



POLICY STATEMENT 102 VIOLENCE FREE WORKPLACE

POLICY DIGEST

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I. PURPOSE

Employees are the State's most valuable resource and their safety and security are essential to carrying out their responsibilities. Every employee has a reasonable expectation to perform his/her assigned duties in an atmosphere free of threats and assaults.

Recognizing the increasing incidence of violence in the workplace, the Governor of the State of Louisiana has issued Executive Order MJF 97-15 effective March 5, 1997 committing the Governor and the State of Louisiana to work toward a violence free workplace for state employees.

An employee expects to perform his/her assigned duties in an atmosphere completely free of threats and assaults. It is the purpose of this policy to ensure the highest standard of safety for all faculty, staff, students and visitors on this campus. The University will take all reasonably available steps to protect all such persons from violence.

II. DEFINITIONS

Assault is an attempt to commit a battery or the intentional placing of another in reasonable apprehension of receiving a battery. (Example: I may have a stick raised and know that I have no intention of striking you, but, based on the circumstances, you have a reasonable apprehension that I plan to strike you.)

Battery is the intentional use of force or violence upon another or the intentional administration of a poison or other noxious liquid or substance to another.

Credible Threat is a statement (verbal or written) or action that would cause a reasonable person to fear for the safety of him/herself or that of another person and does, in fact, cause such fear.

Prohibited Items are firearms and other dangerous weapons as described in PS08.15, the University's Policy Statement on the Possession of Firearms and Other Dangerous Weapons Within Its Facilities and Premises.

Intentional refers to conduct in which the circumstances indicate that the offender, in the ordinary course of human experience, must have considered the criminal consequences as reasonably certain to result from his act or failure to act.

Violence is the commission of an assault or battery or the making of a credible threat.

Workplace

to ensure that all supervisors and employees understand their roles and responsibilities;

3. allocation of authority and resources to all responsible parties; accountability for involved supervisors and employees;
4. referral of employees for debriefing/counseling who have experienced or witnessed assaults and other violent incidents; and
5. serious treatment of workplace violence, incidents, complaints and concerns, keeping confidential all reports and identification of parties, except to those who have a legitimate need to know and to the extent required by law.

IV. EMPLOYEE RESPONSIBILITIES

At Louisiana State University, employees are to report to the Office of Human Resource Management or the LSU Police Department, or both where applicable, all threats or incidents of violent behavior in the workplace which they observe or of which they are informed. Please refer to Exhibit I, "Violent Employee - Symptom Recognition," which may be helpful in identifying potentially violent individuals. Examples of inappropriate behavior which shall be reported include:

- A. an employee or visitor who may be in possession of a firearm or other dangerous weapon in the workplace as described in PS08.15,
- B. intimidation through verbal threats;
- C. physically touching another employee in an intimidating, malicious, or sexually harassing manner, including such acts as hitting, slapping, poking, kicking, pinching, grabbing, and pushing; and
- D. physically intimidating others including such acts as obscene gestures, "getting in your face," fist-shaking, and throwing any object.
- E. Employees' involvement and feedback enable faculty and staff to develop and express their own commitment to safety and security and provide useful information to design, implement, and evaluate the program. At LSU, employee involvement includes, but is not limited to:
- F. understanding and complying with the workplace violence prevention program and other safety and security measures;
- G. participating in employee complaint or suggestion procedures covering safety and security concerns;
- H. providing prompt and accurate reporting of violent incidents;
- I. cooperating with the LSU Police Department and the Office of Human Resource Management, who reviews violent incidents and security problems and makes security inspections; and

Assistance for victimized employees and employees who may be affected by witnessing a workplace-violence incident will be provided. Whenever an incident takes place, injured employees will receive appropriate medical treatment and psychological evaluation, as necessary, in accordance with existing policies.

An employee who has been threatened or assaulted by another at the workplace will immediately report the situation to his/her supervisor. The supervisor to whom the incident is reported will immediately notify the Office of Human Resource Management and/or the LSU Police Department. In an emergency situation, reporting shall be made immediately to the LSU Police Department.

VII. RECORDS

or threats to appropriate supervision;

- D. ways to defuse hostile or threatening situations; measures to summon others for assistance; routes of escape available to employees;
- E. procedures for notification of law enforcement authorities when a criminal act may have occurred;
- F. procedures for obtaining emergency medical care in the event of a violent act upon an employee; and
- G. Information on securing post-event trauma counseling for those employees desiring or needing such assistance.

APPENDICES

EXHIBIT II

A. Bomb threats by phone

If you receive a bomb threat by telephone, please document the following and immediately contact LSU Police at 388-3231 or 911:

B. Ask the following:

- a. Telephone number on which the threat was received:
- b. Was it an on or off campus call?
- c. Exact time of call:
- d. Exact words of caller:

C. Ask the following:

- a. When will the bomb

EXHIBIT III

Personal conduct to minimize violence. Follow these suggestions in your daily interactions with people to defuse potentially violent situations. If at any time a person's behavior starts to escalate beyond your comfort zone, withdraw from the situation.

A. Do

- a. Project calmness: move and speak slowly, quietly and confidently.
- b. Be a good listener: encourage the person to talk and listen patiently.
- c. Focus your attention on the other person in order to demonstrate your interest in what he/she has to say.
- d. Maintain a relaxed yet attentive posture. Position yourself at an angle rather than directly in front of the other person.
- e. Acknowledge the person's feelings by gestures such as nodding your head.
- f. Ask the person to move to a less public, quiet area, if appropriate.
- g. Establish ground rules if unreasonable behavior persists. Calmly describe the consequences of any violent behavior.
- h. Use delaying tactics which will give the person time to calm down. For example, offer a drink of water in a disposable cup.
- i. Be reassuring and point out choices. Identify and deal with specific issues.
- j. Accept criticism in a professional manner.
- k. Ask for recommendations. Repeat to the person what you believe they are requesting of you.
- l. Position yourself so that a visitor cannot block your access to an exit.

B. Do Not

- a. Use styles of communication which generate hostility such as apathy, brush off, coldness, condescension, going strictly by the rules or giving the runaround.
- b. Reject all demands from the start.
- c. Pose in challenging stances such as standing directly opposite someone, hands on hips or crossing arms. Avoid physical contact, finger pointing or long periods of fixed eye contact.
- d. Make sudden movements which can be seen as threatening. (Be sure to notice the tone, volume and rate of your speech.)
- e. Challenge, threaten or dare the individual. Belittle the person or make them feel foolish.
- f. Criticize or act impatiently toward the agitated individual.
- g. Attempt to bargain or use force.

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