

Ocean County College, Toms River, NJ

PERSONNEL
ALL EMPLOYEES
Abusive/Threatening
Situations #3070

POLICY

It is the responsibility of all employees of Ocean County College to be as pleasant, courteous, and helpful as possible. Whenever an employee is confronted in an abusive/threatening manner, the employee so confronted will act in accordance with the procedures established by the College.

ADOPTED: April 28, 1980
Revised: June 24, 2002

PROCEDURE

1. PURPOSE:

To provide a standard procedure for reaction by an employee confronted in an abusive/threatening manner by a co-worker, student, or member of the general public.

2. IMPLEMENTATION:

A. Confronted by telephone

If confronted in an abusive/threatening manner by telephone, an employee shall courteously advise the caller that a Supervisor will be asked to assist him/her. The employee will inform the caller that he/she is being placed on hold, and a supervisor will speak with him/her immediately. The employee will then place the caller on hold, briefly advise a supervisor of the situation and turn the matter over to the supervisor, who will speak with the caller and take charge of the situation.

B. If no supervisor is present, the employee will courteously request the caller's name and telephone number, if the caller is unknown, and advise the caller that a supervisor will call him/her back as soon as one is available. The employee will thank the caller and hang up the telephone. Immediately after hanging up, the employee will call the next office(s) or department(s) in the chain of command and report the matter to the supervisor. If no supervisor can be found in the normal chain of command, the employee will report the matter to the Vice President of Human Resources who will take charge of the situation. During evening and weekend/holiday hours when no supervisor is present, the employee will report the matter to the Security Department who will take charge of the situation.

C. Confronted in person

An employee will not wait for the matter to get completely out of hand, but at the first signs of difficulty, raised voice, or emotional manner, etc., will courteously advise the person that a supervisor will be asked to assist him/her. The employee will then depart and ask a supervisor to take charge of the situation. If no supervisor is present in the employee's immediate area, the employee will go into a separate office, or to the nearest telephone, and call the next office(s) or department(s) in the chain of command and report the matter to a supervisor who will take charge. If the employee feels threatened, but only if he/she feels threatened based on some threatening words or acts on the other person(s) part, and no supervisor is present in the immediate area, he/she will go into another office or to the nearest telephone and call security at X2200 or call the Switchboard Operator and request that Security be summoned or use a red emergency phone. The employee will not return to the area where the other person is until Security arrives and takes charge of the situation. If at night, in addition to calling for Security, the employee will request of the Switchboard Operator that the Security Department be notified.

- D. In the event that an employee is confronted in an abusive/threatening manner during the lunch hour and no supervisors in the chain of command or the Vice President of Human Resources can be reached in their offices, and the employee confronted does not feel that the matter warrants calling Security, he/she will call the Student Center and request that any Administrator in the Faculty/Staff dining area be asked to immediately report to the area concerned and take charge of the situation.
- E. In the event an employee of the college feels that s/he has been treated in an abusive/threatening manner by his/her supervisor, the employee should report the incident to the area Vice President for resolution.

3. REPORT:

Whoever takes charge of the situation will obtain a written report of the incident from the employee who reported the incident, and attach same to a report of action taken and forward it to the Supervisor of the area concerned with a copy to the area Vice President. If the area Vice President deems it appropriate, he/she will report the matter to the President, and to any other individual on staff when additional action may be warranted. Required reports shall be rendered without delay. In all cases involving students, a copy of the report will be submitted to the Vice President of Student Affairs.

4. CONFLICT:

Nothing in this procedure is intended to conflict with special instructions of Security Guards or other instructions for handling emergencies.

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Revised: November 21, 2000

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