PROMOTING A SAFE WORKPLACE

Violence has emerged as an important safety and health issue in today’s workplace. Workplaces prone to disruptive incidents have high levels of unresolved conflict and poor communication. Conflict at work is normal, but must be addressed promptly and effectively, not avoided or suppressed.

Disruptive behavior can be reduced or prevented by facilitating a workplace environment that promotes healthy, positive means of airing and resolving problems. It is also essential to improve the conflict management skills of managers and staff, to set and enforce clear standards of conduct, and to provide help to address conflicts early.

The university policy regarding violence in the workplace can be found at:
http://fullerton.edu/policies/presdir/dir8.htm

For more information on campus violence prevention, please go to:
http://police.fullerton.edu/campusregulations/CampusViolence.asp

PREVENTING AND RESPONDING TO
CAMPUS VIOLENCE

Risk Management and Environmental Health & Safety

EMERGENCY: 9-1-1

Dialing 9-1-1 from a campus phone or your cell phone will connect to University Police.

MAINTAINING A SAFE CAMPUS

California State University, Fullerton is committed to providing a safe environment in which to learn, study and work. Acts of violence and threats of violence severely impact the well-being of members of the university community. Therefore, the university does not tolerate acts or threats of violence.

Any threat or act of violence witnessed or experienced by a member of the campus community should be promptly reported to University Police.

This brochure is intended to assist in the awareness, prevention and response to disruptive, threatening, or violent behavior. This type of behavior can occur in any area or environment where university programs or activities occur.

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For more information on campus violence prevention, please go to:
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For training, additional information and resources please contact:

Environmental Health and Safety
(657) 278-7233 (S-A-F-E)
http://ehs.fullerton.edu

University Police
(657) 278-2515
http://police.fullerton.edu
WHAT IS DISRUPTIVE, THREATENING, OR VIOLENT BEHAVIOR?

University policies prohibit disruption and obstruction of university functions and activities, verbal threats, and behavior that endangers the health or safety of any individual.

Disruptive behavior disturbs, interferes with or prevents normal work functions or activities. Examples include yelling, using profanity, waving arms or fists, verbally abusing others, and refusing reasonable requests for identification.

Threatening behavior includes physical actions short of actual contact/injury (e.g., moving closer aggressively), general oral or written threats to people or property. (“You'd better watch your back” or “I'll get you”) as well as implicit threats (“You'll be sorry” or “This isn't over”).

Violent behavior includes any physical assault, with or without weapons; behavior that a reasonable person would interpret as being potentially violent (e.g., throwing things, pounding on a desk or door, or destroying property), or specific threats to inflict physical harm (e.g., a threat to shoot a named individual).

WHAT ARE THE WARNING SIGNS?

Below is a list of signs and attitudes that may be indicators of disruptive, threatening, or violent behavior. If you observe a pattern or change in behavior and attitude that causes you concern, please notify your supervisor.

- Feeling entitled to special rights; rules don’t apply to him/her.
- Exhibiting a recent fascination with weapons.
- Having a known history of violence.

WHAT BEHAVIORS SHOULD I REPORT IMMEDIATELY?

The following behaviors should be immediately reported to your supervisor or University Police.

- Engaging in persistent, obsessive attention to others.
- Intimidating, verbally abusing, harassing or mistreating others.
- Engaging in stalking behavior.
- Making threatening references to other incidents of violence.
- Making threats to harm self, others, or property.
- Detailing specific proposed act(s) of disruption or violence.
- Expressing feelings of revenge, or being wronged, humiliated, or degraded.

WHAT SHOULD I DO IF I FEEL THREATENED OR IN DANGER?

1. Find a way to excuse yourself, leave the room/area and get help. “You’ve raised some tough questions. I’ll consult with my supervisor to see what we can do.”
2. Do not mention discipline or the police if you fear an angry or violent response.
3. Signal for assistance. The individual may be antagonized if you call for assistance, so use a prearranged “distress” signal with a co-worker to check on you to determine how you are. If you need help, the co-worker should alert your supervisor and/or the University Police.
4. Do not isolate yourself with an individual you believe may be dangerous. Maintain a safe distance, do not turn your back, and stay seated if possible. Leave the door open or open a closed door, and sit near the door. Be sure a co-worker is near to help if needed.
5. NEVER try to remove him/her from the area. Even a gentle push or grabbing an arm may be interpreted as an assault by an agitated individual who may respond with violence toward you or file a lawsuit later.

WHAT SHOULD I DO IF I FEEL THREATENED OR IN DANGER?

1. Report all acts or threats of violence to University Police at ext. 2515. A Behavior Concern Report also may be submitted. This report can be found at http://police.fullerton.edu/ behaviorconcern.
2. Be prepared to answer the following questions:

   - WHO Name, description, address, phone number, faculty or staff member, student, or visitor.
   - WHAT The circumstances and sequence of events leading up to the incident.
   - WHEN Time of day.
   - WHERE Location of the incident.
   - HOW Describe how the offense was committed.
   - WHY What was the cause of the incident?

WHAT SHOULD I DO IF I FEEL THREATENED OR IN DANGER?

Dealing with problems or conflicts

- Intervene promptly, don’t let the situation worsen. Be courteous in your approach and remain constructive under pressure.
- Be clear about the facts of the problem as you see them, making sure you talk calmly and try to build mutual respect.
- Ask individuals involved to describe their perceptions of the problem (if appropriate).
- Set clear, objective, and observable expectations for improvement in job performance or in the relationship.
- Assess additional needed resources and seek outside help as necessary.
- Follow up to be sure that your expectations are met and directed changes are made.

WHAT SHOULD I DO IN AN EMERGENCY?

FOR CRIMES IN PROGRESS, VIOLENT INCIDENTS OR SPECIFIC THREATS OF IMMINENT VIOLENCE, CALL UNIVERSITY POLICE AT 9-1-1 OR HAVE SOMEONE CALL FOR YOU IF SOMEONE:

- Makes threats of physical harm toward you, others, or him/her;
- Has a weapon;
- Behaves in a manner that causes you to fear for your own or another's safety.

1. Do not attempt to intervene physically or deal with the situation yourself. It is critical that the police take charge of any incident that can or does involve physical harm.
2. Get yourself and others to safety as quickly as possible.
3. Use a phone out of sight/hearing of the individual. If possible, keep a line open to police until they arrive. If you cannot stay on line call University Police at (657) 278-2515 or Emergency 9-1-1 and the dispatcher will direct the police to you.

The more information the police receive, the more likely they can bring a potentially violent situation to a safe conclusion.