A9.730 WORKPLACE NON-VIOLENCE CAMPUS PROCEDURES

1. Purpose

To provide procedural and suggested processes to implement Executive Policy, E9.210, Workplace Non-Violence policy.

2. Objectives

To establish procedures for the development of campus response to workplace violence incidents.

3. Applicability/Responsibility

This instruction applies to employees, students, and visitors who may be impacted by incidents of violence.

4. Procedures

a. The campus executive officer (e.g., Chancellor) shall be responsible for developing campus procedures to respond to incidents of workplace violence.

   See Attachment 1 for suggested Crisis Management Flowchart.

b. See Attachment 2 for suggested Notification List.

c. See Attachment 3 for suggested Incident Report.

d. See Attachment 4 for suggested Post-Incident Report.
Suggested Crisis Management Flowchart

1. Incident Occurs
2. Supervisor or Department /Division Chair (DC) is notified
3. Supervisor/DC Reviews Situation
4. Immediate or Imminent Danger?
   - Yes: Do ALL 4 tasks:
     1) Call Honolulu Police Department - 911
     2) Call Campus Security
     3) Call Dean/Director/Provost (or other designated administrator)
     4) Decide whether to continue operations or evacuate area
     - Dean/Director/Provost calls appropriate Chancellor or Designee (eg., Asst. VP, Vice Chancellor) for assistance
     - Campus Crisis Management Team (CCMT) convened by Dean/Director/Provost
     - CCMT provides assistance to Dean/Director/Provost on dealing with immediate situation until resolved
     - CCMT works with Dean/Director/Provost on Post-incident management
     - CCMT assists in re-establishing normality
     - End
   - No: Supervisor/DC requires assistance?
     - Yes: Calls Dean/Director/Provost for assistance to address incident, as appropriate
     - Dean/Director/Provost seeks assistance from SVP/EVP or designee, as appropriate
     - Incidents management activities:
       * Investigation
       * Due Process
       * ADR
     - Handles situation through employee counseling, discipline or other appropriate response (including filing report with HPD or campus security as necessary, etc.)
     - Post-Incident management activities
     - End
     - DUAL TRACK
     - Supervisor/DC requires assistance?
       - Yes: Calls Dean/Director/Provost for assistance to address incident, as appropriate
       - Dean/Director/Provost seeks assistance from SVP/EVP or designee, as appropriate
       - Incidents management activities:
         * Investigation
         * Due Process
         * ADR
       - Handles situation through employee counseling, discipline or other appropriate response (including filing report with HPD or campus security as necessary, etc.)
       - Post-Incident management activities
       - End
     - No: End
### A. Campus Crisis Management Team

<table>
<thead>
<tr>
<th>Role Description</th>
<th>Office Phone</th>
<th>Home Phone</th>
<th>Cellular Phone</th>
<th>Pager</th>
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<tbody>
<tr>
<td>1. Administrative Lead: Chancellor or Designee</td>
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<td>Serve as chair of the CCMT and senior on-site manager</td>
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<td>2. Lead Security: Campus Security Captain</td>
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<td>Provide assistance with physical security issues and may be called upon to provide assistance to students, faculty, staff and visitors. Coordinate efforts with the police. Campus Security plays a major role in bringing the incident under control.</td>
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<tr>
<td>3. Human Resources: Campus/College Human Resources Officer</td>
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<td></td>
<td>Assist in dealing with complaints of workplace violence alleged to be perpetrated by employees. Advise in the administrative investigation and disciplinary action, as appropriate, and assist in dealing with industrial injury claims.</td>
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<tr>
<td>4. Public Affairs</td>
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<td>Provide direction on media relations both within and outside the University. Manage press releases and coordinates on behalf of the University information provided to the newspaper, television, etc.</td>
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<tr>
<td>5. Legal Affairs</td>
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<td>Provide legal advice to the Senior executive in managing the incident, including coordination with the Prosecutor’s Office, Attorney General’s Office, etc. Represent the University in any related legal action.</td>
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<td>6. Student Affairs</td>
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<td>Provide perspective and information in situations where students are involved or students may be impacted as perpetrators, victims or witnesses. As necessary, provide student records to appropriate authorized individuals. Serve as contact for Student Health Services to provide emergency assistance to the University.</td>
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### B. Checklist of Notification

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<thead>
<tr>
<th>Notify</th>
<th>Status</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Police?</td>
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<td>911</td>
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<td>Campus Security?</td>
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<td>Medical Assistance?</td>
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<td>Chancellor Notified?</td>
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<td>President Notified?</td>
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<td>956-8207</td>
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<tr>
<td>Public Affairs?</td>
<td></td>
<td>956-6106</td>
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<tr>
<td>Injured Party’s Spouse/Family?</td>
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<td>956-6106</td>
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<td>Legal Affairs?</td>
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<td>956-9901</td>
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<tr>
<td>Red Cross/Counseling Assistance?</td>
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### C. Other resources to contact for on-going or post-incident debriefing?

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<tr>
<th>Name</th>
<th>Office Phone</th>
<th>Home Phone</th>
<th>Cellular Phone</th>
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SUGGESTED INCIDENT REPORT

1. Describe Incident:

2. Date: Time: 
   
   Location:

3. Describe Main Issue:
   
   Who: 
   
   What: 
   
   Where: 
   
   When: 
   
   How: 
   
   Unknowns:

4. Witnesses and/or other persons who may have pertinent knowledge:

5. Identify who is affected:
   
   Internal:
   
   External:

6. Who was informed/who needs to know (see flow chart on suggested information tree in Administrative Procedures):

7. Immediate Actions taken:
SUGGESTED POST-INCIDENT REPORT

1. Summary of Incident:

2. Action(s) taken or to be taken:

3. Identify steps to improve or address situation or future situation:

4. Resolution: