

**LOUISIANA STATE UNIVERSITY HEALTH CARE SERVICES DIVISION  
BATON ROUGE, LOUISIANA**

**POLICY NUMBER:** 4532-19

**CATEGORY:** Violence-Free Workplace

**CONTENT:** Policy to be followed in the Louisiana State University Health Care Services Division (HCSD) Regarding Violence in the Workplace.

**APPLICABILITY:** This policy shall apply to all employees of the LSU Health Care Services Division (HCSD) Headquarters and the Lallie Kemp Medical Center (LAK).

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**INQUIRIES TO:** Human Resources Administration  
LSU Health Care Services Division  
Post Office Box 91308  
Baton Rouge, LA 70821-1308  
Telephone: 225-354-4843 Fax: 225-354-4851

**Note: Approval signatures/titles are on the last page**

**LSU HEALTH CARE SERVICES DIVISION  
VIOLENCE-FREE WORKPLACE POLICY**

**I. STATEMENT OF POLICY**

The LSU Health Care Services Division (HCS D) is committed to providing a safe and secure workplace for employees. It shall be the policy of HCS D to provide, to the greatest degree as is possible, a workplace for its employees that is violence free.

Note: Any reference herein to Health Care Services Division (HCS D) also applies and pertains to Lallie Kemp Medical Center (LAK).

**II. IMPLEMENTATION**

This policy and subsequent revision to this policy shall become effective upon approval of the HCS D Deputy CEO.

**III. DEFINITIONS**

- A. Assault: 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.)
- B. Battery: The intentional use of force or violence upon another, or the intentional administration of a poison or other noxious liquid or substance to another.
- C. Credible Threat: A statement or action that would cause a reasonable person to fear for the safety of himself or herself or that of another person and does, in fact, cause such fear.
- D. Intentional: 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.
- E. Violence: The commission of an assault or battery or the making of a credible threat.
- F. Workplace: Any site where an employee is placed for the purpose of completing job assignments.
- G. Workplace Violence: Violence that takes place in the workplace.

#### **IV. MANAGEMENT COMMITMENT AND RESPONSIBILITIES**

The HCSD shall comply with federal and state statutes, rules, regulations and or guidelines in making reasonable efforts to:

- A. Hire, train, supervise and discipline employees.
- B. Investigate situations of harassment/violence in the workplace where the employer is aware of the harassment/violence.
- C. Provide security precautions and other measures to minimize the risk of foreseeable criminal intrusion based upon prior experience or location in a dangerous area.
- D. Establish and implement a written policy and plan dealing with violence in the workplace.
- E. Provide employee training on the agency plan, warning signs of potential for violent behavior, and precautions which may enhance the personal safety of the employee at work.
- F. Warn an employee of a credible threat made by another to do harm to that employee.
- G. Support the application of sanctions and/or prosecution of offenders, as appropriate.
- H. Accommodate, after appropriate evaluation, employees who require special assistance following incident(s) of workplace violence.
- I. Cooperate with law enforcement agencies.
- J. Establish a violence reporting system with regular review of submitted reports.
- K. Initiate procedures to protect employees who report credible threats from retaliation.

#### **V. EMPLOYEE RESPONSIBILITIES**

- A. Employees are required to report all threats or incidents of violent behavior in the workplace. Threats or incidents include those actually observed by the employee, those that they may be aware of, or those that they may be informed which may impact the workplace. Examples of inappropriate behavior which shall 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 and pushing.
  4. Physically intimidating others including such acts as obscene gestures, “getting in your face”, fist-shaking, throwing any object.
- B. Employees are required to:
1. Comply with the workplace violence prevention program and other safety and security measures
  2. Participate in employee complaint or suggestion procedures covering safety and security concerns;
  3. Provide prompt and accurate reporting of violent or threatening incidents;
  4. Cooperate in the investigation that reviews violent incidents or threats and security problems; and
  5. Participate continuing education regarding workplace violence.

## **VI. WORKPLACE ANALYSIS**

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 includes, but is not limited to:

- A. Analyzing and tracking records
- B. Monitoring trends
- C. Analyzing incidents
- D. Analyzing workplace security

## **VII. HAZARD PREVENTION AND CONTROL**

- A. Each HCSD hospital and headquarters office will assign responsibility for hazard prevention and control.
- B. Engineering controls and workplace adaptations remove the hazard from the workplace or create a barrier between the worker and the hazard.

## **VIII. 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.

- B. HCSD will investigate each reported incidence of workplace violence by employees who have been threatened or assaulted by another at the workplace, or outside the workplace which may impact the workplace.
- C. The investigation will include obtaining written statements from all parties involved in the incident, or potential victims of violence in the workplace, including witnesses to the incident and prepare a written report to determine the facts of the event.
- D. The following actions should be taken in accordance with the severity of the incident:
  - 1. The situation is not dangerous:
    - a. Separate employees involved and isolate them until they are interviewed and their statements are taken.
    - b. Separate witnesses until they are interviewed and their statements are taken.
    - c. Use standardized and appropriate investigative techniques in accordance with investigation policy.
    - d. Document all actions and statements.
  - 2. The situation is dangerous:
    - a. Contact local police.
    - b. Order all those presenting the danger to leave the facility immediately (unless action must be taken by police), or isolate them.
    - c. Do not attempt to physically remove an individual (leave it to the police/security).
    - d. Document all actions and statements.

## **IX. RECORDS**

Records associated with violence in the workplace need to be kept in a permanent, secure and confidential manner. The following records shall be maintained in accordance with pertinent statutes as part of the violence prevention program:

- A. Reports of work injury, including workers' compensation injuries.
- B. Report for each reported assault, incidents of abuse, verbal attack or aggressive behavior occurring between persons in the workplace.

- C. Police reports of incidents occurring in the workplace if appropriate.
- D. Minutes of safety meetings, records of hazards analysis, and corrective actions recommended.
- E. Record of violence in the workplace training, including subjects covered and attendees.
- F. Reports of incidents or threats outside the workplace which may have impact in the workplace.
- G. Other appropriate reports.

## **X. EVALUATION**

- A. Lallie Kemp Medical Center and the headquarters office will establish procedures for the regular evaluation of safety and security measures affecting the violence prevention program to be conducted at least annually.
- B. The evaluation program consists of:
  - 1. Reviewing reports and minutes from staff meetings on safety and security issues.
  - 2. Measuring improvement based on lowering the frequency and severity of workplace violence.
  - 3. Surveying employees before and after making job or workplace changes, installing security measures, or new systems to determine their effectiveness.
  - 4. Requesting periodic outside review of the workplace for recommendations on improving employee safety.

## **XI. COMMUNICATION**

- A. To maintain a safe, healthy and secure workplace, we must have open communication among employees, including all levels of supervision. The open communication process includes, but is not limited to:
  - 1. Discussions of violence in the workplace during scheduled safety meetings.
  - 2. Posting or distributing information on violence in the workplace.
  - 3. Establish procedures to inform supervisors about violence in the workplace, hazards, or threats of violence.
- B. Each HCSD hospital and the headquarters office shall provide an appropriate place

for employees to discuss security concerns with assurance that necessary confidences will be maintained.

## **XII. TRAINING AND EDUCATION**

- A. All employees, including all levels of supervision, will have training and instruction on general, job-specific, and work site-specific safety and security practices.
- B. Training and instruction will be on-going.
- C. Training will be included as part of orientation of new employees.
- D. General violence in the workplace training and instruction shall address at a minimum the following:
  - 1. Explanation of the violence in the workplace policy as established.
  - 2. Measures for reporting any violent acts or threats of violence.
  - 3. Procedures to prevent workplace violence, including procedures for reporting workplace hazards or threats.
  - 4. Ways to defuse hostile or threatening situations.
  - 5. Measures to summon others for assistance.
  - 6. Routes of escapes available to employees.
  - 7. Procedures for notification of law enforcement authorities when a criminal act may have occurred.
  - 8. Procedures for obtaining emergency medical care in the event of a violent act upon an employee.
  - 9. Information on securing post-event trauma counseling for those employees desiring or needing such assistance.

## **XIII. TECHNICAL ASSISTANCE**

The Headquarters Office for the HCSD will provide technical assistance and support to HCSD hospitals in the development of a Workplace Violence Plan and in complying with all Sections of the Governor's Executive Order No. MJF 97-15.

## **XIV. EXCEPTIONS**

Any exception to this policy must be approved by the HCSD Deputy CEO. Requests for exception shall be submitted to the HCSD Human Resources Administration for review and forwarding to the CEO.

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*HCSO Human Resources Director*  
Manager: Townsend, Kathy  
*HCSO Human Resources Director*  
Author(s): Wicker, Claire M.  
*PROJECT COORDINATOR*  
Approver(s): Buie, Lanette  
*HCSO Deputy Chief Executive Officer*  
Townsend, Kathy  
*HCSO Human Resources Director*  
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Digital Signatures:


Currently Signed

Approver:  
Townsend, Kathy  
HCSO Human Resources Director



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Approver:  
Buie, Lanette  
HCSO Deputy Chief Executive  
Officer



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