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# **Crisis and Conflict Intervention**

#### San Bernardino Community College District

#### **Administrative Procedure**

Chapter 6 – Business and Fiscal Affairs

#### AP 6800 **OCCUPATIONAL SAFETY**

(Replaces current SBCCD AP 6800)

## **Definitions**

Prevention activities increase awareness and minimize the potential for crisis in the workplace. Training is essential for all staff to learn how to recognize early warning signs, so that appropriate intervention can be provided for identified areas of conflict in the workplace.

Crisis or conflict constitutes any inappropriate or unreasonable disruption that interferes with the normal functioning of your work.

Acts of violence include any physical action, whether intentional or reckless, that harms or threatens the safety of self, another individual or property.

A threat of violence includes any behavior that by its very nature could be interpreted by a reasonable person as intent to cause physical harm to self, another individual or property.

Workplace includes off-campus locations as well as college-sponsored activities where faculty, staff, or student employees are engaged in college business or locations where incidents occur as a result of the person's relationship to the college community.

#### **Emergencies**

Any employee shall immediately report any situation that threatens life or property and demands an immediate response of police, fire, or medical personnel by first dialing 911 and then notifying law enforcement.

## **Equipment and Sanitation**

Should the duties of an employee require the use of equipment to ensure the safety of the employee, the District shall furnish such equipment. Complaints related to health safety, sanitation and working conditions shall be forwarded to Police and Safety Services for review and recommendation.

Any employee experiencing an unsafe work condition should immediately contact his/her supervisor or Police and Safety Services. The supervisor shall immediately notify Police and Safety Services about any acts or threats of violence. The employee will be provided consultation regarding resources available to resolve the unsafe work condition.

It is the responsibility of all employees to immediately report threats, acts of violence or any other behavior which deliberately hurts or harms another person at the college to their immediate supervisor and the District Police Department or local law enforcement. Such reports will be promptly and thoroughly investigated.

#### **Employee Crisis Assistance Team**

An Employee Crisis Assistance Team is established to provide regular training and advice to individuals and departments. Training activities may include, but not be limited to, skill development in conflict resolution, communication, anger management and early identification of unsafe working conditions in the workplace.

Team advising activities may include individual consultations, peer mediation, conflict resolution services and referral to outside sources.

Immediately upon notification of an act of violence or threat of violence involving an employee, the team member notified will initiate Employee Crisis Assistance Team procedures as stated below.

In the event of an act or threat of violence, the team will investigate the incident and forward the results of the completed investigation to the Chief of Police and Safety Services for consideration. Law enforcement will take appropriate action if the incident involves injuries or criminal activity.

The team will coordinate available resources to provide intervention, consultation or referral, which may include arranging for counselors to work with victims and observers of the incident.

#### **Restraining Orders/Court Orders**

An employee shall notify law enforcement of any restraining orders/court orders when named as a plaintiff, and provide a copy of the order to the District Police Department or local law enforcement. In the event the supervisor is informed by an employee of a restraining order, the supervisor will contact the District Police Department or local law enforcement, ensure they are aware of it, and that they have a copy of the restraining order on file.

#### INJURY AND ILLNESS PREVENTION PROGRAM

The District will institute and administer a comprehensive occupational Injury and Illness Prevention Program (IIPP) for all employees. The goal of the program is to prevent

accidents, to reduce personal injury and occupational illness, and to comply with all safety and health standards.

#### A. Responsibility

The Executive Director, Facilities Planning/Administrative Services, is responsible for district-wide coordination of the program. The College President is responsible for administration of the program on campus. Each supervisor is responsible for implementing the IIPP in his/her work area. A copy of the IIPP shall be available from each supervisor. Questions regarding the program should be directed to one's supervisor, the College President, or the Executive Director, Facilities Planning/Administrative Services.

#### **B. Employee Compliance**

1. Employees who follow safe work practices will have this fact documented on their performance reviews. Employees who are unaware of correct safety and health procedures will be trained or retrained as necessary.

2. Willful violations of safe work practices may result in disciplinary action.

#### C. Communication

1. Matters concerning occupational safety and health will be communicated to employees by written documentation, staff meetings, formal and informal training and posting. Communication from employees to supervisors about unsafe or unhealthy conditions is encouraged and may be verbal or written, as the employee chooses. The employee may use the "Report of Safety Hazard" form and remain anonymous.

2. NO EMPLOYEE WILL BE RETALIATED AGAINST FOR REPORTING HAZARDS, OR POTENTIAL HAZARDS, OR FOR MAKING SUGGESTIONS RELATED TO SAFETY.

3. The results of the investigation of any employee safety suggestion or report of hazard will be reported to all employees affected by the hazards or posted on appropriate bulletin boards.

### **D. Inspections**

1. Each supervisor and/or safety representative will conduct an inspection to identify unsafe work conditions and practices:

a. At least once each quarter in all work areas; and

- b. Whenever new substances, processes, procedures, or equipment are 134 introduced into the workplace that represent a new occupational safety 135 and health hazard; and 136 137 c. Whenever the supervisor is made aware of a new or previously 138 unrecognized hazard. 139 140 2. The "Hazard Checklist" or "Hazard Assessment" form shall be used to 141 document inspections. 142 143 144 E. Injury and Illness Investigation 145 Occupational injuries and illness will be investigated in accordance with established 146 procedures and documented. 147 148 F. Correction of Unsafe or Unhealthy Conditions 149 150 1. Whenever an unsafe or unhealthy condition, practice, or procedure is 151 observed or reported, the supervisor will take appropriate corrective measures in 152 a timely manner based upon the severity of the hazard. Employees will be 153 informed of the hazard and interim protective measures taken until the hazard is 154 corrected. 155 156 2. Employees may not enter an imminent hazard area, without appropriate 157 equipment, training, and the prior specific approval of the supervisor. 158 159 **G.** Training 160 161 1. The program administrator shall assure that supervisors receive training on 162 163 and control may be exposed. 164 165 166
  - safety and health hazards to which employees under their immediate direction
  - 2. Supervisors are responsible to see that those under their direction receive training on general workplace safety as well as specific instructions with regard to hazards unique to any job assignment.
  - 3. This training is provided:

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- a. To all employees and those given new assignments for which training The "Employee Safety Checklist" has not previously been received. should be used to document this training;
- b. Whenever new substances, processes, procedures or equipment are introduced to the workplace and represent a new hazard; and

c. Whenever the employer is made aware of a new or previously 179 180 unrecognized hazard. 181 4. When a supervisor is unable to provide the required training, he/she should 182 request such training be given to the employee by others by notifying the 183 program administrator. The "Request for Training" form should be used. 184 185 H. Record Keeping 186 187 1. The supervisor shall keep records of inspections, including the name of the 188 person(s) conducting the inspection, the unsafe conditions and work practices 189 that have been identified and action taken to correct the identified unsafe 190 conditions and work practices. These records shall be maintained for three 191 192 years. 193 2. The supervisor shall also keep documentation of safety and health training 194 attended by each employee, including employee name, training dates, type(s) of 195 training and training providers. This documentation shall be maintained for three 196 vears. 197 198 References: Cal/OSHA; 199 Labor Code Sections 6300 et seq; 200 Title 8 Section 3203: 201 Code of Civil Procedure Section 527.8; 202 Penal Code Section 273.6 203

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