

WORKPLACE VIOLENCE PREVENTION PLAN

The Claremont Colleges Services (TCCS)

PURPOSE AND SCOPE

The Claremont Colleges Services (“TCCS”) is committed to providing its employees with a safe and healthful work environment. It is TCCS’ policy to maintain a workplace free of violence and threats of violence. In keeping with these commitments, TCCS has established this Workplace Violence Prevention Plan (“WVPP” or the “Plan”). The purpose of this Plan is to establish policies, procedures, and practices in compliance with California law and in furtherance of campus safety and the prevention of Workplace Violence (as defined below) in TCCS’ California worksites.

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., student, guest, vendor, visitor, etc.).
 - **Type 3** violence is committed 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** (or “Threat”) 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.

RESPONSIBILITY

Responsibility for TCCS’ Plan implementation is vested primarily in the Executive Office, Campus Safety, Risk Management, Central Facilities Services, Benefits Administration, Communications & Community Relations, and Human Resources Departments, as further detailed below.

Executive Office – The Chief Executive Officer or their designee is responsible for developing and implementing Workplace Violence prevention policies and procedures pursuant to this Plan; allocating resources for training, security measures, and support services related to Workplace Violence prevention and response; and for leading

by example and promoting a culture of respect and zero tolerance for violence, including Workplace Violence.

Department of Human Resources and Benefits Administration – The Assistant Vice President (“VP”) for Human Resources (“HR”) and Benefits Administration or their designee is responsible for developing and enforcing policies related to employee conduct, including Workplace Violence prevention; providing training and education to employees on recognizing and responding to signs of potential Workplace Violence; and for investigating complaints or reports of Workplace Violence incidents or concerns and taking appropriate disciplinary action. The Director of Benefits Administration or their designee is responsible for providing confidential counseling and support services to employees experiencing stress, conflict, or other issues that may contribute to Workplace Violence and for educating employees on coping strategies, stress management techniques, and resources available through the Employee Assistance Program.

Department of Campus Safety (“Campus Safety”) – The Assistant VP and Director of Campus Safety or their designee is responsible for promptly responding to reports or incidents of Workplace Violence and assisting in emergency situations; providing guidance and support to employees during emergencies, including communication protocols and evacuation procedures; serving as a liaison between TCCS and external agencies, such as law enforcement and emergency responders, during an active shooter incident; developing and implement safety procedures specific to active shooter incidents, including evacuation routes, shelter-in-place protocols, and response actions; ensuring that employees are trained in such procedures and conduct regular drills to practice response actions; implementing measures to mitigate risks, such as enhancing physical security, improving access controls, monitoring and enforcing access controls, surveillance systems, and physical security measures; and conducting risk assessments and recommending security enhancements as needed and appropriate.

Central Facilities Services – The Assistant VP Central Facilities or their designee is responsible for implementing and enforcing physical security measures, such as access controls and surveillance systems; coordinating with law enforcement to secure the premises and restrict access to affected areas; assisting in evacuating employees and guiding them to safe locations; ensuring that emergency communication systems, such as alarms and intercoms, are functioning properly; providing guidance to employees on sheltering in place and seeking refuge in designated safe areas; assessing the physical security of the facility and address any damage or vulnerabilities; and assisting in the recovery efforts, including facility repairs and restoration of normal operations.

Risk Management – The Director of Safety and Risk Management or their designee is responsible for reviewing and assessing Workplace Violence prevention policies and procedures; identifying potential hazards or risk factors for Workplace Violence and recommending mitigation measures; advocating for the implementation of Workplace Violence prevention strategies and resources; coordinating with other departments to develop and maintain emergency response plans for active shooter incidents; coordinating with the Communications & Community Relations Department to ensure timely and accurate dissemination of information to employees; assisting in the post-incident response efforts, including conducting debriefings, assessing the effectiveness of response actions, and identifying lessons learned; and collaborating with other departments to implement any necessary changes or improvements to the organization's emergency preparedness and response plans.

Communications & Community Relations – The Assistant VP of Communications or their designee is responsible for activating the emergency notification system to alert employees; providing clear instructions for sheltering in place, evacuating, or taking appropriate actions; designating a spokesperson to communicate with the media and the public; and establishing a crisis hotline or helpline for employees to seek assistance.

All managers and supervisors are responsible for implementing and maintaining the WVPP in their work areas and for answering employee questions about the WVPP. TCCS recognizes the important role that employees play in identifying, preventing, correcting, managing, and responding to Workplace Violence incidents and Threats, as the only way to prevent a potentially dangerous situation is if the appropriate people within TCCS are notified. 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.

Please refer to the section below entitled “Workplace Violence Incident Reporting Procedure” for contact information for the reporting avenues identified in this Plan.

EMPLOYEE COMPLIANCE

TCCS 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 supervisors, are responsible for complying with safe and healthful work practices, for following directives, policies and procedures, and for assisting in maintaining a safe and secure work environment. TCCS’ system to ensure that employees and their supervisors comply with work practices that are designed to make the workplace more secure, and do not engage in threats or physical actions which create a security hazard for others in the workplace, include but are not limited to:

- Training employees, supervisors, and managers in the provisions of this Plan and as new hazards are identified and providing employees with answers to questions on safety and Workplace Violence.
- Educating employees about what does (and does not) constitute Workplace Violence, as well as the Workplace Violence hazards that are relevant to their respective roles.
- Establishing accessible channels for employees to report Workplace Violence, Threats of Violence, Workplace Violence hazards, and other concerns related to Workplace Violence.
- Implementing and maintaining effective procedures to ensure that supervisory and nonsupervisory employees comply with this Plan and TCCS’ Workplace Violence prevention measures, including but not limited to, through training and education regarding this Plan and related procedures; providing a copy of this Plan to all employees through employee handbooks, policy manuals, or intranet portals; regular communication and reinforcement of the procedures provided in this Plan and other relevant TCCS policies and procedures relating to Workplace Violence; monitoring incident reports and concerns; providing multiple reporting channels; and by conducting periodic safety and Workplace Violence risk assessments of TCCS’ worksites.
- Providing training, retraining, and/or counseling to employees whose performance is deficient in complying with work practices designed to prevent Workplace Violence.
- Recognizing employees who demonstrate safe work practices that promote this Plan in the workplace and lessen the likelihood of Workplace Violence.
- Disciplining employees for failure to comply with the WVPP through Verbal Warnings, Written Warnings, Probationary Periods, or Termination of Employment. Employees found responsible for engaging in acts of Workplace Violence, including Threats of Violence, or other conduct in violation of this Plan will be subject to discipline up to and including termination.

COMMUNICATION WITH EMPLOYEES

TCCS recognizes that maintaining a safe, healthy, and secure workplace requires open, two-way communication between employees, including managers and supervisors, staff, management, and other employers on workplace safety, health, and security issues. TCCS’ communication system is designed to facilitate a continuous flow of Workplace Violence prevention information between management and staff in a form that is readily understandable by all employees, and includes but is not limited to the following:

- Workplace Violence prevention training programs for all employees covered by this Plan.
- Regularly scheduled meetings that address security issues and potential Workplace Violence hazards, such as Safety Committee and Policy Review Committee meetings, focus groups, and/or brainstorming sessions.
- Effective communication between employees and supervisors about Workplace Violence prevention and violence concerns by, including but not limited to: enforcing TCCS’ open-door policies; holding regular meetings (such as Safety Committee meetings); implementing and allowing for anonymous Workplace Violence reporting systems; utilizing employee surveys; utilizing TCCS’ regular communication channels; and reminding impacted employees of TCCS’ Employee Assistance Program (EAP). As part of these procedures, TCCS will investigate employees’ concerns in a timely manner and inform them of the results of the investigation and any corrective actions to be taken as necessary and appropriate under the circumstances through email, at Safety Meetings, or as otherwise appropriate. Updates or results shared

with employees, however, will not include personally identifying information of involved individuals unless the receiving individual has a legitimate business need to know.

- Publishing of Workplace Violence prevention information on TCCS' intranet, available to employees covered by this Plan.
- How employees can report a Workplace Violence incident, Threat, or other Workplace Violence concern to TCCS or law enforcement without fear of reprisal, as detailed in this Plan.
- Robust procedures for protecting employees who report Workplace Violence incidents, Threats, or concerns from retaliation.
- Coordinating across the 5C's and with other employers to ensure a coordinated response to any Workplace Violence incidents.
- When Workplace Violence occurs that involves employees of another employer, TCCS' Director of Safety and Risk Management will notify such employers, share relevant documentation regarding the incident, investigate the incident, and request that any impacted employers confirm they will conduct an investigation pursuant to their own policies.
- Employees will not be prevented from accessing their mobile or other communication devices to seek emergency assistance, assess the safety of a situation, or communicate with others to verify their safety.

Restraining Orders and Orders of Protection

For security reasons, TCCS strongly encourages employees to notify the Chief Human Resources Officer and Assistant VP and Director of Campus Safety and provide a copy of existing protective or restraining orders, and of protective or restraining orders obtained in the future that may affect the workplace so assistance can be offered, and appropriate security and supportive measures can be taken. Employees are also requested to notify the Chief Human Resources Officer and Assistant VP and Director of Campus Safety if a potentially violent non-work-related situation exists that could result in potential Workplace Violence. Depending on the concerns at issue, the Chief Human Resources Officer may coordinate with the Assistant VP and Director of Campus Safety to ensure appropriate prevention and safety response.

Any employee who finds it necessary to obtain a restraining order, injunction against harassment, order of protection, or any other court order from local judicial or law enforcement agencies designed to prevent acts of violence or harassment, are strongly encouraged to immediately notify the Chief Human Resources Officer and Assistant VP and Director of Campus Safety.

COORDINATION WITH OTHER EMPLOYERS

The Claremont Colleges Services (TCCS) will coordinate implementation of this Plan with other employers to ensure that those employers and their employees understand their respective roles, as provided in this Plan, through the following effective procedures.

As part of TCCS' efforts, TCCS requires that all new contracts with staffing agencies or other employers include provisions requiring those employer entities to confirm their understanding of this Plan and agreement to comply with the provisions of this Plan, provide a copy of this Plan to their employees working at TCCS-run worksites, and confirm that all employees are trained as required by law. TCCS will also request that each employer provide TCCS with a copy of its Plan.

In addition, where a Workplace Violence incident involves employees of another employer, TCCS will notify such employers, share relevant documentation regarding the incident, obtain a copy of the employer's completed violent incident log, investigate the incident, and request that any impacted employers confirm they will conduct an investigation pursuant to their own policies.

Further, in the event that an incident or Threat of Workplace Violence against a TCCS employee is committed by or involves individuals from or associated with another college within the Consortium, said individuals will be subject to discipline at their home institution. However, TCCS reserves the right to take any remedial measures as it determines necessary, including but not limited to prohibiting threatening or potentially dangerous persons from its workplaces in accordance with this policy or any other relevant policies of The Claremont Colleges Services.

EXAMPLES AND TYPES OF THREATS OF VIOLENCE PROHIBITED BY THIS PLAN

Violent behavior, such as hitting, slapping, kicking, grabbing or pushing another employee or the use or possession of Weapons in the workplace, is often an easier prohibition for employees to grasp than what constitutes “Threats of Violence.” This section provides a non-exhaustive overview of types and examples of Threats of Violence (inclusive of behaviors which may more subtly constitute a Threat of Violence or lead to potential future violence). **Violent behavior and Threats of Violence should be reported immediately in accordance with the section below entitled “Workplace Violence Incident Reporting Procedure”.**

Direct, Indirect, Veiled, or Conditional Threats

There are many ways Threats of Violence can be made, some of which are direct and easily understood, while others may be circumspect and subject to interpretation. In general, there are three types of threats: (1) Direct; (2) Indirect or Veiled; and (3) Conditional.

Direct Threats: Threats may be direct such as “I am going to kill you.” Direct threats are clear statements of the intent for violence. There is no mistaking the seriousness of these threats and they must be reported to Campus Safety and Human Resources immediately.

Indirect or Veiled Threats: Threats may also be indirect or veiled, such as, “Someone will get you for that.” Indirect or veiled threats are sometimes more difficult to perceive than direct threats. Indirect or veiled threats are vaguer, such as, “I wouldn’t come to campus on Monday if I were you.” An indirect or veiled threat may mention or describe a publicized Workplace Violence event or include a menacing or threatening look or gesture. When in doubt as to whether a statement and/or conduct constitutes an indirect or veiled threat, err on the side of caution and report the statement and/or conduct to Campus Safety and Human Resources immediately. An indirect or veiled threat may constitute a Workplace Violence Emergency depending on the circumstances.

Conditional Threats: Conditional Threats typically begin with “if” statements and describe behavior that will occur if certain conditions are or are not met. Conditional threats are made in order to demand something with the implication that dire consequences will follow if the demands are not met. An example might be, “If you don’t give me an A on my midterm, you may find yourself having a bad accident on the way to campus.” When in doubt as to whether a statement constitutes a conditional threat, err on the side of caution and immediately report the statement to Campus Safety and Human Resources.

Intimidating or Harassing Behavior Through Physical Acts or Threats

Intimidating, harassing, or confrontational behavior can include such things as physically crowding, stalking, or directing threatening looks or gestures to create fear in other persons. Examples of this behavior include throwing objects; physically touching another person in an unwelcome, intimidating, malicious, or sexually harassing manner; lunging aggressively toward another person; or physically intimidating others including such acts as obscene gestures, “getting in your face,” or fist shaking. These should be brought to the attention of TCCS in order to decide what, if any, corrective or precautionary measures may be warranted. Such actions are to be reported to Human Resources immediately.

WORKPLACE VIOLENCE INCIDENT REPORTING PROCEDURE

The effectiveness of The Claremont Colleges Services’ (TCCS) 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, including a Threat of Violence, or other Workplace Violence concern 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. TCCS will keep reports related to Workplace Violence as confidential as possible, to the extent permitted under applicable law.

Supervisors who directly receive reports under this Plan are to document the facts as presented to them and

report them immediately as provided in this section. Supervisors should not conduct investigations regarding an incident on their own. In the event an employee cannot report to their immediate supervisor for whatever reason (for example, in the event an employee's supervisor is unavailable, if the employee's supervisor is the subject of a report, or if an employee feels uncomfortable making a report to that supervisor), the employee should direct their report to Human Resources, or another reporting avenue as identified in this Plan.

Workplace Violence Emergencies

In the event of an actual or potential Workplace Violence Emergency, call 911 immediately. If dialing from a campus phone, dial 9-911. Immediately following this notification to 911, employees must report the incident to Campus Safety at 909-607-2000 or 909-607-7233 (SAFE) if dialing from a cell phone, at x72000 or 7-7233 (7-SAFE) if dialing from a campus phone, through designated emergency phones marked by blue lights located throughout campus, or through the LiveSafe app. If you are unable to make a direct call, or if you must be discrete when doing so, you can utilize the LiveSafe app's Emergency button to dial 9-1-1; when using the LiveSafe's Emergency button to dial 9-1-1 or contact Campus Safety, GPS services are enabled to help emergency personnel and responders find your location. Thereafter, employees are also to notify their immediate supervisors.

In addition, following a report to 911 and Campus Safety, employees are encouraged to contact the Human Resources Department to provide any relevant information. **Please also refer to the section below entitled "Workplace Violence Emergency Response Procedures" in conjunction with this section for additional instructions regarding evacuation and reporting procedures for active shooter/hostile intruder Workplace Violence Emergencies.**

Employees may also contact one of the following departments in the event of an emergency:

Campus Safety – Campus Safety, through the Assistant VP and Director of Campus Safety or their designee, responds to reports or occurrences of Workplace Violence, provides aid during emergencies, and serves as a bridge between the organization and external entities, such as law enforcement and emergency responders, particularly in the event of an active shooter situation.

Risk Management – Risk Management, through the Director of Safety and Risk Management or their designee, provides support during the aftermath of incidents, including by facilitating debriefing sessions, evaluating the efficacy of response measures, and extracting key insights for future improvements.

Human Resources and Benefits Administration – Human Resources and Benefits Administration, through the Assistant VP for HR and Benefits Administration or their designee, investigates reported instances of Workplace Violence and applies suitable disciplinary measures as necessary.

Non-Emergency Workplace Violence Incidents and Concerns

Employees may report Workplace Violence incidents, Threats, and concerns that do not rise to the level of a Workplace Violence Emergency through a variety of methods designed to accommodate different preferences and needs and depending on the characterization of the involved parties as provided below. In all non-emergency Workplace Violence situations, Human Resources will evaluate the non-emergency incident or concern, and those situations where a non-emergency Threat or Workplace Violence incident is confirmed, Campus Safety will be informed and integrated into the review and response process.

Third Parties: To report non-emergency incidents and concerns involving third parties (i.e., visitors, guests, or those without a legitimate business reason to be on campus), contact your immediate supervisor, Human Resources, or Campus Safety. Supervisors who receive a report directly must immediately elevate them to Human Resources and Campus Safety. In the event such reports are made to Campus Safety, Human Resources will receive a copy of the report; for any reports made directly to Human Resources, Campus Safety will receive a copy of the report.

Students: To report non-emergency incidents emanating from conduct by students who are not employed by TCCS but are enrolled in a college within the 7Cs, contact your immediate supervisor or Human Resources. Supervisors who receive a report directly must immediately elevate them to Human Resources.

Employees: To report non-emergency incidents and concerns involving employees or emanating from conduct involving other employees (including students employed by TCCS), contact your immediate supervisor, Human Resources, or Campus Safety. Supervisors who receive a report directly must immediately elevate them to Human Resources and Campus Safety. In the event such reports are made to Campus Safety, Human Resources will receive a copy of the report; for any reports made directly to Human Resources, Campus Safety will receive a copy of the report.

Employees may make non-emergency reports as provided in this Plan through a variety of methods:

- Campus Safety (Available 24 hours a day, 7 days a week):
 - Through the LiveSafe app
 - Phone: 909-607-2000 or 909-607-7233 (SAFE), by dialing extension 7-2000 or 7-7233 (7-SAFE) if calling from a campus phone
 - Workplace Violence Reporting Hotline: 1-800-461-9330
 - Online by submitting a Workplace Violence Reporting Form: <https://app.convercent.com/en-us/LandingPage/e8c332e7-0d4d-e611-80ce-000d3ab1117e>
 - Email: dispatch@claremont.edu
 - In Person: Administrative Campus Center (101 South Mills Avenue)
 - Reports may also be made directly to the Assistant Vice President and Director of Campus Safety, Mike Hallinan, by email at Michael.Hallinan@claremont.edu
- Human Resources:
 - In person: Administrative Campus Center (101 South Mills Avenue)
 - Email: hr@services.claremont.edu
 - Phone: 909-607-9603
 - Fax: 909-607-8085
 - Reports may also be made directly to the Chief Human Resources Officer, Crystal Rossetti, by phone at 909-607-6925 or by dialing extension 76925, or by email at Crystal.Rossetti@claremont.edu
- Environmental Health and Safety (to report a safety or health hazard, including a Workplace Violence concern):
 - Phone: 909-621-8538
 - Email: ehs@claremont.edu
 - Reports may also be made directly to the Director of Safety and Risk Management, Amy Mendez, by phone at 909-621-8050 or by dialing extension 18050, or by email at amy.mendez@claremont.edu
- Through participation in Safety Committee:
 - For information on joining and participating in the Quarterly Safety Committee, you may contact:
 - Amy Mendez, Director of Safety and Risk Management, amy.mendez@claremont.edu;
 - Cristina Irwin, Environmental Health and Safety Specialist, cristina.irwin@claremont.edu; or
 - Jazmine Clark, Administrative Assistant for Safety & Risk Management, jazmine.clark@claremont.edu.

Non-Emergency Anonymous Reporting

TCCS understands the sensitivity of reporting Workplace Violence incidents, including actual or potential Threats of Violence. For that reason, reports may be issued anonymously in order to protect the safety of the reporting party. However, TCCS will be able to more thoroughly investigate matters if the reporting party provides reliable, relevant and objective evidence supporting the claims that the reporting party is making. Employees can submit anonymous reports:

- Through SpeakUp TCCS, which uses Convercent, an external third-party reporting service, to provide an efficient and confidential resource to ask questions about or report ethical and legal violations in the organization. When you file a report, you will receive a tracking number that will allow you to check on the status of your report, to provide updated information or to answer additional questions. Reports to SpeakUp TCCS can be made through a variety of ways as follows:
 - Online by submitting the following form available here by clicking the “get started” button under Report an Incident: <https://app.convercent.com/en-us/Anonymous/IssueIntake/LandingPage/e8c332e7-0d4d-e611-80ce-000d3ab1117e>
 - Phone: 1 (800) 461-9330 if calling within the United States

- If you are dialing internationally, visit the [Convercent SpeakUp TCCS landing page](#) and select your location from a drop-down list on to find the international number assigned to your country. If your country is not listed, you can place a collect/reverse charge call by dialing +1 (720) 514-4400. Please note that operator assistance may be required and local charges may apply. When dialing internationally, please ensure you are using the appropriate exit and country codes specific to your location and where you are dialing.
- To Campus Safety via the LiveSafe app by checking the “Send Anonymously” box when submitting a tip.
- To Campus Safety by completing the [Silent Witness Incident Reporting Form](#).

Non-Emergency Reporting to Law Enforcement

In addition to utilizing one of these reporting avenues, employees may also contact local law enforcement. The Claremont Colleges campus is served by the Claremont Police Department, located at 570 W. Bonita Avenue, Claremont, CA 91711. For Emergencies, dial 911. To report any non-emergency crime or to request a non-emergency dispatch, call 909-626-1296. The Claremont Police Department can also be contacted for general inquiries by calling 909-399-5411. For information on how to report neighborhood concerns and request Service Area Policing through the Claremont Police Department (which allows you to contact the Lieutenant assigned to your area for non-emergency, quality of life issues), refer to **Appendix A**.

No Retaliation

TCCS prohibits retaliation against any employee for making a good faith report to TCCS or law enforcement of actual or suspected Threats or incidents of Workplace Violence, Workplace Violence concerns, other TCCS policies contemplated by this Plan, or suspected violations of any laws or regulations applicable to Workplace Violence prevention and response. Any instances of retaliation are dealt with swiftly and decisively. 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/dismissal.

WORKPLACE VIOLENCE EMERGENCY RESPONSE PROCEDURES

The Claremont Colleges Services (TCCS) has in place the following specific measures to handle actual or potential Workplace Violence Emergencies:

Alerts

In the event of an actual or potential Workplace Violence Emergency, upon TCCS’ receipt of a report and any relevant details, the Assistant Vice President of Communications and Director of Safety and Risk Management, in conjunction with Campus Safety, will alert other potentially impacted employees and members of the campus community, where practicable, of the presence, location and nature of the Workplace Violence Emergency. The means of dissemination and specific details will vary on a case-by-case basis depending on the nature of the incident. Emergency alerts will be relayed to the TCCS community as quickly as possible; the primary forms of distribution for such alerts are through Everbridge Emergency Notification System, Campus Public Alert System, the LiveSafe app, Campus Safety Alert Bulletins, and [the Department of Campus Safety Emergency Website](#).

Sheltering and Evacuation Plans

The Claremont Colleges Services (TCCS) will have evacuation or sheltering plans such as evacuation maps with routes and assembly areas, emergency bags/kits in designated areas, signs on all emergency exits and instructions for sheltering in place. Depending on the situation, employees may receive instructions regarding the safest emergency response options to either evacuate their work areas or shelter in place.

Should an evacuation be directed in response to an active shooter event or hostile intruder situation, employees should not go to any designated meeting areas but rather should leave the area and remove themselves from the situation; once in a safe place, employees should then report into Human Resources or their supervisor. An employee who first learns of or witnesses an active shooter event or hostile intruder situation *prior* to receiving an emergency alert notification from TCCS, Campus Safety, or emergency response personnel directing the employee to evacuate, should get as far from the incident if possible to do so safely, avoid gathering at any designated meeting areas, then immediately call 911 once safe to do so, followed by a report to Campus Safety, then to Human Resources or your immediate supervisor.

Active Assailant Preparedness

In addition, recent national tragedies remind us that the risk is real: an active shooter incident can happen in any place at any time. The best ways to make sure you stay safe is to prepare ahead of time and be ready. Taking a few steps now and mentally rehearsing what to do can help you react quickly when every second counts. Take an active role in your own safety by adhering to the following guidelines:

1. NOW: Prepare
 - a. Sign up for active shooter training
 - b. If you see something suspicious, say something
 - c. Know community response plans
 - d. Identify the exits and good places to hide
 - e. Learn and practice first aid skills and use of tourniquets
2. DURING: Survive
 - a. *Run*: If there is a threat and employees can escape, they should run from the area and get to safety as quickly as possible. Employees are to call 911 only once they are in a position to do so. If, while leaving the area of a threat, employees are approaching emergency services or law enforcement, they should do so calmly, and keep their hands up and open to show they are not a threat.
 - b. *Hide*: If there is a threat and employees cannot flee the area, they should try to find a secure place to hide, and barricade the entry, if possible. Employees should try to remain hidden and turn off their cell phone ringer/vibration. As soon as it is practical to do so and without exposing themselves to more danger, employees should move to a safe location, ideally one with public access and a high level of security and staff present, such as a bank, office building, or hotel. Once employees have moved to a safe location, they should call 911. If approaching emergency services or law enforcement, employees should do so calmly, and keep their hands up and open to show they are not a threat.
 - c. *Survive*: Employees should assess the situation and take whatever steps are needed to survive. Employees should ensure that they are aware of any additional advice from their local or county-based police or emergency services. Employees should strive to move away from the area of the threat and call 911 when practical to do so. They should not disrupt the movement of emergency services and law enforcement and if approaching emergency services and law enforcement, do so calmly, and keep their hands up and open to show they are not a threat.
3. AFTER: Be Safe
 - a. Help law enforcement
 - b. Seek out medical help
 - c. Help others survive
 - d. Seek help to cope with psychological trauma

For additional information, please refer to The Claremont Colleges Services' Active Assailant Information available online at <https://services.claremont.edu/wp-content/uploads/2020/08/Claremont-Colleges-Services-Active-Assailant-Information.pdf> and in **Appendix B**.

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.

If you become concerned about your safety while walking on campus, you can use one of the emergency phones (topped with a blue light) to reach Campus Safety directly. In addition, Campus Safety offers an escort service which is available 24 hours a day from any location on campus. To request the service, call Campus Safety at 909-607-2000.

INVESTIGATIVE PROCEDURES

The Claremont College Services' investigative procedures regarding Workplace Violence incidents may include the following:

- Visiting the scene of an incident as soon as safe and practicable.
- Interviewing involved parties, such as employees, students, Campus Safety, law enforcement, security

- personnel, and/or other witnesses to gather firsthand accounts and details.
- Reviewing security footage of existing security cameras if applicable.
- Examining the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
- Determining the cause of the incident, including through conducting a root cause analysis to identify underlying factors contributing to Workplace Violence incidents, and recording recommendations for future prevention efforts.
- Implementing corrective actions based on investigation findings and recommendations to prevent similar incidents from occurring.
- Documenting investigation findings and conclusions, including completing the violent incident log as necessary, and ensuring appropriate corrective actions are taken.
- Obtaining any reports completed by law enforcement.
- Reviewing all previous incidents.

POST-INCIDENT RESPONSE

Upon a determination that Workplace Violence has occurred, The Claremont College Services will use appropriate tools and actions to respond to the incident, which may include involving law enforcement, terminating an offender, deploying additional security resources, conducting debriefings, and/or reminding affected employees of the TCCS' Employee Assistance Program and other supportive measures as appropriate.

After resolution of a confirmed Workplace Violence incident, TCCS will determine the need for, and parameters and scope of, a post-incident evaluation based on the severity and circumstances. In such situations, TCCS will conduct an evaluation and assessment of the Plan and response actions taken. Such evaluation may consist of assessing the effectiveness of response actions taken, identifying lessons learned, reviewing the overall workplace security and response procedures to identify deficiencies that may have contributed to the incident, and assessing corrective actions or mitigation measures that should be considered to prevent similar incidents in the future. In addition, following an incident, the Assistant VP Central Facilities will assess the physical security of any impacted facilities, address any damage or vulnerabilities, and assist in the recovery efforts, including facility repairs and restoration of normal operations. The Director of Safety and Risk Management will, as warranted under the circumstances, collaborate with other departments to implement any necessary changes or improvements to TCCS' emergency preparedness and response plans.

WORKPLACE VIOLENCE HAZARD IDENTIFICATION, EVALUATION, AND CORRECTION

The Claremont Colleges Services (TCCS) will work with the appropriate personnel, which may include the Assistant VP and Director of Campus Safety, Assistant VP Central Facilities, and/or Director of Safety and Risk Management, to perform workplace hazard assessments for Workplace Violence. TCCS performed an assessment of TCCS' workplaces when this Plan was initially established, including through the use of questionnaires involving a broadly representative cross-section of covered employees seeking worksite- and job-specific feedback and based on a review of historical data and concerns raised by employees.

In addition, periodic assessments will be performed and/or directed by the Assistant VP and Director of Campus Safety on an annual basis, after each Workplace Violence incident, including a Threat of Violence, whenever a new Workplace Violence hazard is discovered or workplace conditions warrant an assessment, and when otherwise required by The Claremont Colleges Services (TCCS) to identify and evaluate workplace security hazards and Threats of Violence.

The Claremont Colleges Services' (TCCS) 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.

Assessments for Type 1 through Type 4 Workplace Violence hazards (described under the "Definitions" section above) may include, but are not limited to:

- Review of the security situation in the surrounding area based on availability of crime statistics.
- Review of layered physical security mechanisms including but not limited to, presence of Campus Safety Officers, emergency campus phones, security cameras, internal access control mechanisms such as doors, locks, physical barriers, security video, evacuation exits, and sufficiency of nighttime lighting around campus.
- Review of alert mechanisms and evaluating the efficacy of same.
- Review of all reported concerns of potential hazards submitted through the reporting mechanisms provided under this Plan.
- Review of access to, and freedom of movement within the workplace by employees.
- Review and assessment of access to, and freedom of movement within the workplace by non-employees including (i) non-employees with personal relationships to employees, (ii) recently discharged employees and, (iii) persons with whom an employee is having a dispute.
- Review of the frequency and severity of threatening or hostile situations that may lead to violent acts by members, of the broader community, guests, students, vendors, or visitors.
- Review of frequency and severity of reports of internal threats of physical or verbal abuse.
- Review of employee disciplinary and discharge procedures.
- Review of frequency and disclosure of restraining or protection orders by employees involving the workplace.
- Review of prior violent acts, Threats of Violence, verbal abuse, and property damage committed by non-employees with personal relationships to employees.
- Review of procedures to prohibit disruptive or potentially dangerous individuals from campus.

As part of The Claremont Colleges Services' (TCCS) ongoing commitment to employee health and safety, TCCS 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. TCCS' corrective measures include, but are not limited to, the following:

- All corrective actions taken will be documented and dated on the appropriate forms.
- Corrective measures for Workplace Violence hazards will be specific to a given work area and may include, for example, making the workplace unattractive to robbers by improving lighting around and at the workplace, requiring employee badge access to access employee-only areas, and posting signs notifying the public that limited cash is kept on the premises and that cameras are monitoring the premises.
- Utilizing surveillance measures, such as cameras, to provide information as to what is going on inside and outside the workplace and to dissuade criminal activity.
- Providing and enhancing physical controls, such as door locks, physical barriers, and emergency alarms.
- Having Campus Safety Officers patrol the workplace interior and perimeter.
- Providing updated communication devices for Campus Safety Officers.
- The addition of two new patrol vehicles to the fleet outfitted with lightbars, joystick-operated LED spotlights, and safety partitions.
- Introduction of two new drones, operated by Campus Safety FAA-certified pilots, to supplement field operations.
- Enactment of Memorandum of Understandings (MOU) with the Claremont Police Department and Upland Police Department.
- Increased outreach around crime prevention and education, and increased campus community engagement efforts.
- Expanded card access systems on campus and other buildings with hierarchy and limited system access.
- Posting emergency telephone numbers for law enforcement, fire, and medical services.
- Providing employee training and retraining on the WVPP as warranted.
- Reviewing employee, supervisor, and management training on emergency action procedures.

In addition, when an imminent hazard or risk exists which cannot be immediately abated without endangering employees and/or property, TCCS will remove exposed personnel from the area, except those necessary to correct the existing hazard or condition. Central Facilities Services, Campus Safety, and any other such 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 TCCS' current safety-related policies and procedures, including the Plan. TCCS will continue to welcome employee input as it pertains to hazard identification or potential Workplace Violence concerns—including but not limited through allowing employee participation on safety committees, focus groups, safety audits and inspections, brainstorming sessions, policy review committees, and simulation exercises, among others—and such feedback will be considered and incorporated into this Plan or related policies as appropriate under the circumstances. Employees can submit feedback through any of the reporting mechanisms identified above.

TRAINING AND INSTRUCTION

All employees, including managers and supervisors, will receive training regarding this Plan, which could involve presentations, discussions, and practical exercises. This training is informed in part by the feedback The Claremont Colleges Services (TCCS) received from employees through a questionnaire regarding employees' perceptions of the scope of Workplace Violence on campus and their input regarding the contents of this Plan, TCCS' training under this Plan, and TCCS' existing security and safe workplace-related training, which have been developed with reference to historical employee feedback on these topics. TCCS will continue to welcome feedback from employees in designing and implementing the training under this Plan, and such feedback will be considered on an ongoing basis as future training is developed and implemented. Employees are invited to participate in the design and implementation of training by participating in workplace safety committees or teams dedicated to Workplace Violence prevention, by providing input and feedback on TCCS' Workplace Violence-related policies and procedures, and through engagement in drills and exercises to practice response actions in the event of an active shooter or other violent incident, among other participation and feedback avenues provided for in this Plan.

Training will be provided when the Plan is first established and on an annual basis thereafter. Additional training will be provided whenever TCCS is made aware of new or previously unrecognized Workplace Violence hazards or when material changes are made to this Plan.

REVIEW AND EVALUATION

The Claremont Colleges Services (TCCS) will review this Plan (i) annually; (ii) when a deficiency is observed or becomes apparent; and (iii) after a Workplace Violence incident.

TCCS recognizes and values the role that employee feedback plays in TCCS' ability to assess and analyze the effectiveness of this Plan, including employee feedback as it pertains to Workplace Violence-related training and this Plan, and accordingly continues to encourage employees to utilize the feedback procedures provided for under this Plan.

Date of Last Review: August 9, 2024

Date of Last Revision(s): August 9, 2024

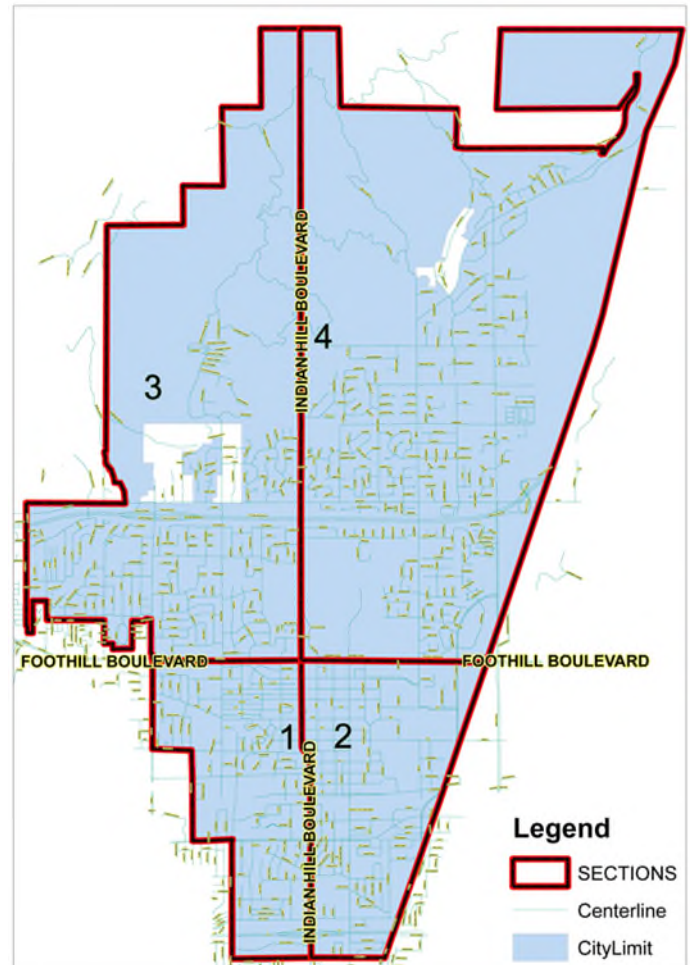
APPENDIX A: Claremont Police Department Service Area Policing

Claremont Police Department has four service areas with a Lieutenant assigned to address specific concerns individuals may have in their neighborhood. Claremont Police Department's Service Area Policing allows individuals to contact the Lieutenant assigned to their area for non-emergency, quality of life issues. As an example, if you are experiencing long-term problems in your neighborhood, your Service Area Lieutenant can work with you and your neighbors to remedy the issue.

The four Service Areas and corresponding Service Area Lieutenant are depicted in the Area Map and as follows:

- Area 1: Southwest of Foothill Blvd. / Indian Hill Blvd.
 - Contact Lt. Robert Ewing via email at ServiceArea1@ci.claremont.ca.us or call 909-399-5400
- Area 2: Southeast of Foothill Blvd. / Indian Hill Blvd.
 - Contact Lt. Jason Walters via email at ServiceArea2@ci.claremont.ca.us or call 909-399-5400
- Area 3: Northwest of Foothill Blvd. / Indian Hill Blvd.
 - Contact Lt. David DeMetz via email at ServiceArea3@ci.claremont.ca.us or call 909-399-5400
- Area 4: Northeast of Foothill Blvd. / Indian Hill Blvd.
 - Contact Lt. David Hardin via email at ServiceArea4@ci.claremont.ca.us or call 909-399-5400

If you are encountering an issue in your neighborhood, whether you are a resident or business owner, please do not hesitate to contact your Service Area Lieutenant assigned to your area for non-emergency problems that do not need an immediate response from the police.



For more information, visit Claremont Police Department's Service Area Policing website available at <https://www.ci.claremont.ca.us/government/departments-divisions/police-department/reporting-neighborhood-concerns> (last accessed August 9, 2024).

THE CLAREMONT COLLEGES ACTIVE ASSAILANT PREPAREDNESS



Recent national tragedies remind us that the risk is real: an active shooter incident can happen in any place at any time. The best ways to make sure you and your loved ones stay safe are to prepare ahead of time and be ready. Taking a few steps now and mentally rehearsing what to do can help you react quickly when every second counts.



TAKE AN ACTIVE ROLE IN YOUR OWN SAFETY

NOW PREPARE

- Sign up for active shooter training
- If you see something suspicious, say something
- Know community response plans
- Identify the exits and good places to hide
- Learn and practice first aid skills and use of tourniquets

DURING SURVIVE

- Run
- Hide
- Fight



You may need to use more than one option.

AFTER BE SAFE

- Help law enforcement
- Seek out medical help
- Help others survive
- Seek help to cope with psychological trauma



NOW PREPARE

- Sign up for active shooter training.
- If you see suspicious activity, let an authority know right away.
- Many places like houses of worship, workplaces, and schools have plans in place to help you respond safely. Ask about these plans and get familiar with them. If you participate in an active shooter drill, talk to your family about what you learn and how to apply it to other locations.
- When you visit a building like a shopping mall or health care facility, take time to identify two nearby exits. Get in the habit of doing this.
- Map out places to hide. Solid doors with locks, rooms without windows, and heavy furniture like large filing cabinets and desks make good hiding places.
- Sign up for first aid and tourniquet training.



DURING SURVIVE

- **RUN.** Getting away from the shooter or shooters is the top priority. Leave your things behind and run away. If safe to do so, warn others nearby. Call 911 when you are safe. Describe each shooter, their locations, and weapons.
- **HIDE.** If you can't get away safely, find a place to hide. Get out of the shooter's view and stay very quiet. Silence your electronic devices and make sure they won't vibrate. Lock and block doors, close blinds, and turn off the lights. Don't hide in groups—spread out along walls or hide separately to make it more difficult for the shooter. Try to communicate with police silently—like through text messages or by putting a sign in an exterior window. Stay in place until law enforcement gives you the all clear.
- **FIGHT.** Your last resort when you are in immediate danger is to defend yourself. Commit to your actions and act aggressively to stop the shooter. Ambushing the shooter together with makeshift weapons such as chairs, fire extinguishers, scissors, and books can distract and disarm the shooter.



AFTER BE SAFE

- Keep hands visible and empty.
- Know that law enforcement's first task is to end the incident, and they may have to pass injured along the way.
- Follow law enforcement instructions and evacuate in the direction they come from.
- Consider seeking professional help for you and your family to cope with the long-term effects of the trauma.

HELPING THE WOUNDED

Take care of yourself first, and then you may be able to help the wounded before first responders arrive:

- If the injured are in immediate danger, help get them to safety.
- While you wait for first responders to arrive, provide first aid—apply direct pressure to wounds and use tourniquets if you have been trained to do so. Turn wounded people onto their sides if they are unconscious and keep them warm.

Additional Resources

VIDEO

Run. Hide. Fight. Surviving an Active Shooter Event
www.youtube.com/watch?v=5VcSwejU2D0

ONLINE COURSE

Active Shooter: What You Can Do <https://training.fema.gov/is/courseoverview.aspx?code=IS-907>

GUIDE FOR HOUSES OF WORSHIP

www.dhs.gov/sites/default/files/publications/Developing_EOPs_for_Houses_of_Worship_FINAL.PDF

GUIDE FOR K-12 SCHOOLS

www.fema.gov/media-library-data/20130726-1922-25045-3850/rem_s_k_12_guide.pdf

WEBSITES

www.dhs.gov/active-shooter-preparedness

www.fbi.gov/about/partnerships/office-of-partner-engagement/active-shooter-incident

www.fema.gov/faith-resources

www.redcross.org/ux/take-a-class