

STANDARD ADMINISTRATIVE PROCEDURE

34.07.99.M0.01 Prevention of Workplace Violence, Threats of Violence, and Response to Trauma

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Standard Administrative Procedure Statement

Texas A&M University seeks to provide a safe environment for learning and work. In pursuit of that goal, Texas A&M administration will not tolerate violence or threats of violence. To foster a safe and supportive work/learning environment, Texas A&M provides police services and intervention, and where it is deemed appropriate, counseling, training and education about violence, and prevention of violence for employees and students. This standard administrative procedure outlines the methods and offices through which these services are provided.

Procedures and Responsibilities

1. GENERAL

- 1.1 The procedure applies to all property and facilities of Texas A&M and all faculty, staff, and visitors to Texas A&M. The procedure also applies to incidents involving Texas A&M employees on property under the auspices of Texas A&M. For situations involving students, refer to Texas A&M Student Rules. This procedure applies when an employee is on the job, on Texas A&M property, in a Texas A&M vehicle, or while representing Texas A&M.

2. PROCEDURES

- 2.1 This procedure defines and describes the processes to be followed in responding to acts of violence, threats of violence and managing incidents of threatened violence at Texas A&M. The procedure also defines the process involved to respond to incidents of trauma.
- 2.2 To supplement and enhance the services of Texas A&M, a work group, the Special Situations Team (SST), is available as needed to deal with acts of violence and threats of violence. The SST, which represents the appropriate offices, will convene quickly to provide direction in response to acts, or communications consisting of threats of violence.
- 2.3 Texas A&M responds to real and potential acts of violence through the following means:
 - 2.3.1 Protection: The objective of the Texas A&M University Police Department (UPD) is to provide a safe and protected environment for people and property at Texas A&M. In addition to law enforcement services, the department provides police escorts, crime prevention programs, and other emergency services to employees, students, and visitors.
 - 2.3.2 Education and Training: Human Resources, Office of Employee Relations (ER)/HR Galveston (HRG) and/or the appropriate Division of Student Affairs group will periodically provide training programs.
 - 2.3.3 Prevention: The Texas A&M services described in this procedure seek to prevent acts of violence at Texas A&M through training and intervention.
 - 2.3.4 Intervention and crisis management: Through the SST and other work groups described in this procedure, training, intervention, and crisis management services are provided when threats or actual acts of violence occur at Texas A&M.
 - 2.3.5 Follow-up: ER/HRG and TAMUS EAP provider (Work/Life Solutions Program by GuidanceResources®) or Texas A&M at Qatar EAP provider will be available to support and counsel employees following acts of violence, threats of violence, or critical incidents. Critical incidents may include situations such as the serious injury or death of an employee, mental health crisis, acts of violence, suicide attempts, and fire or bomb threats. The Division of Student Affairs Critical Incident Response Team (CIRT) will be utilized when incidents involve students.
- 2.4 Specific guidelines and training regarding these procedures are available through ER/HRG.

3. ACTS AND THREATS OF VIOLENCE

- 3.1 Immediate acts or threats: A Texas A&M employee, student, or visitor experiencing or aware of a threat or act of violence should contact the UPD by calling 9-911 or, depending

upon the urgency, the UPD main telephone number at 845-2345. A Texas A&M at Qatar employee, student, or visitor experiencing or aware of a threat or act of violence should contact the emergency response team by calling 333. When in doubt about the urgency of the threat of violence, UPD/the Qatar emergency response team should be contacted. A Texas A&M at Galveston employee, student, or visitor experiencing or aware of a threat or act of violence should contact Galveston Campus Police by calling 9-911 or depending on the urgency, call TAMUG campus police at 409-740-4545.

- 3.2 Less immediate threats: When a manager or other employee is faced with or aware of a situation, in which a threat of violence may exist, the matter should be referred immediately to ER/HRG/Qatar HR. ER/HRG/Qatar HR will contact the appropriate officials and department personnel to address the threat of violence. In addition, concerns may be reported on-line through the *Tell Somebody* website, <http://tellsomebody.tamu.edu>, which is monitored by the SST.

- 3.3 Special Situations Team: When an organization is faced with a potentially violent situation, this team of representatives of key departments functions as an expert resource, analyzing the case from their respective areas of expertise, and develops an action plan to address the situation. Types of potentially violent situations might include: threats of violence between employees; concerns over disciplinary action involving the potential for violence, and threats of domestic violence brought into the workplace. For situations involving employees and students, appropriate policies, rules, and department personnel will be coordinated.
 - 3.3.1 This team determines:
 - 3.3.1.1 The existence of a serious threat.
 - 3.3.1.2 The scope of security required.
 - 3.3.1.3 The need for counseling.
 - 3.3.1.4 Recommendations concerning continued employment/enrollment.
 - 3.3.1.5 The need to involve other law enforcement agencies.
 - 3.3.1.6 Recommendations for educational and training needs following incidents.

The SST will consider all threats seriously and be guided by considerations such as responding in a timely manner, respecting confidentiality, and involving key resources.

- 3.4 Employee Assistance Program: TAMUS EAP provider (Work/Life Solutions Program by GuidanceResources® at 1-866-301-9623) or Texas A&M at Qatar EAP provider provides support services to individuals during or after a trauma resulting from acts of violence, as well as other traumatic events such as injuries or unexpected deaths of co-workers, assaults by non-Texas A&M persons, hostage-taking events, fires, bombings or other catastrophic events.

4. SANCTIONS FOR THREATS OR ACTS OF VIOLENCE AT TEXAS A&M UNIVERSITY

- 4.1 Violation of this procedure may result in disciplinary action up to and including termination of employment and/or criminal charges in accordance with the law. Complaints about perpetrators of violence shall be filed with the following departments listed below:
- 4.1.1 **Faculty:** Incidents involving faculty members shall be directed to the Office of the Dean of Faculties and Associate Provost.
 - 4.1.2 **Staff:** Incidents involving staff shall be directed to Human Resources, Employee Assistance Program.
 - 4.1.3 **Students:** Incidents involving students will be referred to the Offices of the Dean of Student Life. Student Employees are considered students for the purpose of this policy. Incidents involving graduate assistants not related to teaching or employment responsibilities shall be referred to the Offices of the Dean of Student Life. The Offices of the Dean of Student Life will notify affected departments and coordinate any action taken.
 - 4.1.4 **Graduate Assistants:** Those Graduate assistants that are teaching and persons holding post-doctoral teaching appointments will be considered faculty for the purpose of this policy. Those Graduate Assistants that are non-teaching and persons holding post-doctoral, non-teaching appointments are considered staff.
 - 4.1.5 **On-line reporting:** Reports regarding faculty, staff, students and graduate students may also be made on-line via <http://tellsomebody.tamu.edu> and the appropriate department will respond.
- 4.2 False reports of acts of violence or threats of violence made intentionally will result in university disciplinary action up to and including termination of employment or enrollment. The determination of the discipline will be handled by the responsible office, with the appropriate involvement of the Office of Dean of Faculties and Associate Provost, Human Resources, Division of Student Affairs, and the University Police Department.
- 4.3 Visitors may be escorted off campus, barred from campus, and/or subject to criminal charges.

Related Statutes, Policies, or Requirements

[System Policy 34.07, *Emergency Management*](#)

Contact Office

For more information or clarification on this SAP, contact the [Employee Relations](#) at (979) 862-4027, or by email at Employee-Relations@tamug.edu; [TAMUG HR Department](#) at **Phone:** 409-740-4532 or email at hr@tamug.edu.

OFFICE OF RESPONSIBILITY: [Employee Relations](#)