# **UC Workplace Violence Prevention Training Transcript**

### Slide 1 Welcome to the UC Workplace Violence Prevention Training

Welcome to the University of California's online Workplace Violence Prevention training.

The University of California is committed to keeping everyone safe and ensuring compliance with California regulations.

This training was developed in accordance with the training requirements established by California Senate Bill 553. Its goal is to help members of the UC community understand and report workplace violence, and to be able to recognize and respond to escalating behavior.

### Slide 2 Autoplay

This training's instruction is primarily delivered through audio narration, with in-slide text serving to highlight key points.

In consideration of users who may be using assistive technologies, by default, each slide's audio will require you to manually play it, by clicking one of the two available play buttons or by using the keyboard shortcut Control+Alt+P.

If you'd like the slide audio to automatically play as soon as you navigate to a slide, you may enable this by selecting the Autoplay button seen on your screen, which is available in all slides.

If at any point you'd like to return to the default manual play setting, just toggle the Autoplay button back to being unselected.

Visit the Accessibility Information slide for guidance on accessibility-specific features.

Visit the Training Information slide for guidance on general course features.

Or, click the Get Started button to jump past the information slides and dive directly into the training material.

## Slide 3 Accessibility Information

This slide can easily be revisited from anywhere in the training by clicking the Accessibility Information button or by using the keyboard shortcut Control+Alt+A.

When revisiting this slide, you may use the Return button to jump back to the slide you were previously on.

If you have any difficulty engaging with or completing this training and would like to request reasonable accommodations, start by reaching out to your location's UC Learning Center administrator, whose email address can be found through the UC Learning Center Contacts web page linked here.

Please note that slide text will not be readable before a slide is played.

JAWS is recommended for screen reader users. Other screen reader software can be used for this training but may produce two minor errors when engaging with layers within slides

When opening a layer, the screen reader may automatically announce an element other than the element that received screen reader focus. If you suspect this has occurred, a "read current line" command will accurately convey where focus is.

When closing a layer, screen reader focus may jump to an unexpected spot within the slide's reading order. If you suspect this has occurred, a "jump to previous heading" command should bring focus back to a known spot within the slide, like the slide title. The course feature described next may also help you reorient yourself.

At the end of each slide is a button labeled Back to Top that will only appear visually when it receives focus. Clicking this button will return focus back to the top of the slide's reading order.

Screen reader users can use a jump to next landmark or region command to reach the Previous and Next buttons faster. Both buttons are in the slide navigation landmark region. All users can use the keyboard shortcuts detailed in the Training Information slide to navigate backward and forward through the training more easily.

The Settings menu, available toward the end of the player controls, between the playback speed button and navigation buttons, contains three accessibility-related toggles.

The first, Zoom to fit, will be toggled off by default. Toggling it on allows you to magnify the training's contents.

The next, Accessible text, will be toggled on by default. When toggled on, you can use browser extensions and custom style rules to change text properties such as font and font size, as well as line and paragraph spacing. Accessible text must also be toggled on for you to use high contrast modes and certain other assistive technologies.

The final toggle, Keyboard shortcuts, will be toggled on by default. Toggling it off will disable the keyboard shortcuts described in the Training Information slide and elsewhere throughout the training.

### Slide 4 Training Information

This slide can easily be revisited from anywhere in the training by clicking the Training Information button or by using the keyboard shortcut Control+Alt+I.

When revisiting this slide, you may use the Return button to jump back to the slide you were previously on.

Use the Next and Previous buttons to navigate forward and backward through the training's linear path.

You may use the Slide Menu to jump directly to any slide you have already visited.

The Resources Menu and the Resources slide, toward the end of the training, collect all the resources that are linked to within the training.

Included in those resource collections, and available in this slide, is a link to a PDF containing a transcript of each slide's audio.

All links in the training will open in a new browser window or tab.

The keyboard shortcuts detailed in this slide may help you interact with the training more easily.

Some text boxes in the training, like the keyboard shortcuts in this slide, feature scroll bars that you'll need to use to view the entirety of the text boxes' contents, so be on the lookout for scroll bars.

For interactive slides, including the test slides at the end of the training, follow the instructions provided within each slide.

Use the player controls, located below the slide area, to move forward or backward through slide audio, replay a slide, slide layer or pop-up from its beginning, control the training's volume, toggle captions off or on, control the training's playback speed or access the accessibility settings described in the Accessibility Information slide.

The appearance and location of these player controls may vary on mobile devices.

### Slide 5 Sensitive Content Notification

This training covers content and examples related to workplace violence. If you feel uncomfortable, unable or unwilling to complete the training online due to the nature of the content, please contact your location's Workplace Violence Prevention program administrator for an alternative training accommodation.

Contact information may be found on the Systemwide Workplace Violence Prevention web page, which is linked here and elsewhere throughout this training.

# **Slide 6 Training Objectives**

By the end of this training, you should be able to:

- Define workplace violence under California state law
- Be familiar with the elements of the Workplace Violence Prevention program at your location
- Report incidents of workplace violence through appropriate channels
- And, access resources and services at your location for additional assistance and training

### Slide 7 Section 1: Definitions

In the first section of this training, we'll define key terms and explore foundational concepts.

By the end of this section, you will be able to:

- Define workplace violence
- Recognize the prevalence of workplace violence
- And, identify four types of workplace violence

## Slide 8 Workplace Violence as Defined by California Law

Through Senate Bill, or SB, 553 the state of California has established Labor Code 6401.9 to address the prevalence of violence in the workplace.

This Code applies to all employers and employees, as well as to all places of employment that have a minimum of 10 employees and are accessible to the public.

According to the Code, workplace violence is defined as any act of violence or threat of violence directed at an employee that occurs in a place of employment. It includes 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. It also includes any 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.

Threats, whether verbal or in some form of writing, like text messages, emails, social media posts or other online posts, do not have to be made in the workplace, under this definition. Rather, a threat would constitute workplace violence if the threatened violence could reasonably be construed to be carried out in the workplace.

### Slide 9 Prevalence of Workplace Violence

Unfortunately, incidents of workplace violence are all too common.

According to the 2019 US Bureau of Justice Statistics, an average of 1.3 million nonfatal violent crimes occur in the workplace annually.

Other notable statistics from this report include:

Physical assault, including hitting, kicking or beating, accounted for roughly 83% of nonfatal workplace violence injuries that were treated in emergency rooms or departments.

15% of victims of nonfatal workplace violence incidents reported severe emotional distress due to the crime.

5.1 out of every 10,000 female workers suffered nonfatal injuries that resulted in days away from work, due to workplace violence.

Strangers perpetrated 47% of nonfatal workplace violence incidents.

### Slide 10 Types of Workplace Violence

The California labor code describes four types of workplace violence, that primarily vary based on two factors. First, how employees are involved. And second, what the relationship is between the perpetrator and the employee.

Click the button for each type to explore that type in more detail. Once you've explored all four types, you may use the Next button to continue forward in the training.

### Slide 10.1 Type 1

Type 1 is workplace violence that is committed by a person who has no legitimate business at the workplace and enters the workplace to commit a violent act or enters the workplace and approaches workers with the intent to commit a crime.

In this context, the phrase "no legitimate business at the workplace" can mean:

- The workplace has controlled access and is not open to the public
- The workplace is public, but the individual has been banned from entering
- Or, the workplace is public, but the individual enters with the specific intent to commit a crime

An example of Type 1 workplace violence is: someone with a weapon enters a university café and demands that an employee hand over money from the cash register.

### Slide 10.2 Type 2

Type 2 is workplace violence that is directed at employees by: customers, clients, patients, students, inmates or visitors.

An example of Type 2 workplace violence is: a visitor, who is angry about a parking ticket they've received while parked in a university lot, storms into the location's parking office and threatens employees.

### Slide 10.3 Type 3

Type 3 is workplace violence committed by a present or former employee, supervisor or manager.

An example of Type 3 workplace violence is: a former employee, who was terminated for poor performance, posts threating messages on social media, saying they're going to "get even" with their former supervisor.

### Slide 10.4 Type 4

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

An example of Type 4 workplace violence is: the ex-spouse of a current employee, who is angry about a custody dispute, shows up at the workplace and begins screaming at the employee.

### Slide 11 Section 2: Prevention

In the second section of this training, we'll explore some of the programs the university has put in place to prevent, manage and control workplace violence, as well as strategies you can employ for recognizing and de-escalating potential incidents of workplace violence before they occur.

By the end of this section, you will be able to:

- Be familiar with the Workplace Violence Prevention program at your location
- Identify the key elements of your location's Workplace Violence Prevention
  Plan

# Slide 12 Systemwide UC Training

This course is being provided systemwide, to all University of California locations. It fulfills the legal requirement to provide training on your organization's Workplace Violence Prevention Plan. It also serves to equip UC employees to contribute to a culture of safety across the university.

In addition to this training, your location may have additional resources available that provide strategies for de-escalation and personal safety, as part of their location-specific programs.

### Slide 13 Location-specific Programs

Each location within the University of California has a program in place to manage and control workplace violence.

Key elements of these programs include a written site-specific plan, hazard assessments, trainings, such as this one, recordkeeping and formal reporting systems.

These programs have been designed to keep you, as a University of California employee, safe.

### Slide 14 Workplace Violence Prevention Plan

Your location's Workplace Violence Prevention Plan describes how the Workplace Violence Prevention program is implemented at your location, and it includes the following sections:

- The role of the program administrator
- Incident reporting procedures
- Hazard assessment
- Correction of hazards
- Documentation
- And, annual review

The Workplace Violence Prevention Plan is in effect at all times, in all work areas.

UC employees, such as yourself, are welcome to provide input on the Plan to your location's program administrator. Such feedback will be considered as part of the Plan's annual review process.

On the Systemwide Workplace Violence Prevention web page, you'll find contact information for your location's program administrator and a link to where your location provides their Workplace Violence Prevention Plan, among other location-specific links and resources.

### Slide 15 Workplace Hazards and Corrective Measures

With any job, there are particular hazards that may increase the likelihood of violent incidents occurring in the workplace. These may include inadequate lighting, isolated work areas, inaccessible escape routes and the presence of objects that could be used as weapons.

Additionally, sensitive areas, such as locations with cash transactions, controlled substances and/or lab materials, may also be considered hazards that increase risk.

Your location's Workplace Violence Prevention Plan contains provisions for reporting, assessing and correcting these hazards.

Measures to correct hazards may include:

- · Installing better lighting
- Managing access to the workplace via badging systems
- Establishing clear evacuation routes
- And creating barriers between employees and the public

# Slide 16 Interpersonal Interactions: Warning Signs and Deescalation Strategies

In addition to being able to identify physical and environmental hazards in the workplace, it's also valuable to be able to recognize warning signs of potential violent behavior in interpersonal interactions and to know de-escalation strategies to employ in those situations.

Over the next few slides, we'll explore these warning signs and associated deescalation strategies, but keep in mind that in any of these situations, your personal comfort level and sense of security are the most important factors in determining your response. Use your best judgment and don't hesitate to seek professional support from dedicated response personnel, if needed.

### Slide 17 Confusion

Confusion often manifests as bewilderment or distraction. An individual may be unsure of the circumstances and/or uncertain of the next course of action.

How should you respond to this type of behavior?

Reflect what you are hearing and validate the individual's emotional experience. Listen to their concerns, ask clarifying questions and provide factual information to try to lessen their confusion.

### Slide 18 Frustration

Frustration is often an emotional response to stress. An individual experiencing frustration may seem impatient. They may be resistant to information or may feel a sense of defeat.

How should you respond to this type of behavior?

Again, listen to the individual's concerns, ask clarifying questions and provide factual information. Ensure their concerns are heard and reflected back to them. If possible, make a sincere attempt to address their concerns.

## Slide 19 Blaming

Blaming is characterized by placing responsibility on others. An individual exhibiting this behavior may accuse you, or someone else, of being responsible for one or more of the problems that the individual is experiencing.

How should you respond to this type of behavior?

Disengage with the individual and allow a cooling-down period. At an appropriate time, try re-engaging with the individual by drawing them back to the facts of the situation. Bring another party into the discussion, when needed.

### Slide 20 Anger and Hostility

Anger is characterized by an increase in vocal volume and/or showing aggression toward property or other people. Anger may also present as a visible change in disposition or body posture and may include actions like clenching fists, pointing fingers, shouting or screaming.

Hostile behavior is characterized by physical actions or threats that appear imminent and could result in physical harm or property damage. These actions signal behavior at risk of becoming violent.

How should you respond to this type of behavior?

Immediately disengage and exit the area. Do not offer solutions or argue.

And remember, in any of these situations, your personal comfort level and sense of security are the most important factors in determining your response.

# Slide 21 Section 3: Reporting

In the third and final section of this training, we'll survey the options available for reporting incidents of workplace violence.

By the end of this section, you will be able to:

- Determine if an incident should be reported as workplace violence
- Understand how to report a workplace violence incident

# Slide 22 Types of Incidents to Report

You are strongly urged to report any suspected incidents of workplace violence you are subject to or witness. This includes incidents that result in, or risk resulting in, physical harm, such as:

- Hitting, punching, pushing, kicking, spitting, shoving, throwing items, grabbing, or physical sexual contact, and all other attempts at physical harm
- Throwing items on the ground, against the wall or against the window
- The use or threat of using of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury

In addition, you should report any intent to harm that you encounter, which includes:

- Verbal or written threats, including those conveyed in person or via phone, text, email, social media or other online posts
- Physical posturing, such as clenched fists or a fighting stance, 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

### **Slide 23 Incident Reporting Portal**

The Incident Reporting Portal is a systemwide tool for reporting incidents of workplace violence. This tool helps the university aggregate and analyze data from across the university, including for the critical purpose of identifying and mitigating workplace hazards, and it helps the university meet its legal reporting obligations related to workplace violence.

Each UC location has its own link for accessing the Portal, so employees can more easily sign in using their single sign-on credentials.

Use the Systemwide Workplace Violence Prevention web page to find a link to where your location hosts their link for accessing the Portal, along with other location-specific information and resources.

If you have any questions or need assistance with submitting a report via the Incident Reporting Portal, please contact your location's Workplace Violence Prevention program administrator, whose contact information can be found on the systemwide web page.

## **Slide 24 Contacting Law Enforcement**

In a situation where there is risk of imminent violence to you or others, you should immediately call 9-1-1.

Even if law enforcement was not contacted to respond to an incident, you may still file a police report by contacting the police department's non-emergency phone number.

However, please note, contacting law enforcement does not constitute reporting workplace violence. Incidents of workplace violence for which law enforcement was contacted should still be reported to the Incident Reporting Portal.

### Slide 25 How and When to Report

To foster a culture of safety across all sites, 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. While other reporting options exist, submitting reports to the Portal as soon as possible best enables UC to compile, analyze and, most importantly, act on incident data.

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, 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 for 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, through 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.

### Slide 26 Details to Report

When documenting an incident of workplace violence, be prepared to report details such as:

- The date, time and location of the incident
- A description of the incident, including your direct observations and the circumstances or context
- Descriptions of the persons involved
- Descriptions of any weapons or objects used as weapons that were involved
- Any information you have as to whether security or law enforcement were contacted and how they responded
- Any information you have as to actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident
- Your name and job title
- And, the date on which you're making the report

# Slide 27 Additional Reporting and Support Resources

Additional reporting and support resources are available to you, depending on the nature of the incident.

If you experience sexual harassment or sexual violence, you have a number of options for reporting, including reporting to your supervisor, to the Title IX Office and/or to law enforcement.

However, keep in mind that none of those options are confidential. Your supervisor is required to forward the report to the Title IX office.

If you do want to maintain confidentiality, there are also resources available for that. Employee counseling services and your location's Ombuds office can provide confidential assistance, and you can submit a report anonymously through the UC Whistleblower Hotline, the phone number and website for which are shared again in this slide.

For incidents involving abusive conduct, contact your location's Human Resources or Academic Personnel offices.

For incidents involving discrimination based on membership in a protected class, there are a few different offices at your location you can contact, including Human Resources, Academic Personnel, Student Affairs, and Equal Employment Opportunity and Affirmative Action. And, you can also report incidents of this nature through the UC Whistleblower Hotline.

Your supervisor or your location's Injury and Illness Prevention Program can provide guidance on how to report other workplace injuries not related to workplace violence.

### Slide 28 Protection from Retaliation

University of California policy protects employees from retaliation and ensures that no employee may be discharged or disciplined for reporting suspected acts of workplace violence, as defined by California law.

We hope this assures UC employees that they can feel safe reporting acts of workplace violence without any fear of retaliation.

Employees who believe they have been retaliated against after reporting may contact the UC Whistleblower Hotline.

### Slide 29 Resources

The Systemwide Workplace Violence Prevention web page hosts contact information for each location's Workplace Violence Prevention program administrator and links to where each location provides:

- The location's link for accessing the Incident Reporting Portal
- Location-specific information and resources
- And, a link to the location's Workplace Violence Prevention Plan

Again, you're encouraged to review your location's Workplace Violence Prevention Plan to learn more about hazard identification, corrective measures, how to seek assistance to prevent or respond to violence, and other components of your location's program.

Each location's Plan undergoes an annual review process, led by the location's Workplace Violence Prevention program administrator. Contact your location's administrator to ask questions or to participate in the Plan's ongoing review and development process.

For resources related to sexual violence and sexual harassment prevention, please visit the SVSH Prevention Training Resources web page, also linked here.

All other resources linked to throughout the training have been collected here as well. Before moving on, take a moment to bookmark these links.

### Slide 30 Take the Test

To receive credit for this training, you must complete the following test.

The test consists of five questions. You will have one attempt to answer each question. You must answer at least four of the five questions correctly to pass the test. If you do not pass, you will need to retry the test until you receive a passing score.

When you are ready to begin, click the Take the test button or Next button.

### Slide 31 Question 1

Which of the following actions constitute incidents of workplace violence that should be reported?

Select all that apply, then click the Submit button or press Control+Alt+S.

#### Incorrect feedback

This combination of responses is incorrect.

Review the Workplace Violence As Defined by California Law slide for information related to this question.

#### Correct feedback

Correct.

An incident constitutes workplace violence if it involves:

- Use of physical violence in the workplace
- Use of a weapon, or use of another object as a weapon, in the workplace
- Or, threats to commit violence in the workplace, regardless of whether the threat is made verbally, such as in-person or over the phone, or made in writing, such as through email, text messages, social media posts or other online posts

Incidents like these should be promptly reported, along with all other instances of potential workplace violence.

### Slide 32 Question 2

Which of the following are elements of each UC location's Workplace Violence Prevention Plan?

Select all that apply, then click the Submit button or press Control+Alt+S.

#### Incorrect feedback

This combination of responses is incorrect.

Review the Workplace Violence Prevention Plan slide for information related to this question.

#### Correct feedback

Correct.

Each location's Workplace Violence Prevention Plan includes sections on assessing and correcting hazards, incident reporting procedures, the role of the program administrator, documentation and the Plan's annual review process.

### Slide 33 Question 3

Which of the following workplace violence reporting options is most encouraged, as it best enables UC to compile, analyze and act on workplace violence data?

Select the most appropriate response, then click the Submit button or press Control+Alt+S.

#### Incorrect feedback

This response is incorrect.

Review the How and When to Report slide for information related to this question.

### Correct feedback

Correct.

Reporting incidents of workplace violence through the Incident Reporting Portal is the most encouraged reporting option, as it best enables UC to compile, analyze and, most importantly, act on incident data.

You can report incidents anonymously through the UC Whistleblower Hotline, but please note, reporting anonymously limits the university's ability to follow up on alleged incidents and address them through future preventative measures.

### Slide 34 Question 4

True or false: UC protects from retaliation employees who report incidents of workplace violence?

Select the appropriate response, then click the Submit button or press Control+Alt+S.

### Incorrect feedback

Incorrect.

The university protects employees against retaliation for reporting incidents of workplace violence.

Review the Protection from Retaliation slide for more information related to this question.

#### Correct feedback

#### Correct.

The university protects employees against retaliation for reporting incidents of workplace violence. If you feel you have experienced retaliation, contact the UC Whistleblower Hotline.

### Slide 35 Question 5

True or false: UC employees may participate in the annual review and development of their location's Workplace Violence Prevention Plan?

Select the appropriate response, then click the Submit button or press Control+Alt+S.

#### Incorrect feedback

Incorrect.

Employees may participate in the development of the Workplace Violence Prevention Plan at their location.

Review the Workplace Violence Prevention Plan slide or Resources slide for more information related to this question.

### Correct feedback

Correct.

Employees may participate in the development of the Workplace Violence Prevention Plan at their location by contacting the Workplace Violence Prevention program administrator, whose contact information can be found on the Systemwide Workplace Violence Prevention web page.

### Slide 36 Test Results

### Test failed

You did not pass the test. Review the appropriate slides, if necessary, then retry the test. You can initiate another attempt from here or from the Take the Test slide.

### Test passed

Well done, you passed the test!

### Slide 37 Conclusion

The University of California is committed to keeping members of our community safe and encourages you to help contribute to this environment of safety:

- Read your location's Workplace Violence Prevention Plan and provide input in its annual review process
- Take advantage of the support, additional resources and training opportunities available at your location
- Review the slides within this training that share warning signs and deescalation strategies for interpersonal interactions
- And of course, promptly report any incident of workplace violence you experience or encounter

Thank you for participating in this training and doing your part to help prevent workplace violence. Click the Exit button or close this browser window to exit the course.