Training Objectives

• The KU Public Safety Office

• Identify strategies to de-escalate or protect oneself in situations of actual or potential violence

• Who can you contact

• Public Safety response
Defining workplace violence

• The National Institute for Occupational Safety and Health defines workplace violence as any physical assault, threatening behavior, or verbal abuses occurring in the work setting.

• NOTE: The work setting or workplace may be any location, either permanent or temporary, where an employee performs any work-related duty.
Forms of Violence Among Co-Workers

- Concealing or using a weapon
- Physical assault upon oneself or another person
- Intimidating or frightening others
- Harassing, stalking, or showing undue focus on another person
- Actions which may damage, destroy or sabotage property
- Physically aggressive acts such as shaking fists at another person, kicking or pounding on desk, punching a wall, jumping up and down, screaming at others
- Verbal abuse — including profane, and vulgar language and threats (direct or indirect) whether made in person or through letter, phone calls, or electronic mail
Four Levels of Workplace Violence

Level One-(Early Warning Signs)

The person is:

• Intimidating/bullying
• Discourteous/disrespectful
• uncooperative; and/or
• Verbally abusive
Response When Early Warning Signs occur at Level One

Observe the behavior in question

• **Report** concerns to your supervisor or proper authority to seek/help assessing or responding to the situation.

• **Document** the observed behavior in question.

• **Meet** with the person to discuss the concerns follow these procedures:
  • Schedule a private time and place.
  • Get straight to the point.
  • Ask them for their input.
  • Ask them what should be done about the behavior.
  • Ask how you can help.
  • Identify the problems that are a concern.
  • Identify the steps you would like to see to correct the problem.
  • Set limits on what is acceptable behavior.
  • Establish time frames to make changes and subsequent consequences for failing to correct behavior and/or performance.
Level Two (Escalation of the Situation)

The person:
• Argues with customers, vendors, co-workers and the organization;
• Refuses to obey agency policies and procedures;
• Sabotages equipment and steals property for revenge;
• Verbalizes wishes to hurt others;
• Sends threatening note(s) to others;
• Sees self as victimized by the organization (me against them)
Response when the Situation Has Escalated to Level Two

• If immediate action is needed call 911.
• Contact a supervisor or the appropriate office of the issue and person.
• Document the observed behavior in question
• Meet with the person to discuss concerns and if appropriate, begin or continue progressive discipline. The following procedures should be followed:
  • Call for assistance in assessing/responding, if needed.
  • Avoid an audience when dealing the individual.
  • Remain calm, speaking slowly, softly, and clearly.
  • Ask the individual to sit down; see if they are able to follow directions.
  • Ask questions that are relevant to the employee’s complaint such as:
    • What can you do to try to regain control of yourself?
    • What can I do to help you regain control?
Level Three (Further Escalation - Usually Resulting in an Emergency Response)

Any individual observing violent or threatening behavior which poses an immediate danger to persons or property is expected to:

• CALL 911
• Remain calm
• Secure your personal safety first
• Leave the area if your safety is at risk
• Once KU Public Safety is on the scene they will assume control of the situation.
Student of Concern Review Team

- Jane Tuttle, Associate Vice Provost for Student Affairs (Chair)
- James Anguiano, Captain, KU Public Safety Office
- Michael Maestas, Director, Counseling and Psychological Services
- Diana Robertson, Director, Student Housing
- Andrew Shoemaker, Associate Director, Academic Achievement and Access Center
- Lance Watson, Director, Student Conduct & Community Standards
BEHAVIOR

ACTIVELY THREATENING
Imminently suicidal, Direct threat to others

DYSREGULATED
Impaired at meetings with staff, Fixated/obsessed with person

DISTURBING
Outburst, Disturbing written work, Substance abuse

DISTRESSING
Odd or bizarre behavior, Exaggerated emotions

CONCERNING
May be nothing...thought someone should know.

RESPONSE

CALL 911

SCRT EVALUATES STUDENT
Takes action to address situation.

STUDENT AFFAIRS MEETS WITH STUDENT
Makes referral or consider time-limited ongoing meetings.

ATTEMPT TO INITIATE CONTACT
Usually by phone or e-mail.

RECORD INFORMATION
No immediate action required.

Student Affairs contacted regarding a student of concern, then follows up with referring party.
PURPOSE

Prevention-
• Encourage the prompt reporting of behaviors of concern to the SCRT.
• Encourage early identification of individuals who may be experiencing difficulty coping with their environment or life circumstance.

• Education- Provide information to faculty, staff, and students regarding the indicators of potentially dangerous or troublesome behaviors.
• Inform, faculty, staff and students of existing and relevant policies and protocols which provide a course of address various alleged behaviors.
Consultation
Provide recommendations regarding University sanctions or disciplinary actions to appropriate University authorities in cases of extreme violation of the Code of Student Rights and Responsibilities.

Provide information and consultation regarding appropriate response options to student related difficult situations. Assist with the development of an appropriate response to behaviors which warrant concern.

Assessment
Respond to concerns regarding a student's observed or reported behavior. Investigate circumstances surrounding the reported concerns. Determine the student's need for further assessment of dangerousness to self or others. Recommend enforcement or education options that may be selected by University officials in response to specific and verified student behaviors.
Responses by KU Public Safety

• Calling KU Public Safety
• Uniformed- Non Emergency Vs. Emergency Response
• Plain clothes officer
• What is a check welfare?
Thanks you

• KU Public Safety
• Emergency -911
• Non –Emergency 864-5900
• Crime Stoppers 785-864-8888

• Captain James Anguiano
• Email janguiano@ku.edu
• Office Phone 785-864-5906
• Cell Phone 785-331-5216
• Officer Todd Carpenter
• Email tcarpent@ku.edu