



UCSI

UNIVERSITY

The University. The Experience

UCSI UNIVERSITY

CAMPUS EMERGENCY GUIDE

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INTRODUCTION

This Campus Emergency Guide is designed to give faculty, staff and students guidance to handle various emergencies in the campus. Please keep it available as a reference at all times. We especially recommend that you keep it beside your phone. In any cases, you are required to call UCSI University Security at extension **3170**.

Each specific emergency situation is unique. For that reason, no emergency guide can ever be comprehensive. However, in any emergency, it is recommended that you remain calm; observe the situation around you; and report emergencies to Campus Security as soon as it is reasonably possible.

Campus Security

In the event of a campus emergency (police, fire, medical, or hazardous materials), dial the Guard House extension **3189**. This extension serves as the hotline for **24-hour emergency services**. UCSI University Security personnel are accessible, and adequately equipped to immediately respond to campus emergencies. They are also in direct communication with the local Fire Departments and Police authorities.

Important Telephone Extensions/Numbers

- Guard House: ext **3189**
- Security Counter: ext **3170**
- General Emergencies: Dial **999**
- Balai Bomba Dan Penyelamat Taman Segar, Cheras.
(Fire Department and Rescue Services): Dial **03-9132 9490**
- Bilik Gerakan Polis Diraja Malaysia K.L.
(Police Call Centre): Dial **03-2115 0999**
- Red Crescent Ambulance: Dial **999**

PREPARING FOR EMERGENCIES

Emergencies, disasters, accidents, injuries and crimes often occur without warning. Being prepared to handle unexpected emergencies is an individual as well as an organisational responsibility. These emergency procedures have been developed to minimise negative effects from such events. Please read this entire guide thoroughly before an emergency occurs and maintain copies for immediate reference. We suggest you keep a copy near your telephone for easy access. Once you are familiar with the procedures, you will be better prepared to protect yourself and your co-workers/students.

First-aid kits can be found in the residential halls at both wings in the Kuala Lumpur campus, and at guardhouses in all the campuses.

This document describes general procedures for 17 types of emergencies:

1. **Bomb Threats**

1.1 **If you receive a bomb threat via telephone**

- a. Remain calm.
- b. Listen carefully. Be polite and show interest. Try to keep the caller talking so that you can gather more information about the device, the validity of the threat, or the identity of the caller. Listen carefully for background noises.
- c. Note the phone number of the caller if your telephone has a display.
- d. Gather as much information as possible. If possible, use the 'Bomb Threat Checklist' to question the caller in a polite and non-threatening manner.
- e. Upon completion of the call, immediately call the police and campus security. Then complete the checklist while the call is still fresh in your memory.
- f. Remain available to answer questions.
- g. If the threat was received by another individual and he/she is relaying information to you, use the 'Bomb Threat Checklist' to gather as much information as possible.
- h. Dial 999 or ext. 3189/3170 immediately to notify Campus Security.

1.2 If you discover a suspicious object

A **suspicious object** is defined as any package, parcel, container, or other object that is suspected of being an explosive device because it is out of place or unusual to be located at that location and cannot be accounted for, or because a threat has been received.

- a. Do not touch the object.
- b. Keep yourself and others away from the object.
- c. Do not use cell phones or radio equipment within 150 meters of the suspicious object.
- d. Dial 999 or ext. 3189/3170 immediately to notify Campus Security.
- e. Follow police instructions precisely.
- f. If instructed to evacuate, move at least 150 meters away from the building.
- g. Do not re-enter the building until instructed by either UCSI University's security personnel or Fire/Police personnel.

Do not attempt to evacuate the building without the authorisation or assistance of emergency personnel. Current emergency management guidelines caution against automatic evacuation. In most cases, people are likely to be more secure in their offices, laboratories, or classrooms than in hallways that have not been searched or outdoors where an actual threat may be even more likely to exist.

Note: If a search of the building is conducted, you and other staff may be asked to accompany Police officers since you are more likely to notice something out of the ordinary in your own area or facility.

DO NOT TOUCH, MOVE, OR TAMPER WITH SUSPICIOUS OBJECTS

1.3 Bomb Threat Checklist

Use the Bomb Threat Checklist to document useful information that may help the UCSI University Security Department in investigating a bomb threat.

Give responding officers this completed sheet.

Bomb Threat Checklist
(Copy this sheet and place it near your phone)

Time of Call :

Length of Call :

Gender of Caller:

Race/Nationality of Caller:

Age of Caller:

A. Questions to ask

1. When is the bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. What is your address?
8. Why?
9. What is your name?

B. Other Observations

(i) Caller's voice (Please indicate Yes or No)

	Yes / No		Yes / No
Accent		Laughter	
Angry		Lisp	
Calm		Loud	
Clearing throat		Ragged	
Cracking voice		Raspy	
Crying		Normal	
Deep breathing		Soft	
Disguised		Slurred	
Distinct		Stutter	
Excited			

If the voice is familiar, who did it sound like?

(ii) Threat Language (Please indicate Yes or No)

	Yes / No		
Educated			
Foul			
Incoherent			
Irrational			
Fluency			
Message read by caller			

(iii) Background Sounds (Please indicate Yes or No)

	Yes / No		Yes / No
Animal noises		Office machinery	
Factory machinery		PA system	
House noises		Phone booth	
Local		Static	
Long distance		Street noises	
Music		Voices	
None		Others (mention)	

C – Particulars of Reporting Person

Date:

Name: Job Title:

Tel. Number: ... Department:

Exact wording of the threat:

.....

.....
Signature

Dial 999 (Police) or ext. 3189/3170 (UCSI University Guardhouse) immediately.

2. CIVIL DISTURBANCE/DEMONSTRATIONS.

All demonstrations in Malaysia are unlawful with exceptions like public gatherings that are approved and provided with permits issued by the Malaysian Police. Any demonstration on University property that interferes with the educational function of the institution or in which violence, property damage, or other unlawful behaviour occurs is unlawful.

In the event of a civil disturbance, you should immediately contact the Campus Security at extensions **3189/3170** and be prepared to give information such as the name of the group, if known; the location and size of the group; and whether any weapons are involved.

Avoid provoking or obstructing demonstrators, and avoid the area of the disturbance. While you should continue to conduct normal business operations as much as possible, you should also be prepared to secure your work area by locking doors, safes, files, vital records, and expensive equipment, and by logging off your computers. If it becomes necessary, cease operations and evacuate. If the disturbance is outside, stay away from doors or windows, and stay inside.

If you have a question on whether a demonstration is unlawful, call UCSI University Campus Security at extensions 3189/3170.

2.1 In case of a civil disturbance

You are to:

1. Call 999 or ext. 3170 to contact Campus Security.
2. Be prepared to give the following information:
 - a. The name of the group and its leader, if known.
 - b. The exact location of the group.
 - c. The size of the group.
 - d. Weapons involved.
 - e. Avoid provoking or obstructing demonstrators.
 - f. Avoid the area of the disturbance.
 - g. The purpose of the demonstration.

2.2 If the disturbance is observed from a distance

You are to:

- a. Stay inside.
- b. Stay away from doors and windows.
- c. Continue with normal business operations, if possible.
- d. If necessary, cease operations and evacuate.
- e. Secure your work area (lock doors, safes, files, vital records, and expensive equipment).
- f. Log off computers.

3. ELEVATOR MALFUNCTION DURING AN EMERGENCY.

Generally, elevators should not be used in emergencies because of the possibility of getting trapped in the event of a power outage or mechanical failure, or due to the possibility that the use of elevator equipment will spark a fire or cause an explosion, as with a chemical emergency.

However, exceptions include -- but are not limited to -- getting a person with a disability to safety, when evacuation is urgent and the use of an elevator is necessary; and when the elevator is operated by the Fire Department personnel.

3.1 If you are trapped in an elevator

- a. Remain calm.
- b. Call Campus Security through the elevator intercom.
- c. Push the 'emergency' or bell button.
- d. Do not try to pry the doors open.
- e. Do not exit the elevators if the doors are between floors.
- f. Police and physical plant personnel will assist you.

4. EMERGENCY CLOSING DOWN OF UCSI UNIVERSITY.

The university is normally open throughout the normal academic sessions, and thus faculty and staff must assume responsibilities for their own health and safety, as well as for their class and work-related responsibilities. While this frequently requires a delicate balance, each individual must be the ultimate arbiter of varying situations.

An emergency closing of the university will be implemented only under severe and extreme circumstances. All employees are expected to report to work unless they specifically hear otherwise, and every effort will be made to maintain classes. However, when weather conditions and/or a declared state of emergency warrant otherwise, there may be a delay in the opening of the university, cancellation of classes, or an emergency closing of the university.

If the need for a campus closure is identified during the day, the decision will be communicated throughout the campus and through the designated media. A campus closing notice will also be prominently displayed on the main webpage -- www.ucsi.edu.my -- if a decision is made to close the campus. All employees and non-resident students will be notified by university officials to leave the campus.

Note: In the event that an evacuation becomes necessary, all personnel are expected to assist in helping students and staff exit the campus.

See Evacuation Procedures.

4.1 What you should do:

- a. Leave campus when notified of campus closure.
- b. If evacuation is ordered, help students, faculty, and staff leave campus.

For information during an emergency or to find out if the University is closed, visit www.ucsi.edu.my

5. FIRE EMERGENCY

The main causes of fire are sources of heat such as:

- Electricity
- Static Electricity
- Sparks
- Friction
- Mechanical heat
- Chemical reaction
- Compressed gas
- Lighting
- Flames

Other causes of fire are fuels such as

- Combustible solids, for eg. wood, tables, chairs, paper.
- Combustible liquids, for eg. petrol, paraffin, diesel, methanol, and ethanol.
- Combustible gases, for eg. hydrogen, methane, butane, and carbon monoxide.
- Combustible metals, for eg. Kalium (potassium), Natrium (sodium), Calcium, and Magnesium.

Prevention is better than cure.

5.1 How and why fires happen

- a. Natural factor: Fire caused by a disaster or a natural factor.
- b. Accidental factor: Fire caused by negligence, carelessness or plain human error.
- c. Incendiary factor: Fire caused by deliberate or malicious human act/criminal intention and action.

5.2 Ten basic control strategies

- a. Ensure that the firefighting equipment is **adequately maintained**.
- b. Ensure that all firefighting equipment is properly **handled** and in good working condition.
- c. Occupants should be **trained** in using fire-fighting equipment.

- d. Firefighting equipment should be located at the **firefighting access areas** and clearly **displayed**.
- e. **Emergency Telephone Numbers** are to be displayed at strategic places.
- f. **Evacuation and Assembly Points** need to be identified and clearly marked.
- g. A **First Aid** kit should be made ready and available at all times.
- h. All occupants must be **instructed** to notify internal security and the Fire & Rescue Department, if a fire breaks out.
- i. **Tests and Inspections** of the fire-fighting equipment should be done regularly.
- j. Ensure that all fire doors at the fire-fighting access areas are **shut** at all times.

5.3 If a fire alarm is activated

- a. Evacuate the building immediately; close doors behind you.
- b. **Do not** try to save belongings, files, or equipment.
- c. **Do not** go to the basement.
- d. **Do not** use elevators.
- e. Help people with disabilities (non-wheelchair) leave building if possible.
- f. If disabled persons cannot be evacuated, lead them to the nearest enclosed stairwell and close doors leading to the stairwell.
- g. Tell Fire personnel the location of disabled persons remaining in the building.
- h. Proceed to the designated meeting point at least 100 metres away from the building. Follow the signs indicating the path to the point of assembly.
- i. Stay clear of firefighting equipment and personnel.

5.4 If a fire is discovered

- a. Evacuate the building immediately.
- b. **Do not** use elevators.
- c. **Activate** the closest **fire alarm** as you exit, if possible.
- d. **Tell Fire personnel** the location of **disabled persons** remaining in the building.
- e. Use fire extinguisher **only if** trained in its proper use.

5.5 If your clothes catch fire

- a. **Stop** whatever you are doing; do not run.
- b. **Drop** to the ground.
- c. **Roll** to smother flames.

5.6 Render First Aid as necessary

- a. Do not attempt to move a person with extreme injuries
- b. Get help from Fire or Police personnel.

6. FLOODING AND WATER DAMAGE

Major flooding and water damage on campus could be the result of catastrophic weather conditions, broken water pipes, clogged drains, or construction damage. The best preparation is to be familiar with the university's campus evacuation plan beforehand.

In any flooding situation, if there are electrical appliances or outlets near the water, use extreme caution. If there is any possible danger, evacuate the area.

If you know the source of the water and are confident of your ability to stop it (i.e. unclog the drain, turn off the water), do so. Be prepared to assist as directed in protecting and securing vital equipment, records, or chemicals that are in jeopardy. Take only essential steps to avoid or reduce immediate water damage, such as moving items to higher, safer ground, or covering objects with plastic sheeting. Do not return to your building unless you have been instructed to do so.

6.1 In cases of major flooding

- a. Remain calm.
- b. Avoid electrical appliances or outlets near water.
- c. If electrical hazard is a possibility, evacuate area.
- d. Evacuate the building or campus if instructed to do so.
- e. Do not return to the building unless instructed to do so.

6.2 In cases of minor flooding

- a. Remain calm.
- b. Avoid electrical appliances or objects near water.
- c. If electrical hazard is possible, evacuate area.
- d. If you are confident you can stop the leak (i.e. unclog the drain, turn off the water), do so.
- e. Help protect or secure vital equipment, records, or chemicals that are in jeopardy, if directed to do so.
- f. Take only essential action to avert immediate water damage (i.e. move items to a higher ground, or cover objects with plastic).
- g. Do not return to your building unless instructed to do so.

7. HAZARDOUS/INFECTIOUS MATERIAL SPILL

A hazardous material spill occurs when a significant amount of hazardous material is released and/or when containment is not possible.

Examples of hazardous materials in quantities that would be considered a spill are: more than one litre of bleach or more than 100 ml of sulphuric acid. Examples of infectious materials include blood and other bodily fluids.

7.1 Response to hazardous material spill

- a. Call the ambulance immediately.

- b. If the hazardous material comes in contact with your skin, immediately flush the affected area with copious amounts of water for at least 15 minutes and seek medical attention.
- c. Stop the source of the hazardous material if possible.
- d. Evacuate the immediate area; close doors behind you.
- e. Unless trained, **do not** attempt to clean up the spill yourself.

7.2 Response to infectious material spill

- a. If infectious material comes in contact with your skin, immediately wash up with soap and water.
- b. Unless trained, **DO NOT** attempt to clean up the spill by yourself.
- c. Contact Campus Security at ext 3189/3170 *immediately*.

8. HOSTAGE SITUATION

If you are involved in a hostage situation take steps not to aggravate the situation. Remain calm and encourage others around you to remain calm. If possible contact the campus security or the police. **DO NOT** argue or attempt to negotiate.

8.1 If you are involved in a hostage situation

Contact the campus security or the police, if possible, and supply as many details as possible including:

- a. Number of people involved.
- b. Description of hostage takers.
- c. Weapons displayed.
- d. Threats made.
- e. Any other information.
- f. Do not attempt to negotiate or argue with the hostage taker.
- g. Try to get others to remain calm. Tell them to do what they are told.

9. MEDICAL EMERGENCIES

Medical emergencies may include any life-threatening situation, such as broken bones, cessation of breathing, chest pain, excessive bleeding, unconsciousness and etc.

If you or someone in your office sees a medical emergency, contact the campus security or call the ambulance immediately.

Unless you are properly trained, do not try to render any first aid or use Cardiopulmonary Resuscitation (CPR) before trained assistance arrives. If you are trained in CPR and the victim has no pulse and is not breathing, use CPR on the victim. If trained in first aid, use pressure to stop bleeding. Do not move a victim unless safety dictates.

9.1 If you experience or witness a medical emergency

- a. Contact UCSI University Security or call the ambulance immediately.
- b. Remain calm.
- c. Be prepared to provide information about the emergency.
- d. Unless trained, **do not** render first aid—wait for emergency personnel.
- e. **If trained**, use pressure to stop bleeding.
- f. Do not move a victim unless safety dictates.

10. MENACING PERSON

If you encounter a potentially dangerous person, take steps not to aggravate the situation or the person. While with or near the person, remain calm and cooperate. Be sure to make no sudden movements. When it is safe to do so, contact the UCSI University or call the police and give as much information as possible under the circumstances, especially your name and location (department, building, and office number). If safe to do so, alert other employees/students that an emergency/dangerous situation is present or imminent and that everyone should quietly leave the area.

10.1 If you encounter a potentially dangerous person

- a. Remain calm.
- b. Cooperate with the person.

- c. Make no sudden movements.
- d. Contact UCSI University or call the police as soon as possible.
- e. Prepare to provide as much information as possible.
- f. If safe to do so, alert others of the emergency/danger.
- g. Advise others to quietly leave the area.

11. POWER OUTAGE/DOWNED POWERLINES

If a power outage occurs in your office or building, remain calm, and contact the UCSI University to report the loss of power.

To prepare before an emergency, be familiar with your building's evacuation plan, and keep a flashlight available in a location you can find easily in the dark. You can also prepare by being familiar with procedures for being caught in an elevator if the power goes out.

If you are trapped during a power outage, help others in your immediate area who may be unfamiliar with your office space. If you are in an unlighted area, proceed cautiously to an area that has emergency lights. If you are instructed to evacuate the building, proceed cautiously to the nearest clear exit.

Any downed or fallen wires should be treated as live and dangerous, and you should stay away from them. Fallen power lines are dangerous because they carry electric currents that can cause serious or fatal injuries. If you encounter a fallen wire, keep yourself and others away, and call UCSI University, or the Guardhouse at ext 3189/3170.

11.1 If a power outage occurs in your office or building

- a. Remain calm.
- b. Contact UCSI University to report power loss. Call the University receptionists at ext 3000/3001 or the Guardhouse at 3189/3170.
- c. Help those in your area who may be unfamiliar with your space.
- d. If in an unlighted area, cautiously move toward an area with emergency lights.
- e. If in an elevator, stay calm. Use the emergency button or intercom to contact UCSI University security personnel.
- f. Evacuate the building if instructed to do so.

12. ROBBERY/SHOPLIFTING/THEFT SITUATION

If you are involved in a robbery/shoplifting/theft situation, take steps not to aggravate the situation. Remain calm and cooperate. When it is safe to do so, contact UCSI University or call the police and be prepared to provide as much information as possible. Do not attempt to negotiate or argue with the person(s) involved.

12.1 In a robbery/shoplifting/theft situation

- a. Do what you are told without argument during a robbery.
- b. Tell others around you to do what they are told.
- c. As soon as it is safe, contact UCSI University or call the police and supply as many details as possible including the number of people involved, description of person(s) involved, weapons displayed, threats made, etc.
- d. Do not attempt to negotiate or argue with the person(s) involved.
- e. If there is more than one person present, have someone maintain visual contact to provide direction of travel from a safe distance. If there was a weapon displayed **do not attempt to follow.**

13. ADVERSE WEATHER

“Adverse weather” refers to storms, flooding and heavy rainfall conditions that may endanger campus citizens and equipment

13.1 Adverse weather - "Warning"

- a. All outdoor and open area activities should be closely monitored and suspended, if possible, until the threat has passed.
- b. Be on alert when adverse weather conditions are confirmed in the vicinity.
- c. Be prepared, and stay close to a permanent building where you can take shelter at a short notice.

13.2 Steps to take in adverse weather conditions

- a. People outdoors should move indoors to a permanent facility, preferably

- into an interior room.
- b. Ensure that you are in a permanent building and not a temporary structure such as a trailer, automobile, truck, or pole building.
 - c. Move to an interior room away from windows.
 - d. If you hear thunder, you may be in close proximity to lightning and may have a higher chance of suffering a lightning strike. Go indoors quickly.

14. STUDENTS/PEOPLE IN CRISIS

The following information provides basic guidelines for assisting people with emotional, chemical dependency, or psychological issues.

14.1 In case of mental illness:

- a. Be respectful.
- b. Maintain poise and self-control.
- c. Keep your voice low and calm.
- d. Use short, simple statements.
- e. Reduce contact if the individual is violently ill.
- f. Do not give sharp commands or use threats.
- g. Do not challenge – verbally or physically.
- h. Do not make promises you can't keep
- i. Do not take anger personally

14.2 For alcohol & chemical dependency

Students suspected of alcohol and chemical dependencies can be discretely referred to the Student Development & Counselling Unit (SDCU) at ext. 3161/3164/3165.

14.3 Traumatic incident

Students facing psychological trauma, and who display behavioural problems, can be discretely referred to the Student Development & Counselling Unit (SDCU) at ext. 3161/3164/3165.

15. SUSPICIOUS PACKAGES/OBJECTS

If you receive a written threat or a suspicious parcel, or if you find a suspicious object anywhere, contact UCSI University, the Guardhouse at ext 3189 or call the police immediately.

Never touch, move, or tamper with suspicious objects under any circumstances. Prevent others from handling the object or going near it. Do not use cell phones or radio equipment within 30 metres of the suspicious object as they might detonate explosives.

Write down everything you can remember about receiving the letter or parcel or finding the object. The police will need this information.

15.1 Recognising suspicious packages or objects

Be cautious of the following types of objects that you receive:

- a. Foreign mail, air mail, and special deliveries
- b. Restrictive markings such as “confidential” or “personal”
- c. Excessive postage
- d. Handwritten or poorly-typed address
- e. Incorrect titles
- f. Misspelling of common words
- g. Oily stains or discolouration on package
- h. Excessive weight
- i. Rigid, lopsided, or uneven envelopes
- j. Protruding wires or tinfoil
- k. Excessive tape or strings.

15.2 If you receive or find a suspicious parcel or object

- a. Contact UCSI University, the Guardhouse at ext 3189/3170 or call the police.
- b. Keep others away from object.
- c. Do not use cell phones or radio equipment within 30 metres of the object.
- d. Write down everything you can remember about receiving the letter or parcel or finding the object and be prepared to relay this information to

- law enforcement.
- e. If instructed to evacuate, move at least 100 metres away from the building.
- f. Do not re-enter the building until instructed to do so.

16. WITNESS TO A CRIME

If you witness a crime contact UCSI University, the Guardhouse at ext 3189/3170 or call the police immediately.

Remain calm and encourage others around you to remain calm. If you can, write down details and descriptions while they are still fresh in your mind. Be prepared to give details to the Police Department.

16.1 If you witness a crime

- a. Contact UCSI University, the Guardhouse at ext 3189 or call the police immediately.
- b. Do not attempt to physically intervene.
- c. Be attentive to all details, descriptions, mannerisms, actions, license plates, etc.

17. WORKPLACE VIOLENCE

Workplace violence often begins with inappropriate behaviour or signs that, when detected and reported, may help prevent its occurrence. The following information is a mini-guide for workplace violence education and a safer, healthier workplace for everyone.

17.1 Risk factors that contribute to workplace violence.

- a. Termination of employment.
- b. Disciplinary actions.
- c. Ongoing conflicts between employees.
- d. Domestic or family violence.
- e. Financial problems.

17.1 Preventing workplace violence.

- a. Be aware of what is going on around you at all times. Awareness is a proven method for increased personal safety.
- b. Tell your supervisor when you notice unusual or suspicious behaviour.
- c. Attend a violence prevention seminar that includes training in conflict resolution and positive ways of dealing with hostile individuals.

17.2 Examples of workplace violence.

- a. Threats direct or implied.
- b. Physical conduct that results in harm to people or property.
- c. Conduct that creates an intimidating, offensive, or hostile environment.

17.3 Potential warning signs.

- a. Verbal, nonverbal, or written threats.
- b. Fascination with weapons or violence.
- c. New or increased stress at home or work.
- d. Expressions of hopelessness or anxiety.
- e. Insubordinate behaviour.
- f. Dramatic change in work performance.
- g. Destruction of property.
- h. Drug or alcohol abuse.
- i. Externalisation of blame.

17.5 Reporting workplace violence

Report ALL incidents of workplace violence to UCSI Campus Security.