



Risk Management and Safety

Features

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This issue addresses issues which unfortunately are becoming more prevalent in the workplace today—violence. Excerpts and synopsis of the PS-102 from the LSU System is presented which reviews recommended actions in dangerous or violent situations. On page three you will find procedures to follow in the case of a Bomb Threat, and Part I. of a series on Office Ergonomics, what we can do in the office and at our desk to prevent injuries as we work on the computer.

What is the Office of Risk Management

ORM is the Property and Casualty and Worker's Compensation Insurance for all state departments, agencies, boards and commissions. This includes coverage for employee bonds, crime, automobile liability and physical damage, comprehensive general liability, personal injury liability, boiler and machinery, medical malpractice, road hazards and miscellaneous tort coverage for those claims otherwise not covered. In order to be fully covered, we must comply with the ORM Safety and Risk Management programs and policies.

Find out more at: <http://www.doa.la.gov/orm/>

In conjunction with requirements by our state safety carrier, the Office of Risk Management, safety meetings will be held twice each semester. Attendance is mandatory for all full time faculty, staff, adjuncts and student workers. Attendance will be measured by written acknowledgement, through paper format, email, or web-based.

Each college and department has appointed a Safety Representative to administer safety meeting information and to take safety suggestions.

Reminder: Safety Meetings are to be held twice per semester

Safety Meeting Acknowledgments are due to your Safety Rep by November 15th

Next Safety Meeting: January 2006

Preventing Violence in the Workplace Reminders:

- Project calmness
- Use delay tactics
- Position yourself so that a visitor cannot block your access to an exit.
- If dangerous contact campus police, do not attempt to physically remove the individual yourself.
- Document all actions taken

Campus Safety Representatives

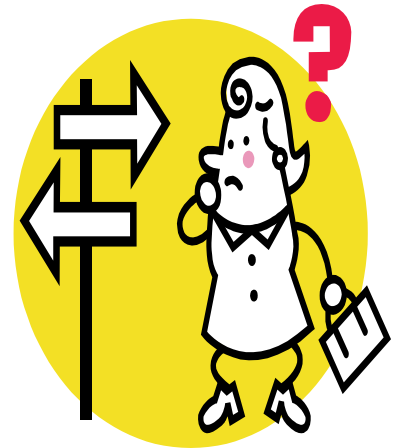
College of Business	John A. Vassar
College of Science	Wayne Gustavson
College of Education and Human Development	Timothy P. Winter
College of Liberal Arts	Stacey Martino
Continuing Education	Tisha Taylor
Student Affairs	Joseph Pearson
Academic Affairs and Chancellor's Office	Betty Taylor
Business Affairs	Larry Laborde
Development	Dolly Salter

Violence in the Workplace

Policies and Procedures PS-102

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

The violence can include assault, battery, or credible threat. As a preventive measure, the university hires, trains and disciplines employees when needed; intervenes when employers are aware of harassment; provides security precautions to minimize the risk of foreseeable criminal intrusion based upon prior experience or location, and warns employees of a credible threat made by another to harm.



Employee Responsibilities

In the event of potential perceived threat of incident of violent behavior the employee is to report to the Office of Human Resources or the LSUS Police. Examples include: an employee or visitor in possession of a firearm or dangerous weapon, intimidation by verbal threats; physically touching another employee or an intimidating, malicious, or sexually harassing manner such as hitting, slapping, poking, kicking, pinching, grabbing, pushing, or physically intimidating such acts as obscene gesture, getting in your face, fist shaking or throwing an object. Other symptoms may include: unwelcome name calling; threats of verbal abuse; unexplained absenteeism; depression or withdrawal; explosive outbursts; repeated unstable emotional responses; paranoid behavior; preoccupation with previous incidences of violence and or repeated violations of university policies.

SYMPTOMS: Be aware of symptoms such as unwelcome name calling, explosive outbursts, unstable emotional responses or paranoid behavior.

What Can You Do

DEPENDING ON THE SEVERITY OF THE INCIDENT: if the situation is not dangerous, separate the employees and witnesses involved, isolate them until they are interviewed and their statements taken; and document all actions taken. If the situation is dangerous, contact the LSUS Police department. Order all those presenting the danger to leave the facility immediately (unless this action must be taken by the police); do not attempt to physically remove an individual (leave it to the police); and document all actions taken.

DO: Suggestions to defuse potentially violent situations include: Project a 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; acknowledge the other person's feeling by gestures such as nodding of the head; ask the person to move to a less public, quieter area if needed, using delaying tactics such as offering drink of water in disposable cup. Reassure, accept criticism in a professional manner, position yourself so that access to the exit is clear

DO NOT: Challenge, dare or threaten, try to make the situation less serious than it is; make false statements or promises you cannot keep nor take sides or agree with distortions and last do not enter too close into their personal space —keep a safe distance of at least 3-6 feet away.



Bomb Threats

When a bomb threat is received, notify the LSUS Police Department immediately. If the bomb threat is received through a phone call, the person who received the call should complete the Bomb threat by Phone checklist.

1. Telephone Number on which the threat was received.
2. Was it an on or off campus call?
3. Exact time of the call
4. Exact words of the caller.
5. Ask the following:
 - A. When will the bomb explode?
 - B. Where is the bomb?
 - C. What does it look like?
 - D. What kind of bomb is it?
 - E. What is your name?
 - F. What is your address?
6. Make special note of the following:
 - A. Caller's voice
 - B. Caller's gender?
 - C. Caller's age (determined by voice)
 - D. Was the voice familiar to you?
 - E. Was there any background noise
7. Where are you calling from?
8. Why did you place the bomb?



1. University Police Department at #999; after hours 9-455-5497

2. For more information on Ergonomics Go online to <http://www.healthycomputing.com/office/setup.htm>

3. PS0102.R03 Violence Free Workplace can be found at: <http://www.appl003.ocs.lsu.edu>

Mandatory Training Schedule:

ORM requires training for all employees every three years on five topics :

Driver Safety was completed for all authorized drivers this Fall.

Workplace Violence is addressed in this issue.

Sexual Harassment will be a separate training in November 2005

Blood Borne Pathogen training was completed for high risk employees in Summer of 2005

Drug/Alcohol Training will be addressed in First Spring Safety Newsletter.

Office Ergonomics—the Monitor and Mouse

For most workstations it is best to position your monitor directly in front of you. Monitors to the side are acceptable if you only occasionally look at the screen.

Sit an arm's length away from the monitor

Tilt the monitor slightly upward to reduce glare from overhead lights

Position your monitor so glare from windows do not

occur. The brightness of the monitor should be equal to the area behind it. .

Increase the font size to two or three time the size of the smallest text you will need to read.

If your job requires frequent interaction with others, then consider a swivel arm to be able to swing out when not in use. To maximize advantage of the mouse, consider the following: use your elbow not you wrist to move the mouse;

limit the amount of continuous tracking to 20 minutes; editing or web surfing for extended periods of time, use a mouse with a scroll; avoid letting your fingers float above the trackball buttons, so that the fingers are not kept constantly elevated for action; use a light grip or hold on to the mouse when not use; and maintain a neutral position of the wrist not tilting up or down.

**Next issue: the chair and keyboard alignment.*



Reporting Safety Incidents

Any time you, a visitor, or a student is injured on campus, an Incident/Accident Investigation Form (DA2000) must be completed, signed and returned to Human Resources.

The form can be found on ORM website at <http://www.state.la.us/orm/pdf/ACCIDENT.pdf>

The Root Cause Portion will be completed by HRM.

If medical attention was required, notify HRM immediately and a separate form will be provided to you to be filled out. This form is not available online.

Upon receipt of investigation reports, HRM, in conjunction with Facility Services and Campus Police will do an investigation and make a recommendation for a corrective action to help prevent future incidents.

Corrective actions include, but are not limited to:

- Physical Repairs
- Training
- Issuing Protective Equipment
- Changing Tasks
- Restructuring Duties



Reporting Risks

We all have a duty to promote safety and help prevent future incidents/accidents. Any safety risk you identify can be submitted in writing or verbally to your Safety Representative (see page 1), Facility Services, Campus Police, or HRM. Any minor safety risk should be corrected by all employees.

Safety Risks include:

- Cords/Hoses across walk ways
- Wet floors
- Wrinkled floor mats
- Broken or missing Fire Safety Tools
- Cracked Sidewalks
- Obscured stairways/ walkways
- Poorly lit areas
- Exposed wiring
- Broken doors
- Holes in the lawn
- Broken chairs, desks, or other equipment

Note: We all have a responsibility to promote a safe campus.

Reporting Lost or Stolen Property

Any property that is missing should be reported to Campus Police.

In order for ORM to replace the property as stolen, it must be proven that the property was secured and a break in occurred. Campus Police will do a full investigation.

Any stolen property must be reported, by law, to our legislative auditor and to the district attorney.

Any employee, student, or member of the public believe to have stolen property from LSUS will be arrested by Campus Police.

Make sure to safeguard your equipment by always locking doors and by requiring proper check out procedures.

Always report lost or stolen property to purchasing.

