

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 pleasant, courteous, and helpful in their service to the college. If an employee is confronted in an abusive manner or perceives and/or is threatened to be subject to physical harm by an individual (co-worker, student, vendor, or visitor to the college), the employee is expected to courteously and expeditiously remove him/herself from the situation. The employee will take action in accordance with procedures supporting this policy.

ADOPTED: April 28, 1980  
Revised: June 24, 2002  
January 30, 2012

## PROCEDURE

### 1. Purpose

To provide a standard procedure for an employee to handle a confrontation with another individual (co-worker, student, vendor, or member of the general public) that is perceived as abusive or threatening in manner, verbally or physically.

In all cases, the employee is to remove him/herself from such a situation, courteously and expeditiously. Should there be the perception of a life-threatening emergency, the employee should immediately call 911 and move to safety.

When appropriate in the use of this procedure, the employee may contact the Security Department by dialing extension 2200, by using a red emergency telephone, or through a request to the Switchboard Operator.

### 2. Implementation

#### A. Telephone Confrontation

1. The employee courteously advises the caller that he/she will find someone who will better assist the caller and places the call on hold.
2. The employee contacts the co-worker in the department who has been trained to handle confrontations or the Security Department, whoever is more readily available.
3. The employee briefs the trained co-worker or Security on the purpose of the call, the caller's name and contact information, and other information related to the nature of the confrontation.
4. The trained co-worker or Security transfers the call to his/her telephone, speaks with the caller, and provides assistance to resolve the confrontation.

#### B. Face-to-Face Confrontation with a Non-Employee

1. The employee courteously advises the individual that he/she will locate someone who can better assist him/her.
2. The employee removes him/herself from the room and does not return.
3. The employee contacts the co-worker in the department who has been trained to handle confrontations, a supervisor, or the Security Department, whoever is more readily available.

4. If contacted, Security will:
  - a. Take charge of the situation.
  - b. Confirm the contact information and inform the individual that the conversation is adjourned and that supervisory personnel from the area will contact him/her within a specific time.
  - c. End the confrontation and ensure that the area is safe for the resumption of normal College operations.

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

5. Following the resumption of normal operations, the employee prepares a written report that details the circumstances surrounding the confrontation and articulates chronologically the events and nature of the confrontation.
6. The employee submits the written report to the immediate supervisor with a copy to the area Vice President for resolution.

#### C. Confrontation between Two Employees

1. The affected employee informs the other employee of his/her discomfort with the situation and requests an end to or rescheduling of the discussion.
2. Both employees prepare written, separate reports which describe the nature of the discussion and the events leading to the confrontation.
3. The employees submit the written reports to the area Vice President with a copy to the Assistant Vice President of Human Resources.
4. The area Vice President, in consultation with the Assistant Vice President of Human Resources, reviews and investigates the reports and takes appropriate action to resolve the dispute, with approval by the President when appropriate.

All written reports shall be rendered without delay. In all cases involving students, a copy of the written report is submitted to the Vice President of Student Services.

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