

VIOLENCE - FREE WORKPLACE

POLICY STATEMENT

The University of New Orleans (UNO) and all offices under its jurisdiction affirms its policy to have all administrators and employees work in a violence-free workplace.

The University of New Orleans (UNO) will take positive action to ensure that the following will be implemented at all levels of administration

1. A peaceful and secure work environment that facilitates productivity and job performance.
2. The commitment of management and employee in working to achieve the goal of a violent-free workplace.
3. The occurrence of violence, aggressive acts; verbal or non-verbal threatening behavior and harassment in the workplace will not be tolerated.
4. Eliminating and prohibiting acts or threat of violence, by management and employees at all work sites and wherever UNO business is being conducted.
5. Minimize the chance of exposure of management and employees to violent, threatening, or harassing situations by implementing effective security measures, procedures and practices.
6. Educate management and employees to increase their awareness about security, health and safety concerns and training them how to properly respond in the event that a violent, threatening or harassing situation occurs.

All personnel at the university are responsible for helping to create and maintain a violence-free workplace and seeing that this policy is successfully implemented and giving it full support through active cooperation and personal example. Persons who fail to adhere to the violence-free workplace policy are subject to administrative disciplinary actions. The university will periodically analyze its violence-free workplace policy/program to ensure compliance.

1.0 INTRODUCTION

1.1 Employees are the State's most valuable resource and their safety and security are essential to carrying out their responsibilities. Every employee has a reasonable expectation to perform his/her assigned duties in an atmosphere free of threats and assaults.

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

1.3 The University of New Orleans fully supports this effort and is committed to a violence free workplace.

2.0 PURPOSES

The purposes of this plan are to:

2.1 Direct implementation of effective security measures and administrative work practices to minimize exposure to conditions that could result in harm to state workers;

2.2 Promote a positive, respectful and safe work environment that fosters employees' security, safety and health; and

2.3 Require ongoing analysis of the workforce and each work site for hazard prevention and control.

3.0 DEFINITIONS

3.1 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 have no intention of striking you, but, based on the circumstances, you have a reasonable apprehension that I plan to strike you.)

3.2 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;

3.3 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.

3.4 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.

3.5 Violence

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

3.6 Workplace

The workplace is any site where an employee is placed for the purpose of completing job assignments.

3.7 Workplace Violence

Workplace violence is violence that takes place in the workplace.

4.0 MANAGEMENT RESPONSIBILITIES

The University of New Orleans shall comply with federal and state statutes, rules, regulations and/or guidelines in making reasonable efforts to:

4.1 Hire, train, supervise and discipline employees:

4.2 Intervene in situations of harassment in the workplace where the employer is aware of the harassment;

4.3 Ensure employees and/or independent contractors are fit for duty, and do not pose an unnecessary risks to others;

4.4 Provide security precautions and other measures to minimize the risk of foreseeable criminal intrusion based upon prior experience or location in a dangerous area:

4.5 Maintain an adequate level of security;

4.6 Establish and implement a written policy and plan dealing with violence in the workplace.

4.7 Provide employee training on the agency plan, warning of potential for violent behavior, and precautions which may enhance the personal safety of the employee at work;

4.8 Warn an employee of a credible threat made by another to do harm to that employee;

4.9 Support the application of sanctions and/or prosecution of offenders, as appropriate;

4.10 Accommodate, after appropriate evaluation, employees who require special assistance following incident(s) of workplace violence;

4.11 Cooperate with law enforcement agencies;

4.12 Establish a uniform violence reporting system with regular review of submitted reports;

4.13 Initiate procedures to protect from retaliation employees who report credible threats; and

4.14 Keep up-to-date records to evaluate the effectiveness of administrative and world practice changes

initiated to prevent workplace violence.

5.0 MANAGEMENT COMMITMENT

5.1 At the University of New Orleans, management commitment, including the endorsement and visible involvement of top levels of supervision, provides the motivation and resources to deal effectively with workplace violence and includes:

- 5.1.1 organizational concern for employee emotional and physical safety and health;
- 5.1.2 commitment to the safety and security of all persons at the workplace;
- 5.1.3 assigned responsibility for the various aspects of the workplace violence prevention program to ensure that all supervisors and employee understand their roles and responsibilities
- 5.1.4 allocation of authority and resources to all responsible parties;
- 5.1.5 accountability for involved supervisors and employees;
- 5.1.6 debriefing/counseling for employees experiencing or witnessing assaults and other violent incidents;
- 5.1.7 support and implementation of appropriate recommendations from violence prevention committees; and
- 5.1.8 treatment of workplace violence, incidents, complaints and concerns with seriousness, keeping confidential all reports and the identification parties, except to those who have a legitimate need to know and to the extent required by law.

6.0 EMPLOYEE RESPONSIBILITIES

At the University of New Orleans:

6.1 Employees are required to report to their supervisor all threats or incidents of violent behavior in the workplace which they observe or of which they are informed. Examples of inappropriate behavior, which shall be reported, include:

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

6.2 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 the University of New Orleans employee involvement includes, but is not limited to:

- 6.2.1 understanding and complying with the workplace violence prevention program and other safety and security measures;
- 6.2.2 participating in employee complaint or suggestion procedures covering safety and security concerns:
- 6.2.3 providing prompt and accurate reporting of violent incidents:
- 6.2.4 cooperating with the safety and security committee that reviews violent incidents and security problems and makes security inspections: and
- 6.2.5 participating in continuing education covering techniques to recognize and abate escalating agitation, assaultive behavior or criminal intent.

7.0 WORKPLACE: ANALYSIS

7.1 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:

- 7.1.1 analyzing and tracking records;
- 7.1.2 monitoring trends:
- 7.1.3 analyzing incidents; and
- 7.1.4 analyzing workplace security

7.2 At the University of New Orleans, the responsibility for conducting and maintaining workplace analyses is assigned to the Workplace Violence Prevention Committee.

7.3 The initial workplace analysis for the University of New Orleans shall be performed by the Committee within 90 days of the publication of this policy.

7.4 Additional information concerning the performance of a workplace analysis can be found in Attachment 1, "Workplace Analysis."

8.0 HAZARD PREVENTION AND CONTROL

8.1 After the completed workplace analysis is reviewed and approved, workplace adaptations, engineering controls, administrative controls, and world practice controls shall be implemented by the University of New Orleans, 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 9.0) shall be implemented.

8.2 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 can be found in Attachment 2, "Hazard Prevention and Control"

8.3 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 2.

8.4 At the University of New Orleans, the responsibility for hazard prevention and controls is assigned to the Safety Officer and University Police Department.

9.0 INCIDENT RESPONSE AND EVALUATION

9.1 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 the University of New Orleans this assistance is provided through the Workplace Violence Prevention Committee.

9.2 An employee who has been threatened or assaulted by another at the workplace will immediately report the situation to his/her supervisor. The supervisor to whom the incident is reported will immediately notify their chain of command and the University Police Department who will notify others as necessary.

9.3 Written statements shall be obtained from all involved, including those who witnessed the incident. A statement form which may be used is found in Attachment 3, "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 University of Police Department, shall interview all parties to the incident, including victims, subjects and witnesses, and prepare written summaries of the interviews. The summaries shall be the bases on which to determine the facts of the event.

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

9.4.1 The situation is not dangerous:

- separate employees 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 actions and statements.

9.4.2 The situation is dangerous:

- contact local police at (telephone number) or security at (telephone number);
- order all those presenting the danger to leave the facility immediately (unless this action must be taken by police/security);
- do not attempt to physically remove an individual (leave it to the police/security); and
- document all actions and statements.

9.5 Additional information concerning post incident response and evaluation can be found in Attachment 4,

"Incident Response."

10.0 RECORDS

Records associated with violence in the workplace need to be kept in a permanent, secure, and confidential manner. It shall be the responsibility of 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:

- 10.1.1 Reports of work injury, including workers compensation injuries, if necessary;
- 10.1.2 Report for each reported assault, incidents of abuse, verbal attack, or aggressive behavior occurring between persons in the workplace:
- 10.1.3 Report for each reported assault, incidents of abuse, verbal attack, or aggressive behavior occurring between persons in the workplace:
- 10.1.4 police reports of incidents occurring in the workplace:
- 10.1.5 minutes of safety meetings, records of hazards analysis, and corrective actions recommended: violence in the workplace training, including subjects covered, attendees, and qualifications of trainers: and minutes of safety meetings, records of hazards analysis, and corrective actions recommended violence in the workplace training, including subjects covered, attendees, and qualifications of trainers: and;
- 10.1.6 other appropriate reports

11.0 EVALUATION

Regular evaluation of safety and security measures affecting the violence prevention program shall be conducted at least annually. At the University of New Orleans, this evaluation shall be the responsibility of the Workplace Violence Prevention Committee.

The evaluation program consists of:

- 11.2.1 reviewing reports and minutes from staff meetings on safety and security issues;
- 11.2.2 analyzing trends in illness/injury or fatalities caused by violence
- 11.2.3 measuring improvement based on lowering the frequency and severity of workplace violence.
- 11.2.4 surveying employees before and after making job or workplace changes or installing security measures or new systems to determine their effectiveness;
- 11.2.5 requesting periodic outside review of the workplace for recommendations on improving employee safety; and
- 11.2.6 interviewing employees who experience hostile situations about the medical treatment received (initially, several weeks later, and several months later).

12.0 COMMUNICATION

12.1 At the University of New Orleans, we recognize that to maintain a safe, healthy and secure workplace, we must have open communication among employees, including all levels of supervision, on these issues. The open communication process includes, but is not limited to:

- 12.1.1 Periodic review of this policy with all employees;
- 12.1.2 Discussions of violence in the workplace during scheduled safety meetings;
- 12.1.3 Posting or distributing information on violence in the workplace; and
 - 12.1.4 Procedures to inform supervisors about violence in the workplace, hazards,of threats of violence.

12.2 The University Police / Human Resource Management Department shall provide an appropriate place for employees to discuss security concerns with assurance confidences will be maintained

13.0 TRAINING AND EDUCATION

13.1 At the University of New Orleans,

13.1.1 all employees, including all levels of supervision, shall have training and instruction on general, job-specific, and work site-specific safety and security practices;

13.1.2 training and instruction shall be provided within one year of policy implementation and regularly thereafter; and

13.1.3 training shall begin with orientation of new employees within three months of employment and regularly thereafter.

At the University of New Orleans, workplace violence training shall be the responsibility of the Office of Human Resource Management. (*NOTE:* For assistance, contact the Office of Risk Management, Loss Prevention Unit, in your geographical area.)

General violence in the workplace training and instruction address, but are not limited to, the following areas

- 13.3.1 explanation of the violence in the workplace policy as established by the University of New Orleans;
- 13.3.2 measures for reporting any violent acts or threats of violence
- 13.3.3 recognition of hazards including associated risk factors:
- 13.3.4 measures to prevent workplace violence, including procedures for reporting workplace hazards

or threats to appropriate supervision:

13.3.5 ways to defuse hostile or threatening situations;

13.3.6 measures to summon others for assistance:

13.3.7 routes of escapes available to employees:

13.3.8 procedures for notification of law enforcement authorities when a criminal act may have occurred:

13.3.9 procedures for obtaining emergency medical care in the event of a violent act upon an employee;and

13.3.10 information on securing post-event trauma counseling for those employees desiring or needing such assistance

1 4.0 ADDITIONAL INFORMATION CONCERNING WORKPLACE VIOLENCE

14.1 Attachment 5, "Work place Violence Checklist," may be used in identifying present or potential workplace violence problems.

14.2 Attachment 6, "Recognizing Inappropriate Behavior," may be helpful in identifying the types of behavior this policy forbids.

14.3 Attachment 7, "Personal Conduct To Minimize Violence," may be helpful to an individual in understanding what he/she might do to prevent violence.