

CITY OF GLEN COVE

WORKPLACE VIOLENCE PREVENTION PROGRAM



Program review

Name and Title of Management and authorized employee representative (where applicable)	DATE
John Charon (City), Martin Cook (CSEA)	04/26/2017

Access to this program:

The most current version of this plan will be made available to employees, their authorized representatives, and to representatives of the NYS Department of Labor by contacting John Charon at: jwcharon@cityofglencoveny.org or (516) 676-4814.

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Introduction:

What is Workplace Violence?

Any physical assault or acts of aggressive behavior occurring where a public employee performs any work-related duty in the course of his or her employment including but not limited to:

- 1) An attempt or threat, whether verbal or physical, to inflict physical injury upon an employee;
- 2) Any intentional display of force which would give an employee reason to fear or expect bodily harm;
- 3) Intentional and wrongful physical contact with a person without his or her consent that entails some injury;
- 4) Stalking an employee with the intent of causing fear of material harm to the physical safety and health of such employee when such stalking has arisen through and in the course of employment.

What is the New York State Workplace Violence Prevention Law?

On June 7, 2006, New York State enacted legislation creating a new Section 27-b of State Labor Law that requires public employers (other than schools covered under the school safety plan requirements of the education law) to perform a workplace evaluation or risk evaluation at each worksite and to develop and implement programs to prevent and minimize workplace violence caused by assaults and homicides. The Law is designed to ensure that the risk of workplace assaults and homicides are regularly evaluated by public employers and that workplace violence prevention programs are implemented to prevent and minimize the hazard to public employees.

Purpose of this program:

The purpose of this Workplace Violence Prevention Program is to provide information to managers, supervisors, employees, and their authorized representatives about preventing and responding to incidents of workplace violence or threats of violence in accordance with the "New York State Public Employer Workplace Violence Prevention Law."

The goal of this program is to reduce the probability of threats or acts of violence in the workplace and to ensure that any incident, complaint, or report of violence is taken seriously and dealt with appropriately as expeditiously as possible.

This program outlines the major components of our effort to meet these goals.

City of Glen Cove Policy Statement
Workplace Violence Prevention
Policy & Incident Reporting

The City of Glen Cove is committed to the safety and security of our employees. Workplace violence presents a serious occupational safety hazard to our agency, staff, and clients. Threats, threatening behavior, or acts of violence against employees, visitors, guests, or other individuals by anyone on City property or work sites will be thoroughly investigated and appropriate action will be taken, including summoning criminal justice authorities when warranted. All employees are responsible for helping to create an environment of mutual respect for each other as well as clients, following all policies, procedures and program requirements, and for assisting in maintaining a safe and secure work environment.

This policy is designed to meet the requirements of NYS Labor Law 27b and highlights some of the elements that are found within our Workplace Violence Prevention Program. The process involved in complying with this law included a workplace evaluation in conjunction with employee unions that was designed to identify the workplace violence hazards our employees could be exposed to. Other tools that were utilized during this process included establishing a committee made up of management and Authorized Employee Representatives who will have an ongoing role of participation in the evaluation process, recommending methods to reduce or eliminate the hazards identified during the process and investigating workplace violence incidents or allegations. All employees will participate in the annual Workplace Violence Prevention Training Program.

The goal of this policy is to promote the safety and well-being of all people in our workplace. All incidents of violence or threatening behavior will be responded to immediately upon notification. The City of Glen Cove has identified response personnel that include a member of management and an employee representative. If appropriate, the City of Glen Cove will provide counseling services or referrals for employees.

All City personnel are responsible for notifying the contact person designated below of any violent incidents, threatening behavior, including threats they have witnessed, received, or have been told that another person has witnessed or received.

Designated Contact Person:

Name:	John Charon
Title:	Personnel Officer
Department:	Personnel Department
Phone:	(516) 676-4814
Location:	City Hall

Workplace Risk Assessment

This workplace risk assessment is based upon hazard surveys for each City facility and a review of occupational injury and illness logs and incident reports on file from years prior to the development of this program. Any incidents that may occur after the implementation of this program must be carefully documented and analyzed in order to make improvements to this program during the required annual review or as necessary.

Although workplace violence can occur in any work setting, some settings or factors may pose a greater degree of risk.

Employment situations or factors that may pose a higher risk for Department of Public Works employees include, but are not limited to the following:

☐ Working in public settings:

The bulk of the divisions involve work outside in public settings.

☐ Working late night or early morning hours:

Late night and early morning hours are not usual, but do occur with snow removal for many department employees.

☐ Exchanging money with the public:

DPW does not deal with the exchange of money.

☐ Working alone or in small numbers:

DPW work groups vary in size and some employees frequently work alone.

☐ Working in a setting with uncontrolled access to the workplace:

The DPW Yard facility, while monitored by surveillance cameras, does not have restricted access and is open to the general public.

☐ Working in a setting where previous security problems have occurred:

A review of injury logs and interviews with staff indicates no serious security problems, outside of the occasional irate customer. Contentious customer service issues arise when sanitation crews refuse to pick up inappropriate material left at curbside, when snow plow crews are clearing roads and residents are clearing driveways, during water main breaks when resident's water supply is turned off and during traffic closures when drivers are rerouted.

☐ Having a mobile workplace assignment:

While most divisions have mobile workplace assignments, some divisions involve fixed and regular routes (such as sanitation and meter reading).

☐ Working with a population which might expose one to potentially violent persons (e.g. in health care, social service, public service or criminal justice settings):

The department work involves contact with the general public and no specific population.

□ Having duties that include the delivery of passengers, goods, or services: Delivery of goods is not a major aspect of this departments work. However, the department does operate a commuter bus route with passenger contact.

Hierarchy of controls

There are three main types of control measures that may be implemented as part of a safety program to protect employees from recognized hazards including workplace violence. This is referred to as the “hierarchy of control measures”.

Engineering controls eliminate or reduce the hazard through substitution or design.

Examples include:

- Increased lighting
- Designing secure building access
- Security hardware
- Eliminating isolated work areas
- Eliminating excessive “cash on hand” or installing drop safes

Administrative or work practice controls eliminate or reduce the hazard by changing organizational policies and procedures.

Examples include:

- Increased staffing
- Employment of security personnel
- Developing building access control procedures
- Cross-shift communication to share information regarding agitated clients
- Providing information on criminal history and violence information on clients, inmates, customers
- Elimination of long customer wait times
- Provision of personal alarms
- Provision of cell phones for field workers
- Training

Personal Protective Equipment (PPE) examples include:

(For the most part, this type of intervention is not relevant to workplace violence prevention)

Every employer has a responsibility to address all risk factors that their employees are potentially exposed to. When considering the most appropriate control

measures, an effort must be made to try to eliminate the hazard whenever possible. When total elimination is not feasible, try to change the way the job is being performed, assigned, or scheduled to reduce the hazard. Training or PPE should not be relied upon as the only control measure, and interventions should have a balanced approach to changing individual worker versus organizational behavior.

Control methods that the City of Glen Cove will use to prevent workplace violence incidents

The City has taken the following measures at the listed facilities and off-site workplaces to reduce the threat or likelihood of incidents of workplace violence.

The DPW Yard has been outfitted with multiple security cameras to record most areas frequented by employees and accessible to the public. The cameras are monitored by the yard attendant and dispatcher who has access to contact the Police in the event of an emergency. In addition, signage indicating the use of surveillance cameras is posted.

Work crews are provided with radios and/or cell phones to call for assistance and report emergencies.

Employees are instructed that when confronted with an irate resident, that they are to contact a supervisor or if necessary the police department and if applicable to not exit their vehicle to confront the resident.

Employees are provided with Workplace Violence Prevention training as required by this program.

Prevention of violence in the workplace is the responsibility of every employee. The following section focuses on early warning signs and workplace issues that have the potential to trigger violent behavior. Management, employees, and their authorized representatives should be familiar with the issues below in order to become aware of and to reduce the likelihood of workplace violence.

Early warning signs of potential violence:

There is no single “profile” that can identify a potentially dangerous individual. However, certain patterns of behavior and events frequently precede episodes of violence.

A list of indicators of increased risk of violent behavior include, but are not limited to the following:

- ☐ Direct or veiled threats of harm.
- ☐ Intimidation, belligerence, bullying or other inappropriate behavior directed at others.
- ☐ Numerous conflicts with supervisors and employees; verbal comments indicating expressions of hostility directed at coworkers, supervisors or others.
- ☐ Bringing an unauthorized weapon to work, brandishing a weapon in the workplace, making inappropriate reference to guns or fascination with weapons.
- ☐ Fascination with incidents of workplace violence, statements indicating approval of the use of violence to resolve a problem, or statements indicating identification with perpetrators of workplace homicides.
- ☐ Statements indicating an increased tone of desperation from the person, feeling that normal interventions to solve the problem will not work, feeling hopeless about a situation at work, with family, financial and other personal problems.
- ☐ Signs of abuse of drugs/alcohol on or off the job.
- ☐ Extreme or uncharacteristic changes in behavior or displays of emotion.
- ☐ Employees with ongoing domestic difficulties.
- ☐ Employees with a temporary order of protection against any respondent.

These behaviors should be reported to an employee's supervisor and/or the administrator of this program. Some behaviors may require immediate law enforcement intervention where others may require disciplinary action or indicate a need for an Employee Assistance Program (EAP) referral.

Workplace issues that may trigger violence:

Listed below are two categories of common issues that may trigger workplace violence.

1. Employee issues

- ☐ Negative performance review
- ☐ Unwelcome change in role due to performance or reorganization issue
- ☐ Criticism of performance
- ☐ Conflict with coworker or supervisor
- ☐ Personal stress outside the workplace
- ☐ Increased workload or pressure, e.g. deadlines, projects, etc.

2. Workplace issues (any of the following may be an employee's perception of issues):

- ☐ No clearly defined rules of conduct
- ☐ Lack of training
- ☐ Inadequate hiring practices/screening of potential employees
- ☐ Insufficient supervision
- ☐ Lack of discipline or inconsistent discipline in workplace
- ☐ Lack of or inadequate employee support systems
- ☐ Failure to address incidents as they occur
- ☐ Overly authoritarian management style

Taking this into account, there are three key elements that may help to prevent a violent situation from occurring:

1. Recognizing the early warning signs (such as a change in a person's behavior preceding an episode of violence).
2. Recognizing issues or events that may trigger violence.
3. Early intervention to prevent a violent incident from occurring.

Please note:

It is important to be careful when drawing assumptions or relying solely on any of the above behaviors as indicators of violence.

Reporting an incident

At the core of this Workplace Violence Prevention Program is the City of Glen Cove's commitment to work with its employees to maintain a work environment free from violence and other disruptive behavior to the greatest degree possible.

Any City employee, upon becoming aware of an instance of physical assault, threatening behavior, or verbal abuse occurring in the work setting must immediately report the facts and circumstances of said incident to their supervisor. In the event that employees observe or experience an incident of violence involving an employee or visitor to a City workplace in which there is an immediate threat to their safety or the safety of others or where an injury has occurred, the employee will immediately obtain law enforcement and medical assistance by calling 911 and in addition notify their immediate supervisor.

The supervisor will immediately conduct a preliminary inquiry into the facts and circumstances of the incident and make a prompt report to the Designated Contact Person listed on page 4 (See Appendix A for a copy of the Incident Reporting

Form). In addition to the workplace violence incident report, an accident report would be required to report any injuries to employees.

Retaliation against an employee who makes a good faith report of violence or other disruptive behavior is strictly prohibited and shall be subject to appropriate corrective or disciplinary measures.

Post-Incident Response

- Assure that injured employees receive prompt and appropriate medical care (This includes, but is not limited to, providing transportation of the injured to medical care. Prompt first aid and emergency medical treatment can minimize the harmful consequences of a violent incident.)
- Report the incident to the appropriate authorities as required by applicable laws and regulations
- Inform management about the incident in writing
- Secure the premises to safeguard evidence and reduce distractions during the post incident response process
- Prepare an incident report immediately after the incident, noting details that might be forgotten over time (Appendix A contains a sample incident report form)
- Address the need for appropriate treatment for victimized employees (In addition to physical injuries, victims and witnesses may suffer psychological trauma, fear of returning to work, feelings of incompetence, guilt, powerlessness, and fear of criticism by supervisors or managers.)

A thorough review of this Workplace Violence Prevention Program will be performed after the occurrence of a workplace violence incident or annually along with the participation of the Authorized Employee Representative(s) (where applicable).

In the event that critical incident management or crisis counseling is needed following a workplace violence incident in a City workplace, arrangements will be made through management, employee unions, or the Designated Contact Person listed on page 4.

Employee Information and Training

Training of affected employees will be performed upon initial assignment and annually thereafter. Retraining is required any time there is a significant change to the program, a risk factor, or work control. Training topics will include the following:

- Requirements of the New York State Workplace Violence Prevention Law.
- Details of the risk factors identified in the risk assessment and our organization's procedures for conducting the risk assessment
- How employees can protect themselves, summon assistance, report threats and incidents, and how to suggest improvements to the program
- Description and review of our written Workplace Violence Prevention Program
- How to obtain a copy of the Workplace Violence Prevention Plan and where it is kept.
- How to obtain post-incident crisis counseling
- Training on dealing with potentially violent clients, citizens, and co-workers.

Recordkeeping Requirements

The record keeping requirements outlined in 12 NYCRR Part 801, Recording and Reporting Public Employees' Occupational Injuries and Illnesses, must be used to document recordable injuries sustained during workplace violence incidents.

In addition to Part 801, all incidents will be investigated and documented to ensure that all threats and workplace violence incidents are reported to management. These reports will provide written notification when a violence incident occurs so that management can develop an appropriate response. The Incident Report will also create a historical record that can be used in the annual risk assessment and program evaluation. The incident reporting form is attached as Appendix A of this document.

For more information on recordkeeping requirements the NYS DOL Public Employee Safety and Health (PESH) bureau may be contacted as follows:

Garden City
400 Oak Street
Suite 101
Garden City, NY 11530
(516)228-3970

Program review

The City of Glen Cove, with the Authorized Employee Representative, shall evaluate the effectiveness of this Workplace Violence Prevention Program, at least annually or after any serious incident. The review will focus on incident trends, addressing root cause, and the effectiveness of the control measures in place or the need to make changes. The review will also assess whether the reporting and record keeping systems have been effective in collecting all relevant information. Annual risk evaluation and assessment will be performed using forms in Appendix B of this document and kept on file with this program. The cover sheet of this program will be updated with the names and titles of those who perform the review and the date of completion.

Appendix A:

Incident Reporting Form



City of Glen Cove
9 Glen Street
Glen Cove, NY 11542

WORKPLACE VIOLENCE INCIDENT REPORT

GCPO-WPV1 (3/17)

Note: In completing this form, attach all supporting documents; such as continuation sheets and police reports.

Affected Party(s): _____ Title: _____

Supervisor's Name: _____ Title: _____

Department: _____ Phone: _____

Incident Information

Date of Incident: _____

Time of Incident: _____

Location of Incident (be specific): _____

Description of Incident (include events leading up to incident and how the incident ended):

Has this or a similar incident ever happened to you before? If so, please explain.

If you incurred any injury whatsoever, (physical/emotional) please describe the injury, in detail, and the location of any treatment received. Additionally, an accident report is required to report injuries under Worker's Compensation available in the Personnel Office.

List all witnesses of the incident:

Name	Title (if employee)	Contact Number

Was a weapon involved? If so, specify type and to what extent:

Aggressor Information

Name: _____

Title (if employee): _____

Relationship to aggressor: _____

Had anything occurred in the past to make you feel this would happen? If so, please explain.

Home address/vehicle information: *(if not an employee)*

Follow-up Information:

Did this incident cause lost workdays? If so, how many? _____

What action did department head take? If so, when (dates) and by whom?

Have you had any counseling or any form of emotional support since the incident? If not, would you like to be afforded this?

As you see it, does something need to be done to avoid such an incident from happening again? If so, explain.

Report Completed by

Department Head Signature

Title

Title

Date

Date

Please file completed report with: John Charon, Personnel Officer
City Hall, Department of Personnel
9 Glen Street
Glen Cove, NY 11542

Appendix E:

Workplace Violence Fact Sheet



OSHA **FACT** Sheet

Workplace Violence

What is workplace violence?

Workplace violence is violence or the threat of violence against workers. It can occur at or outside the workplace and can range from threats and verbal abuse to physical assaults and homicide, one of the leading causes of job-related deaths. However it manifests itself, workplace violence is a growing concern for employers and employees nationwide.

Who is vulnerable?

Some 2 million American workers are victims of workplace violence each year. Workplace violence can strike anywhere, and no one is immune. Some workers, however, are at increased risk. Among them are workers who exchange money with the public; deliver passengers, goods, or services; or work alone or in small groups, during late night or early morning hours, in high-crime areas, or in community settings and homes where they have extensive contact with the public. This group includes health-care and social service workers such as visiting nurses, psychiatric evaluators, and probation officers; community workers such as gas and water utility employees, phone and cable TV installers, and letter carriers; retail workers; and taxi drivers.

What can these employers do to help protect these employees?

The best protection employers can offer is to establish a zero-tolerance policy toward workplace violence against or by their employees. The employer should establish a workplace violence prevention program or incorporate the information into an existing accident prevention program, employee handbook, or manual of standard operating procedures. It is critical to ensure that all employees know the policy and understand that all claims of workplace violence will be investigated and remedied promptly. In addition, employers can offer additional protections such as the following:

- Provide safety education for employees so they know what conduct is not acceptable,

what to do if they witness or are subjected to workplace violence, and how to protect themselves.

- Secure the workplace. Where appropriate to the business, install video surveillance, extra lighting, and alarm systems and minimize access by outsiders through identification badges, electronic keys, and guards.
- Provide drop safes to limit the amount of cash on hand. Keep a minimal amount of cash in registers during evenings and late-night hours.
- Equip field staff with cellular phones and hand-held alarms or noise devices, and require them to prepare a daily work plan and keep a contact person informed of their location throughout the day. Keep employer-provided vehicles properly maintained.
- Instruct employees not to enter any location where they feel unsafe. Introduce a “buddy system” or provide an escort service or police assistance in potentially dangerous situations or at night.
- Develop policies and procedures covering visits by home health-care providers. Address the conduct of home visits, the presence of others in the home during visits, and the worker’s right to refuse to provide services in a clearly hazardous situation.

How can the employees protect themselves?

Nothing can guarantee that an employee will not become a victim of workplace violence. These steps, however, can help reduce the odds:

- Learn how to recognize, avoid, or diffuse potentially violent situations by attending personal safety training programs.
- Alert supervisors to any concerns about safety or security and report all incidents immediately in writing.

- Avoid traveling alone into unfamiliar locations or situations whenever possible.
- Carry only minimal money and required identification into community settings.

What should employers do following an incident of workplace violence?

- Encourage employees to report and log all incidents and threats of workplace violence.
- Provide prompt medical evaluation and treatment after the incident.
- Report violent incidents to the local police promptly.
- Inform victims of their legal right to prosecute perpetrators.
- Discuss the circumstances of the incident with staff members. Encourage employees to share information about ways to avoid similar situations in the future.
- Offer stress debriefing sessions and post-traumatic counseling services to help workers recover from a violent incident.
- Investigate all violent incidents and threats, monitor trends in violent incidents by type or circumstance, and institute corrective actions.
- Discuss changes in the program during regular employee meetings.

What protections does OSHA offer?

The *Occupational Safety and Health Act's* (OSH Act) General Duty Clause requires employers to provide a safe and healthful workplace for all workers covered by the OSH Act. Employers who do not take reasonable steps

to prevent or abate a recognized violence hazard in the workplace can be cited. Failure to implement suggestions in this fact sheet, however, is not in itself a violation of the General Duty Clause.

How can you get more information?

OSHA has various publications, standards, technical assistance, and compliance tools to help you, and offers extensive assistance through its many safety and health programs: workplace consultation, voluntary protection programs, grants, strategic partnerships, state plans, training, and education. Guidance such as *OSHA's Safety and Health Management Program Guidelines* identify elements that are critical to the development of a successful safety and health management system. This and other information are available on OSHA's website at www.osha.gov.

- For a free copy of OSHA publications, send a self-addressed mailing label to this address: OSHA Publications Office, P.O. Box 37535, Washington, DC 20013-7535; or send a request to our fax at (202) 693-2498, or call us at (202) 693-1888.
- To file a complaint by phone, report an emergency, or get OSHA advice, assistance, or products, contact your nearest OSHA office under the "U.S. Department of Labor" listing in your phone book, or call us toll-free at **(800) 321-OSHA (6742)**. The teletypewriter (TTY) number is (877) 889-5627.
- To file a complaint online or obtain more information on OSHA federal and state programs, visit OSHA's website.

This is one in a series of informational fact sheets highlighting OSHA programs, policies, or standards. It does not impose any new compliance requirements or carry the force of legal opinion. For compliance requirements of OSHA standards or regulations, refer to *Title 29 of the Code of Federal Regulations*. This information will be made available to sensory-impaired individuals upon request. Voice phone: (202) 693-1999. See also OSHA's website at www.osha.gov.

