

POLICY & PROCEDURES MEMORANDUM

TITLE:	VIOLENCE IN THE WORKPLACE
EFFECTIVE DATE:	September 16, 2003* <i>(*Title Updates 6/8/12; 2/23/05; 3/6/08)</i>
CANCELLATION:	BA-1733.1 (6/5/00)
CATEGORY:	Safety (SF)** <i>**Initially Distributed as BA-1733.1A</i>

POLICY STATEMENT

Employees are Delgado Community College’s most valuable resource and their safety and security are essential to carrying out their responsibilities. Every employee has a reasonable expectation that he/she will be able to perform 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 issued an executive order committing the Governor and Delgado Community College to work toward a violence-free workplace for all employees, students and visitors. Delgado Community College fully supports this effort and is committed to a violence-free workplace.

PROCEDURES & SPECIFIC INFORMATION

1. **Purpose**

The purposes of this plan are 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; to promote a positive, respectful and safe work environment that fosters employees’ security, safety and health; and to require ongoing analysis of the workforce and each work site for hazard prevention and control.

2. **Scope and Applicability**

This policy and procedures memorandum applies to all employees, students and visitors of the College.

3. Definitions

For the purposes of this policy, the following definitions apply:

A. Assault

Assault is an attempt to commit a battery, or the intentional placing of another in reasonable apprehension of receiving a battery. For 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.”*

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

A credible threat is a statement 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.

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/her 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 an employee is placed for the purpose of completing job assignments.

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.

K. Confidential Advisor

A [Confidential Advisor](#) is an employee who is trained in handling complaints of workplace violence. While a confidential advisor is trained to deal effectively with workplace violence, incidents, complaints and concerns with seriousness, she/he is required to [report](#) all complaints of workplace violence through the appropriate channels. A Confidential Advisor keeps confidential reports including the identification of parties involved. Such records are not available to anyone except to those who have a legitimate need to know and to the extent required by law.

Generally, each campus has at least two (2) Confidential Advisors (the Chief Student Affairs Officer for that campus/site and another campus/site employee(s) who has been trained in the handling of workplace violence complaints). The names of the Confidential Advisors are available in the Campus/Site Executive Dean Offices, the Student Government Association (SGA) Offices, and the Division Offices.

4. The College's Responsibilities

The responsibility of the College is to:

- A. hire, train, supervise and discipline employees;
- B. intervene in situations of harassment in the workplace where the employer is aware of the harassment;
- C. ensure employees and/or independent contractors are fit for duty and do not pose unnecessary risks to others;
- D. provide security precautions and other measures to minimize the risk of foreseeable criminal intrusion based upon prior experience or location in a dangerous area;
- E. maintain an adequate level of security;
- F. establish and implement a written policy and plan dealing with violence in the workplace;

- G. provide employee training on the College's plan, warning signs of potential for violent behavior and precautions which may enhance the personal safety of the employee at work;
- H. warn an employee of a credible threat made by another to do harm to that employee;
- I. support the application of sanctions and/or prosecution of offenders as appropriate;
- J. accommodate, after appropriate evaluation, employees who require special assistance following incident(s) of workplace violence;
- K. cooperate with law enforcement agencies;
- L. establish a uniform [violence reporting](#) system with regular review of submitted reports; and
- M. initiate procedures to protect from retaliation employees who report credible threats; and keep up-to-date records to evaluate the effectiveness of administrative and work practice changes initiated to prevent workplace violence.

5. **The College's Commitment**

Delgado Community College's commitment, which includes the endorsement and visible involvement of top levels of supervision, provides the motivation and resources to deal effectively with workplace violence, and includes:

- A. organizational concern for employee emotional and physical safety and health;
- B. commitment to the safety and security of all persons (employees, students and visitors) at the workplace;
- C. assigned responsibility for the various aspects of the workplace violence prevention program to ensure that all supervisors and employees understand their roles and responsibilities;
- D. allocation of authority and resources to all responsible parties;
- E. accountability for involved supervisors and employees;
- F. debriefing/counseling for employees experiencing or witnessing assaults and other violent incidents;
- G. support and implementation of appropriate recommendations from [Confidential Advisors](#); and

- H. treatment of workplace violence, incidents, complaints and concerns with seriousness, keeping confidential all reports and the identification of parties, except to those who have a legitimate need to know and to the extent required by law.

6. **Employee/Student Responsibilities**

- A. Employees are required to report to a [Confidential Advisor](#), the Human Resources Office or the Delgado Police Department all threats or incidents of violent behavior in the workplace that they observe or of which they are informed. Students are required to report to a Confidential Advisor, the Vice Chancellor for Student Affairs (or designee), or the Delgado Police Department all threats or incidents of violent behavior in the workplace that they observe or of which they are informed. Inappropriate behavior is often a warning sign of potential hostility or violence. When left unchecked it can escalate to higher levels. Examples of inappropriate behavior that must be reported include:

- (1) unwelcome name-calling, obscene language, and other abusive behavior;
- (2) intimidation through direct or veiled verbal threats;
- (3) physically touching another employee in an intimidating, malicious, or sexually harassing manner, including such acts as hitting, slapping, poking, kicking, pinching, grabbing, or pushing; and
- (4) physically intimidating others including such acts as obscene gestures, "getting in your face," fist-shaking or throwing any object.

- B. Employee involvement and feedback enable workers/students to develop and express their own commitment to safety and security and provide useful information to design, implement, and evaluate the program. Delgado Community College's 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 suggestions procedures covering 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 covering techniques to recognize and abate escalating agitation, assaultive behavior or criminal intent.

7. 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 procedures 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; and
 - (4) analyzing workplace security.
- B. At Delgado Community College the responsibility for conducting and maintaining workplace analyses is assigned to the Delgado Chief of Police.
- C. The initial workplace analysis for Delgado Community College was performed by the Assistant Vice Chancellor for Human Resources, Delgado Chief of Police, Crime Prevention Officer, and the Environmental Health and Safety Officer within 120 days of the publication of this policy. Periodic workplace analysis will be performed and validated by the Vice Chancellor for Business and Administrative Affairs.
- D. Additional information concerning the performance of a workplace analysis can be found in Attachment A, "Workplace Analysis."

8. Hazard Prevention and Control

- A. After the completed workplace analysis is reviewed and approved, workplace adaptations, engineering controls, administrative controls, and work practice controls are to be implemented by the Vice Chancellor for Business and Administrative Affairs to prevent or control, to the extent possible, any discovered hazards. If workplace violence does occur, the post-incident response and evaluation section of this policy (Section 9) will be implemented.
- B. Engineering controls and workplace adaptations remove the hazard from the workplace or create a barrier between the worker and the hazard. Examples of engineering controls and workplace adaptations are found in Attachment B, "Hazard Prevention and Control."
- C. Administrative and work practice controls affect the way jobs or tasks are performed and, therefore, affect the security of the workplace. Examples of administrative and work practice controls can also be found in Attachment B.

- D. At Delgado Community College the responsibility for hazard prevention and controls is assigned to the Maintenance Department Manager.

9. **Incident Response and Evaluation**

- A. 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 statutes. At Delgado Community College this assistance is provided through the Office of Human Resources.
- B. An employee who has been threatened, assaulted, or battered by another person at the workplace is to immediately report the situation to a [Confidential Advisor](#), the Assistant Vice Chancellor for Human Resources, the Delgado Chief of Police, or to his/her supervisor. A student who has been threatened or assaulted by another at the College is to immediately report the situation to a Confidential Advisor, the Delgado Police Department, or the Vice Chancellor for Student Affairs (or designee). The Confidential Advisor, Supervisor or Vice Chancellor for Student Affairs (or designee) to whom the incident is reported must immediately notify the Assistant Vice Chancellor for Human Resources and the Delgado Police Department.
- C. Written statements are to be obtained from all involved, including those who witnessed the incident. A statement form that may be used is found in Attachment C, "Violence Incident Statement." The form is designed to answer the WHO, WHAT, WHEN, WHERE, HOW, and WHY of the incident while the event is still fresh. Concurrent with obtaining the written statements or as soon as possible thereafter, the Delgado Police Department will interview all parties to the incident, including victims, subjects and witnesses, and prepare written summaries of the interviews. The summaries are to be the bases on which to determine the facts of the event.
- D. The following actions should be taken in accordance with the severity of the incident:
- (1) If the situation IS NOT life threatening:
- separate individuals involved and isolate until they are interviewed and their statements are taken;
 - separate witnesses until they are interviewed and their statements are taken; and
 - document all actions and statements.

- (2) If the situation IS life threatening:
- contact the Delgado Police Department at (504) 483-4111 for campuses that have assigned Delgado Police officers who will dispatch by radio contact a Delgado Police officer to the scene;
 - contact the local police at 9-911 or 911, as appropriate, for all other off-campus sites that do not have assigned Delgado Police officers;
 - order all those presenting the danger to leave the facility immediately (unless this action must be taken by police);
 - do not attempt to physically remove an individual (leave it to the police); and
 - document all actions and statements.

E. Additional information concerning post incident response and evaluation can be found in Attachment D, "Incident Response."

10. **Records**

Records associated with violence in the workplace need to be kept in a permanent, secure, and confidential manner. It is the responsibility of the Assistant Vice Chancellor for Human Resources, in coordination with the Delgado Chief of Police and the Maintenance Department Manager, to maintain the following records 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 covered, attendees, and qualifications of trainers; and
- (6) other appropriate reports.

11. Evaluation

- A. Regular evaluation of safety and security measures affecting the violence prevention program is to be conducted at least annually. At Delgado Community College this evaluation is the responsibility of the Maintenance Department Manager and the Delgado Chief of Police.
- 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 safety; and
 - (6) interviewing employees who experience hostile situations about the medical treatment received (initially, several weeks later, and several months later).

11. Communication

- A. Delgado Community College recognizes that to maintain a safe, healthy and secure workplace, there must be open communication among 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;
 - (2) discussion of violence in the workplace during scheduled safety meetings;
 - (3) posting or distribution of information on violence in the workplace; and
 - (4) procedures to inform supervisors about violence in the workplace, hazards, or threats of violence.
- B. The Office of Human Resources is to provide an appropriate place for employees to discuss security concerns with assurance that necessary confidences will be maintained.

12. **Training and Education**

- A. At Delgado Community College,
1. all employees, including all levels of supervision, are to have training and instruction on general, job-specific, and work site-specific safety and security practices;
 2. training and instruction is to be provided within one (1) year of policy implementation and every three (3) years; and
 3. training is to begin with orientation of new employees within three (3) months of employment and regularly thereafter.
- B. At Delgado Community College, workplace violence training is the responsibility of the Delgado Chief of Police and the Assistant Vice Chancellor for Human Resources.
- C. 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 Delgado Community College;
 - (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 diffuse hostile or threatening situations;
 - (6) measures to summon others for assistance;
 - (7) routes of escapes available to employees;
 - (8) procedures for notification of law enforcement authorities 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.

13. **Additional Information Concerning Workplace Violence**

- A. Attachment E, "Workplace Violence Checklist," may be used in identifying present or potential workplace violence problems.
- B. Attachment F, "Recognizing Inappropriate Behavior," may be helpful in identifying the types of behavior this policy forbids.
- C. Attachment G, "Personal Conduct to Minimize Violence," may be helpful to an individual in understanding what he/she might do to prevent violence.
- D. Attachment H, "[Violent Incident Reporting Route](#)," provides a graphic flow chart for Reporting incidents of workplace violence.

14. **Cancellation**

This policy and procedures memorandum cancels BA-1733.1, *Violence in the Workplace*, dated June 5, 2000.

Reference:

Louisiana Community and Technical College System Policy #6.011, [Harassment, Discrimination and Retaliation](#)
[Louisiana Community and Technical College System Policy #2.015 Campus Sexual Misconduct](#)
 Louisiana Governor's Executive Order, Violence-Free Workplace
 Delgado Policy and Procedures Memorandum [Discrimination](#)
 Delgado Policy and Procedures Memorandum [Student Judicial Code](#)

Review Process:

Ad Hoc Committee on Workplace Violence Policy 7/15/03
 Business and Administrative Affairs Council 8/12/03
 Executive Council 9/16/03

Attachments - Attachment A- Workplace Analysis
 Attachment B- Hazard Prevention and Control
 Attachment C- Administrative and Work Practice Controls
 Attachment D- Incident Response
 Attachment E- Workplace Violence Checklist
 Attachment F- Recognizing Inappropriate Behavior
 Attachment G- Personal Conduct to Minimize Violence
 Attachment H- [Violent Incident Reporting Route](#)

Distribution: Distributed Electronically Via College's Internet

WORKPLACE ANALYSIS**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 procedure involves reviewing specific procedures or operations that contribute to hazards and specific locales where hazards may develop.

The Threat Assessment Team, a subcommittee of the Campus Safety Committee and other appropriate College officials, are to assess the vulnerability to workplace violence and determine the appropriate preventive actions to be taken. The Threat Assessment Team will have the following members:

- Equal Access Equal Opportunity Officer
- Assistant Vice Chancellor for Human Resources or designee
- Director of Maintenance Department
- Director of the Advising and Testing Center
- Chief of Delgado Police or designee
- Assistant Director of Public Relations and Marketing
- Representative(s) from each campus/site
- Faculty Representative
- Student Representative
- And others as deemed appropriate

The Threat Assessment Team is to 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 identifies appropriate controls, these should be instituted.

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.

Workplace Analysis Program

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 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; and the tabulation of these data to target the frequency and severity of incidents to establish a baseline for measuring improvement.

Monitoring Trends and Analyzing Incidents. 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 past five calendar years.

Workplace Security Analysis

The Threat Assessment Team is to inspect the workplace and evaluate employee tasks to identify hazards, conditions, operations, and situations that could lead to violence every six months. This process is to include employee feedback and follow-up. To determine or locate areas requiring further evaluation, the Threat Assessment Team is to:

- 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 Delgado Police report, if such was written, with its recommendations will be included.
- 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 Delgado Police report, if such was written, with its recommendations will be included.
- 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.
- Note high-risk factors such as types of clients (e.g., psychiatric conditions or individuals 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.
- Evaluate the effectiveness of existing security measures; including engineering control measures. Determine if risk factors have been reduced or eliminated, and take appropriate action.

On a semi-annual basis, independent reviewers, such as safety and health professionals, law enforcement or security specialists, insurance safety auditors, and other qualified persons will 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 College's Violence in the Workplace Prevention Program.

HAZARD PREVENTION AND CONTROL

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.

Engineering Controls and Workplace Adaptation

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

- Assess any plans for new construction or physical changes to the facility or workplace to eliminate or reduce security hazards.
- 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.
- 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.
- 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.
- Placement of curved mirrors at hallway intersections or concealed areas.
- Enclose public service areas and install deep service counters and bullet-resistant, shatter-proof glass as necessary.
- Provide employee “safe rooms” for use during an emergency situation.
- Provide waiting areas designed to maximize comfort and minimize stress.

- 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.
- Provide lockable and secure restrooms for staff and faculty personnel separate from student and visitor facilities.
- In accordance with fire codes, lock all unused doors to limit and control access.
- Install bright, effective lighting indoors and outdoors.
- Replace burned-out lights, broken windows, and locks as soon as possible after being reported unserviceable or broken.
- Keep automobiles well-maintained. Automobiles should be locked at all times.
- Request an escort to and from a location if safety and security is a concern.
- Lock the door(s) to offices when the office(s) is/are not occupied.

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.

- State clearly to students, clients, employees, and visitors that violence is not permitted or tolerated.
- Establish liaison with the City Attorney's Office and District Attorney's Office Report all incidents of violence.
- Require students, employees, and visitors to report all assaults or threats to a department head/dean, a supervisor, or to the Delgado Police. (If possible, the interview will be kept confidential). Maintain logbooks and reports of such incidents to assist in determining any necessary actions to prevent further occurrences.
- If needed, advise and assist employees of procedures for requesting the Delgado Police Department's assistance of the filing report during emergencies. Management will promptly respond to all complaints giving them serious consideration.
- The Delgado Police Department will be responsible for establishing and training a Threat Assessment Team to respond to all complaints.
- Use Delgado Police Officers, when necessary, to deal with aggressive behavior or dial 911 or 9-911 as appropriate. 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.
- The Delgado Police Department will ensure that an adequate and properly trained staff is available for restraining students, visitors, or employees.
- Provide sensitive and timely information to persons waiting in line or in waiting rooms. Adopt procedures to decrease waiting time.
- Ensure adequate and qualified staff coverage at all times, taking into account the times of greatest risk at each facility.
- Where applicable, institute a sign-in procedure with passes for visitors. Enforce visitor hours and procedures.
- Control access to facilities other than waiting rooms or other public access rooms.
- Prohibit employees from working alone in areas of substantial risk, particularly at night or when assistance is unavailable.

- Establish policies and procedures for secured areas and emergency evacuations.
- When deemed necessary, ascertain the behavioral history of new employees and students to learn about any past violence or assaultive behaviors. Establish a system such as chart tags, logbooks, or verbal census reports to identify those persons with assaultive behavior problems, keeping in mind client confidentiality and employee and student safety issues. Update as needed.
- Treat and/or interview aggressive or agitated individuals in relatively open areas that still maintain privacy and confidentiality (e.g. rooms with removable partitions).
- Use case management conferences with co-workers and supervisors to discuss ways to effectively treat potentially violent individuals.
- Prepare contingency plans to deal with individuals who are “acting out” or making verbal or physical attacks or threats.
- When appropriate, discipline, terminate, or transfer assaultive employees (and students, if possible).
- Supervisors should periodically survey their facility to remove tools or other items left by visitors or maintenance personnel which could be inappropriately used.
- Provide employees with identification badges/cards to readily verify employment.
- 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.
- 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 Delgado Police escort if deemed needed.
- If required, 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.
- 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 College.

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(ies). 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 Office of Human Resources arranges for the appropriate type of assistance or referral for post-incident response. 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.

WORKPLACE VIOLENCE CHECKLIST

The checklist below helps identify present or potential workplace violence problems.

Designated competent and responsible observers can 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 that may lead to compromising security.

Checklist

False notations indicate a potential risk for serious security hazards.

- T** **F** **This college does confront violent behavior and assaults of employees, students, and clients.**
- T** **F** **Violence does not regularly occur where this college 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/referrals 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** **The Delgado Police Department is 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 college.**
- 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.**

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 and students who exhibit the following behaviors should be reported and disciplined in accordance with the College's policies:

- Unwelcome name-calling, obscene language, and other abusive behavior.
- Intimidation through direct or veiled threats.
- 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.
- Physically touching another employee or student 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.
- Physically intimidating others including such acts as obscene gestures, "getting in your face," and fist shaking.

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.

DO

- 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 the person cannot block your access to an exit.

DO NOT

- Make false statements or promises you cannot keep.
- Try to impart a lot of technical or complicated information when emotions are high.

DO NOT (continued)

- Take sides or agree with distortions.
- Invade the individual's personal space. Make sure there is a space of 3 feet to 6 feet between you and the person.
- Use styles of communication that generate hostility such as apathy, brush off, coldness, condescension, robotism, 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. Avoid any physical contact, finger-pointing, or long periods of fixed eye contact.
- Make sudden movements which can be seen as threatening. Notice the tone, volume, and rate of your speech.
- Challenge, threaten, or dare the individual. Never 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.

Violent Incident Reporting Route

