



## UNEXPECTED VISITORS

**Information below is intended to provide supervisors and other leaders guidance on appropriate and effective response to the unexpected appearance of visitors in the workplace.**

1. It is important that you maintain a calm, professional, and confident demeanor at all times in dealing with unexpected visitors.
2. Unexpected visitors are considered members of the public. Treat them in the same manner. Address unexpected visitor(s) by taking the following actions:
  - Visitor(s) may not be present in restricted/private or non-public areas of the university without permission. They may not interrupt or disrupt work.
  - Ask yourself: Is the visitor in an appropriate visitor area of your department? If not,
  - Ask the visitor(s) for their names and organizational affiliations.
  - Ask the visitor(s) to state their business at your department. (i.e., Why are they there? Is the visit related to department business? With whom do they wish to visit?)
  - Determine if the visit is contrary to CWU policy regarding use of university property [CWUP 2-40-210 State Property](#) or the applicable contract. If so, explain to the visitor(s) why their presence is in conflict with CWU policy or the applicable contract. Current Collective Bargaining Agreements:
    - [PSE-Public School Employees of Washington](#)
    - [WFSE-Washington Federation of State Employees](#)
    - [Teamsters](#)
    - [UFC-United Faculty of Central](#)
  - If necessary, you can offer a reasonable alternative for the time and place of the visit
  - If the visitor(s) is there to see an employee, tell the visitor(s) you will inform the employee of the visit. Ask the visitor(s) to leave the restricted/private, non-public area. Escort them (without physical contact) to an appropriate public location.
3. If the unexpected visitor(s) are union representatives, follow the same actions as you would for any other unexpected visitor, keeping the following additional details in mind:
  - Union representatives, functioning in their capacity as the exclusive representative for a bargaining unit employee, may have access to employees in appropriate

### Human Resources

400 E University Way | Ellensburg WA 98926-7425 | Office: 509-963-1202  
Mitchell Hall, First Floor | Email: [HR@cwu.edu](mailto:HR@cwu.edu) | Web: [cwu.edu/hr](http://cwu.edu/hr)

CWU is an EEO/AA/Title IX Institution. For accommodation email: [DS@cwu.edu](mailto:DS@cwu.edu).

This is an electronic communication from Central Washington University.

areas on CWU property. This is true as long as the union representative complies with the access provisions as noted in each contract.

- A union representative may not be present in restricted/private or non-public areas without permission. They are not to interrupt or disrupt work.
  - In a union organizing effort, campaigning on employer premises is addressed in the contract and stipulates, even while a notice of election is posted, that individuals may only conduct campaigning activities:
    - in public/non-work areas,
    - during non-work time,
    - as long as they do not disrupt operations.
  - Like any non-CWU group, unions may use general purpose meeting rooms after contacting the appropriate scheduling office and abiding by the normal reservation process. University Scheduling's phone number is 509-963-1322.
  - For information on specific rules for unions using university facilities, please refer to the appropriate contract.
    - Links to current Collective Bargaining Agreements wording on access:
      - [PSE-Public School Employees of Washington](#)
        - ARTICLE 55 – USE OF FACILITIES
      - [WFSE-Washington Federation of State Employees](#)
        - ARTICLE 37 -UNION ACTIVITIES, 37.5 Use of State Facilities, Resources, and Equipment
      - [Teamsters](#)
        - ARTICLE 6-UNION BUSINESS/REPRESENTATIVES, 6.5 Union Access.
4. If they do not leave, do something inappropriate, or it becomes a security issue, the appropriate University office should be contacted whether it be Human Resources' Labor Relations or CWU Police Services, depending on the situation.
- HR, Labor Relations: Eric Galbraith, 509-963-2138; HR Front Desk, 509-963-1202
  - CWU Police Services, Front Office, 509-963-2959
  - CWU Police Services, Emergency - KITCOM Dispatch: 509-925-8534