

UC Workplace Violence Prevention Plan

The University of California, Merced Workplace Violence Prevention Plan (WVPP) addresses the hazards associated with the four types of workplace violence as defined by Labor Code (LC) section 6401.9.

Date of Last Revision(s): September 2, 2024

Date of Approval(s): **Interim**

Link to Relevant UC Policies:

[UC Policy on Abusive Conduct in the Workplace](#) (replaced the UC Merced Policy on Prohibition of Abusive Conduct and Acts of Violence by University Employees and Non-Affiliates)

[UC Merced Interim Implementing Procedures for Abusive Conduct in the Workplace](#)

[UC Anti-Discrimination Policy](#)

[Whistleblower Protection Policy](#)

Link to Relevant Resources:

<https://ehs.ucmerced.edu/workplace-safety/injury-illness-prevention>

[Building Emergency Action Plans](#)

[UC Merced Emergency Response Guide](#)

[Crisis Communications Plan](#)

DEFINITIONS – Per Labor Code 6401.9

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

Engineering controls - An aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between the employee and the hazard.

Log - The violent incident log required by LC section 6401.9.

Plan - The workplace violence prevention plan required by LC section 6401.9.

Serious injury or illness - Any injury or illness occurring in a place of employment or in connection with any employment that requires inpatient hospitalization for other than medical observation or diagnostic testing, or in which an employee suffers an amputation, the loss of an eye, or any serious degree of permanent disfigurement, but does not include any injury or illness or death caused by an accident on a public street or highway, unless the accident occurred in a construction zone.

Threat of violence - Any verbal or written statement, including, but not limited to, texts, electronic messages, social media messages, or other online posts, or any behavioral or physical conduct, that conveys an intent or that is reasonably perceived to convey an intent, to cause physical harm or to place

someone in fear of physical harm, and that serves no legitimate purpose.

Workplace violence - Any act of violence or threat of violence that occurs in a place of employment.

Workplace violence includes, but is not limited to, the following:

- The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury.
- An incident involving a threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury.

The following four workplace violence types:

Type 1 violence - Workplace violence committed by a person who has no legitimate business at the worksite and includes violent acts by anyone who enters the workplace or approaches employees with the intent to commit a crime.

Type 2 violence - Workplace violence directed at employees by customers, clients, students, or visitors.

Type 3 violence - Workplace violence against an employee by a present or former employee, supervisor, or manager.

Type 4 violence - Workplace violence committed in the workplace by a person who does not work there but has or is known to have had a personal relationship with an employee.

Workplace violence does not include lawful acts of self-defense or defense of others.

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

RESPONSIBILITY

The WVPP administrator, Cindi Zimmerman, Risk Manager, has the authority and responsibility for implementing the provisions of this plan for UC Merced.

Responsible Persons	Job Title/Position	WVPP Responsibilities	Phone #	Email
Cindi Zimmerman	Risk Manager and WVPP Administrator	Communication, reporting, collaboration with various offices on WVPP plan and updates.	209-386-3079	wvp@ucmerced.edu czimmerman3@ucmerced.edu

Viola Kinsman	Chief Ethics & Compliance Officer and LDO	Serves as back up for report submissions	209-291-5150	vkinsman@ucmerced.edu
Vanessa Hauser	Associate Director, Student Rights & Responsibilities	Serves as back up for report submissions	209-228-0069	vhauser@ucmerced.edu
Kevin Reyes	Director of Talent Development	WVPP Training	209-285-8514	kreyes58@ucmerced.edu

All managers and supervisors are responsible for implementing and communicating the WVPP in their work areas and for answering employee questions about the WVPP.

EMPLOYEE ACTIVE INVOLVEMENT

The University of California, Merced is committed to actively involving employees and authorized representatives in the development and implementation of policies and procedures related to the plan.

Management will work with and allow employees and authorized employee representatives to participate in:

Risk Assessment – Evaluation of Program

- **Serve on a committee to identify hazards, assess risks, and identify mitigation strategies.** Employees can also share feedback with the committee for review.
- **Designing and implementing training:** Employees are encouraged to participate in designing and implementing training programs, and their suggestions are incorporated into the training materials. For example, an employee might suggest a new training scenario based on a recent incident.

Reporting

- **Reporting and investigating workplace violence incidents:** We encourage employees to report any incident of workplace violence they experience or observe through the [Incident Reporting Portal](#), as soon as it is safe to do so. Submitting reports to the Portal as soon as possible best enables UC to compile, analyze and, most importantly, act on incident data. If an employee experiences or observes an incident of workplace violence that specifically results in injury, they must report it to their manager or supervisor, in addition to being encouraged to report it to the Portal. Employees may also report other incidents of workplace violence to their manager or supervisor, so long as they feel comfortable doing so. The plan shall be in effect at all times and in all work areas and be specific to the hazards and corrective measures for each work area and operation.

EMPLOYEE COMPLIANCE

Our plan is designed to ensure that employees follow security rules and work practices designed to enhance workplace safety and prevent threats or actions that could pose a risk to others. This includes:

- **Training:**
 - Providing comprehensive training on the University of California, Merced Workplace Violence Prevention Plan (WVPP) for employees, supervisors, and managers.
 - Mandating completion of the online training tool developed by the Office of the President for all employees, with a training log available for review upon request.
- **Performance and Discipline:**
 - Providing re-training for employees whose safety performance does not meet WVPP standards defined by *LC 6401.9*.
 - Implementing disciplinary measures for non-compliance with the WVPP, in accordance with Collective Bargaining Unit Agreements, UC Policy, and Labor Relations procedures.

COMMUNICATION WITH EMPLOYEES

We are committed to maintaining a safe and productive workplace through open and effective communication about workplace violence. Our communication strategy ensures that all employees receive information on workplace violence prevention in a clear and accessible manner. This strategy includes:

- **New Employee Orientation:** New employees will be provided a comprehensive introduction to workplace violence prevention policies and procedures during New Employee Orientation.
- **Training Programs:** Workplace violence prevention training for all employees at least annually and when new workplace violence hazards are identified.
- **Reporting Procedures:** Clear guidelines on how employees can report violent incidents, threats, or other concerns to employers or law enforcement without fear of reprisal. Reports can be made anonymously.
- **Feedback:** Employees can submit feedback or concerns via email to wvp.ucmerced.edu.
- **Emergency Contact Information:** Detailed instructions on how to access emergency response services, including specific contact numbers and procedures for dialing 911.
- **Mobile Device Access:** Employees are allowed to use their mobile or other communication devices to seek emergency assistance, assess safety, or confirm the safety of others.
- **Investigation and Follow-Up:** All reported concerns will be investigated promptly, and reporting employee (s) will be informed of the outcome via the online reporting tool.

- **Consultation Meetings:** Employees can schedule a consultation to discuss security issues and potential workplace violence hazards with the Office of Risk Services.
- **Effective Communication:** Ensuring clear communication between employees and supervisors about workplace violence prevention, including support for employees' primary languages. For additional information, employees can contact the program administrator.
- **Information Distribution:** Posting and distributing workplace violence prevention materials.

This communication strategy is designed to foster a safe working environment and ensure that all employees are informed and involved in workplace violence prevention efforts.

COORDINATION WITH OTHER EMPLOYERS (Contractors)

University of California, Merced will implement the following effective procedures to coordinate its plan with other employers to ensure that those employers and employees understand their respective roles, as provided in the plan.

Questions regarding contracted employees should be directed to the program administrator.

- All contract employees will be trained in workplace violence prevention.
- Workplace violence incidents involving contract employees are reported, investigated, and recorded.
- At a multiemployer worksite, the University of California, Merced will ensure that if its contract employees experience workplace violence incidents at UC Merced, it will record the information in a violent incident log and shall also provide a copy of that log to the controlling employer.

WORKPLACE VIOLENCE INCIDENT REPORTING PROCEDURE

UC Merced is dedicated to maintaining a safe environment through effective reporting of incidents of workplace violence. Our procedures are as follows:

- **Reporting Threats or Acts of Violence:** We encourage employees to report any incident of workplace violence they experience or observe through the [Incident Reporting Portal](#), as soon as it is safe to do so. Submitting reports to the [Incident Reporting Portal](#) as soon as possible best enables UC to compile, analyze and, most importantly, act on incident data. If an employee experiences or observes an incident of workplace violence that specifically results in injury, they must report it to their manager or supervisor, in addition to being encouraged to report it to the Portal. Employees may also report other incidents of workplace violence to their manager or supervisor, so long as they feel comfortable doing so.
- If a manager or supervisor receives an incident report, including incidents that result in injury, they must ensure that the incident is submitted to the [Incident Reporting Portal](#). They can do this by submitting the report themselves, on behalf of the employee, or by assisting the employee in making the report.
- Incidents may also be reported anonymously via the UC Whistleblower Hotline, by phone at 800-403-4744, or online at www.universityofcalifornia.edu/hotline. Please note that reporting

anonymously limits the university's ability to follow up on alleged incidents and address them through future preventative measures.

- If multiple people witness or are involved in the same incident, they may all submit their own report via the [Incident Reporting Portal](#). Having multiple perspectives on the same incident can be useful for subsequent investigations.
- If an employee experiences or observes an incident of workplace violence that **specifically results in injury**, they MUST report it to their manager or supervisor and be encouraged to report it to the Portal.
- Management will ensure that all workplace violence policies and procedures within this written plan are clearly communicated and understood by all employees. Managers and supervisors will enforce the rules fairly and uniformly.
- All employees will follow all workplace violence prevention plan directives, policies, and procedures and assist in maintaining a safe work environment.
- **Non-Retaliation Policy:** UC Merced enforces a strict non-retaliation policy. Any retaliation against employees for reporting incidents will be addressed promptly and can result in disciplinary action or termination. Retaliation is prohibited under the following policies:
 - [UC Policy on Abusive Conduct in the Workplace](#) (replaced the UC Merced Policy on Prohibition of Abusive Conduct and Acts of Violence by University Employees and Non-Affiliates)
 - [UC Merced Interim Implementing Procedures for Abusive Conduct in the Workplace](#)
 - [UC Anti-Discrimination Policy](#)
 - [Whistleblower Protection Policy](#)

We are committed to ensuring a safe workplace where employees can report concerns without fear.

EMERGENCY RESPONSE PROCEDURES

UC Merced has established the following procedures to effectively respond to workplace violence emergencies:

Alerting Employees:

- To report fires or other emergencies, use the following methods:
 - **From any campus landline:** Dial 9-9-1-1
 - **From any VOIP handset:** Dial 9-9-1-1
 - **From any VOIP soft client (Clearspan Communicator) on a laptop, desktop, or cell phone:** Dial 9-1-1
 - **From any cell phone or non-campus landline phone:** Dial 9-1-1

- When calling 9-1-1, clearly state your location, including the building name, floor, and any notable landmarks (e.g., elevator, quad). If the 9-1-1 dispatcher is unfamiliar with UC Merced's geographic layout, provide the building's address for accurate location identification. Note that 9-1-1 calls from cell phones may not be directed immediately to the UC Merced Police Department Dispatch Center, so it's crucial to provide detailed information to ensure proper routing.
- **UC Merced Police Department Dispatch Center Non-Emergency Line:** CATCOPS or 209-228-2677
- **Guardian App:** <https://police.ucmerced.edu/safety-info/rave-guardian-app>
Rave Guardian is a mobile app for personal safety that is available to anyone with a "ucmerced.edu" email address. The app is free and using it is optional. Rave Guardian provides rapid and proactive communication with UC Merced Dispatch.
- **Alert Systems:** Emergency situations will be communicated through alarm systems and UCM Alert. These may include audible alarms, visual alarms, or both.
- **Evacuation and Sheltering Plans:** Each building has a Building Emergency Action Plan detailing specific evacuation and sheltering procedures.

In any emergency, including workplace violence, contact the following:

- **For Immediate Assistance:**
 - **Dial 9-1-1** from any VOIP soft client (Clearspan Communicator) or cell phone.
 - **Clearly state your location** and provide the building address if necessary.

These procedures are designed to ensure a swift and effective response to emergencies at UC Merced.

WORKPLACE VIOLENCE HAZARD IDENTIFICATION AND EVALUATION

The following policies and procedures are established and required to be conducted by the University of California, Merced to ensure that workplace violence hazards are identified and evaluated:

- Inspections shall be conducted when the plan is first established, after each workplace violence incident, and whenever the employer is made aware of a new or previously unrecognized hazard.
- Review all submitted/reported concerns of potential hazards:
 - Workplace Violence Hazard Identification INSPECT Tool
 - Daily or weekly review of all submitted and reported concerns.
 - Online form for reporting workplace violence hazards
 - Voicemail/email/text messages

Periodic Inspections

Periodic inspections of workplace violence hazards will identify unsafe conditions and work practices. This may require assessment for more than one type of workplace violence. Periodic Inspections shall be conducted: Detail periodic inspection frequency shall be annually. Periodic inspections to identify and evaluate workplace violence and hazards will be performed by the following designated personnel in the following areas of the workplace:

Specific Person Name/Job Title	Area/Department/Specific location
Cindi Zimmerman, Risk Manager	Risk Management
Thomas Lee, EH&S Director	Environmental Health & Safety
Tracy Staiger, Lead Designated Fire Marshall & Chief Building Official	Fire Safety
Chou Her, AVC and Chief of Police	Campus Safety
Jon Lampman, AVC Facilities	Campus Facilities

Inspections for workplace violence hazards include assessing:

- The exterior and interior of the workplace for its attractiveness to criminal activity.
- Surveillance measures, such as mirrors and cameras.
- Procedures for employee response during a robbery or other criminal act, including our policy prohibiting employees who are not security guards from confronting violent persons or persons committing a criminal act.
- Procedures for reporting suspicious persons or activities.
- Effective location and functioning of emergency buttons and alarms.
- Posting emergency telephone numbers for law enforcement, fire, and medical services.
- Whether employees have access to a telephone with an outside line.
- Whether employees have effective escape routes from the workplace.
- Whether employees have a designated safe area where they can go in an emergency.
- Adequacy of workplace security systems, such as door locks, entry codes or badge readers, security windows, physical barriers, and restraint systems.
- Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.
- Employees' skill in safely handling threatening or hostile service recipients (for example, security guards).
- Effectiveness of systems and procedures that warn others of actual or potential workplace violence danger or that summon assistance, e.g., alarms or panic buttons.
- The use of work practices such as the "buddy" system for specified emergency events.
- The availability of employee escape routes.
- How well our establishment's management and employees communicate with each other.
- Access to and freedom of movement within the workplace by non-employees, including recently discharged employees or persons with whom one of our employees is having a dispute.
- Frequency and severity of employees' reports of threats of physical or verbal abuse by managers, supervisors, or other employees.
- Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace.]
- Other procedures to identify and evaluate workplace violence hazards

WORKPLACE VIOLENCE HAZARD CORRECTION

Workplace violence hazards will be evaluated and corrected in a timely manner. University of California, Merced will implement the following effective procedures to correct workplace violence hazards that are identified:

- All corrective actions taken will be documented and dated on the appropriate forms, including WVP incident reporting form.
- Corrective measures for workplace violence hazards will be specific to a given work area and may include the following:
 - Improve lighting around and at the workplace.
 - Post of signs notifying the public that limited cash is kept on the premises and that cameras are monitoring the facility.
 - Utilize surveillance measures, such as cameras and mirrors, to provide information as to what is going on outside and inside the workplace and to dissuade criminal activity.
- Provide workplace violence systems, such as door locks, violence windows, physical barriers, emergency alarms and restraint systems.
- Post emergency telephone numbers for law enforcement, fire, and medical services
- Control, access to, and freedom of movement within the workplace by non-employees, include recently discharged employees or persons with whom one of our employees is having a dispute.
- Install effective systems to warn others of a danger of violence or to summon assistance, e.g., alarms or panic buttons.
- 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 are service recipients of our establishment.
 - Ensure 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.
 - Improve how well our establishment's management and employees communicate with each other.
 - Procedures for reporting suspicious persons, activities, and packages.
 - Provide/review employee, supervisor, and management training on emergency action procedures.
- Ensure adequate employee escape routes.