

- d. Procedures to inform supervisors about violence in the workplace, hazards, or threats of violence.
2. Human Resource Management shall provide an appropriate place for employees to discuss security concerns with assurance that necessary confidences will be maintained.

M. TRAINING AND EDUCATION

1. At Louisiana State University at Alexandria,
 - a. All employees, including all levels of supervision, shall have training and instruction on general, job-specific, and work site-specific safety and security practices;
 - b. Training and instruction shall be provided within one year of policy implementation and regularly thereafter; and
 - c. Training shall begin with orientation of new employees within three months of employment and regularly thereafter.
2. At Louisiana State University at Alexandria, workplace violence training shall be the responsibility of Human Resource Management.
3. General violence in the workplace training and instruction address, but are not limited to the following areas:
 - a. Explanation of the violence in the workplace policy as established by LSUA;
 - b. Measures for reporting any violent acts or threats of violence;
 - c. Recognition of hazards including associated risk factors;
 - d. Measures to prevent workplace violence, including procedures for reporting workplace hazards or threats to appropriate supervision;
 - e. Ways to defuse hostile or threatening situations;
 - f. Measures to summon others for assistance;
 - g. Routes of escapes available to employees;
 - h. Procedures for notification of law enforcement authorities when a criminal act may have occurred;
 - i. Procedures for obtaining emergency medical care in the event of a violent act upon an employee; and
 - j. Information on securing post-event trauma counseling for those employees desiring or needing such assistance.

N. ADDITIONAL INFORMATION CONCERNING WORKPLACE VIOLENCE

1. Attachment 5, "Workplace Violence Checklist," may be used in identifying present or potential workplace violence problems.
2. Attachment 6, "Recognizing Inappropriate Behavior," may be helpful in identifying the types of behavior this policy forbids.
3. Attachment 7, "Personal Conduct To Minimize Violence," may be helpful to an individual in understanding what he/she might do to prevent violence.

O. **LIST OF ATTACHMENTS**

ATTACHMENT 1 - WORKPLACE ANALYSIS

1. **GENERAL**

- a. Workplace analysis involves a step-by-step, common-sense look at the workplace to find existing or potential hazards for workplace violence. This entails reviewing specific procedures or operations that contribute to hazards and specific locales where hazards may develop.
- b. A "Threat Assessment Team," "Patient Assault Team", similar task force, or coordinator may assess the vulnerability to workplace violence and determine the appropriate preventive actions to be taken. Implementing the workplace violence prevention program then may be assigned to this group. The team should include representatives from senior management, operations, employee assistance, security, occupational safety and health, legal, and human resources staff.
- c. The team or coordinator can 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 team or coordinator identifies appropriate controls, these should be instituted.
- d. The recommended program for workplace analysis includes, but is not limited to, analyzing and tracking records, monitoring trends and analyzing incidents, screening surveys, and analyzing workplace security.

2. **WORKPLACE ANALYSIS PROGRAM**

- a. **Records Analysis and Tracking**

This activity includes reviewing medical (in as far as permitted), safety, workers' compensation, and insurance records to pinpoint instances of workplace violence. Scan unit logs and employee and police reports of incidents or near-incidents of assaultive behavior to identify and analyze trends in assaults relative to particular departments, units, job titles, unit activities, work stations, and/or time of day. Tabulate these data to target the frequency and severity of incidents to establish a baseline for measuring improvement.
- b. **Monitoring Trends and Analyzing Incidents**

Contacting similar local businesses, trade associations, and community and civic groups is one way to learn about their experiences with workplace violence and to help identify trends. Use several years of data, if possible, to track trends of injuries and incidents of actual or potential workplace violence.
- c. **Workplace Security Analysis**
 - (1) The team or coordinator should periodically inspect the workplace and evaluate employee tasks to identify hazards, conditions, operations, and situations that could lead to violence. The periodic review process should also include employee feedback and follow-up.
 - (2) To find areas requiring further evaluation, the team or coordinator should:
 - Analyze incidents, including the characteristics of assailants and

victims, an account of what happened before and during the incident, and the relevant details of the situation and its outcome. When possible, obtain police reports and recommendations.

- Identify jobs 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.
 - Note high-risk factors such as types of clients or patients (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 phones and other communication devices; areas of easy, unsecured access; and areas with previous security problems.
 - Evaluate the effectiveness of existing security measures, including engineering control measures. 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 offer advice to strengthen programs. These experts also can provide fresh perspectives to improve a violence prevention program.

ATTACHMENT 2 - HAZARD PREVENTION AND CONTROL

1. GENERAL

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

2. ENGINEERING CONTROLS AND WORKPLACE ADAPTATION

a. Engineering controls, for example, 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 presented in the following paragraphs. The selection of any measure should be based upon the hazards identified in the workplace security analysis of each facility

- (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 buttons, hand-held alarms or noise devices, cellular phones, and private channel radios where risk is apparent or may be anticipated; and arrange for a reliable response system when an alarm is triggered.
- (3) Provide metal detectors--installed or hand-held, where appropriate--to identify guns, knives or other weapons, according to the recommendations of security consultants.
- (4) Use a closed-circuit video recording for high-risk areas on a 24-hour basis. Public safety is a greater concern than privacy in these situations.
- (5) Place curved mirrors at hallway intersections or concealed areas.
- (6) Enclose public service areas, such as nurses' stations and drivers' license centers, and install deep service counters or bullet-resistant, shatter-proof glass.
- (7) Provide employee "safe rooms" for use during emergencies.
- (8) Provide waiting areas designed to maximize comfort and minimize stress.
- (9) Arrange furniture to prevent entrapment areas, furniture should be minimal, lightweight, without sharp corners or edges, and/or affixed to the floor. Limit the number of pictures, vases, ashtrays, or other items that can be used as weapons.
- (10) Provide lockable and secure bathrooms for staff members separate from patient-client and visitor facilities.
- (11) Lock all unused doors to limit access in accordance with fire codes.
- (12) Install bright, effective lighting indoors and outdoors.
- (13) Replace burned-out lights, broken windows, and locks.
- (14) Keep automobiles well-maintained. Always lock automobiles.

3. ADMINISTRATIVE AND WORK PRACTICE CONTROLS

- a. Administrative and work practice controls affect the way jobs or tasks are performed. The following examples illustrate how changes in work practices and administrative procedures can help prevent violent incidents.
- (1) State clearly to patients, clients, and employees that violence is not permitted or tolerated.
 - (2) Establish liaisons with local police and state prosecutors. Report all incidents of violence. Provide police with physical layouts of facilities to expedite investigations.
 - (3) Require employees to report all assaults or threats to a supervisor or manager (e.g., can be confidential interview). Keep log book and reports of such incidents to help in determining any necessary actions to prevent further occurrences.
 - (4) If needed, advise and assist employees of procedures for requesting police assistance or filing charges when assaulted.
 - (5) Provide management support during emergencies. Respond promptly to all complaints.
 - (6) Set up a trained response team to respond to emergencies.
 - (7) Use properly trained security/police officers, when necessary, to deal with aggressive behavior, or dial 911 or 9-911, as appropriate. Follow written security procedures.
 - (8) Ensure adequate and properly trained staff for restraining patients or clients.
 - (9) Provide sensitive and timely information to persons waiting in line or in waiting rooms. Adopt measures to decrease waiting time.
 - (10) Ensure adequate and qualified staff coverage at all times, taking into account the times of greatest risk at each facility.
 - (11) Institute a sign-in procedure with passes for visitors. Enforce visitor hours and procedures.
 - (12) Control access to facilities other than waiting rooms or other public access rooms.
 - (13) Prohibit employees from working alone in areas of substantial risk, particularly at night or when assistance is unavailable.
 - (14) Establish policies and procedures for secured areas and emergency evacuations.
 - (15) Ascertain the behavioral history of new and transferred patients and clients to learn about any past violent or assaultive behaviors. Establish a system--such as chart tags, log books, or verbal census reports--to identify patients and clients with assaultive behavior problems, keeping in mind patient confidentiality and worker safety issues. Update as needed.
 - (16) Treat and/or interview aggressive or agitated individuals in relatively open areas that still maintain privacy and confidentiality (e.g., rooms with removable partitions).
 - (17) Use case management conferences with co-workers and supervisors to discuss ways to effectively treat potentially violent individuals.

- (18) Prepare contingency plans to deal with individuals who are “acting out” or making verbal or physical attacks or threats.
- (19) Transfer assaultive clients to “acute care units,” “criminal units,” or other more restrictive settings.
- (20) Periodically survey the facility to remove tools or possessions left by visitors or maintenance staff which could be used inappropriately.
- (21) Provide staff with identification badges, preferably without last names, to readily verify employment.
- (22) Provide staff members with security escorts to parking areas in evening or late hours. Parking areas should be highly visible, well-lighted, and safely accessible to the building
- (23) Use the “buddy system,” especially when personal safety may be threatened. Encourage employees to avoid threatening situations. Staff should exercise extra care in elevators, stairwells, and unfamiliar surroundings; immediately leave premises if there is a hazardous situation; request security/police escort if needed.
- (24) Develop policies and procedures covering 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.
- (25) Establish a daily work plan for field staff to keep a designated contact person informed about workers’ whereabouts throughout the workday. If an employee does not report in, the contact person should follow up.
- (26) Conduct a comprehensive post-incident evaluation, including psychological as well as medical treatment, for employees who have been subjected to abusive behavior.

I hereby certify that I have received a copy of the Workplace Violence Policy.

Date

Printed Name

Signature

Witness