



WORKPLACE VIOLENCE PREVENTION PLAN

Coast Community College District

PURPOSE AND SCOPE

The Coast Community College District (District) is committed to providing employees with a safe and healthy work environment that is free of violence and threats of violence. In keeping with these commitments, the District has established this Workplace Violence Prevention Plan ("WVPP" or the "Plan"). The purpose of this Plan is to establish processes and practices in connection with the prevention of Workplace Violence (as defined below) in the workplace and to protect employees from incidents of Workplace Violence.

DEFINITIONS

The following definitions apply for the purposes of this Plan.

- **Workplace Violence** means any act of violence or Threat of Violence (defined below) 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 types of violence:
 - **Type 1** violence is 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 is directed at employees by a third-party invitee (e.g., customer, client, guest, patron, patient, student, or visitor).
 - **Type 3** violence against an employee by a present or former employee, supervisor, or manager.
 - **Type 4** violence is committed in the workplace by a nonworker who has or is known to have had a personal relationship with an employee (e.g., interpersonal relationship violence or domestic violence).
 - Workplace Violence does not include lawful acts of self-defense or defense of others.

- A **Threat of Violence** means 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.
- A **Workplace Violence Emergency** is any unanticipated circumstance related to Workplace Violence that can be life-threatening or pose a risk of significant injury to employees or others.

RESPONSIBILITIES

The scope of the WVPP applies to all District employees. All managers are responsible for implementing and maintaining the WVPP in their work areas and for answering employee questions about the WVPP. The District recognizes the important role that employees play in identifying, preventing, correcting, managing, and responding to Workplace Violence incidents and threats. As such, this Plan has been developed and implemented with the assistance and active involvement and participation of employees in identifying, evaluating, and correcting Workplace Violence hazards, designing and implementing the training required under this Plan, and in reporting and investigating Workplace Violence incidents and threats.

The District has established a comprehensive WVPP development team that involves collaboration and coordination among a core team led by the Executive Director of Human Resources and Employee/Employer Relations, Districtwide Director of Public Safety, Senior Director of Facilities Planning (Risk Services Manager), and the Vice Chancellor, Finance and Administrative Services. These individuals have the authority and responsibility for implementing and overseeing the continuing administration of the Plan for the District.

Depending on the parameters of the incident and the resources available, one or more of the experts in the functional areas listed below may be called upon to provide technical assistance in their particular field to help assess, investigate, and/or respond to a violent or potentially violent situation.

Employees (Including Managers) are responsible for:

- their own behavior by interacting responsibly with fellow employees, supervisors, and clients;
- being familiar with the Plan and related District policy;
- promptly reporting actual and/or potential acts of violence to appropriate authorities;
- cooperating fully in investigations/assessments of allegations of workplace violence;
- being familiar with the services provided by the Employee Assistance Program; and
- informing appropriate personnel about restraining or protective court orders related to domestic situations so that assistance can be offered at the work site.

Managers are additionally responsible for:

- taking all reported incidents of workplace violence seriously;
- reporting all acts of violence, threats, and similar disruptive behavior in a timely fashion;
- coordinating updates to employees regarding the outcome of their reports regarding violent or potentially violent incidents;
- requesting, where appropriate, assistance from functional area expert(s);
- being cognizant of situations that have the potential to produce violent behavior and promptly addressing them with all concerned parties;
- encouraging employees who show signs of stress or evidence of possible domestic violence to seek assistance, such as the Employee Assistance Program; and
- assuring, where needed, that employees have time and opportunity to attend training (e.g., conflict resolution, stress management, etc.).

Public Safety is responsible for:

- providing security and helping to defuse violent situations;
- providing technical advice and support regarding physical security matters;
- assisting with or conducting investigations into threats or incidents of violence;
- requesting, where appropriate, assistance from functional area expert(s);
- acting as liaison with local authorities and outside law enforcement agencies;
- providing technical expertise and consultation to help determine what course of administrative action is most appropriate in specific situations; and

Risk and Environmental Health and Safety Managers are responsibilities for:

- assisting, when appropriate, in threat assessment and response activities;
- assisting, when appropriate, in assessing the physical and social environment for potential negative and positive stressors (e.g., space, lighting, temperature, and noise level);
- preparing trend reports and other analyses of safety and health incident report data; and
- assisting in emergency preparedness activities.

Employee Assistance Program is responsible for:

- providing consultation and guidance to supervisors in dealing with employees who exhibit performance or conduct problems;
- providing problem assessments for employees experiencing personal problems on and off-the-job;
- providing short-term counseling and referral service to employees;
- referring employees needing long-term counseling to appropriate treatment resources; and

Unions and Their Representatives are responsible for:

- supporting the Plan;
- being cognizant of situations that have the potential to produce violence and promptly reporting them;
- encouraging employees who show signs of stress to obtain assistance, such as that offered by the Employee Assistance Program; and
- advising employees, if they inquire, of the procedures for reporting violent behavior.

General Counsel is responsible for:

- providing legal advice and support to the District related to workplace violence reports, incidents, and threats.
- seek petitions for Workplace Violence protective orders on behalf of the District, as needed

Maintenance and Operations Management is responsible for:

- serving as an advisor to functional area experts; and
- performing, as coordinated by administration, security analysis of facilities.

Public Affairs is responsible for:

- advising on public affairs issues related to violence in the workplace; and
- providing advice and assistance concerning specific information that could and should be released to the media before, during, and/or after a crisis.

Human Resources is responsible for:

- assisting in assessing and investigating allegations of workplace violence raised by employees, supervisors, and/or managers, as requested;
- providing technical expertise and consultation to help determine what course of administrative action is most appropriate in specific situations;
- providing advice and counsel regarding human resources policies, procedures, and practices; and
- offering training to assist employees in dealing with situations which may lead to potential violence, e.g., conflict resolution, stress management, negotiation skills, etc.
- coordinating General Counsel support for workplace violence reports and incidents, as needed

EMPLOYEE COMPLIANCE

The District is committed to ensuring that its policies and procedures involving Workplace Violence prevention are clearly communicated and understood by employees covered by this Plan.

Employees, including managers, are responsible for complying with safe work practices, for following directives, policies, and procedures, and for assisting in maintaining a safe and secure work environment. The District's system of ensuring that employees comply with work practices that are designed to make the workplace more secure, and do not engage in threats or physical actions that create a security hazard for others in the workplace includes the following.

- Training all employees in the provisions of the District's WVPP.
- Implementing effective procedures to ensure that supervisory and nonsupervisory employees comply with the WVPP. The District regularly reviews and revises Board Policy and Administrative Procedures (BP/AP) 3510, Prohibition of Workplace Violence.
- Providing retraining to employees who do not comply with the WVPP or workplace violence hazard mitigation protocols.
- Recognizing employees who demonstrate safe work practices that promote the WVPP in the workplace by managers providing recognition for safety work practices through regular department meetings.

COMMUNICATION WITH EMPLOYEES

The District recognizes that maintaining a safe, healthy, and secure workplace requires open, two-way communication between employees on workplace safety, health, and security issues. The District's communication system is designed to facilitate a continuous flow of workplace violence prevention information between supervisors and employees in a form that is readily understandable by all employees and includes the following.

- 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. This will be accomplished by the following.
 - Ensure that supervisors and employees can communicate effectively and in the employees' first language, including written communication and material in their first language.
 - Annually distribute the WVPP and BP/AP 3510: Prohibition of Workplace Violence to all employees.
 - Adopt a unique email inbox specifically to report workplace violence incidents.

- Adopt a designated webpage available to all employees and the public that provides access to submit a report of a violent incident, threat, or other workplace violence concern.
- Post the WVPP in common workspaces, consistent with District's required posting processes.
- Employees' concerns will be investigated in a timely manner, and they will be informed of the results of the investigation and any corrective actions, such as installation of lighting, door locks, or process improvements to be taken as necessary and appropriate under the circumstances.

WORKPLACE VIOLENCE INCIDENT REPORTING PROCEDURE

The effectiveness of the District's efforts under this Plan depends in significant part on employees reporting incidents of workplace violence, including threats of violence, and any other concerns related to workplace violence.

How to Report

An employee who learns of a workplace violence incident, threat, or hazard should immediately report the matter as outlined below.

Reports may be made verbally or in writing. When making a report, the employee should provide as much detail as possible, including the names of individuals involved and any witnesses. The District will keep reports related to workplace violence as confidential as possible, to the extent permitted under applicable law.

To report workplace violence incidents, threats, and hazards that do not rise to the level of a workplace violence emergency, employees may submit a written report of violence via the District's WVPP webpage at <https://www.cccd.edu/departments/administrative-services/riskservices/workplaceviolence.html> or by written mail to:

Coast Community College District
Risk Services
1370 Adams Avenue
Costa Mesa, CA 92626.

Employees may also contact District or College Human Resources to provide a verbal report of workplace violence.

Workplace Violence Emergencies

In the event of an actual or potential workplace violence emergency, any employee who witnesses workplace violence should call 911. Immediately thereafter, once it is reasonably safe and practical to do so, those employees must report the incident to their College Public Safety office

No Retaliation

The District prohibits retaliation against any employee for making a good faith report of actual or suspected threats, incidents, or hazards of workplace violence, or suspected violations of any laws or regulations applicable to workplace violence prevention and response. Violation of this prohibition against retaliation will not be tolerated, and employees who engage in retaliation will be subject to corrective action, up to and including termination.

WORKPLACE VIOLENCE EMERGENCY RESPONSE PROCEDURES

The District has in place the following specific measures to respond to actual or potential workplace violence emergencies:

Alerts

In the event of an actual or potential workplace violence emergency, a call to 911 will automatically be communicated to Public Safety and a report with any relevant details would have been made to the Public Safety Director of the college (the Orange Coast College Public Safety Director is the person to be notified for an event at the District Office). The Public Safety Director will alert other potentially impacted employees, where practicable, of the presence, location and nature of the workplace violence emergency using the District's emergency notification system and will activate the college's campus safety plan, as appropriate, dependent upon the specific campus and location.

Shelter in Place, Lockdown, or Evacuate

Each college maintains a Campus Safety Plan that includes procedures for shelter in place, lockdown, and evacuation of its facilities. If appropriate, employees may be directed by Public Safety or other designated personnel to shelter in place or evacuate their work areas or workspaces. Each college's Campus Safety Plan is available online on their Public Safety web page listed below:

www.orangecoastcollege.edu/about/parking-and-public-safety/index.html

www.goldenwestcollege.edu/public-safety/index.html

www.coastline.edu/about/public-safety/index.php

How to Seek Help

In the event of an emergency, including a workplace violence emergency, contact law enforcement as provided in the preceding section on how to report workplace violence Emergencies. Employees may also contact local law enforcement by calling the following agency that serves their site.

Costa Mesa Police Department: (714) 754-5252

Fountain Valley Police Department: (714) 593-4483

Garden Grove Police Department: (714) 741-5704

Huntington Beach Police Department: (714) 960-8811

Newport Beach Police Department: (949) 644-3681

Westminster Police Department: (714) 548-3212

For each of the three colleges (or the Orange Coast College Public Safety Director for an event at the District Office), employees may also contact the Public Safety Director of the college by calling:

Orange Coast College Public Safety Office: (714) 432-5017

Golden West College Public Safety Office: (714) 895-8924

Coastline College Public Safety Office: (714) 241-6040

INVESTIGATIVE PROCEDURES

An investigation will be conducted into every workplace violence incident. The investigation will be led by Public Safety and will include Human Resources, Risk Services, and, when students are involved, Student Services. The District's investigative procedures regarding workplace violence incidents may include, as necessary and appropriate under the circumstances, the following:

- visits to the scene of an incident as soon as safe and practicable;
- interviews of involved parties, such as employees, witnesses, law enforcement, and/or Public Safety personnel;
- reviews of security footage of existing security cameras if applicable;
- examinations of the workplace for security risk factors associated with the incident;
- including any previous reports of inappropriate behavior by the perpetrator;
- determination of the cause(s) of the incident;
- identification of workplace violence hazards that may have contributed to or exacerbated the incident;
- recording of the findings, including completing the violent incident log as necessary, and ensuring appropriate corrective actions are taken;
- obtaining any reports completed by law enforcement and
- reviewing all previous incidents.

POST-INCIDENT RESPONSE

Upon a determination that workplace violence has occurred, the District will use appropriate tools and actions to respond to the incident, which may include:

- referral to law enforcement when criminal activity is suspected,
- deployment of additional security measures,

- disciplinary or corrective action,
- remediation of identified workplace violence hazards,
- additional training and other corrective action to prevent similar incidents from occurring, and
- provision of support and resources such as REACH (Employee Assistance Program), community support groups, and local women's shelters.

After resolution of a confirmed workplace violence incident, the District will determine the need for, and parameters and scope of, a post-incident evaluation based on the severity and circumstances. In such situations, the District will conduct an evaluation and assessment of the WVPP as well as the responsive actions taken. Such evaluation may consist of a review of the overall workplace security and response procedures to identify deficiencies that may have contributed to the incident, and to corrective actions or mitigation measures that should be considered to prevent similar incidents in the future.

WORKPLACE VIOLENCE INCIDENT LOG

Each college's Public Safety Office will maintain a workplace violence incident log that includes the information for each workplace violence incident as required by Labor Code §6401.9. The Orange Coast College Public Safety Office will record in its log any workplace violence incident that occurs at the District Office.

The information in this log shall be used in the period evaluation and assessments of the WVPP. No personal identifying information will be recorded in the log that would, alone or in combination with other publicly available information, allow identification of any person involved in a workplace violence incident. This includes the person's name, address, email address, telephone number and social security number.

WORKPLACE VIOLENCE HAZARD IDENTIFICATION, EVALUATION, AND CORRECTION

A broad District-wide Risk Assessment was performed in 2023, and several recommendations were implemented over the course of 2023 through 2026, with some still ongoing. In addition, Risk Services, Public Safety, and Human Resources performed an assessment of the District's workplace violence hazards when this Plan was initially established, including a review of the bi-annual Facilities Inspection Report, periodic campus safety walks, interviews with student conduct committees, and an on-going District-wide survey.

Assessments will be performed after each workplace violence incident, when a new workplace violence hazard is discovered, when workplace conditions warrant an assessment, and periodic assessments will be performed when required by the District to identify and evaluate workplace security hazards and threats of violence. These

assessments will consider the Type 1 through Type 4 workplace violence hazards described under the “Definitions” section.

The District’s assessments consist of identification and evaluation of workplace violence hazards and consideration of changes in employee work practices. Future assessments will include a review of historical data in conjunction with assessments and evaluations specific to each workplace violence typology through the methods specified below to identify and correct workplace security hazards.

As part of the District’s ongoing commitment to employee health and safety, the District has implemented robust corrective measures to mitigate and prevent workplace hazards. The identification of hazards or risks as a result of the above assessment procedures will be corrected in a timely manner based on the severity of the circumstances and when they are first observed or discovered. The District’s corrective measures include, but are not limited to, the following (corrective measures for workplace violence hazards will be specific to a given work area):

- Improve lighting around and at the workplace by:
 - Posting signs notifying the public that limited cash is kept on the premises and that cameras are monitoring the facility;
 - Utilizing surveillance measures to provide information as to what is going on outside and inside the workplace and to dissuade criminal activity;
 - Ensuring Public Safety patrols of the workplace interior and perimeter; and
 - Expanding security surveillance cameras in and around the workplace.
- Provide workplace violence prevention systems, such as access control door locks, physical barriers, and emergency alarms by:
 - Posting emergency telephone numbers for law enforcement, fire, and medical services;
 - Controlling access to, and restricting 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
 - Installing effective systems to warn others of a danger of violence or to summon assistance, e.g., alarms or panic buttons, in specific areas.
- Ensure employees have access to a telephone with an outside line. Provide employee training/re-training(refreshers) on the WVPP, which could include but not limited to the following:
 - Recognizing and handling threatening or hostile situations that may lead to violent acts by persons who receive services at the District;
 - Providing de-escalation training broadly throughout the District;
 - Ensuring that all reports of violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace are handled effectively by management and that the person making the

- report is not subject to retaliation by the person making the threat;
 - Improving how well management and employees communicate with each other;
 - Providing procedures for reporting suspicious persons, activities, and packages; and
 - Providing/reviewing employee and manager training on emergency action procedures.
- Ensure and communicate adequate employee escape routes in each college's Campus Safety Plan.
- Increase awareness by employees and managers of the warning signs of potential workplace violence through employee training and communication.
- Review of BPs/APs related to workplace violence.
- Limit the amount of cash on hand and use time-access safes for large bills.

In addition, when an imminent hazard or risk exists which cannot be immediately abated without endangering employees and/or property, the District will remove exposed employees from the area, except those necessary to correct the existing hazard or condition. Employees whose presence is necessary to correct such hazardous conditions or concerns will be provided with necessary safeguards or protective equipment needed to correct such conditions or concerns.

Employee feedback and experiences have played a central role in developing the District's current safety-related policies and procedures, including the WVPP. The District will continue to welcome employee input as it pertains to hazard identification or potential workplace violence concerns, and such feedback will be considered and incorporated into this Plan or related policies as appropriate under the circumstances. To submit feedback pertaining to hazard identification or potential workplace violence concerns, please visit the District's WVPP web page at: <https://www.cccd.edu/departments/administrative-services/riskservices/workplaceviolence.html>

TRAINING AND INSTRUCTION

All employees will receive training regarding the WVPP. Training will be provided when the WVPP is first established and on an annual basis thereafter. Additional training will be provided whenever the District is made aware of new or previously unrecognized workplace violence hazards or when material changes are made to this Plan.

The District will ensure that the training provided pursuant to the WVPP complies with applicable law and will maintain records as required.

The current training is available online through Cornerstone and is available in English and in Spanish. There are separate courses for managers and for non-managers. Employees

will be notified once they are assigned the training. The training is available for review anytime in Cornerstone at the employee My Coast Portal at the following links:

Workplace Violence: Awareness and Prevention (Full Course (Employee))

<https://cccpln.csod.com/samldefault.aspx?oid=9&returnurl=%252fDeepLink%252fProcessRedirect.aspx%253fmodule%253dlodetails%2526lo%253de10791ff-7ece-49b5-997f-efaf262dd4fc>

Workplace Violence: Awareness and Prevention (Full Course (Supervisor))

<https://cccpln.csod.com/samldefault.aspx?oid=9&returnurl=%252fDeepLink%252fProcessRedirect.aspx%253fmodule%253dlodetails%2526lo%253d8ebf5d74-df47-4e5b-b12b-c77bb7289d1b>

REVIEW AND EVALUATION

The District will review this Plan annually; when a deficiency is observed or becomes apparent; and after a Workplace Violence incident. the review will consider employee feedback.

This Plan is effective as of July 1, 2026