

California State University, Bakersfield

**CAMPUS  
VIOLENCE  
PREVENTION  
PLAN**

Prepared and Provided by the  
CSUB Office of Safety and Risk Management

In an effort to make CSUB the safest possible environment in which to work and learn, the Office of Safety and Risk Management has prepared this manual as a safety net in case of a violent emergency. Please read it carefully and be prepared to take action. The new campus Policy on Disruptive and Violent Behavior is the cornerstone of our work. Be aware of your right to work and learn in safety.

## **Community Resource Numbers**

Alcoholics Anonymous .....	322-4025
Alliance Against Family Violence & Sexual Assault .....	322-0931
Child Protective Services .....	631-6011
Kern County Mental Health Department .....	868-8111
Poison Control Center .....	800/876-4766

### ***For Off-Campus Emergencies, 911 or:***

<b>Bakersfield Police Department .....</b>	<b>327-7111</b>
<b>Kern County Sheriff's Department .....</b>	<b>861-3110</b>

## **Additional Resources**

This manual contains a number of resources to assist you with difficult to crisis-level situations. If you have exhausted those resources mentioned, and still feel you would benefit from additional advice or information, be aware that the following offices also have responsibilities for managing conflict through mediation, negotiation, and or grievance hearings.

### **Student Discipline Coordinator ..... 664-3420**

The campus Student Discipline Coordinator is available for additional consultation regarding student behaviors in class or while on campus. This official gathers information and documentation if a sanction is to be imposed against a disruptive, potentially violent or violent student.

### **Associate Vice President for Academic Affairs ..... 664-3420**

For academic complaint procedures, contact the Associate Vice President for Academic Affairs. This office is the resource for procedures related to final-grade disputes, allegations of academic dishonesty, and other disputes regarding application of University rules and regulations.

### **Campus Personnel Office ..... 664-2266**

Personnel services is committed to keeping the work environment safe for all campus members. Procedures and policies for dealing with inappropriate employee behavior are available from this office.

### **CSUB Ombudsman ..... 664-3366**

The campus Ombudsman serves as an objective mediator to help resolve conflicts between students and the University. The Ombudsman will listen to complaints and facilitate communication between the parties. Information-seeking, mediation, and solution negotiation are among the services offered.

5. Additional Information: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Have you reported this incident to the Public Safety Office? If Yes, when? \_\_\_\_\_

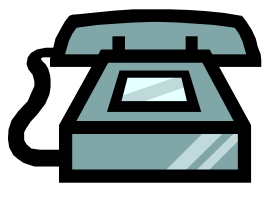
Have you reported this incident to your dean or supervisor? If Yes, when? \_\_\_\_\_

If you would like the Safety and Risk Management Office to work with you further, call 664-2066.

Incident Report Completed by: \_\_\_\_\_ Date: \_\_\_\_\_

(Signature)

**Once completed, return to your dean, supervisor, Public Safety, Personnel Office, or Office of Risk Management.**



## **Campus Numbers**

<b>PUBLIC SAFETY/UNIVERSITY POLICE .....</b>	<b>2111</b>
Student Health Center .....	2394
Office of Safety and Risk Management.....	2066
CSUB Counseling Center .....	3366
Personnel Services .....	2266
CSUB Information HOTLINE .....	6666
From off campus .....	665-6666

# CALIFORNIA STATE UNIVERSITY, BAKERSFIELD

## Campus Policy on Disruptive and Violent Behavior

California State University, Bakersfield is committed to creating and maintaining a safe working, learning, and social environment for all students, employees, and visitors which is free from violence, threats, intimidation, hostile acts, and disruptive behavior.

Civility, understanding, and mutual respect toward all persons are intrinsic to the existence of a safe and healthy campus. Threats or acts of violence, or hostile, intimidating or disruptive behavior not only impact the individuals concerned, but also the mission of the University. The University prohibits acts or threats of violence, and any person who commits such acts is subject to disciplinary action, and/or civil or criminal prosecution.

The University has **zero tolerance** for potentially violent or violent acts against any member of the campus environment or against any property.

For the purpose of this policy, violence, threats of violence, and other inappropriate behavior include, but are not limited to:

...any act that is physically or emotionally assaultive; or  
...any threat, behavior or action which is interpreted by a reasonable person to carry the potential of:  
    ...harming or endangering the safety of others;  
    ...resulting in an act of aggression; or  
    ...destroying or damaging property.

### Cal State University, Bakersfield Incident Report

To ensure that the campus is aware of potentially dangerous situations, you are asked to report incidents that may suggest something more serious. These reports will be kept in the Office of Safety and Risk Management to track patterns of behavior that indicate a potential risk for members of the campus community. **Report any aggressive physical contact to the University Police immediately (664-2111). Any other behaviors listed below may be severe enough to warrant Public Safety intervention.**

Name of Offender: \_\_\_\_\_

SS# if available: \_\_\_\_\_

Location on campus of incident(s) \_\_\_\_\_

Reported by: \_\_\_\_\_ Position \_\_\_\_\_ Date/Time \_\_\_\_\_ Phone # \_\_\_\_\_

(Check all applicable encountered with this individual)

#### 1. Physical contact

- Pushing
- Grabbing
- Hitting
- Inappropriate touching
- Other \_\_\_\_\_

#### 3. Verbal insults and threats

- Intimidating or abusive comments
- Direct verbal threat
- Threat to use weapon
- Repeated mention of weapons
- Repeated reference to violence
- Other \_\_\_\_\_

#### 2. Other Physical Actions

- Hitting an object
- Throwing an object
- Slamming fists
- Presence of weapons
- Violent gestures
- Other \_\_\_\_\_

#### 4. Classroom disruption

- Verbal Insults
- Harassment of other students
- Disoriented behavior
- Repeated refusals to follow classroom guidelines for civility
- Other \_\_\_\_\_

## Student Health Services

The Health Center Staff provides:

### ***Emergency Response***

- In cases of injury.
- For the sudden onset of illness.
- During natural disasters.



### ***Consultation***

- With the University Police Department during a crisis.
- With the Counseling Center regarding psychological emergencies.

### ***Referral***

- To acute care facilities for emergency treatment.
- To local health care providers for follow-up.

**Medical personnel are on duty  
Monday through Thursday 8 a.m. to 6 p.m.  
and Friday 8 a.m. to 5 p.m.  
Call 664-2394**

**For medical emergencies occurring after hours,  
weekends, or holidays, contact the  
University Police at extension 2111 for assistance.**

Established student, personnel, and public safety procedures will serve as the mechanisms for resolving such situations. Each incident will be taken very seriously and may be reported to, and records maintained in, the Office of Safety and Risk Management.

Members of the campus community are encouraged to report to the Public Safety Office, the appropriate school dean, or the employee's area supervisor acts of violence, threats of violence, or any other behavior which by intent, act, or outcome could harm another person or property.

Individuals who severely disrupt classrooms, offices, or common spaces may be removed from the campus. Deans may deny class enrollment to a student whose behavior compromises the learning environment.

\_\_\_\_\_  
President, California State University, Bakersfield

\_\_\_\_\_  
Date



## Why an Incident Reporting Program?

CSUB is committed to a **zero tolerance** policy for disruptive or potentially violent behavior. To ensure that the campus is aware of events that may lead to a crisis, an Incident Reporting Program has been designed to centralize information pertaining to disruptive or potentially violent behavior.

Through your reports, the Office of Safety and Risk Management becomes aware of patterns of potentially violent behavior that may be occurring in disparate areas of the campus. The incident reports may then be used as a vehicle to assess problem situations and their potential for dangerous outcomes. Any one occurrence may seem minor, but a number of incidents may indicate a need for campus action. Campus-wide participation assures that accurate information is available and that, should they be needed, appropriate interventions are implemented.

With your willingness to cooperate, CSUB can maintain an environment that is safe for all community members.

## How Do I Proceed if I Wish to Report an Incident?

If you observe, or are the target of, a disruptive or violent incident, please:

1. Complete an Incident Report Form and turn it in to your dean, supervisor, Personnel Office, Public Safety Office, or Office of Safety and Risk Management.
2. Your report will be assessed and forwarded to the Office of Safety and Risk Management where it will be used for further assessment of potential risk.
3. Incident Forms will then be filed and kept for future reference according to the State Records, Retention, and Disposition Policy.
4. If immediate action is indicated by your report, appropriate campus offices will be notified and response initiated.

**Remember, if an incident is clearly severe,  
call the University Police immediately!  
Do not wait for the incident report to be completed and routed.**

## COUNSELING CENTER CRISIS SERVICES

A staff member may be able to assist you by:

### **Consultation**

- Planning strategies for defusing and de-escalating tense situations.
- Helping you improve future interactions.
- Assisting you to proactively respond to potential problem areas.
- Providing training for coping with a crisis or disaster.

### **Assessment**

- Assessing risk potential for violence against others, self, or property.
- Assessing and determining appropriate intervention strategies.
- Assessing the need for involving additional campus and/or community resources.

### **Intervention**

- Assisting members of the campus community at the time of a crisis, for example, rape, assault, accident, death etc.
- Providing individual aftercare and debriefing for employees and students following a campus or community disaster.
- Holding group discussions or debriefings for classes, campus organizations, friendship groups, or families impacted by tragedy.

**Counselors are on duty Monday through Friday, 8 a.m. to 5 p.m.  
Call 664-3366 to schedule an appointment.  
In case of an emergency,  
someone will be made available to assist you  
during working hours!  
After hours call Kern County Mental Health at 868-8000.**

# Who Do I Call?

## Services Provided by CSUB's PUBLIC SAFETY/UNIVERSITY POLICE

This office may be able to assist you by providing:

### Violence Prevention Programs

- Ask about Rape Aggression Defense seminars and classes.
- Request crime and assault prevention materials.
- Familiarize yourself with the federally mandated information on sexual assault, weapon possession, alcohol policies, and offense reporting.
- Request a police escort to your car after late-night work hours, study, or classes.
- Ask for officer assistance to assess the potential for violence in a fear-provoking situation.

### Crisis Intervention

- Call for an immediate response to violence or the potential for violence.
- Ask an officer to intervene with an out-of-control person.
- Ask an officer to help you confront an angry colleague or student who has refused to deal in a civil manner with reasonable requests or directions.
- Ask an officer to assist you in removing an angry, confrontational, or delusional student from your office or classroom.
- Ask for help obtaining community-referral sources if the campus problem has been carried beyond the campus into your home or neighborhood.
- Have an officer talk to you about your rights and the legal ramifications of your particular situation.

**Public Safety is open 24 hours a day!**  
**Call extension 2111 for assistance at any time!**

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Reported by: \_\_\_\_\_ Position \_\_\_\_\_ Phone # \_\_\_\_\_

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Have you reported this incident to your dean or supervisor? If Yes, when? \_\_\_\_\_

If you would like the Safety and Risk Management Office to work with you further, call 664-2066.

Incident Report Completed by: \_\_\_\_\_ Date: \_\_\_\_\_

(Signature)

**Once completed, return to your dean, supervisor, Public Safety,  
Personnel Office, or Office of Safety and Risk Management.**

8. Listen carefully by really paying attention to what is said. Let the person know you will help within your ability to do so.
9. Ask questions to help regain control of the conversation and to understand the situation.
10. Neither agree with distorted statements nor attempt to argue. Avoid defensiveness.
11. Terminate the conference if the person remains belligerent and does not respond to your efforts to quiet the confrontation.
12. Never physically touch an outraged person or try to force them to leave.
13. If a weapon becomes evident, try to leave. If that is not possible, calmly ask the person to leave any weapon in a neutral position as you continue talking calmly. (Notify Public Safety as soon as you are able!)
14. Let the person know the consequences of any violent behavior.
15. **Never** agree to go to an unmonitored location with a potentially violent person.
16. After the meeting is over, report any unacceptable behavior or threats to Public Safety, your dean or supervisor, and/or the Office of Safety and Risk Management. Help the campus remain alert to any situation that could eventually escalate to violence.

## What are the Guidelines for Coping in a Potentially Violent Situation?

***Do not meet with anyone who has threatened you or is an obvious danger to you. When meeting with a difficult student, co-worker, or campus visitor observe the following!***

1. Alert a colleague that you will be meeting with the potentially violent person and have that colleague ready to assist. Have a Public Safety officer “on call” or with you as circumstances dictate.
2. Keep the door of your meeting place open and position yourself in an area that gives you an easy exit.
3. Move away any objects that can be used as a weapon.
4. Terminate the session immediately if your “sixth sense” tells you something is wrong.
5. Avoid body language that appears challenging such as placing your hands on your hips, moving into the other person’s territory, or using aggressive facial expressions.
6. Slow your speaking rate down and use a low pitch and volume to reduce the momentum of the situation.
7. Ask to include a supervisor or administrator to help satisfy the agitated person’s need to feel heard.

## How Do I Deal With the Verbally Hostile or Angry Student or Employee?

Individuals may become verbally abusive when they are in frustrating situations which they see as being beyond their control. Anger and frustration are displaced from those situations onto the nearest target. Explosive outbursts or ongoing belligerent hostile behavior become this person’s way of gaining power and control in an otherwise out-of-control experience. It is important to remember that the person is generally not angry at you personally, but is angry at her/his world and you are the object of pent-up frustrations.

This behavior may be associated with the use of alcohol and other drugs.

### **Do:**

- Acknowledge their anger and frustration, for example, “I understand how angry you are.”
- Rephrase what they are saying and identify their emotion – “I can see how upset you are because you feel your rights are being violated and nobody will listen.”
- Reduce stimulation. Invite the person to a quiet place that is safe and within hearing distance of a colleague.
- Allow him/her to vent but set limits. Let the person get his/her feelings out and tell you what is upsetting him/her.
- Be direct and firm about the behavior you will accept. “Please stand back, you’re too close.” “I cannot listen to you when you yell and scream at me that way.” “Let’s invite \_\_\_\_ in to discuss this further.”
- Help the person problem-solve and deal with the real issues when response becomes calmer.
- Alert Public Safety, your dean, or the Office of Safety and Risk Management if the situation appears to have the potential for violence or severe disruption to the campus climate.

### **Don’t:**

- Get into an argument or shouting match.
- Become hostile or punitive yourself.
- Press for explanations of the person’s behavior.
- Ignore the situation.
- Touch the person.



## How Do I Deal With the Student or Employee in Poor Contact With Reality?

These individuals have difficulty distinguishing fantasy from reality, the dream from the waking state. Their thinking is typically illogical, confused, or irrational. Their emotional responses may be incongruent or inappropriate and their behavior may be bizarre and disturbing. This person may experience hallucinations, often auditory, and will report hearing voices. While this person may elicit alarm or fear from others, he/she is generally not dangerous and is more frightened and overwhelmed by you than you are by him/her. If you cannot make sense of the conversation, this person may be in trouble.

### Do:

- Respond with warmth and kindness, but with firm reasoning. Speak slowly and clearly in short sentences.
- Remove extra stimulation from the environment (turn off the radio, step outside of a noisy classroom).
- Acknowledge your concerns and say that you can see they are distressed.
- Acknowledge their feelings or fears without supporting the misperceptions, for example, “I understand you think someone is following you, but I don’t see anyone and I believe you’re safe.”
- Acknowledge your difficulty in understanding them and ask for clarification or restatement.
- Focus on the “here and now.” Ask for specific information about the person’s awareness of time, place, and destination.
- Speak to their healthy side, which they have. It’s OK to laugh and joke when appropriate.
- Contact the Counseling Center to enlist aid in helping the individual to obtain appropriate care -- 664-3366.

### Don’t:



- Argue or try to convince them of the irrationality of their thinking as this commonly produces a stronger defense of the false perceptions.
- Play along, for example, “Oh yeah, I hear the voices (or see the devil).”
- Encourage further discussion of the delusional process.
- Demand, command, or order.
- Expect customary emotional responses.

## How Do I Recognize the Warning Signs of Individuals With a Potential for Violence?

Violence, because of emotional distress, is rare and typically occurs when the individual’s level of frustration has been so intense that it erodes emotional controls. The risk of on-campus violence can be minimized by the careful observation of behavior. Specific stress factors, behavior, and personality traits have been associated, after the fact, with almost every incident of on-campus violence. The presence of several of these indicators greatly increases the likelihood of violent actions. Most people will not just “snap.” An escalating series of clues usually precedes violence. The risk of a violent outburst is greatly increased when the following warning signs are ignored.

**Boundary crossing**, such as pushing the limits of acceptable on-campus behavior and continual testing of established rules.

**Chemical dependence** upon alcohol and/or drugs that may agitate or create paranoia and aggressive behavior.

**Concentration problems** such as difficulty recalling instructions, forgetfulness, repetition of errors, and staring into space.

**Depression** may cause sufferers to commit a violent act either upon themselves or others. Symptoms of depression include: despair, ambivalence, slowed work pace, continual sad or blank facial expressions, withdrawal, self-condemnation and self-destructive behavior, hopelessness, helplessness, inappropriate guilt/shame, and poor personal hygiene.

**History of violence** including domestic abuse.

**Violent fantasies**, delusions, or paranoia.

**Inconsistent work patterns and attendance problems.**

**Obsessive interest in weapons and violent incidents.**

**Obsession with school or job** causes a deeper sense of loss in the case of poor classroom performance or workplace review or termination. These individuals may be loners, having little else of importance in their lives.

**Pathological blamers** that cannot take responsibility for their own actions, will not admit wrongdoing, even for minor mistakes, and blame other people, the organization, or the system.

**Ongoing harassment** of colleagues.

**Deteriorating physical appearance** and poor self-care.