

[Back to Policies and Procedures](#)

UNIVERSITY OF NEW ORLEANS

Human Resource Management

Violence in the Workplace Prevention Program

Revised May, 2002

[Introduction](#)

[Purposes](#)

[Definitions](#)

[Management Responsibilities](#)

[Management Commitment](#)

[Employee Responsibilities](#)

[Workplace Analysis](#)

[Hazard Prevention and Control](#)

[Incident Response and Evaluation](#)

[Records](#)

[Evaluation](#)

[Communication](#)

[Training and Education](#)

[Additional Information Concerning Workplace Violence](#)

LIST OF ATTACHMENTS:

[Attachment 1: Workplace Analysis](#)

[Attachment 2: Hazard Prevention and Control](#)

[Attachment 3: Violence Incident Report Form](#)

[Attachment 4: Incident Response](#)

[Attachment 5: Workplace Violence Checklist](#)

[Attachment 6: Recognizing Inappropriate Behavior](#)

[Attachment 7: Personal Conduct to Minimize Violence](#)

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.

1.9 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.

[Top of Page](#)

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.

[Top of Page](#)

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.

[Top of Page](#)

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 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.

[Top of Page](#)

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 employees 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 of parties, except to those who have a legitimate need to know and to the extent required by law.

[Top of Page](#)

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, or sexually harassing manner, including such acts as hitting, slapping, poking, kicking, pinching, grabbing, and pushing; and

6.1.4 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.

[Top of Page](#)

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."

[Top of Page](#)

8.0 HAZARD PREVENTION AND CONTROL

8.1 After the completed workplace analysis is reviewed and approved, workplace adaptations, engineering controls, administrative controls, and work 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.

[Top of Page](#)

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 University Police at (504)280-6666;
- order all those presenting the danger to leave the facility immediately (unless this action must be taken by University Police);
- do not attempt to physically remove an individual (leave it to University Police); and
- document all actions and statements.

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

[Top of Page](#)

10.0 RECORDS

10.1 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 police reports of incidents occurring in the workplace;

10.1.4 minutes of safety meetings, records of hazards analysis, and corrective actions recommended;

10.1.5 violence in the workplace training, including subjects covered, attendees, and qualifications of trainers; and

10.1.6 other appropriate reports.

[Top of Page](#)

11.0 EVALUATION

11.1 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.

11.0 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).

[Top of Page](#)

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, or 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.

[Top of Page](#)

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.

13.2 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.)

13.3 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.

[Top of Page](#)

14.0 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.

[Top of Page](#)

ATTACHMENT 1: WORKPLACE ANALYSIS

1.0 GENERAL

1.1 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.

1.2 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 resource staff.

1.3 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.

1.4 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.

2.0 WORKPLACE ANALYSIS PROGRAM

2.1 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.

2.2 Monitoring Trends and Analyzing Incidents

Contacting similar local businesses, trade associations, and community workplace violence and to help identify trends. Use several years of data, and civic groups are one way to learn about their experiences with if possible, to track trends of injuries and incidents of actual or potential workplace violence.

2.3 Workplace Security Analysis

2.3.1 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.

2.3.2 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.

2.4 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.

[Top of Page](#)

ATTACHMENT 2: HAZARD PREVENTION AND CONTROL

1.0 GENERAL

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

2.0 ENGINEERING CONTROLS AND WORKPLACE ADAPTATION

2.1 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.

2.1.1 Assess any plans for new construction or physical changes to the facility or workplace to eliminate or reduce security hazards.

2.1.2 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.

2.1.3 Provide metal detectors--installed or hand-held, where appropriate--to identify guns, knives or other weapons, according to the recommendations of security consultants.

2.1.4 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.

2.1.5 Place curved mirrors at hallway intersections or concealed areas.

2.1.6 Enclose public service areas, such as nurses' stations and drivers' license centers, and install deep service counters or bullet-resistant, shatter-proof glass.

2.1.7 Provide employee "safe rooms" for use during emergencies.

2.1.8 Provide waiting areas designed to maximize comfort and minimize stress.

2.1.9 Arrange furniture to prevent entrapment of staff. 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, vases, ashtrays, or other items that can be used as weapons.

2.1.10 Provide lockable and secure bathrooms for staff members separate from patient-client and visitor facilities.

2.1.11 Lock all unused doors to limit access in accordance with fire codes.

2.1.12 Install bright, effective lighting indoors and outdoors.

2.1.13 Replace burned-out lights, broken windows, and locks.

2.1.14 Keep automobiles well-maintained. Always lock automobiles.

3.0 ADMINISTRATIVE AND WORK PRACTICE CONTROLS

3.1 Administrative and work practice controls affect the way jobs or tasks are performed. The following examples illustrate how changes in world practices and administrative procedures can help prevent violent incidents.

3.1.1 State clearly to employees (faculty and staff) that violence is not permitted or tolerated.

3.1.2 Establish liaisons with local police and state prosecutors. Report all incidents of violence. Provide police with physical layouts of facilities to expedite investigations.

3.1.3 Require employees to report all assaults or threats to a supervisor or manager (e.g., can be confidential interview). Keep log books and reports of such incidents to help in

determining any necessary actions to prevent further occurrences.

3.1.4 If needed, advise and assist employees of procedures for requesting police assistance or filing charges when assaulted.

3.1.5 Provide management support during emergencies. Respond promptly to all complaints.

3.1.6 Set up a trained response team to respond to emergencies.

3.1.7 Use properly trained security/police officers, when necessary, to deal with aggressive behavior, or dial 3-6666, as appropriate. Follow written security procedures.

3.1.8 Ensure adequate and properly trained staff for restraining employees.

3.1.9 Provide sensitive and timely information to persons waiting in line or in waiting rooms. Adopt measures to decrease waiting time.

3.1.10 Ensure adequate and qualified staff coverage at all times, taking into account the times of greatest risk at each facility.

3.1.11 Institute a sign-in procedure with passes for visitors. Enforce visitor hours and procedures.

3.1.12 Control access to facilities other than waiting rooms or other public access rooms.

3.1.13 Prohibit employees from working alone in areas of substantial risk, particularly at night or when assistance is unavailable.

3.1.14 Establish policies and procedures for secured areas and emergency evacuations.

3.1.15 Ascertain the behavioral history of new and transferred employees (faculty and staff) to learn about any past violent or assaultive behaviors. Establish a system--such as chart tags, log books, or verbal census reports--to identify them with assaultive behavior problems, keeping in mind employee confidentiality and worker safety issues. Update as needed.

3.1.16 Treat and/or interview aggressive or agitated individuals in relatively open areas that still maintain privacy and confidentiality (e.g., rooms with removable partitions).

3.1.17 Use case management conferences with co-workers and supervisors to discuss

ways to effectively treat potentially violent individuals.

3.1.18 Prepare contingency plans to deal with individuals who are "acting Out" or making verbal or physical attacks or threats.

3.1.19 Transfer assaultive employees to a safe restrictive area.

3.1.20 Periodically survey the facility to remove tools or possessions left by visitors or maintenance staff which could be used inappropriately.

3.1.21 Provide staff with identification badges, preferably without last names, to readily verify employment.

3.1.22 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.

3.1.23 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.

3.1.24 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.

3.1.25 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.

3.1.26 Conduct a comprehensive post-incident evaluation, including psychological, as well as medical treatment for employees who have been subjected to abusive behavior.

[Top of Page](#)

ATTACHMENT 3: VIOLENCE INCIDENT STATEMENT

NOTE: The contents of this document shall be kept confidential with its contents released only to individuals with a legitimate need to know or unless it becomes public record by virtue of an appeal to a court or other adjudicative body.

[Violence Incident Statement form \(pdf file\)](#)

[Top of Page](#)

ATTACHMENT 4: INCIDENT RESPONSE

Incident response and evaluation are essential to an effective violence prevention program. In accordance with existing statutes, all workplace violence programs should provide comprehensive assistance for victimized employees and employees who may be affected by witnessing a workplace violence incident.

Victims of workplace violence may suffer a variety of consequences in addition to their actual physical injuries. These could 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.

There are several types of assistance that could be incorporated into the post-incident response. For example, trauma-crisis counseling, critical incident stress debriefing, or employee assistance programs may be provided to assist victims. Certified employee assistance professionals, psychologists, psychiatrists, clinical nurse specialists, or social workers could provide this counseling; or the employer can refer staff victims to an outside expert. In addition, an employee counseling service, peer counseling, or support groups may be established.

In any case, 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. In addition, appropriate response educates staff about workplace violence and positively influences the workplace.

[Top of Page](#)

ATTACHMENT 5: WORKPLACE VIOLENCE CHECKLIST

The following items serve merely as an example of what might be used or modified by employers to help prevent workplace violence.

This checklist helps identify present or potential workplace violence problems. Employers also may be aware of other serious hazards not listed here.

Designated competent and responsible observers can readily make periodic inspections to identify and evaluate workplace security hazards and threats of workplace violence. These inspections should be 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. Please use the following checklist to identify and evaluate workplace security hazards. TRUE notations indicate a potential risk for serious security hazards

[Workplace Violence Checklist \(pdf file\)](#)

[Top of Page](#)

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 who exhibit the following behaviors should be reported and disciplined in accordance with the organization'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 being thrown or whether a person is the target of a thrown object.
- 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.
- Physically intimidating others including such acts as obscene gestures, "getting in your face," and fist-shaking.

[Top of Page](#)

ATTACHMENT 7: PERSONAL CONDUCT TO MINIMIZE VIOLENCE

Follow these suggestions in your daily interactions with people to defuse potentially violent situations. If at any time a person's behavior starts to escalate beyond your comfort zone, withdraw from the situation.

DO

- 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 assuring 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.

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. Make sure there is a space of 3' to 6' between you and the person.
- Use styles of communication which 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.

[Top of Page](#)

[Back to Policies and Procedures](#)

