Policy Regarding
Violence in the Workplace

1.0 INTRODUCTION

A. Recognizing the increasing incidence of violence in the workplace, the Governor of the State of Louisiana has issued an executive order committing the Governor and the State of Louisiana to work toward a violence free workplace for state employees.

B. Southeastern Louisiana University recognizes that employees and students are the University's most valuable resources and their safety and security are essential to carrying out their responsibilities in the workplace as well as in the classroom. Every employee and student has a reasonable expectation to perform his/her assigned duties and to pursue their educational goals in a safe atmosphere free of threats and assaults.

C. Southeastern Louisiana University fully supports this effort and is committed to a violence-free workplace.

2.0 PURPOSES

A. To direct implementation of effective security measures and administrative work practices to minimize exposure to conditions that could result in harm to employees, students, and visitors.

B. To promote a positive, respectful and safe work environment that fosters employees' and students' security, safety, and health.

C. To require ongoing analysis of the workforce and work site including classrooms for hazard prevention and control.

3.0 DEFINITIONS

A. Assault. 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 do not have any intention of striking you, but based on the circumstances, you have a reasonable apprehension that I plan to strike you.)

B. Aggravated Assault. Aggravated assault is an assault committed with a dangerous weapon.

C. Battery. 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.

D. Aggravated Battery. Aggravated battery is a battery committed with a dangerous weapon.

E. Credible Threat. Credible Threat is a statement or action that would cause a reasonable person to fear for his/her own safety or that of another person, and in fact, cause such fear.

F. Intentional. Intentional refers to conduct when 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.

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

H. Workplace. The workplace is any site where any employee is placed for the purpose of completing job assignments or where a student attends classes, obtains assistance, or studies on the campus.

I. Violence Prevention. The implementation of effective security measures, work practices, and a work site analysis for hazard prevention and control to promote a positive, respectful, safe work environment and minimize exposure that could result in harm to employees, students, and visitors.

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

4.0 MANAGEMENT RESPONSIBILITIES

Southeastern Louisiana University shall comply with federal and state statutes, rules, and regulations and or guidelines and University policies and procedures in making reasonable efforts:

A. To hire, train, supervise and discipline employees. Disciplinary actions would fall into one or both of the following procedures:
1. The University Employee Disciplinary Process which includes State Civil Service Procedures; and/or
2. Criminal and/or civil proceedings in the Seventh Ward Court or the Twenty-First Judicial District Court.

B. To discipline students who violate any of the above. Disciplinary actions would fall into one or both of the following procedures:
1. The Student Judicial Affairs Process; and/or
2. Criminal and/or civil proceedings in the Seventh Ward Court or the Twenty-First Judicial District Court.

C. To intervene in situations of harassment in the workplace where the employer or person of responsibility is aware of the harassment.

D. To ensure employees and/or independent contractors are fit for duty, and do not pose unnecessary risks to others.

E. To provide security precautions and other measures to minimize the risk of foreseeable criminal intrusion based upon prior experience or location in a dangerous area.

F. To maintain an adequate level of security.

G. To establish and implement a written policy and plan dealing with violence in the workplace.

H. To provide employee training on the agency plan, warning signs of potential for violent behavior, and precautions which may enhance the personal safety of employees at work or students while in the academic environment.

I. To warn an employee or student of a credible threat made by another to do harm to the employee or student.

J. To support the application of sanctions or disciplinary action and/or prosecution of offenders, as appropriate.

K. To accommodate, after appropriate evaluation, employees and students who require special assistance following incident(s) of workplace violence.

L. To cooperate with the University Police Department or any other law enforcement agency in the conduct of an investigation.

M. To establish a uniform violence reporting system with regular review of submitted reports.

N. To initiate procedures to protect from retaliation employees or students who report credible threats.

O. To keep up-to-date records to evaluate the effectiveness of administrative and work practice changes initiated to prevent workplace violence.

P. To encourage employees and students to report threats, unwelcome comments and/or actions on the part of another person, etc., to the University Police Department.

5.0 MANAGEMENT COMMITMENT

Southeastern Louisiana University's management commitment, including the endorsement and visible involvement of the top levels of supervision, provides the motivation and resources to deal effectively with workplace violence and includes:
1. Organizational concern for employee and student emotional and physical safety and health;
2. Commitment to the safety and security of all persons at the workplace;
3. Assigned responsibility for the various aspects of the workplace violence prevention program to ensure that all supervisors and employees understand their roles and responsibilities;
4. Allocation of authority and resources to all responsible parties;
5. Accountability for involved supervisors and employees;
6. Debriefing/counseling for employees and students experiencing or witnessing assaults and other violent incidents;

7. Support and implementation of appropriate recommendations from the Campus Safety Committee; and
8. Treatment of workplace violence, incidents, complaints and concerns with seriousness, keeping confidential all reports and the identification of parties, except those who have a legitimate need to know and to the extent required by law.

6.0 EMPLOYEE/STUDENT RESPONSIBILITIES

A. At Southeastern Louisiana University, employees and students are required to report to the Human Resources Office or to the University Police Department all threats or incidents of violent behavior in the workplace which they observe or of which they are informed. Examples of inappropriate behavior are outlined in Attachment 6: Recognizing Inappropriate Behavior.

B. Employee involvement and feedback enable workers to develop and express their own commitment to safety and security and provide useful information to design, implement, and evaluate the program. At Southeastern Louisiana University, employee involvement includes but is not limited to:

1. Understanding and complying with the workplace violence prevention program and other safety and security measures;
2. Participating in employee complaint or suggestion procedures addressing safety and security concerns;
3. Providing prompt and accurate reporting of violent incidents;
4. Cooperating with the safety and security committee that reviews violent incidents and security problems and makes security inspections; and
5. Participating in continuing education addressing techniques to recognize and abate escalating agitation, assault behavior or criminal intent.

7.0 WORKPLACE ANALYSIS

A. The process of workplace analysis involves a step-by-step, common-sense look at the workplace to find existing or potential hazards for the occurrence of workplace violence. The workplace analysis entails reviewing specific procedure or operations that contribute to hazards and specific locales where hazards may develop. The workplace analysis program includes, but is not limited to:

1. Analyzing and tracking records;
2. Monitoring trends;
3. Analyzing incidents;
4. Analyzing workplace security; and
5. Receiving input from employees familiar with workplace sites and procedures.

B. At Southeastern Louisiana University, the responsibility for conducting and maintaining workplace analyses is assigned to the Office of Safety and Hazardous Materials Management.

C. The initial workplace analysis for Southeastern Louisiana University shall be performed within 45 working days of the publication of the policy.

D. Additional information concerning the performance of a workplace analysis can be found in Attachment 1: Workplace Analysis.

8.0 HAZARD PREVENTION AND CONTROL

A. After the completed workplace analysis is reviewed and approved, workplace adaptations, engineering controls, administrative controls, and work practice controls shall be implemented by Southeastern Louisiana University to prevent or control, to the extent possible, any discovered hazards. If workplace violence does occur, the post-incident response and evaluation section of the policy shall be implemented (see Section 9.0 Incident Response and Evaluation).

B. Engineering controls and workplace adaptations remove the hazard from the workplace or create a barrier between the worker and/or a student and the hazard. Examples of engineering controls and workplace adaptations are listed in Attachment 2: Hazard Prevention and Control.

C. Administrative and work practice controls affect the way jobs or tasks are performed and affect the security of the workplace. Examples of administrative and work practice controls are listed in Attachment 2: Hazard Prevention and Control.

9.0 INCIDENT RESPONSE AND EVALUATION

A. Assistance for victimized employees and students who may be affected by witnessing workplace violence will be provided. Whenever an incident occurs, injured employees and students will receive appropriate medical treatment and mental health evaluation as necessary, in accordance with existing statutes. At Southeastern Louisiana University, this assistance is provided through the University Counseling Center and the University Health Center.

B. Any employee or student who has been threatened or assaulted by another at the workplace will immediately report the situation, as follows:
1. If on Main/Hammond campus, the University Police Department will be contacted at 985-549-2222;
2. If at the Baton Rouge Nursing Center during regular hours the Baton Rouge Nursing Center Police Desk will be contacted at 225-765-0467;
3. If at the Livingston Parish Literacy and Technology Center during class hours the University Police Officer assigned to that center will be contacted at the Main Desk phone number, 225-665-3303;
4. If at the St Tammany Center during class hours the University Police Officer assigned to that center will be contacted at the Main Desk phone number, 985-893-6251;
5. If at the Turtle Cove Research Center, at a satellite campus during other than regular hours, or if off-campus, the appropriate local law enforcement agency will be contacted (see Attachment 8: Law Enforcement Agencies);
6. Regardless of to which agency the initial report is made, the University Police Department (985-549-2222) will be contacted and notified of the incident at the first reasonable opportunity;
7. Employees will also notify their supervisor of any incidents;
8. Students may report the incident to the Vice President for Student Affairs, if they so choose, in addition to reporting to the appropriate agency as outlined above;
9. The University Police Department will notify the Human Resources Office of any incidents involving employees.

C. University Police Department staff will take the following actions in accordance with the severity of the incident, the discretion of the responding officer, and taking into account the desires of the victim/reporting subject:
1. If the situation is determined not to be eminently dangerous:

      a. Separate employees and or students involved and isolate them until they are interviewed and statements are taken from each individual;

      b. Separate any witnesses until they are interviewed and their statements taken; and

      c. Document every action and statement.

2. If the situation is determined to be eminently dangerous:

      a. Order all those presenting the danger to immediately leave the facility;

      b. Physically remove the individual(s), if necessary;

      c. Document all actions and statements; and

      d. Additional information concerning post incident response and evaluation can be found in Attachment 4: Incident Response.

D. As soon as possible after the incident, the University Police Department shall make every reasonable attempt to interview all parties to the incident, including the victim(s), the subject(s), and any witnesses, and prepare a written summary of the interviews. The summary shall be the basis on which to determine the facts of the event.

E. The summary/report will be forwarded to the Director, University Police, who will convene the Violence in the Workplace Task Force to:

1. Review the summary of the interviews; and
2. Make a recommendation for action to the Office of Human Resources and/or Student Judicial Affairs, as appropriate.

If the members of the Violence in the Workplace Task Force so desire, the University Police Department investigator assigned to the incident may be called to answer questions and/or give additional testimony regarding the investigation and summary.

10.0 RECORDS

Records associated with violence in the workplace will be kept in a secure and confidential manner. It shall be the responsibility of the Human Resources Office, the University Safety Office, and the University Police Department to help evaluate security, methods of hazard control, and identify training needs. The following records are important and shall be maintained in accordance with pertinent statutes as part of the violence prevention program:

1. Reports of work injury, including workers' compensation injuries if necessary;
2. Report for each reported assault, incidents of abuse, verbal attack, or aggressive behavior occurring between persons in the workplace;
3. Police reports of incidents occurring in the workplace;
4. Minutes of safety meetings, records of hazards' analysis, and corrective actions recommended;
5. Violence in the workplace training, including subjects discussed, attendees, and qualifications of trainers; and
6. Other appropriate reports.

11.0 EVALUATION

A. The Violence in the Workplace Task Force will conduct an annual evaluation of safety and security measures affecting the violence prevention program.

B. The evaluation program consists of:

1. Reviewing reports and minutes from staff meetings on safety and security issues;
2. Analyzing trends in illness/injury or fatalities caused by violence;

3. Measuring improvement based on lowering the frequency and severity of workplace violence;
4. Surveying employees before and after making job or workplace changes or installing security measures or new systems to determine their effectiveness;
5. Requesting periodic outside review of the workplace for recommendations on improving employee and student safety; and
6. Interviewing employees and students who experience hostile situations about the medical treatment received (as soon as possible after the incident, three weeks later, and three months later.)

12.0 COMMUNICATION

At Southeastern Louisiana University, we recognize that to maintain a safe, healthy, and secure workplace we must have open communication among students and employees, including all levels of supervision, on these issues. The open communication process includes but is not limited to:
1. Periodic review of this policy with all employees and students (to the extent possible);
2. Discussions of violence in the workplace during scheduled safety meetings;
3. Posting or distributing information on violence in the workplace;
4. Procedures to inform supervisors about violence in the workplace, hazards, or threats of violence; and
5. The University Police Department shall arrange for an appropriate place for employees and students to discuss security concerns with assurance that necessary confidences will be maintained.

13.0 TRAINING AND EDUCATION

A. At Southeastern Louisiana University all employees, including all levels of supervision, shall have training and instruction on general, job-specific, and work site-specific safety and security practices.
1. Training and instruction shall be provided within one year of policy implementation and regularly thereafter; and
2. Training shall begin with orientation of new employees within three months of employment and regularly thereafter.

B. At Southeastern Louisiana University, workplace violence training shall be the responsibility of the Director, Human Resources.

C. General violence in the workplace training and instruction address but are not limited to the following topics:
1. Explanation of the violence in the workplace policy as established by the Violence in the Workplace Task Force;
2. Measures for reporting any violent acts or threats of violence;
3. Recognition of hazards including associated risk factors;
4. Measures to prevent workplace violence including procedures for reporting workplace hazards or threats to appropriate supervision;
5. Ways to defuse hostile or threatening situations;
6. Measures to summon others for assistance;
7. Routes of escape available to employees;
8. Procedures for notification of the University Police Department when a criminal act may have occurred;

9. Procedures for obtaining emergency medical care in the event of a violent act upon an employee; and

10. Information on securing post-event trauma counseling for those employees desiring or needing such assistance.

ATTACHMENT 1: WORKPLACE ANALYSIS

1. General

A. A workplace analysis involves a step-by-step, common sense look at the workplace to find existing or potential hazards for workplace violence. This procedure involves reviewing specific procedures or operations that contribute to hazards and specific locales where hazards may develop.

B. The Violence in the Workplace Task Force and other appropriate University officials shall assess the vulnerability to workplace violence and determine the appropriate preventive actions to be taken. The Violence in the Workplace Task Force will have the following members:
1. EEO/ADA Compliance Officer;
2. Human Resources Training and Development Program Manager;
3. Director of Safety and Hazardous Waste Management;
4. Director of the Counseling Center;
5. Director of University Police;
6. Director of Public Information;
7. Faculty Representative; and
8. Student Representative.

C. The Violence in the Workplace Task Force shall review injury and illness records and workers' compensation claims to identify patterns of assaults that could be prevented by workplace adaptation, procedural changes, or employee training. As the Task Force identifies possible controls, these will be referred to the appropriate individual or office capable of instituting the control, (i.e. Facility Planning and/or Physical Plant for physical structure changes, Dean or Department Head for Department procedural changes, etc.), who will then be responsible for taking reasonable action to implement the control or returning a justifiable claim of why the control measure cannot be implemented and presenting to the Task Force an equivalent alternative for consideration.

D. The program for workplace analysis includes, but is not limited to, analyzing and tracking records, monitoring trends and analyzing incidents, screening surveys, and tracking workplace security.

2. Workplace Analysis Program

A. Records Analysis and Tracking. This activity includes reviewing medical (as far as permitted), safety, workers' compensation, and insurance records to pinpoint instances of workplace violence; the review of unit logs, employee and police reports of incidents or near-incidents of assault behavior to identify and analyze trends in assaults relative to particular departments, units, job titles, unit activities, work stations, and/or time of day; and the tabulation of these data to target the frequency and severity of incidents to establish a baseline for measuring improvement.

B. Monitoring Trends and Analyzing Incidents is the use of data to track trends of injuries and incidents of actual or potential workplace violence. This may require the review of records and

reports of actual or potential incidents of workplace violence reported during the previous five calendar years.

C. Every six months, the Violence in the Workplace Task Force shall inspect the workplace and evaluate employee tasks to identify hazards, conditions, operations, and situations that could lead to violence. This process shall include employee feedback and follow-up. To determine or locate areas requiring further evaluation, the Violence in the Workplace Task Force shall:

1. Analyze incidents, including the characteristics of assailants and victims, develop an account of what happened before, during, and after the incident, and the relevant details of the situation and its outcome. A copy of the University Police report, if such was written, should be included;
2. Identify jobs and/or locations with the greatest risk of violence as well as processes and procedures that put employees at risk of assault, including frequency and time, day, date;
3. Note high-risk factors such as types of students, employees, or visitors (e.g., psychiatric conditions or patients disoriented by drugs, alcohol, or stress); physical risk factors of the building; isolated locations/job activities; lighting problems; lack of telephones and other communication devices; areas of easy, unsecured access; and areas with previous security problems;
4. Evaluate the effectiveness of existing security measures; including engineering control measures; and
5. Determine if risk factors have been reduced or eliminated, and take appropriate action.

D. Independent reviewers, such as safety and health professionals, law enforcement or security specialists, insurance safety auditors, and other qualified persons may be invited to review the program, to review the campus, and requested to offer advice to strengthen the program. It is anticipated that these experts can provide a fresh perspective to improve the University's Violence in the Workplace Prevention Program.

ATTACHMENT 2: HAZARD PREVENTION AND CONTROL

A. General. After hazards of violence are identified through the systematic workplace analysis, the next step is to design measures through engineering or administrative procedures and work practices to prevent or control these hazards. If violence does occur, incident response can be an important tool in preventing future incidents.

B. Engineering Controls and Workplace Adaptation. Engineering controls remove the hazard from the workplace or create a barrier between the worker and the hazard. There are several measures that can effectively prevent or control workplace hazards such as those actions listed below. The selection of any measure(s) should be based upon the hazards identified in the workplace security analysis of each facility and the ability to implement the measure.

1. Assess any plans for new construction or physical changes to the facility or workplace to eliminate or reduce security hazards.
2. Install and regularly maintain alarm systems and other security devices, panic alarms, hand-held alarms or noise devices, cellular telephones, and private channel radios where risk is apparent or may be anticipated; and to provide for a reliable response system when an alarm is activated.
3. Where and when appropriate, provide metal detectors, installed or hand-held, to identify guns, knives, or other weapons that can be concealed on the person or in a briefcase or purse. These procedures would be implemented in accordance with a security analysis of a location or an event or activity, or at the recommendation of law enforcement or security personnel.

4. Use of closed-circuit video recording and monitoring of high-risk areas on a 24 hour basis. Public safety is a greater concern than privacy in these situations.
5. Placement of curved mirrors at hallway intersections or concealed areas.
6. Enclose public service areas and install deep service counters and bullet- resistant, shatter-proof glass as necessary.
7. Provide employee "safe rooms" for use during an emergency situation.
8. Provide waiting areas designed to maximize comfort and minimize stress.
9. Arrange furniture to prevent entrapment of staff and faculty personnel. In interview rooms or crisis treatment areas, furniture should be minimal, lightweight, without sharp corners or edges, and/or affixed to the floor. Limit the number of pictures with frames, vases, ashtrays, or other items than can be used as weapons.
10. Provide lockable and secure restrooms for staff and faculty personnel separate from student and visitor facilities.
11. In accordance with fire codes, lock all unused doors to limit and control access.
12. Install bright, effective lighting indoors and outdoors.
13. Replace burned-out lights, broken windows, and locks as soon as possible after being reported unserviceable or broken.
14. Keep automobiles well-maintained. Automobiles should be locked at all times.
15. Request an escort to and from a location if safety and security is a concern.
16. Lock the door(s) to offices when the office(s) is/are not occupied.

ATTACHMENT 3: ADMINISTRATIVE AND WORK PRACTICE CONTROLS

Administrative and work practice controls affect the way jobs or tasks are performed. The following are cited as to how changes in work practices and administrative procedures can help prevent violent incidents:
1. State clearly to students, clients, employees, and visitors that violence is not permitted or tolerated.
2. Establish liaison with the Office of the City Prosecutor and District Attorney, 21st Judicial District.
3. Report all incidents of violence.
4. Require students, clients, employees, and visitors to report all assaults or threats to a department head/dean, a supervisor, or to the University Police. (If possible, the interview will be kept confidential). Maintain log books and reports of such incidents to assist in determining any necessary actions to prevent further occurrences.
5. If needed, advise and assist employees of procedures for requesting University Police assistance for the filing of a report during emergencies. Management will promptly respond to all complaints giving them serious consideration.
6. The Human Resources Office will be responsible for establishing and training the "Violence in the Workplace Task Force" to respond to all complaints.
7. Utilize the University Police Department, when necessary, to deal with aggressive behavior.
8. Provide written security procedures to all employees and students. Employees and students should be instructed to follow these procedures in event of a violence situation or potential for a violence situation or any other emergency.
9. The University Police Department will ensure that an adequate and properly trained staff is available for restraining clients, students, visitors, or employees.
10. Provide sensitive and timely information to persons waiting in line or in waiting rooms. Adopt procedures to decrease waiting time.
11. Ensure adequate and qualified staff coverage at all times, taking into account the times of greatest risk at each facility.
12. Where applicable, institute a sign-in procedure with passes for visitors. Enforce visitor hours and procedures.

13. Control access to facilities other than waiting rooms or other public access rooms.
14. Prohibit employees from working alone in areas of substantial risk, particularly at night or when assistance is unavailable.
15. Establish policies and procedures for secured areas and emergency evacuations.
16. Ascertain the behavioral history of new clients to learn about any past violence or assault behaviors. Establish a system such as chart tags, log books, or verbal census reports to identify clients with assault behavior problems, keeping in mind client confidentiality and employee and student safety issues. Update as needed.
17. Treat and/or interview aggressive or agitated individuals in relatively open areas that still maintain privacy and confidentiality (e.g. rooms with removable partitions).
18. Use case management conferences with co-workers and supervisors to discuss ways to effectively treat potentially violent individuals.
19. Prepare contingency plans to deal with individuals who are "acting out" or making verbal or physical attacks or threats.
20. Transfer assault clients to more restrictive settings.
21. Supervisors should periodically survey their facility to remove tools or other items left by visitors or maintenance personnel which could be inappropriately used.
22. Provide employees with identification badges/cards to readily verify employment.
23. Provide students and employees with security escorts to parking areas at their request. Parking areas should be highly visible, well-lighted, and safely accessible to the building.
24. Employees and students should be encouraged to use "the buddy" system especially when personal safety may be threatened. Encourage employees and students to avoid threatening situations. Employees and students should exercise extra care in elevators, stairwells, and unfamiliar surroundings. All personnel should immediately leave the premises if there is a hazardous situation. Request a University Police escort if deemed needed.
25. Develop policies and procedures addressing how off-site visits will be conducted, the presence of others during the visits, and the refusal to provide services in a clearly hazardous situation.
26. Establish a daily plan for maintenance and custodial employees to keep a designated contact person informed about their whereabouts during the workday. If an employee does not report in, the contact person will follow up.
27. Conduct a comprehensive post-incident evaluation, including psychological as well as medical treatment, for employees, students, clients, and visitors who have been subjected to abusive behavior on the campus or property of the University.

ATTACHMENT 4: INCIDENT RESPONSE

Incident response and evaluation are essential to an effective violence prevention program. Victims and witnesses of workplace violence may suffer a variety of consequences in addition to any physical injury. These may include short and long-term psychological trauma, fear of returning to work, changes in relationships with co-workers and family, feelings of incompetence, guilt, powerlessness, and fear of criticism. Consequently, a strong follow-up program for these employees will help them to deal with these problems. The following types of assistance are available through the University Counseling Center and can be incorporated into post-incident response:

1. Post-Trauma/Crisis Counseling;
2. Critical Incident Stress Debriefing; and
3. Referral to another agency.

Persons assigned to respond to incidents of violence must be well trained and have a good understanding of the issues and consequences of assaults and other aggressive, violent

behavior. Appropriate and promptly rendered incident debriefings and counseling should reduce psychological trauma and general stress levels among victims and witnesses.

ATTACHMENT 5: WORKPLACE VIOLENCE CHECKLIST

The checklist below helps identify present or potential workplace violence problems. The Violence in the Workplace Task Force will readily make periodic inspections to identify and evaluate workplace security hazards and threats of workplace violence. These inspections are scheduled on a regular basis; when new, previously unidentified security hazards are recognized; when occupational deaths, injuries, or threats of injury occur, when a safety, health, and security program is established, and whenever workplace security conditions warrant an inspection. Periodic inspections for security hazards include identifying and evaluating potential workplace security hazards and changes in employee work practices which may lead to compromising security.

<u>Checklist</u>

False notations indicate a potential risk for serious security hazards.

___T___F   This University does confront violent behavior and assaults of employees, students, and clients.

___T___F   Violence does not regularly occur where this University is located.

___T___F   Violence has not occurred on the campus or in conducting business.

___T___F   Students, employees, and clients do not assault, threaten, yell, push, or verbally abuse employees, students, or clients or use racial or sexual remarks.

___T___F   Students, employees, and clients are required to report to the employer incidents or threats of violence, regardless of injury or severity.

___T___F   Employees have been trained by the employer to recognize and handle threatening, aggressive, or violent behavior.

___T___F   Violence is not accepted as "part of the job" by budget unit heads, supervisors, and /or employees.

___T___F   Access and freedom of movement within the workplace are restricted to those persons who have a legitimate reason for being there.

___T___F   The workplace security system is adequate, i.e., door locks function, windows are secure, and there are physical barriers and containment systems.

___T___F   Medical and counseling services are made available to employees, students, clients, and visitors who have been assaulted.

___T___F   Alarm systems such as panic alarm buttons, silent alarms, or personal electronic alarm systems are used for prompt security assistance.

___T___F   There is regular training provided on correct response to alarm sounding.

___T___F   Alarm systems are tested on a monthly basis to assure correct function.

___T___F   Police officers are employed at the workplace.

___T___F   Closed circuit cameras and mirrors are used to monitor dangerous areas.

___T___F   Metal detectors are available and are used at the University.

___T___F   Employees have been trained to recognize and control hostile and escalating aggressive behaviors, and to manage aggressive behavior.

___T___F   Employees CAN adjust work schedules to use the "Buddy System" to work in areas where they feel threatened.

___T___F   Cellular telephones or other communication devices are made available to employees to enable them to request aid.

___T___F   Vehicles are maintained on a regular basis to ensure reliability and safety.

___T___F   Employees work and students attend classes where assistance is quickly available.

ATTACHMENT 6: RECOGNIZING INAPPROPRIATE BEHAVIOR

Inappropriate behavior is often a warning sign of potential hostility or violence. When left unchecked it can escalate to higher levels. Employees, students, and/or visitors who exhibit the following behaviors should be reported and addressed in accordance with the University's policies:
1. Unwelcome name-calling, obscene language, and other abusive behavior;
2. Intimidation through direct or veiled threats;
3. Throwing objects in the workplace regardless of the size or type of object 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, and any other unwanted and unwelcome physical contact; and
5. Physically intimidating others, including such acts as obscene gestures, "getting in your face," and fist shaking.

ATTACHMENT 7: PERSONAL CONDUCT TO MINIMIZE VIOLENCE

The following guidelines are suggested for daily interactions with people to defuse potentially violent situations. If at any time a person's behavior starts to escalate beyond one's comfort zone, withdraw from the situation.

<div align="center">DO</div>

- Project calmness: move and speak slowly, quietly, and confidently.
- Be a good listener: encourage the person to talk and listen patiently.

- Focus your attention on the other person to demonstrate your interest in what he/she has to say.
- Maintain a relaxed yet attentive posture and position yourself at an angle rather than directly in front of the other person.
- Acknowledge the person's feelings by gestures such as nodding your head.
- Ask the person to move to a less public, quiet area, if appropriate.
- Establish ground rules if unreasonable behavior persists. Calmly describe the consequences of any violent behavior.
- Use delaying tactics which will give the person time to calm down. For example, offer a drink of water (in a disposable cup).
- Be reassuring and point out choices. Identify and deal with specific issues.
- Accept criticism in a professional manner.
- Ask for his/her recommendations. Repeat back to him/her what you feel he/she is requesting of you.
- Position yourself so that a visitor cannot block your access to an exit.
- Make sure there is a space of 3 feet to 6 feet between you and the person.
- Notice the tone, volume, and rate of your speech.

DO NOT

- Make false statements or promises you cannot keep.
- Try to impart a lot of technical or complicated information when emotions are high.
- Take sides or agree with distortions.
- Invade the individual's personal space.
- Use styles of communication which generate hostility such as apathy, brush off, coldness, condescension, robotic, going strictly by the rules, or giving the run-around.
- Reject all of an individual's demands from the start.
- Pose in challenging stances such as standing directly opposite someone, hands on hips or crossing your arms.
- Make any physical contact, point fingers, or maintain long periods of fixed eye contact.
- Make sudden movements which can be seen as threatening.
- Challenge, threaten, or dare the individual or belittle the person or make him/her feel foolish.
- Criticize or act impatiently toward the agitated individual.
- Attempt to bargain with a threatening individual.
- Try to make the situation seem less serious than it is.

ATTACHMENT 8: LAW ENFORCEMENT AGENCIES

Tangipahoa Parish

Amite Police Department	985-748-6169
Hammond Police Department	985-542-3500
Independence Police Department	985-878-4188
Kentwood Police Department	985-229-6305
Ponchatoula Police Department	985-386-6548
Tangipahoa Police Department	985-229-4355
Tickfaw Police Department	985-345-4677
Tangipahoa Parish Sheriff's Office	985-345-6150

St. Tammany Parish

Abita Springs Police Department	985-892-2821
Covington Police Department	985-892-8500
Folsom Police Department	985-793-3300
Mandeville Police Department	985-626-9711
Pearl River Police Department	985-863-5711
Slidell Police Department	985-643-3131
St. Tammany Parish Sheriff's Office	985-892-4141

East Baton Rouge Parish

Baker Police Department	225-775-6000
Baton Rouge Police Department	225-389-3800
Zachary Police Department	225-654-9393
East Baton Rouge Parish Sheriff's Office	225-389-5000

Livingston Parish

Albany Police Department	225-567-2115
Denham Springs Police Department	225-665-5106
Livingston Police Department	225-686-7153
Springfield Police Department	225-294-2205
Walker Police Department	225-664-3125
Livingston Parish Sheriff's Office	225-686-2241