

NSYSU Implementing Measures of Prevention Measures for Faculty and Staff Encounter of Workplace Violence in the Act of Performing Duties

History of Amendment and Approval:

3rd University Administration Council Meeting of 2017-academic year on 11-10-2017
1st Environmental Protection and Occupational Safety and Health meeting of 2017-academic year on 30-04-2018
7th University Administration Council Meeting of 2017-academic year on 06-06-2018
2nd Occupational Safety and Health meeting of 2018-academic year on 23-07-2019
7th University Administration Council Meeting of 2019-academic year (1st semester) on 27-11-2019
4th University Administration Council Meeting of 2021-academic year (2nd semester) on 30-03-2022

- Article 1 These implementing measures are stipulated based on Article 11 of NSYSU Regulations of Prevention for Faculty and Staff Encounter of Workplace Violence in the Act of Performing Duties (hereinafter referred to as the Regulations of Prevention).
- Article 2 The related regulations of prevention of workplace violence as stated in Article 4-1 in the Regulations of Prevention shall be issued and published by the President in the Written Statement Prohibiting Unlawful Workplace Violations (Appendix 1).
- Article 3 The hazard and risk identification and assessment mentioned in Article 4-2 of the Regulations of Prevention shall be carried out in the following manner:
1. Identify the characteristics of potentially risky groups: such as night jobs, shift positions, long working hours, high workload, positions that lack security, etc.
 2. Hazard assessment: Medium and high-risk departments and departments with workplace violence incidents within the past three years should conduct a risk assessment every year. Other departments should make assessments with the Potential Workplace Violence Risk Assessment Form (Appendix 2) every three years.
 - (1) Workers of the departments shall list possible types of violence.
 - (2) Workers of the departments shall the frequency, severity, and level of the risk.
 - (3) Supervisors of the departments shall identify current violence control measures based on the items provided by the workers.
 - (4) Supervisors of the departments shall fill in violence control measures that can lower the risk and the date of the modification.
- Article 4 The method of implementation of the proper assignment as mentioned in Article 4-3 of the Regulations of Prevention shall be carried out in the following manner:
- 1 Strengthen relevant measures towards frequent types of violence and job positions where the violence takes place.
 - 2 For places with medium and high-risk operations on campus, use the Workplace Environmental Inspection Record Form for Prevention of Workplace Violence (Appendix 3) to conduct "physical environment" and "workplace design" inspections.
 - 3 Departments shall make modifications to workplaces based on inspection results.
- Article 5 The adjustments to the labor force based on work suitability as mentioned in Article 4-4 of the Regulations of Prevention shall be carried out in the following manner:
- 1 For the work suitability aspect of medium and high-risk operations, use the Workplace Violence Prevention Workplace Suitability and Work Design Checklist (Appendix 4) to conduct "suitable workmanship" and "work design" inspections.
 - 2 Departments shall make modifications to work assignments based on inspection results.
- Article 6 The training on hazard prevention and communication skills as mentioned in Article 4-5 of the Regulations of Prevention shall be carried out in the following manner:

1. Conduct the following educational training for the workers:
 - (1) Interpersonal relationships and communication skills
 - (2) Introduction to the policy, equipment, and resources for workplace violence prevention at the University
 - (3) Recognition of potential workplace risks, possible acts of aggression, and ways of responding
 - (4) Ability to identify persons with violent tendencies
 - (5) Violence prevention measures and procedures that protect personal safety and the safety of other workers on campus
 - (6) Skills and case studies of interpersonal communication, conflict resolution, and crisis management
 - (7) Introduction to Workplace Violence Complaint Mechanism on campus.
2. Conduct the following educational training for supervisors of departments:
 - (1) Psychological counseling and emotional management courses
 - (2) Case study of workplace violence and bullying
 - (3) Ways of encouraging faculty and staff to report incidents of workplace violence
 - (4) Skills in investigating and interviewing cases of workplace violence
 - (5) Methods of expressing care, support, and counseling to victims
 - (6) Skills in identifying and handling potential workplace hazards
 - (7) Legal knowledge related to workplace violence
3. Before and after the implementation of the education and training, the trainees shall fill out the Questionnaire on the Education and Training of Workplace Violence Prevention (Appendix 5) in order to obtain the level of awareness of employees of the University on matters related to workplace violence, and provide the University with an analysis of the effectiveness of the plan execution in the future.

Article 7 Matters stated in Article 4-6 of the Regulations of Prevention shall be carried out according to the Preventing and Responding Procedures of Workplace Violence (Appendix 6)

Article 8 When instructors, staff, or students suffer illegal violations, they should fill out the Complaint Form for Instructors, Staff, and Students Suffering from Workplace Violence (Appendix 7).

1. The aforementioned form shall be signed or stamped by the complainant and include the following.
 - (1) Name of complainant
 - (2) The victim's name, gender, date of birth, personal ID number, department and position, and relation to the perpetrator.
 - (3) The time and place of the incident, actual actions, process, and related evidence.
2. For complaints made via phone calls, a complaint in writing shall be submitted within three days. In cases where the complaint form or the record does not meet the aforementioned requirements and the situation can be corrected, the complainant shall be notified to make corrections within 7 days.
3. After the point of contact has received the complaint, it is recommended that the victim file a complaint with the legally established appeal review committee (Such as the Sexual Harassment Prevention and Complaint Committee, Faculty Grievances Committee, Personnel Grievances Committee, etc.) of the University according to the nature of the incident. Simple acts of fact that are not administrative sanctions, management measures, or working conditions shall be directly reported to the Campus Safety and Security units or the immediate supervisor.

Article 9 The evaluation of execution results and modifications stated in Article 4-7 of the

Regulations of Prevention shall be carried out in the following manner:

1. Workplace violence risk assessment and monitoring should be carried out at least annually or after the occurrence of major violent incidents to confirm the residual risks and new risks after taking control measures and to review the applicability and effectiveness of the measures.
2. After the occurrence of an unlawful violation, the environment and job redesign should be reviewed and discussed to find room for improvement.
3. Meeting records, training content, evaluation reports, complaint forms, medical and compensation records, etc. related to workplace violence should also be kept for 3 years to facilitate annual risk assessment and analysis.

Article 10 The implement regulations are stipulated in University Administration Council Meetings and implemented upon approval by the President. The same procedure applies in cases of amendments.

NSYSU Written Statement Prohibiting Unlawful Workplace Violations

In order to protect all employees from being physically or mentally violated resulting in physical and mental diseases during the performance of their duties, the University hereby declares in writing that the University will never tolerate workplace bullying by any management supervisors, and will never tolerate workplace violence among school employees or acts of violence on employees from guests, clients, objects of service, or strangers.

Workplace violence is defined as incidents in which an employee is abused, threatened, or assaulted in a work-related environment (including commuting) such that there is an explicit or implicit challenge to their safety, well-being, or health .

Forms of workplace violence:

- (1) Physical violence (Such as beating, scratching, punching, kicking, etc.)
- (2) Mental violence (Such as threats, bullying, harassment, abuse, etc.)
- (3) Verbal violence (Such as bullying, intimidation, interference, discrimination, etc.)
- (4) Sexual harassment (Such as inappropriate sexual suggestion and behavior, etc.)

Acts of response by faculty and staff when encountering workplace violence:

- (1) Seek advice and support from workers of the same department.
- (2) Communicate rationally with the perpetrator and express their feelings
- (3) Take attempts to record the perpetrator's behavior by audio recording or any other means as evidence.
- (4) Issue formal complaints to the University.

All employees of the University share the responsibility to help ensure that other workers are free from workplace violence in the working environment. Anyone who is aware of workplace violence incidents in the University should notify the relevant responsible units immediately. After receiving the complaint, the University will conduct a confidential investigation. If the investigation reveals the incident to be true, disciplinary sanctions will be issued based on the regulations of the University.

The University strictly prohibits any retaliation against the complainant, informant, or whoever assists the investigation. If there is any, relevant sanctions will be imposed according to the University's regulations.

The University will never impose adverse sanctions on employees who stop their work or evacuate to a safe place because they find themselves in body or life-threatening incidents.

The University encourages employees to use the internal complaint-handling mechanism to deal with such disputes; however, if employees need additional assistance, the University will make every effort to provide assistance.

Point of contact for workplace violence complaints:

Office of the Secretariat

Telephone: 07-5252000 ext. 2024.

Fax: 07-5252039

E-mail address: shyhyen@mail.nsysu.edu.tw

President of NSYSU

Date signed

NSYSU Complaint Form for Instructors, Staff, and Students Suffering from Workplace Violence

CLASSIFIED

Complainant	Name		Relation to victim	<input type="checkbox"/> the victim him/herself <input type="checkbox"/> legal agent of the victim <input type="checkbox"/> appointed agent of victim		
	Witnesses	<input type="checkbox"/> None <input type="checkbox"/> Name or feature of witness				
Type	<input type="checkbox"/> Physical violence <input type="checkbox"/> Mental violence <input type="checkbox"/> Verbal violence <input type="checkbox"/> Sexual harassment					
Victim	Name		Telephone		Sex	<input type="checkbox"/> M <input type="checkbox"/> F
	ID Number		Position		Department	
	Injuries	<input type="checkbox"/> None <input type="checkbox"/> Detail of injuries:				
Perpetrator	Name or features of the perpetrator		Relation to victim		Department	
	Injuries	<input type="checkbox"/> None <input type="checkbox"/> Detail of injuries:				
Detail of incident	Time of incident					
	Location of incident					
	Details of events					
	Related evidence					
	Contacted departments	<input type="checkbox"/> Police <input type="checkbox"/> University Security <input type="checkbox"/> Hospitalized (119) <input type="checkbox"/> Internal Negotiation <input type="checkbox"/> Other				
	Consequence to perpetrator	<input type="checkbox"/> None <input type="checkbox"/> Left site <input type="checkbox"/> Arrested <input type="checkbox"/> Other				
Signature or stamp of the complainant			Date and time of application			

-----Details of Reception (OFFICIAL ONLY)-----

Received	Time of reception		Signature of receiving staff	
			Signature of supervisor of receiving department	
Note	1. One photocopy of this form shall be obtained by the complainant. 2. For complaints made via phone calls, a complaint in writing shall be submitted within three days. In cases where the complaint form or the record does not meet the aforementioned requirements and the situation can be corrected, the complainant shall be notified to make corrections within 7 days. 3. The relevant information of the parties contained in this application form shall be kept confidential except for those necessary for an investigation or based on public safety considerations; shall any information be leaked, those who are under the obligation of confidentiality shall be sanctioned in accordance with the criminal law or other relevant regulations.			
The above record has been pronounced to or read by the complainant and confirmed to be correct. Signature or stamp of the complainant:				

Signature of review committee	Signature of school security unit	Signature of direct supervisor
(Include date)	(Include date)	(Include date)

