

LABOR RELATIONS – UNEXPECTED VISITORS

The below is intended to give departments guidance on appropriate and effective first response to the unexpected appearance of visitors in the workplace

1. It is important that you maintain a calm, professional and firm demeanor at all times in dealing with unexpected visitors.
2. Address unexpected visitor(s) by taking the following actions:
 - Visitor(s) may not be present in restricted/private or non-public areas without permission. They are not to interrupt or disrupt work.
 - Determine if the visitor(s) are in an appropriate visitor area of your department.
 - 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 Collective Bargaining Agreement (CBA). If so, explain to the visitor(s) why their presence is in conflict with CWU policy or the applicable CBA.
 - Current Collective Bargaining Agreements:
[Public School Employees of Washington \(PSE\)](#)
[Washington Federation of State Employees \(WFSE\)](#)
 - If necessary, you can offer a reasonable alternative for the time and place of the visit.
 - If the visitor(s) are there to see an employee, tell the visitor(s) you will inform the employee of the visit. Ask the visitor(s) to leave. Escort them (without physical contact) to an appropriate location.
3. If the unexpected visitor(s) are Union Representatives, please 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 areas on CWU property, as long as the union representative comply with the access provisions as noted in each CBA.
 - In a Union organizing effort, campaigning on employer premises is addressed in [WAC 391-25-436](#) and outlines that even while a notice of election is posted, individuals can only conduct campaigning activities:
 - in public/non-work areas,
 - during non-work time,
 - as long as they do not disrupt operations.

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- Union representatives may not be present in restricted/private or non-public areas without permission. They are not to interrupt or disrupt work.
- 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. Scheduling office number is 509-963-1322.
- For information on specific rules of unions use of university facilities please refer to the appropriate CBA.

Current Collective Bargaining Agreement wording and links to complete contracts:

CWU & PSE: [Public School Employees of Washington \(PSE\)](#)

54.2 Access to University Premises the University agrees that PSE Staff Representatives will have access to University premises during working hours to conduct business, provided such activity does not inhibit normal University operations. PSE Staff Representatives may meet with employees in non-work areas during the employee's meal periods, rest periods, and before and after his or her shift. PSE Staff Representatives will make the Human Resources Department aware in advance of their intention to visit a University department or facility.

CWU & WFSE: [Washington Federation of State Employees \(WFSE\)](#)

37.2 Staff representatives may have access to the Employer's offices or facilities to carry out representational activities. The representatives will notify local management prior to their arrival and will not interrupt the normal operations of the Employer. The staff representative may meet with bargaining unit employees in non-work areas during the employee's meal periods, rest periods, and before and after his or her shift.

- 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.
- Human Resources, Labor Relations, JoAnn Hundtoft: (509) 963-1462
 - Human Resources, Front Desk: 509-963-1202
 - CWU Police Services, Front Office: 509-963-2959
 - CWU Police Services, Emergency – KITTCOM Dispatch: 509-925-8534

Questions? Please contact:

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