

**When a Campus is
Threatened by Violence:
What Administrators Can
Do To Ensure Safety**

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Agenda

- Duty to Provide a Safe Campus and Workplace
- Cal/OSHA Workplace Guidelines
- Cal/OSHA Mandatory IIPP
- Campus Safety Plan
- Emergency Response Plan
- Preventive Measures to Ensure Campus and Workplace Safety
- Responding to Threats/Violence on Campus

Providing a Safe Campus & Workplace

Parallel Duties:

- Prevent
- Respond
- Report

Duty to Provide Safe Campus & Workplace

- Education Code §§ 67380, 67381, 67385, 67385.7
- Penal Code §290.01
- Federal Campus Security Act
- Education Code § 32210
- Campus Sex Crimes Prevention Act
- Workplace Violence Safety Act
- Cal/OSHA

Duty to Provide Safe Campus & Workplace

- **Students:** Campus Safety Plan
- **Employees:** Workplace Security Plan Focused on Preventing Workplace Violence
- **Students and Employees:** Workplace Emergency Response Plan

Practice Tip:

Coordinate Prevention Strategies

Cal/Osha Mandatory IIPP

Injury and Illness Prevention Program (Program)
IIPP

- Must Address Workplace Violence
- Strategies Depend on Workplace Classification

Cal/Osha Mandatory IIPP

What is Workplace Violence?

- Workplace Homicides
- Non-lethal Assaults
- Conflicts with Aggressive Behavior
- Direct or Veiled Threats
- Harassment
- Stalking
- Emotional Instability with Potential for Violence
- Domestic Violence that Impacts Workplace

Three Classifications of Workplace Violence

- “Type I” Workplace Violence:
 - Involves Individual with no Legitimate Relationship to the Workplace
 - Most Common Type of Fatal Workplace Event
 - Retail Establishments at High Risk
 - Note: Unique Issues for Community Colleges Due to Open Campuses


Three Classifications of Workplace Violence

- “Type II” Workplace Violence:
 - Violence by Clients, Customers, Service Recipients
 - Specifically Includes **Teachers** as Service Providers
 - Student Violence is “Type II” Violence
 - Applies Mainly to Service Providers

Three Classifications of Workplace Violence

- “Type III” Workplace Violence:
 - Involves Employees or Individuals Known to the Employee Such As:
 - Employee, Supervisor, Manager
 - Spouse, Relative, or Friend
 - Includes Domestic Violence Occurrence at Work
 - Any Workplace at Risk

What Counts as Workplace Violence?

- Violent Confrontation in the Workplace
 - Threats of Violence by an Employee
 - Suicide in the Workplace
 - Some Forms of Sexual Harassment
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Cal/OSHA's Mandatory IIPP

What's Required:

- Develop Safe Practices
- Identify Security Hazards
- Communicate Security Hazards
- Investigate Injuries
- Correct Unsafe Conditions
- Train & Instruct

Train & Instruct

Set Expectations for Student and Employee Conduct

- Anti-Harassment Policy
- Anti Workplace Violence policy
- Electronic Communications Resources Policy
- Personnel rules
- Student Code of Conduct

Campus Safety Plans

- **Post Prominently:**
 - Availability/Location of Security Personnel
 - Methods of Summoning Security Personnel
 - Special Safeguards
 - Particular Facilities/Activities
 - Prior Actions to Increase Safety - Past 18 Months
 - Future Safety Precautions - Next 24 Months.

Campus Safety Plans: Agreement with Law Enforcement

- Designate Responsibility to Investigate Violent Crimes
- Delineate Geographical Boundaries

Practice Tip:

Update, discuss and train regularly. You don't want to be debating jurisdiction during a crisis!

Campus Safety Plan: Sexual Assault Protocols

- Campus Sexual Assault Policy;
- Personnel to be Notified;
- Legal Reporting Requirements and Procedures;
- Services Available for Victims and Personnel Responsible;

Education Code § 67385

Campus Safety Plan: Sexual Assault Protocols

- Description of Campus Resources for Victims;
- Ongoing Case Management Procedures;
- Confidentiality Procedures;
- Information to Victims re: Options

Practice Tip:

Cross-Reference Date-Rape orientation training, materials and community groups


Campus Safety Plan: Implementing an Effective Plan

- **Include Prevention Strategies**
 - Training/Orientation
 - Early Detection
 - Diversity Training
- **Include Response Protocols**
 - Lockdowns
 - Notifications and Alerts
 - Police Involvement

Emergency Response Procedures

- Must Publish in Annual Security Report
Emergency Response Procedures:
 - To Notify Campus Community of Immediate Threats to Health and Safety
 - Must Publish Annually in a Forum Designed to Reach Staff and Students
 - Must Test Emergency Response and Evacuation Procedures Annually
 - Must Cover Use of Electronic and Cellular Communication

Preventive Measures to Ensure Campus & Workplace Safety

1. Encourage Respectful, Supportive Educational/Workplace Environments
 2. Recognize Warning Signs
 3. Restrict Access to Campus
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Preventive Measures to Ensure Campus & Workplace Safety

- Create Respectful, Supportive Environments
 - Train and Educate on Anti-harassment Policies/Procedures
 - Encourage Early Reporting of Complaints
 - Publicize and Enforce No-retaliation Policy
 - Implement Conflicts Resolution Programs

Other Ideas?

How / Where To Look For “Warnings Signs”

- Temporary Restraining Orders
- Custody Orders
- School & District Crime Incident Reports
- Harassment Complaints
- Cal-OSHA “300 Log”
- Suspension & Expulsion Records
- Insurance Claims & Losses
- Accident Reports
- Vandalism Work Orders
- Local Crime Reports and Law Enforcement Records
- Personal Observations

Personal Observations of What?

- Patterns or Clusters of
 - Decrease in Productivity
 - Lack of Motivation
 - Unusual or Bizarre Behaviors
 - Restless, Agitated, Withdrawn
 - Drug and/or Alcohol Abuse
 - Disheveled Appearance
 - Excessive Absenteeism or Tardiness
 - Argumentative; Short Tempered
 - Increased Stress
 - Excuses or Blame
 - Concentration Problems, Confusion
 - Risky / Unsafe Behavior


Personal Observations of What?

- **Alarming Conduct**
 - Threats
 - Gun Fascination
 - Harassment/Stalking
 - Obsessions

Factors Re: Hiring Considering Criminal Behavior

- Nature and Seriousness of Offense
 - Community Colleges cannot Hire Employees who have been Convicted of
 - “Sex Offenses”
 - Controlled Substance Offenses
- Circumstances Surrounding Conviction


Factors Re: Hiring Considering Criminal Behavior (con't)

- Length of Time
 - Age at Time of Incident
 - Rehabilitation
 - Social or Environmental Concerns
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Administrator's Awareness of Conflict

- Observed Conduct
- Overheard Conversations
- Best to Address Conflict as soon as it Starts

Responding to Threats / Violence on Campus

- Secure Location
 - Ensure the Safety of Students and Staff
 - Communicate Threat of Danger to Staff and Students as Appropriate
 - Contact Law Enforcement if Appropriate
 - Obtain Control Over Situation
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Responding to Threats / Violence on Campus

- Threat Assessment/Investigation
 - Place on Leave or Suspension Pending Investigation
 - Consider TRO Option
 - Discipline Appropriately for Threats Made
 - Provide Student / Staff Counseling
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Threat Assessment

- Violence is a Process
- Assess Actual Risk of Violence Posed by Person
 - Investigate Subject and Potential Targets
 - Evaluate Possibility of Attack
- Manage Risks Presented by Subject
 - Plan for Both Subject and Targets
- Consult Professionals

Contacting Local Support Agencies

- Appoint Someone to Act as a Police Liaison
- Establish a Relationship with Local Medical and Emergency Personnel
- Develop a List of Local Agencies, Telephone Numbers and Persons to be Contacted in Time of Crisis

Beware of Communication During Conflict

- Body Language
 - Sound of Voice
 - Words
 - Context
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Steps For Dealing With Emotionally Charged Employees/Students:

- Observe
- Remain Calm
- Show Respect
- Identify the Problem
- Alert Campus Officials if Necessary
- Report the Incident


Steps For Dealing With Emotionally Charged Employees/Students:

- Let Person Leave if Desires - Do Not Touch Person!
- Call 911 if Necessary
- Document Observations
- Follow Up (meeting)
 - within 48 hours
 - within 1 week
 - within 2 weeks
 - within 4 weeks

The Meeting

- Initiate Meeting
- Thank Employee/Student For Attending
- Focus on Behavior
(Not Person, Not Personality)
- Listen (Without Judgment)
- Summarize What You Heard
- Discuss Impact
- Ask for Solutions

Investigate/Discipline Employee or Student

- During Investigation, Use Paid Leave or Suspension as Necessary
 - Following Investigation, Take Appropriate Disciplinary Action
 - Determine if Discipline Adequately Addresses Safety Issues
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Investigation Checklist

- Timeliness
- Confidentiality
- Written Statements of Detailed and Concrete Facts

Report of Assault by Student Against Employee

- When Employee is Attacked, Assaulted or Menaced, by Any Student
- Duty to Report Incident
- Duty of Employee's Supervisor with Knowledge of Incident to Promptly Report Incident
- Report Incident to Lower Foremost Authorities of County or City in Which Occurred

Ed Code § 87014

Workplace Violence Safety Act

- Employer May Obtain TRO/Injunction Against Someone Who Poses Threat to an Employee or to Workplace
- Employee Can Also Obtain TRO/Injunction

“Credible Threat of Violence”

- Statement or Course of Conduct that Causes Reasonable Person and Victim to Believe He/She is Under Threat of Death or Serious Bodily Injury

“Course of Conduct”

- Following or Stalking an Employee to or From the Place of Work
- Entering the Workplace
- Following an Employee During Hours of Employment
- Telephone Calls to an Employee
- Correspondence with an Employee

Civil Harassment Restraining Order

- Requires Course of Conduct which “Seriously Alarms, Annoys or Harasses”

Duty to Warn

- “Special relationship” may Include Employment/College Relationship
- Knowledge of Particularized Threat
- Notify Professors of Student who has Engaged in or is Reasonably Expected to have Engaged in Violence
- Notify Student/Employee who may be Target of Violence

Wrap-Up

- Coordinate Workplace and Campus Safety Plans
- Investigate & Respond
- Record and Report Workplace Injuries and Campus Crimes

Wrap-Up (con't)

- Be Aware of Warning Signs
- Listen
- Follow Your “Gut”
- Don't Ignore Threats
- Be Proactive
- Do Not Condone Inappropriate Behavior