



POLICY STATEMENT 67 VIOLENCE FREE WORKPLACE POLICY

POLICY DIGEST

Primary Monitoring Unit: Chancellor's Office
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I. INTRODUCTION

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 (see archive at <https://www.doa.la.gov/media/xrebvk0w/april.pdf>).

II. PURPOSE

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 all potential violence.

III. 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 [LSU Eunice PS-66](#), the University's Policy Statement on the Possession Of Firearms and Other Dangerous Weapons by LSU Eunice Employees Within Its Facilities and Premises.

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

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

44 **Workplace** is any site where an employee is placed for the purpose of completing job
45 assignments.

46 **Workplace Violence** is violence that takes place in the workplace.

47 **Employees** – This policy applies to all LSU Eunice employees

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 **IV. MANAGEMENT RESPONSIBILITIES**

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

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

- 75 K. cooperate with law enforcement agencies;
- 76 L. establish a uniform violence-reporting system with regular review of submitted reports;
- 77 M. initiate procedures to protect employees, who report credible threats, from retaliation;
- 78 and
- 79 N. keep up-to-date records in order to evaluate the effectiveness of administrative and
- 80 work-practice changes initiated to prevent workplace violence.

81 **V. MANAGEMENT COMMITMENT**

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

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

97 **VI. EMPLOYEE RESPONSIBILITIES**

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

- 104 A. an employee or visitor who may be in possession of a firearm or other dangerous
105 weapon in the workplace as described in [LSU Eunice PS-66](#);
- 106 B. intimidation through verbal threats;
- 107 C. physically touching another employee in an intimidating, malicious, or sexually harassing
108 manner, including such acts as hitting, slapping, poking, kicking, pinching, grabbing, and

- 109 pushing; and
- 110 D. physically intimidating others including such acts as obscene gestures, "getting in your
111 face," fist-shaking, and throwing any object.
- 112 Employees' involvement and feedback enable faculty and staff to develop and express their
113 own commitment to safety and security and provide useful information to design, implement,
114 and evaluate the program. At LSU Eunice, employee involvement includes, but is not limited to:
- 115 A. understanding and complying with the workplace violence prevention program and other
116 safety and security measures;
- 117 B. participating in employee complaint or suggestion procedures covering safety and
118 security concerns;
- 119 C. providing prompt and accurate reporting of violent incidents;
- 120 D. cooperating with LSU Police/LSUE Security Office and the supervising Vice Chancellor
121 who reviews violent incidents and security problems and makes security inspections;
122 and,
- 123 E. participating in continuing education covering techniques to recognize and abate
124 escalating agitation, assaultive behavior or criminal intent.

125 VII. INCIDENT RESPONSE AND EVALUATION

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

130 An employee who has been threatened or assaulted by another at the workplace will
131 immediately report the situation to his/her supervisor. The supervisor to whom the incident is
132 reported will immediately notify the supervising Vice Chancellor and/or LSU Police/LSUE
133 Security Office. In an emergency situation, reporting shall be made immediately to LSU
134 Police/LSUE Security Office at 337-550-1225 or 911 for life-threatening emergencies.
135 Employees are required to report to their immediate supervisor or to a member of the Violence-
136 Free Workplace Team all threats or incidents of violent behavior in the workplace which they
137 observe or of which they are informed.

138 Actions taken by LSU Eunice personnel will be coordinated with local law enforcement as
139 appropriate.

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

141 The situation is **not dangerous**:

142 A. separate employees and witnesses involved and isolate them until they are interviewed
143 and their statements are taken; and

144 B. security should document all actions and statements using Exhibit I Violence Incident

145 Statement (see attached).

146 The situation is **dangerous**:

147 A. contact LSU Police/LSUE Security Office at 337-550-1225, 337-580-0720, and/or 911 if
148 a life-threatening emergency exists;

149 B. do not attempt to physically remove an individual (leave it to the police); and,

150 C. campus security shall document their involvement in the situation.

151 Please refer to Exhibit III, "Personal Conduct to Minimize Violence," for suggestions on how to
152 defuse potentially violent situations.

153 All Phone Threats—Bomb, Bioterrorist, etc.

154 See "LSU Eunice Phone Threat Checklist" (Exhibit IV). [LSU Eunice PS-72](#) should also be used.

155 Records

156 Records associated with violence in the workplace need to be kept in a permanent, secure
157 location and in a confidential manner. The Chancellor will evaluate security and methods of
158 hazard control. The following records are important and shall be maintained by the Vice
159 Chancellor of Business Affairs, in accordance with pertinent statutes as part of the violence
160 prevention program and record-keeping regarding Title IX requirements:

161 A. reports of work injury, including worker's compensation injuries, if necessary;

162 B. report for each reported assault, incidents of abuse, verbal attack, or aggressive
163 behavior occurring between persons in the workplace;

164 C. police reports of incidents occurring in the workplace;

165 D. minutes of safety meetings, records of hazards' analysis, and corrective actions
166 recommended;

167 E. reports on violence in the workplace training, including subjects covered, attendees, and
168 qualifications of trainers; and,

169 F. other appropriate reports.

170 **VIII. COMMUNICATION**

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

174 A. periodic review of this policy with all employees;

175 B. discussions of violence in the workplace during scheduled safety meetings;

- 176 C. posting or distributing information on violence in the workplace; and,
- 177 D. procedures to inform supervisors about violence in the workplace, hazards, or threats of
- 178 violence

179 **IX. TRAINING AND EDUCATION**

180 At LSU Eunice, all employees, including all levels of supervision, shall have training and
181 instruction on general, job-specific, and work site-specific safety and security practices. Training
182 and instruction shall be provided within one year of policy implementation and regularly,
183 thereafter. Training shall begin with orientation of new employees within two months of
184 employment and regularly, thereafter. At LSU Eunice, workplace-violence training shall be the
185 responsibility of the LSU Police/LSUE Security Office. General violence-in-the-workplace
186 training and instruction address, but are not limited to, the following areas:

- 187 A. explanation of the violence in the workplace policy as established by LSU Eunice;
- 188 B. measures for reporting any violent acts or threats of violence; recognition of hazards
- 189 including associated risk factors;
- 190 C. measures to prevent workplace violence, including procedures for reporting workplace
- 191 hazards or threats to appropriate supervision;
- 192 D. ways to defuse hostile or threatening situations;
- 193 E. measures to summon others for assistance;
- 194 F. routes of escape available to employees;
- 195 G. procedures for notification of law enforcement authorities when a criminal act may have
- 196 occurred;
- 197 H. procedures for obtaining emergency medical care in the event of a violent act upon an
- 198 employee; and,
- 199 I. information on securing post-event trauma counseling for those employees desiring or
- 200 needing such assistance.

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

202 **X. SOURCE:**

203 [Executive Order MJF 97-15](#).

204 [LSU PS-102](#). Violence Free Workplace (January 1, 1998).

EXHIBIT I
VIOLENCE INCIDENCE STATEMENT

VIOLENCE INCIDENCE STATEMENT			
Date of Incident		Place of Incident	
Time incident began		Time incident ended	
Name of Person Making Statement			Phone
Title		Work Location	
<p>Detail description of incident. Answer the questions WHO, WHAT, WHEN, WHERE, HOW, and WHY. (continue on plain paper attached sheets, if necessary)</p>			
Report Completed By:			Date

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

Use styles of communication which generate hostility such as apathy, brush off, coldness, condescension, going strictly by the rules or giving the run-around.

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

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 LSU Police/LSUE Security Office (337-550-1225 or 337-580-0720), 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.