personal situations that involve violence or the potential for violence are encouraged to seek confidential professional help through the Employee Assistance Program (EAP) at 800-834-3773. EAP Services is a confidential resource which cannot disclose any information without permission from the client except as required by law.

## Steps to making a workplace violence report

1. During an emergency, contact the following based on the location and type of incident
2. Contact your manager
3. Contact Human Resources
4. When appropriate, complete an incident report form

### On Campus Reports:

The primary contact number for all Public Safety requests is 415-703-9512. **If you have an EMERGENCY, you should call 911 directly! You should also notify Public Safety when safe to do so.**

Emergencies may also be reported to the local Police/Fire/Ambulance by dialing 911 from any phone. Note: Dialing 911 from a cell phone may connect the caller to the California Highway Patrol who will then transfer to the appropriate jurisdiction.

**“See something, say something”.** Any suspicious activity or person seen on campus, in the parking lots or loitering around vehicles, inside buildings or around the on campus Residential Halls should be reported to the Department of Public Safety or the local police department. In addition, you may report a crime to the following areas:

Director of Public Safety	415.551.9230
Dean of Students	415-551.9336
Residential Education	415.551.9296

### Off Campus Reports:

(Such as, Blattner residential halls, Rayko Studios)

You may report any suspicious activity or crime to the lobby staff of the residence hall or call the **police via 911** for emergencies or directly through the non-emergency number.

- **The San Francisco Police non-emergency number is 415-553-0123.**

Please reference the [Emergency Response portal page](#) for further information.

Non-Emergency Phone Numbers:

The following numbers are provided for non-emergency situations. Use of these numbers will still provide a prompt response.

CCA Public Safety:

- SF Public Safety Patrol (24/7) & After Hours Cell: 415-726-2061
- 450 Irwin Desk: 415-703-9512
- CCA Public Safety Supervisors Line: 415-551-9323
- CCA Public Safety : 415-703-9510 (Phone Tree & Directory)
- CCA Facilities 415-551-9300

Other Local Agencies:

- SFPD Non-Emergency: 415-553-0123
- SF Fire Non-Emergency: 415-553-0123

*If you are not sure whether there is an immediate threat of violence or hostility, contact Public Safety.*

## **Incident Report Details**

When appropriate, community members are to detail the incident on a formal Incident report (see appendix). This would include:

- Your name
- Date of the incident
- Where it took place
- Who was involved, if you knew them, how?
  - Who was responsible for the incident? If you don't know them please describe what they looked like
- Describe the incident - including what type of violence took place

- Identify any witnesses to the incident. Include phone if available:
- Has this type of incident happened before to you or your co-workers?
- Potential suggestions on what can be done to prevent similar incidents in the future

## Incident Investigation

A formal, thorough investigation will be conducted by Human Resources following any reports of potential violence or threats of violence or following a violence act. Employee concerns and reports are taken seriously and an investigation will be conducted in a timely manner. During formal investigations, confidentiality will remain to the best of our ability. Following an investigation, victims and respondents (if a CCA employee) will receive a report of the investigation including recommended outcomes for the individuals.

Each incident will be evaluated by the Workplace Violence Prevention Committee. Human Resources will submit a written evaluation of the incident to the committee and will make recommendations for revising the Plan to prevent similar incidents from occurring.

Separately the committee will conduct a hazard assessment process to identify what may have been the reason for the incident and if any preventative measures need to take place or processes to adjust.

## Incident Response

After a workplace incident, Human Resources in collaboration with appropriate offices such as Public Safety, will implement the following post-incident procedures:

- Visit the scene of an incident as soon as safe and practicable.
- Interview involved parties, such as employees, witnesses, law enforcement, and/or security personnel.
- Review security footage of existing security cameras if applicable.
- Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
- Determine the cause of the incident.
- Take corrective action to prevent similar incidents from occurring.
- Record the findings and ensure corrective actions are taken.
- Obtain any reports completed by law enforcement.

- The violent incident log will be completed 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.
    - Animal attack.
  - Consequences of the incident, including, but not limited to:
    - Whether security or law enforcement was contacted and their response.
    - Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident.
    - Information about the person completing the log, including their name, job title, and the date completed.
    - Reviewing all previous incidents.
- Support and resources, such as counseling services, are provided to affected employees (These resources could include referrals to counseling services, information about employee assistance programs, and time off work if necessary.)

- CCA Cares Team - The CCA Care Team engages students with the care and support needed during difficult and challenging personal and academic circumstances. Because of these circumstances, students may exhibit behaviors that can be seen as distressing, disruptive, disturbing, or dangerous.
- EAP
- Tristar for potential leave of absence

It will be ensured 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.

## **Response Procedure for Injured Person(s)**

Following are standard operating procedures for responding to a violent act where one or more persons are injured:

1. Anyone involved in a violent attack or who witnesses an attack resulting in an injury that requires more than first aid will contact emergency services.
2. Injured persons will receive prompt and appropriate medical care. The injured will be transported to medical care facilities.
3. The incident will be reported to police and other authorities as required by law.
4. The area where the violent actions occurred will be secured to protect evidence and minimize any disturbance during the post-incident response process.
5. An Incident Report will be prepared.
6. Injured persons, witnesses to the incident, and other affected employees will be provided psychological assistance and counseling to reduce trauma and stress.
7. Injured employees will be provided a DW1 form for workers compensation.

## **Employee Compliance**

Our system to ensure that employees comply with the rules and work practices that are designed to make the workplace more secure, and do not engage in threats or physical actions which create a security hazard for others in the workplace, include a comprehensive approach that combines clear communication, training, monitoring, and enforcement. Here are some effective procedures:

## 1. Clear Communication of Policies

- **Policy Dissemination:** Ensuring that all employees have access to the WVPP. Through the portal page, training, and regular communications.
- **Accessible Documentation:** Making sure the WVPP is easily accessible at all times, both digitally and in print, in common areas.

## 2. Training and Education

- **Initial Training:** Provide mandatory training sessions for all employees upon hiring.
- **Ongoing Training:** Conduct periodic refresher courses and updates on any changes to the WVPP. Provide retraining to employees whose safety performance is deficient with the WVPP.
- **Scenario-Based Training:** Use scenario-based training to help employees recognize and respond to potential violence situations as needed.

## 3. Leadership Involvement

- **Active Role of Supervisors:** Ensuring supervisors understand their role in enforcing the WVPP and are equipped to handle potential violence situations.
- **Management Commitment:** Demonstrate management's commitment to preventing workplace violence by regularly discussing the importance of the WVPP in meetings and communications.

## 4. Reporting and Incident Response

- **Clear Reporting Channels:** Establish clear and confidential reporting channels for employees to report incidents or threats of violence.
- **Prompt Response:** Ensure that all reports of violence or threats are taken seriously and addressed promptly according to established procedures.
- **Support Systems:** Provide support for victims of workplace violence, including counseling and legal assistance if necessary.

## 5. Monitoring and Evaluation

- **Regular Audits:** Conduct regular audits of the workplace to identify potential risks and ensure compliance with the WVPP.
- **Incident Tracking:** Keep detailed records of all reported incidents of workplace violence and the responses to them.

- **Feedback Mechanism:** Implement a system for employees to provide feedback on the WVPP and its effectiveness.

## 6. Disciplinary Actions

- **Enforcement:** Clearly communicate that there are consequences for non-compliance with the WVPP.
- **Consistent Application:** Apply disciplinary actions consistently to all employees, regardless of their position, to reinforce the importance of compliance. Abide by disciplinary processes outlined in collective bargaining agreements as appropriate.

## 7. Employee Involvement

- **Committees:** A committee with representatives from different departments was formed to review and improve the WVPP.
- **Regular Meetings:** Hold regular meetings with employees to discuss workplace safety concerns and improvements.

## 8. Environmental and Administrative Controls

- **Security Measures:** Implement as needed security measures such as surveillance cameras, access control systems, and secure entry points.
- **Workplace Design:** Design the workplace to minimize risks, such as having well-lit areas, open spaces, and secure exits.

## 9. Behavioral Observation

- **Observation Programs:** Train supervisors and employees to recognize warning signs of potential violence and how to intervene safely.
- **Recognizing** employees who demonstrate safe work practices that promote the WVPP in the workplace.

## 10. Continuous Improvement

- **Review and Update:** Regularly review and update the WVPP based on new information, incidents, and feedback.
- **Benchmarking:** Compare our WVPP with industry best practices and standards to ensure it remains effective and relevant.

## Communication

CCA recognizes that to maintain a safe, healthy, and secure workplace we must communicate to all employees, including managers and supervisors, all workplace safety, health and security issues. We have a communication system designed to encourage a continuous flow of safety, health and security information between management and our employees without fear of reprisal and in a form that is readily understandable. We will communicate the WVPP policies and procedures through:

1. New employee orientation training.
2. Periodic (quarterly) review of our WVPP with committee members.
3. Training programs designed to address specific aspects of workplace violence prevention and security unique to our location.
4. Posting and distributing workplace violence prevention information.
5. Reporting workplace violence/security hazards or threats of violence.
6. Protecting employees who report incidents of workplace violence from retaliation by the person making the threats. Employees who report incidents of workplace violence will be protected from the person making the threats by the college immediately taking the appropriate actions such as removing the person, making the threats, from the work area until the situation is resolved. For serious threats or acts of violence, security and/or the local police will be called.
7. Addressing security issues at our workplace violence prevention/security team meetings. The committee will recommend solutions to management.
8. Ensuring proper public notice of WVPP.

Further examples include:

- Updates on the status of investigations and corrective actions are provided to involved employees. These updates could include information about the progress of investigations, the results of investigations, and any corrective actions taken.
- Updates during all staff/faculty meetings to discuss the plan and any updates. These meetings could involve sharing updates to the plan, discussing recent incidents, and coordinating training sessions.
- HR Newsletter

## Coordination with Other Employers

The college works with contractors and vendors conducting work on CCA campus. In order to coordinate effective procedures for implementation and maintenance of the plan with other employers, we will:

- Share the plan and review respective roles as provided in the plan.
- Share procedures as part of the plan for adherence, including reporting violence and not partaking in violence with CCA employees.

## Employee Access to the Written WVPP

CCA ensures that the WVPP shall be in writing and shall be available and easily accessible to employees, authorized employee representatives, and representatives of Cal/OSHA at all times.

We will provide unobstructed access through portal, which allows an employee to review, print, and email the current version of the written WVPP. In addition, physical copies will be posted on campus boards for reference.

## Emergency Response Procedures

### Emergency Alerts and Timely Warnings

There are two types of notices that may be issued for an emergency situation at CCA. An Emergency Alert is issued upon the confirmation of any significant emergency or dangerous situation involving an immediate threat to the health or safety of students or employees. A Timely Warning is issued for any crime that represents an ongoing threat to the safety of students or employees.

In the event that a situation arises, (either on or off campus), and in the judgment of the Director of Public Safety or their delegate, constitutes an ongoing or continuing threat, a campus wide “Timely Warning” will be issued. The warning will be transmitted through the college email system to students, faculty, and staff.

Depending on the particular circumstances of the situation, especially in all situations that could pose an immediate threat to the community and individuals, the Department of Public Safety may issue an Emergency Alert which is transmitted through both the email system and through the RAVE Alert Emergency Notification System. The RAVE system is a text based alert transmitted to the mobile telephone or alternate mobile device that the student or employee registers with CCA.

The college will without delay take into account the safety of the community to determine the content of emergency alerts and timely warnings and to initiate the notification system.

Anyone with information warranting a timely warning should report the circumstances to the Department of Public Safety by phone (415-703-9512) or in person at the Public Safety Station located in San Francisco at the Public Safety Desk in the SF Main building (145 Hooper St).

## **Evacuation and Sheltering Procedures**

San Francisco campus has a designated re-assembly location. Some emergencies may require evacuation of the building. In this event, verbal notice or alarms, or both, will be used to sound the evacuation. Whenever a fire alarm system sounds on either campus, everyone is required to immediately evacuate all buildings and meet at the appropriate Assembly Areas:

**SF Campus:** Parking Lot of 80 Carolina & 7th St lot behind double ground building.

Some emergencies may require evacuation of the building. In this event, verbal notice or alarms, or both, will be used to sound the evacuation.

If a terrorist attack occurs (nuclear, biological, or chemical disaster), all persons will be instructed to shelter in place or given appropriate instructions via the RAVE Alert system.

## **Active Shooter/Violent Intruder**

An active shooter is a person **armed with a firearm** who is intent on injuring or killing others. A Violent Intruder is a person **armed with another type of weapon** intent on injuring or killing others. If confronted with either situation in your building you should:

### **Get Out: RUN!**

- Your best option is ALWAYS to run, get out, and get away!
- Think in advance about how you would get out; know the paths to the nearest exits and whether it would be possible to escape through a window.

### **Call Out**

- First, get to a safe place, and then call 911.
- If it is safe, stay on the line and give the police the best information you can:
- Your location and name.
- Any and all information about the shooter and the shooter's actions and locations.

### **Hideout: HIDE!**

- If you are not able to get out of your room or office, hide under or behind something.
- If your room cannot be locked, close the door and turn off the lights if possible.
- Be aware that if you are hiding when the police come, they will be seeking a threat and will not know who you are; show your hands and obey their commands.

### **Keep Out**

- If you cannot get out, if possible, lock or barricade the door.
- Make sure the barricade is secure, holding it from a safe position if necessary.

### **Take Out: FIGHT!**

- Running away is always your best option. However, if there is no way to run, hide out, or keep out, **your only choice may be to fight.**
- Remember that if you must “take out” the threat. You are fighting for your life.

### **What to Expect from Responding Officers**

- Officers will have their weapons deployed while seeking the threat.
- Keep your hands visible, avoid sudden movements, and obey the officer's commands.
- First priority is to neutralize the threat. If you are injured, they will not stop to help you.
- Once the threat is neutralized, medical personnel will be summoned to assist you.
- The most important thing to remember is to stay calm!

These training videos demonstrate the three tactics that can be used to keep yourself and others safe during an active shooter attack.

[Run. Hide. Fight.](#)   [Run. Hide. Fight. - Safe in Schools](#)

## **Hazard Assessment**

The workplace violence prevention committee will periodically conduct a workplace violence hazard assessment/security analysis for each work area and investigate each incidence of workplace violence. The committee will review records, conduct a workplace security analysis (inspect work areas), conduct employee interviews, and collect employee input.

Periodic inspections are performed according to the following schedule:

1. No less than once a quarter
2. When the Workplace Violence Prevention plan is implemented
3. When new, previously unidentified workplace violence/security hazards are recognized (these can be reported to leadership and/or Human Resources)
4. When occupational injuries or threats of injury occur;

5. Whenever workplace conditions warrant an inspection.
6. Within 30 days of the reported incident a follow-up inspection is warranted.

Periodic inspections for violence prevention/security hazards consist of identification and evaluation of workplace hazards and changes in business practices, and may require assessing for more than one type of workplace violence. Our establishment performs inspections for each type of workplace violence by using the methods specified in Hazard Assessment to identify and evaluate workplace hazards.

The most recent workplace violence hazard assessment for CCA was completed in April 2024.

## **Workplace Violence Hazard Correction**

Workplace violence hazards will be evaluated and corrected in a timely manner. CCA 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 will be documented and dated on the appropriate forms.
  - Corrective measures for workplace violence hazards will be specific to a given work area.

Examples are detailed in the Engineering Controls.

## **Workplace Security Analysis**

The Workplace Violence Prevention Committee will periodically inspect the workplace and evaluate the work tasks of all employees to determine the presence of hazards, conditions, operations, and other situations that might place our workers at risk of occupational assault and other violent incidents. Employees will be periodically asked to identify the potential for violent incidents and to identify the need for improved security measures. These check-ins will be conducted at least once within a two-year period, and more often as determined by Human Resources.

The following potential hazards were identified during the WVPC review:

- Makers Cafe being a public area - close to dorms

- o Cash is exchanged
- Patrolling area where unhoused and mental health individuals are present

## Violence Risk Factors

Following are the risk factors found during the records review and security analysis that may place certain employees at greater risk of violence.

**Table 1 — Risk Factors**

<b>Risk Factor</b>	<b>Job Title Affected</b>	<b>Potential Violent Act or Condition</b>
Delivering unfavorable news - including relating to money	Student Affairs, Instructors, Financial aid counselors, Student Accounts Rep, Human Resources, Public Safety, Student Records	Assault
High crime area - Rayko	Studio Managers	Assault in the studio area late at night. Site closing Spring 2025.
Guarding valuable goods	Studio Managers, Auxiliary Services (Makers Cafe), Public Safety	Robbery
Work with public - face-to-face contact Personal Disputes	Front desk reps REC	Verbal or physical altercations
Unstable person(s)	Student Services, Faculty, Student Affairs - handling conduct Psychologist/Counselor, Makers Cafe, Studio Managers	Assault
Violence with a weapon	Studio Managers, Public Safety, Facilities	Using machinery or sharp items to cause physical harm

Cash handling	Makers Cafe, Student Affairs Events	Robbery
Policy Enforcement	Studio Managers, Public Safety, Auxiliary Services	Assault
Working late at night or early morning, alone	Studio Managers, Public Safety, Facilities, Student Affairs (on call)	Assault

## Plan Implementation

Specific workplace controls and response measures will continue to be implemented in order to reduce the risk of workplace violence and injury to workers at CCA.

## Engineering Controls

Table 2 contains the list of engineering controls that will be/have been installed in work areas designed to reduce or eliminate the risk factors for workplace violence.

**Table 2 — Engineering Controls**

Risk Factor	Work Area	Control	Control Procedure
High crime	Rayko	Limiting Access	Badge Access Lyft Safe ride program available to students and staff at Rayko from 5:45pm - 11:49pm daily.
Crime	Surrounding campus. Between campus and dorms		Public Safety Escort Program
External Intruder	All campus	Badge security	General Access Policies/Photo ID requirement
Assault with a weapon	All campus		Policy Prohibited Items

Emergency	All campus	Awareness/Warning and Procedures on responding to an emergency	Emergency Response plan - Active Shooter/Violent intruder Training Student Safety Presentation
Robbery	Makers Cafe, studios	Removing cash but also hiding register and valuable items	Do not accept cash sales over the summer. Only available at the coffee bar during the Academic Year to remove cash handling in evening operating hours. Do not accept bills larger than \$50. Post of signs notifying the public that limited cash is kept on the premises and that cameras are monitoring the facility.
Assault with weapon	Studios	Lock up	Lock up equipment when not in use
Violence	Meeting space	Space orientation	Having easy access to the door if need to exit
Assault	Waiting area	Limit waiting time and space	
Assault, Robbery, Disruptive Person	Mainly residence halls and Makers Cafe	Protocols in place	Maintenance team required to enter residential units in groups of two, propping doors with vendors and students to ensure a path of exit. Students are provided 48 hour notices of scheduled entries.  Front desk and Cafe staff are trained to call public safety if necessary or gchat them if they are unable to make a phone call.
Crime	Throughout campus		Signs with emergency contact information including location address

Employees will not be prevented from accessing their mobile or other communication devices to seek emergency assistance, assess the safety of a situation, or communicate with a person to verify their safety.

## Training

All regular employees, including managers and supervisors, will have training and instruction on general and job-specific workplace violence practices. These sessions involve presentations, discussions, and practical exercises. Training and instruction will be provided as follows:

- When the WVPP was first established.
- Annually to ensure all employees understand and comply with the plan.
- Whenever a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the plan. The additional training may be limited to addressing the new workplace violence hazard or changes to the plan.

Workplace violence prevention training for all employees, including managers and supervisors was initially given in July 2024. Training records will be maintained for each employee.

Initial employee training will include:

- A review and definition of workplace violence
- A full explanation and full description of the workplace violence prevention program (all employees were given a copy of this program at orientation).
- Instructions on how to report all incidents including threats and verbal abuse without fear of reprisal.
- Methods of recognizing and responding to workplace security hazards
- Information about how to identify potential workplace security hazards (e.g., inadequate lighting in the parking lot while leaving late at night, unknown person loitering outside the building)
- Review of measures that have been instituted at CCA to prevent workplace violence, including:
  - Use of security equipment and procedures
  - How to attempt to diffuse hostile or threatening situations
  - How to summon assistance in case of an emergency or hostage situation
  - Post-incident procedures, including medical follow-up and the availability of counseling and referral

## Specialized Training

Employees potentially exposed to hazards from workplace violence as part of their occupation will be given formal instruction on the specific hazards associated with their job or work area. This includes information on the types of injuries or problems identified in the facility, the policy and procedures contained in the overall safety program of the facility, those hazards unique to their job or work area, and the methods used by the facility to control the specific hazards. The training program will review risk factors that cause or contribute to assaults, etiology of violence and general characteristics of violent people, methods of controlling aberrant behavior, methods of protection, reporting procedures, and methods to obtain corrective action.

The following table lists the job titles that will be provided specialized training.

**Table 3 — Specialized Training Job Title List**

<b>Job Title</b>	<b>Activity</b>	<b>Specialized Training</b>	<b>Date Trained</b>
Student Services	Customer Service	Students in crisis training (Counseling, Dean of Students Office)	
Resident Assistant/Residential Education Coordinators	Working with community	Protocols connected to physical violence	
		Immediate training protocols	

## Recordkeeping

CCA will maintain records as described below:

- Create and maintain records of workplace violence hazard identification, evaluation, and correction, for a minimum of five (5) years.
- Create and maintain training records for a minimum of one (1) year and include the following:

- Training dates.
- Contents or a summary of the training sessions.
- Names and qualifications of persons conducting the training.
- Names and job titles of all persons attending the training sessions.
- Maintain violent incident logs 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
- Violent incident logs

### **Daily Crime and Fire Logs**

CCA publishes a daily log of all crime and fire incidents reported to the Department of Public Safety. The log is updated daily, Monday through Friday. Incidents that occur on the weekends will be updated on the next business day. The daily crime and fire log is located online and can be found on the Department of Public Safety page of the CCA portal: [CCA Public Safety Welcome Page](#).

### **Clery Report**

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, codified at 20 U.S.C. § 1092(f), is a federal law that requires all colleges and universities that receive federal financial aid to annually report crime data and to disclose important campus safety and security policies and information to their campus communities. This law is commonly known as the Clery Act.

## **Plan Review and Update**

This Plan will be reviewed and updated annually, and whenever:

- The workplace policies of CCA change.
- Regulations or regulatory agency policies change.
- Violence incident rates demonstrate that the Plan is not effective.
- Review of incident investigations and the violent incident 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. Any necessary revisions are made promptly and communicated to all employees.

## Supporting Materials

**The following supporting materials may be used to supplement this plan:**

Attachment **Table 4**—Emergency Contact Information List

Attachment **2**—Incident Report Form

**Table 4 — Emergency Services**

<b>Service</b>	<b>Contact Person</b>	<b>Address/Location</b>	<b>Telephone</b>
Ambulance/EMS	SF Emergency Medical Services Agency	<a href="https://www.sf.gov/departments/departments-emergency-management/emergency-medical-services-agency">https://www.sf.gov/departments/departments-emergency-management/emergency-medical-services-agency</a>	911/ 628-217-6000
Police	SFPD	<a href="https://www.sanfranciscopolice.org/">https://www.sanfranciscopolice.org/</a>	911/ Southern Station-415-575-6000
Fire	SFFD	<a href="https://sf-fire.org/">https://sf-fire.org/</a>	911/
Primary Medical Facility	Zuckerberg General Hospital	1001 Potrero Ave SF 94110	628-206-8000
Secondary Medical Facility	Kaiser Permanente	1600 Owens SF 94158	1-415-833-2200
Poison Control Center	<a href="https://www.poisong.org/">https://www.poisong.org/</a>	<a href="https://www.poisong.org/">https://www.poisong.org/</a>	800.222.1222
OSHA Area Office	90 7th Street, Suite 2650	<a href="https://www.osha.gov/contactus/bystate/region9">https://www.osha.gov/contactus/bystate/region9</a>	1-415-625-2547
Emergency Response Team	Abe Leal	CCA SF Campus	1-415-551-9230
National Response Center	<a href="https://www.epa.gov/emergency-response/national-response-team">https://www.epa.gov/emergency-response/national-response-team</a>	<a href="https://www.epa.gov/emergency-response/national-response-center">https://www.epa.gov/emergency-response/national-response-center</a>	1-800-424-8802
Electric (PG&E)	Representative	<a href="https://www.pge.com/en.html">https://www.pge.com/en.html</a>	1-800-743-5000
Water	customerservice@sfpuc.org	<a href="https://www.sfpuc.org/">https://www.sfpuc.org/</a>	1-415-551-3000
Gas (PG&E)	Representative	<a href="https://www.pge.com/en.html">https://www.pge.com/en.html</a>	1-800-743-5000
Phone Company	Zoom	zoom.us	1-888-799-9666
Chemical Spill Cleanup Contractor	Mike Montanus	Premier Chemical	1-707-426-0981

# Workplace Violence Incident Report

All CCA community members are required to report any workplace violence incidence. All reports will be taken seriously and investigated. Reporters are able to report without fear of retaliation. Please submit this report to Human Resources ([hr@cca.edu](mailto:hr@cca.edu)) and/or Public Safety ([psdsupervisors@cca.edu](mailto:psdsupervisors@cca.edu)).

The information you provide below is considered sensitive and will be shared only with persons essential to the investigation and disposition of this report. Attach additional material you believe will assist in the investigation of the incident.

Today's Date: \_\_\_\_\_ Your Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Position: \_\_\_\_\_

Dept: \_\_\_\_\_ Immediate Supervisor: \_\_\_\_\_

Incident Date: \_\_\_\_\_ Time: \_\_\_\_\_ a.m. / p.m.

Incident Location: \_\_\_\_\_

Type of Incident (circle one): Assault Robbery Harassment Disorderly Conduct Sex Offense  
Other (please specify): \_\_\_\_\_

Were the police contacted? Yes No If yes, did they respond quickly? Yes No

Were you injured? Yes No If yes, specify your injuries and the location of any treatment:

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1. Describe the incident:

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4. Have you reported this incident to anyone else? If so, to whom?

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5. Has this type of incident happened before to you or your co-workers? Yes No  
If yes, briefly describe the previous incident:

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6. Were you singled out or was the violence directed at more than one person?

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7. Were you alone when the incident occurred: Yes No

8. Did you have reason to believe the incident might occur? Yes No If yes, why?

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9. Can you suggest what can be done to prevent similar incidents in the future?

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Your Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_