

SUBJECT: Violence Free Workplace Policy

VIOLENCE FREE WORKPLACE

Introduction

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3 Employees are the State's most valuable resource and their safety and security are essential to
4 carrying out their responsibilities. Every employee has a reasonable expectation to perform
5 his/her assigned duties in an atmosphere free of threats and assaults.
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7 Recognizing the increasing incidence of violence in the workplace, the Governor of the State of
8 Louisiana has issued Executive Order MJF 97-15 effective March 5, 1997, committing the
9 Governor and the State of Louisiana to work toward a violence free workplace for state
10 employees.
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Purpose

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

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19 Assault is an attempt to commit a battery or the intentional placing of another in reasonable
20 apprehension of receiving a battery. (Example: I may have a stick raised and know that I have
21 no intention of striking you, but, based on the circumstances, you have a reasonable
22 apprehension that I plan to strike you.)
23

24 Battery is the intentional use of force or violence upon another or the intentional administration
25 of a poison or other noxious liquid or substance to another.
26

27 Credible Threat is a statement (verbal or written) or action that would cause a reasonable
28 person to fear for the safety of him/herself or that of another person and does, in fact, cause
29 such fear.
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31 Prohibited Items are firearms and other dangerous weapons as described in [PS No 66](#), the
32 University's Policy Statement on the Possession Of Firearms and Other Dangerous Weapons
33 By LSU Eunice Employees Within Its Facilities and Premises.
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35 Intentional refers to conduct in which the circumstances indicate that the offender, in the
36 ordinary course of human experience, must have considered the criminal consequences as
37 reasonably certain to result from his act or failure to act.

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

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41 Workplace is any site where an employee is placed for the purpose of completing job
42 assignments.

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44 Workplace Violence is violence that takes place in the workplace.

45
46 Employees – This policy applies to all LSU Eunice employees

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48 If at any time it becomes apparent that the incident may involve a Title IX violation which
49 includes sexual violence or misconduct, harassment, discrimination, domestic violence, stalking
50 or retaliation, the Title IX Coordinator shall be notified immediately.

51
52 **Management Responsibilities**

53 LSU Eunice shall comply with federal and state statutes, rules, regulations and/or guidelines in
54 making reasonable efforts to:

- 55 1. hire, train, supervise and discipline employees;
- 56 2. intervene in situations of harassment in the workplace where the employer is aware of
57 the harassment;
- 58 3. ensure employees and/or independent contractors are fit for duty, and do not pose
59 unnecessary risks to others; thus striving to create a workplace environment that is safe
60 from all forms of violence, including domestic violence, and which supports victims of
61 domestic violence to understand and access services, information and protections
62 available to them.
- 63 4. provide security precautions and other measures in order to minimize the risk of
64 foreseeable criminal intrusion based upon prior experience or location in a dangerous
65 area;
- 66 5. maintain an adequate level of security;
- 67 6. establish and implement a written policy and plan dealing with violence in the workplace;
- 68 7. provide employee training on the University's plan, warning signs of potential of violent
69 behavior, and precautions which may enhance the personal safety of the employee at
70 work;
- 71 8. the supervising Vice Chancellor will warn an employee of a credible threat made by
72 another to do harm to that employee;
- 73 9. support the application of sanctions and/or prosecution of offenders, as appropriate;
- 74 10. accommodate, after appropriate evaluation, employees who require special assistance

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- 75 following incident(s) of workplace violence;
76 11. cooperate with law enforcement agencies;
77 12. establish a uniform violence-reporting system with regular review of submitted reports;
78 13. initiate procedures to protect employees, who report credible threats, from retaliation;
79 and
80 14. keep up-to-date records in order to evaluate the effectiveness of administrative and
81 work-practice changes initiated to prevent workplace violence.
82

Management Commitment

83
84 At LSU Eunice, management commitment, including the endorsement and visible involvement
85 of top levels of administration, provides the motivation and resources to deal effectively with
86 workplace violence and includes:

- 87 1. organizational concern for the employee's emotional and physical safety and health;
88 2. commitment to the safety and security of all persons at the workplace;
89 3. assigned responsibility for the various aspects of the workplace violence prevention
90 program to ensure that all supervisors and employees understand their roles and
91 responsibilities;
92 4. allocation of authority and resources to all responsible parties;
93 5. accountability for involved supervisors and employees;
94 6. referral of employees who have experienced or witnessed assaults and other violent
95 incidents for debriefing/counseling to an appropriate off-campus agency; and,
96 7. serious treatment of workplace violence, incidents, complaints and concerns, keeping
97 confidential all reports and identification of parties, except to those who have a legitimate
98 need to know and to the extent required by law.
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101
102 **Employee Responsibilities**

103 At LSU Eunice, employees are to contact their supervising Vice Chancellor, the LSU Eunice
104 Campus Security Office at 337-550-1225, or 911 for life-threatening emergencies for all threats
105 or incidents of violent behavior in the workplace which they observe or of which they are
106 informed. Please refer to Exhibit II, "Violent Employee - Symptom Recognition," in identifying
107 potentially violent individuals. Examples of inappropriate behavior which shall be reported
108 include:

- 109 1. an employee or visitor who may be in possession of a firearm or other dangerous
110 weapon in the workplace as described in [PS No 66](#);
111 2. intimidation through verbal threats;

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149 appropriate.

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151 The following actions should be taken in accordance with the severity of the incident:

152 The situation is **not dangerous**:

- 153 1. separate employees and witnesses involved and isolate them until they are interviewed
- 154 and their statements are taken; and
- 155 2. security should document all actions and statements using Exhibit I Violence Incident
- 156 Statement (see attached).

157

158 The situation is **dangerous**:

- 159 1. contact the LSU Eunice Campus Security Office 337-550-1225, 337-580-0720, and/or
- 160 911 if a life-threatening emergency exists;
- 161 2. do not attempt to physically remove an individual (leave it to the police); and,
- 162 3. campus security shall document their involvement in the situation.

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164 Please refer to Exhibit III, "Personal Conduct to Minimize Violence," for suggestions on how to

165 defuse potentially violent situations.

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All Phone Threats—Bomb, Bioterrorist, etc.

167 See "LSU Eunice Phone Threat Checklist" (Exhibit IV). [PS No 72](#) should also be used.

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Records

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171 Records associated with violence in the workplace need to be kept in a permanent, secure

172 location and in a confidential manner. The Chancellor will evaluate security and methods of

173 hazard control. The following records are important and shall be maintained by the Vice

174 Chancellor of Business Affairs, in accordance with pertinent statutes as part of the violence

175 prevention program and record-keeping regarding Title IX requirements:

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- 177 1. reports of work injury, including worker's compensation injuries, if necessary;
- 178 2. report for each reported assault, incidents of abuse, verbal attack, or aggressive
- 179 behavior occurring between persons in the workplace;
- 180 3. police reports of incidents occurring in the workplace;
- 181 4. minutes of safety meetings, records of hazards' analysis, and corrective actions
- 182 recommended;
- 183 5. reports on violence in the workplace training, including subjects covered, attendees, and
- 184 qualifications of trainers; and,
- 185 6. other appropriate reports.

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Communication

The University recognizes that in order to maintain a safe, healthy and secure workplace, there must be open communication on these issues among employees, including all levels of supervision. The open communication process includes, but is not limited to

1. periodic review of this policy with all employees;
2. discussions of violence in the workplace during scheduled safety meetings;
3. posting or distributing information on violence in the workplace; and,
4. procedures to inform supervisors about violence in the workplace, hazards, or threats of violence

Training and Education

At LSU Eunice, all employees, including all levels of supervision, shall have training and instruction on general, job-specific, and work site-specific safety and security practices. Training and instruction shall be provided within one year of policy implementation and regularly, thereafter. Training shall begin with orientation of new employees within two months of employment and regularly, thereafter. At LSU Eunice, workplace-violence training shall be the responsibility of the Vice Chancellor for Student Affairs/Supervisor of Campus Security. General violence-in-the-workplace training and instruction address, but are not limited to, the following areas:

1. explanation of the violence in the workplace policy as established by LSU Eunice;
2. measures for reporting any violent acts or threats of violence; recognition of hazards including associated risk factors;
3. measures to prevent workplace violence, including procedures for reporting workplace hazards or threats to appropriate supervision;
4. ways to defuse hostile or threatening situations;
5. measures to summon others for assistance;
6. routes of escape available to employees;
7. procedures for notification of law enforcement authorities when a criminal act may have occurred;
8. procedures for obtaining emergency medical care in the event of a violent act upon an employee; and,
9. information on securing post-event trauma counseling for those employees desiring or needing such assistance.

The Chancellor is responsible for the review and administration of this policy.

LSU Eunice PS No. 67
Effective: May 26, 2002
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224 SOURCE: Executive Order MJF 97-15; LSU A&M [PS No. 102](#).

EXHIBIT II
VIOLENT EMPLOYEE - SYMPTOM RECOGNITION

Inappropriate behavior is often a warning sign of potential hostility or violence. When left unchecked it can escalate to higher levels. Employees who exhibit the following behaviors should be reported and may be subject to disciplinary action, up to and including termination:

1. Unwelcome name-calling, obscene language and abusive behavior;
2. Threats of verbal abuse directed at co-workers and supervisors;
3. Throwing objects in the workplace regardless of the size or type of object being thrown or whether a person is the target of a thrown object;
4. Physically touching another employee in an intimidating, malicious or sexually harassing manner; that includes such acts as hitting, slapping, poking, kicking, pinching, grabbing and pushing;
5. Physically intimidating others, including such acts as obscene gestures, "getting in your face" and fist-shaking;
6. Unexplained increase in absenteeism;
7. Depression or withdrawal;
8. Explosive outbursts of anger or rage without provocation;
9. Repeated comments that indicate suicidal tendencies;
10. Noticeably unstable emotional responses;
11. Behavior which is suspect of paranoia;
12. Preoccupation with previous incidents of violence;
13. Resistance and overreaction to changes in procedures; and,
14. Repeated violations of university policies.

**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.

Do

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

Do Not

1. Use styles of communication which generate hostility such as apathy, brush off, coldness, condescension, going strictly by the rules or giving the run-around.
2. Reject all demands from the start.
3. 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.
4. Make sudden movements which can be seen as threatening. (Be sure to notice the tone, volume and rate of your speech.)
5. Challenge, threaten or dare the individual. Belittle the person or make them feel foolish.
6. Criticize or act impatiently toward the agitated individual.
7. Attempt to bargain with a threatening individual.
8. Try to make the situation seem less serious than it is.
9. Make false statements or promises you cannot keep.
10. Take sides or agree with distortions.
11. Invade the individual's personal space. (Make sure there is a space of 3 to 6 feet between you and the person.)

12. EXHIBIT IV
LSU Eunice Phone Threat Checklist

Remain calm. Listen; do not interrupt the caller. Respond in a matter-of-fact manner, asking the caller to repeat what she/he has said to you. Gather as much information as possible. Remember all details of the conversation. Alert campus officials immediately after the caller hangs up. Inform the caller that the bomb or bio-threat (see below) could cause injury or death, such as, "Do you know that what you are doing could cause injury or death?"

Record telephone number of caller _____

Note exact time of call _____

Ask the caller

Where is the threatening item located? _____

If it is a bio-terrorist threat:

- What is the substance? _____
- What does it look like? _____

If it is a bomb:

- When will it explode? _____
- What does it look like? _____
- What kind of bomb is it? _____

How do you know so much about this bomb? _____

How do you know so much about this building? _____

What group do you represent? _____

Where are you now? _____

What is your name? _____

Try to identify the following

Sex: _____ Age: _____ Nationality/Foreign accent: _____

Voice characteristics: _____

Background noises: _____

Other innuendoes as to location of the bomb or bio-threat:

Exact words of caller: _____

- Immediately report the incident to the Office of the Chancellor (ext. 203), a Vice Chancellor (ext. 301, 288, or 218), or the Director of the Physical Plant (ext. 291). **Do not share this information with anyone else**; your supervisor will contact the proper authorities.
- If a suspicious object is found, DO NOT TOUCH IT, and clear the area.
- Keep a “running log” of events as they occur.