



TOWN OF LIBERTY WORKPLACE VIOLENCE PREVENTION PROGRAM

POLICY STATEMENT

Our municipality, the Town of Liberty, is concerned and committed to our employees' safety and health. We refuse to tolerate violence in the workplace and will make every effort to prevent violent incidents from occurring by implementing a Workplace Violence Prevention Program (WPVP). We will provide adequate authority and budgetary resources to responsible parties so that our goals and responsibilities can be met.

All elected Officials, Department Heads and Supervisor are responsible for implementing a maintaining our WPVP Program. We encourage employee participation in designing and implementing our program. We require prompt and accurate reporting of all violent incidents whether or not physical injury has occurred. We will not discriminate against victims of workplace violence.

A copy of this Policy Statement and our WPVP Program is readily available to all employees from their Department Manager or Supervisor. The Town of Liberty's Workplace Violence Policy can be found in Section 38 of the *Town of Liberty Personnel Policy*.

Our program ensures that all employees, including Elected Officials, Department Heads and Supervisors, adhere to work practices that are designed to make the workplace more secure, and do not engage in verbal threats or physical actions, which create a security hazard for others in the workplace.

All employees, including Elected Officials, Department Heads and Supervisors, are responsible for using safe work practices, for following all directives, policies and procedures, and for assisting in maintaining a safe and secure work environment.

The management of our municipality is responsible for ensuring that all safety and health policies and procedures involving workplace security are clearly communicated and understood by all employees. Department Heads and Supervisors are expected to enforce the rules fairly and uniformly.

Our Program will be reviewed and updated annually.

Overview

Workplace Violence Prevention Manual

Introduction

Workplace violence presents a serious occupational safety hazard for workers. On June 7, 2006 New York State enacted legislation that requires Public employers (other than schools covered under the school safety plan requirements of the education law) to perform a risk evaluation of its workplaces and develop and implement programs to prevent and minimize workplace assaults and homicides.

Purpose

The purpose of the Workplace Violence Prevention Program and Procedures Manual is to provide information to elected officials, department heads, supervisors, and employees about preventing and responding to incidents of workplace violence or threats of violence and the “New York State Public Employer Workplace Violence Prevention Law”.

The goals of the program and manual are:

1. To reduce the probability of threats or acts of violence in the workplace, and
2. To ensure that any incident, complaint, or report of violence is taken seriously and dealt with appropriately.

This manual outlines the major components of the effort to meet these goals; Program, procedures, workplace security risk evaluation, prevention, training, and other support services.

Access to this manual

The Workplace Violence Prevention Program and Procedures Manual can be downloaded from the Town of Liberty website: www.townofliberty.org.

Town of Liberty Workplace Violence Prevention Program

The Town of Liberty will not tolerate violence in the work place. All incidents, complaints, and or reports of violent behavior will be taken seriously because the Town of Liberty is committed to providing its employees with a reasonably safe and secure work environment.

Purpose of Program

Violence in the workplace is a leading cause of fatal and non-fatal occupational injury throughout the U.S. that may affect an organization at any time. The purpose of this program is to address the issue of potential workplace violence, prevent workplace violence from occurring to the fullest extent possible, and set forth procedures to be followed when such violence has occurred.

Statement of Program

Violence, threats of violence, harassment, intimidation, and other disruptive behavior in the workplace will not be tolerated by the Town of Liberty. Examples of disruptive behavior can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of harm. Such behavior will be taken seriously and will be dealt with appropriately.

Scope of Program

All Town of Liberty employees are required to comply with this Program. In addition, since visitors of the Town of Liberty owned property and facilities are required to conduct themselves in a nonviolent manner in conformity with existing law, employees who observe or experience visitors of Town owned property engaging in violent behavior should follow the procedures in the Manual for the reporting of such behavior.

Application of Program

Violence and other disruptive behavior by or against any employee of Town of Liberty or member of the public in a Town designated workplace is unacceptable. A Town designated workplace includes offices, work sites, vehicles, field locations, and any other location where Town business is conducted. Individuals who commit such acts may be removed from the premises and may be subject to appropriate disciplinary action, including, where legally appropriate, termination of employment and/or criminal penalties.

Training

All Department Heads shall ensure that employees of their particular department are informed of the requirements of the law, the risk factors in their workplace, and the location of the written workplace violence prevention program. Training is also required for employees on the measures employees can take to protect themselves from risks and the details of the written workplace violence prevention program. Employee workplace violence training is to be provided at the time of job assignment and annually thereafter.

Reporting of Violence

At the core of this Workplace Violence Prevention Program is the Town'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 Town 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 violent behavior from Town employees or visitors of the town owned property in which there is an immediate threat to their safety or the safety of others or where an injury has occurred, the employee should immediately obtain police and medical assistance and in addition notify their supervisor.
- The supervisor will immediately conduct a preliminary inquiry into the facts and circumstances of the incident and make a prompt report to the Department Head/Town Board.

- The Department Head/ Town Board will determine if there is:
 - a) An immediate threat of violence. If so, the Department Head/Town Board will ensure police and emergency medical personnel have been notified and thereafter follow the procedures outline I subparagraph (b) or (c) below.
 - b) Serious misconduct or criminal behavior by Town employee. If so, the Department Head shall immediately notify the Town Supervisor at 845-292-5111 and the Attorney for the town at 845-482-5000 and take no further action.
 - c) No immediate threat of violence and no serious misconduct or criminal behavior by a Town employee. In that event, the Department Head/Town Board will:
 - Continue the investigation;
 - Resolve/mediate matter;
 - Initiate disciplinary action, if appropriate;

NOTE: In all instances, a written summary report of the incident and all actions taken will be prepared and submitted within three business days to the Town Board and the Attorney for the Town.

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. An employee, who, in bad faith makes a false report, is also subject to disciplinary action.

New York State Workplace Violence Prevention Law

Introduction

The “New York Public Employer Workplace Violence Prevention Law” was enacted on June 7, 2006 to ensure that public employers evaluate their workplaces and develop and implement effective response and prevention strategies to prevent and minimize workplace violence.

Requirements of the law

Employers must evaluate their workplace or workplaces for factors or situations that may increase the risk of occupational violence. Examples of such factors include working in public settings, working alone or in small numbers, and working late night or early morning hours. The next section of this manual, “Workplace Risk Evaluations”, identifies the results of the Town of Liberty’s workplace risk evaluation.

In addition, employers with at least 20 full time permanent employees must develop and implement a written workplace violence prevention program. The written program must identify the risk factors identified in the workplace risk evaluation and the methods the employer will use to prevent incidents of violence in the workplace.

Finally, the law requires employers to inform employees of the requirements of the law, the risk factors in their workplace, and the location of the written workplace violence prevention program. Training is also required for employees on the measures employees can take to protect themselves from risks and the details of the written workplace violence prevention program. Employee workplace violence training must be provided at the time of job assignment and annually thereafter. All Department Heads shall ensure that this required training is provide in accordance with the law.

Application of the law

“Any employee or representative of employees who believes that a serious violation of a workplace violence protection program exists or that an imminent danger exists shall bring such matter to the attention of a Supervisor in the form of a written notice and shall afford the employer a reasonable opportunity to correct such activity, policy, or practice. This referral shall not apply where imminent danger or threat exists to the safety of a specific employee or to the general health of a specific patient and the employee reasonably believes in

good faith that reporting to a supervisor would not result in corrective action.” (NYS Labor Law sections 27-b (b)(a)).

“If following a referral of such matter to the employee’s Supervisor’s attention and after a reasonable opportunity to correct such activity, policy or practice the matter has not been resolved and the employee or representative of employees still believes that a violation of a workplace violence prevention program remains, or that an imminent danger exists, such employee or representative of employees may request an inspection by giving notice to the Commissioner of Labor of the State of New York of such violation or danger. Such notice and request shall be in writing, shall set forth with reasonable particularity the grounds for the notice, shall be signed by such employee or representative of employees, and a copy shall be provided by the Commissioner to the employer or the person in charge no later than the time of inspection, except that on the request of the person giving such notice, such person’s name and the names of individual employees or representatives of employees shall be withheld. Such inspection shall be made forthwith.” (NYS Labor Law Section 17b (6)(b))

Further Information

See Appendix A for the full text of the “NYS Public Employer Workplace Violence Prevention Law”, NYS Labor Law Section 27-b.

Workplace Risk Evaluation

Introduction

Certain factors or situations may place employees at a greater risk of workplace violence. This workplace risk evaluation is based upon surveys of Town owned, leased and operated facilities conducted by the Town of Liberty Department Heads and reviews of occupational injury and illness logs and incident reports for violence-related injuries.

Risk Evaluation

Workplace violence can occur in any work place setting. However, some settings or factors may pose a greater degree of workplace violence risk. Employment situations or factors that may pose higher risks for Town of Liberty employees include, but are not limited to:

- Working in public setting
- Working late night or early morning hours
- Exchanging money with the public
- Working alone or in small numbers
- Working in a setting with uncontrolled access to the workplace
- Having a mobile workplace assignment
- Working with a population which might expose one to potentially violent persons (e.g. in health care, social service, or criminal justice settings)
- Having duties that include the delivery of passengers, goods, or services.

Prevention

Introduction

Prevention is the responsibility of every employee. This section focuses on some measures to reduce the risk of violent behavior. Supervisors and Department Head, as well as employees, should be familiar with and knowledgeable of the issues below before violence occurs.

Definitions and Prevalence of Violence

As noted in the Town of Liberty Workplace Violence Prevention Program, Workplace violence is defined to include violence, threats of violence, harassment, intimidation and other disruptive behavior.

Two million American workers are victims of workplace violence annually. Workplace violence is the fourth leading cause of fatality in the workplace for all workers; it was the cause of 564 deaths in 2005. Finally a survey in 2005 found approximately 54% of local government employers with more than 1,000 employees reported an incident of workplace violence within the last 12 months.

In reviewing this data, it appears clear that workplace violence is a potential problem in the modern workplace, and one that requires a multifaceted approach by the employer and employees providing support to mitigate the occurrences and effects of violence in the workplace.

Early Warning Signs of Potential Violence

Past behavior has generally been the best predictor of future behavior. There is no specific "profile" of a potentially dangerous individual. Acts of violence may also occur in the workplace due to issues of domestic violence. Sometimes victims and witnesses recount acts of violence that occurred without warning. However, certain patterns of behavior and events frequently precede episodes of violence.

A list of indicators of increased risk of violent behavior may include:

- 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, supervisor, 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 on going domestic difficulties
- Employees with a temporary order of protection against any respondent

These behaviors should be reported to an employee's Supervisor, Departmental Head or Town Board. The Town Board is available to assist Supervisors and Department Heads in dealing with such behavior. Some behaviors may require security intervention; other may require disciplinary action.

Sometimes, small behavior problems, which can precede the above behaviors, are dismissed or ignored, allowing problems to fester. In the employee's mind, the situation can become more intense. It is important to remember the employee must be treated with dignity, mutual respect and fairness in the process. Some of these types of behavior are listed below.

- Withdrawal from friends, coworkers, and/or one's social circle
- Reduced productivity
- Unexplained absence from work area or marked increase in tardiness and/or absenteeism
- Noticeable deterioration of personal hygiene and appearance

Common Issues That May Trigger Workplace 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 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.

RESPONSE PROCEDURES

Introduction

The following procedures are recommended to be followed whenever an employee files a complaint alleging a violation of the Town of Liberty Workplace Violence Program has occurred or when a violent incident occurs.

Emergency and Non-emergency (threatening) Situations

A “threatening situation” is a situation where one person, through intimidating words or gestures has induced fear and apprehension of physical or other harm in another person but there is no immediate danger of such harm being inflicted. The steps listed under the “Non-Emergency (threatening) Response Procedure” are recommended to be followed whenever a threatening situation occurs.

A situation is an “emergency” if an injury has occurred or there is an immediate threat of physical harm. Individuals should always consider their personal safety first in all emergency situations. If possible, the ‘Emergency Response Procedure’ should be followed whenever an emergency occurs.

Focus Group Assessment Team

The Focus Group Assessment Team (FGAT) will perform annual reviews of the Town’s Workplace violence program and procedures to determine the need for revisions and updates to the County’s program and procedures. Team members are to include representatives from Justice, Highway, Code Enforcement, Town Assessor, Town Clerk and General Administration. Representatives from these departments should be made available by their department heads for FGAT participation.

Response Procedures

<p>Non-Emergency (threatening) Response Procedure</p> <p>A Threatening situation is defined as a situation where:</p> <p>One person, through intimidation words or gestures has induced fear and apprehension of physical or other harm in another person but there is no immediate danger of such harm being inflicted.</p>	<p>Emergency Response Procedure</p> <p>A situation is an emergency if:</p> <ol style="list-style-type: none"> 1) An injury has occurred 2) There is an immediate threat of physical harm. <p>You should consider your personal safety first in all emergency situations. If possible you should use the following response procedure.</p>
<p>Step 1</p> <p>Employee immediately notifies their supervisor. If employee desires to report the incident to someone other than their supervisor, report can be made to the department head, Town Supervisor or Town Board member.</p>	<p>Step 1</p> <p>First person on the scene quickly assesses the situation and risk.</p>
<p>Step 2</p> <p>Supervisor conducts preliminary inquiry and makes prompt report to Department Head.</p>	<p>Step 2</p> <p>First person on the scene calls for security/medical assistance and ensures needs of injured are met. Employee must also immediately notify their supervisor of the situation.</p>
<p>Step 3</p> <p>If there has been serious misconduct or criminal behavior by a Town employee, the Department Head will contact Town Supervisor and take no further action.</p>	<p>Step 3</p> <p>Supervisor will immediately assess whether there is an emergency situation and make prompt report to Department Head.</p>
<p>Or Step 3A</p> <p>If there is no immediate threat of violence and no serious misconduct or criminal behavior by a Town employee the Department Head/Town Board will continue the investigation, resolve/mediate matter and initiate disciplinary action.</p>	<p>Step 4</p> <p>The Department Head in an emergency situation where there is an immediate threat of violence, will ensure the Police, medical personnel and Town Supervisor/Town Board have been notified.</p>
<p>Step 4</p> <p>Department Head ensures that a written summary report of the incident and all actions taken is prepared and submitted within three business days to Town Board and Attorney to the Town.</p>	<p>Step 5</p> <p>Proceed with Non-Emergency Response Procedures, Steps 3-5</p>

Step 5 If emergency situation develop, follow steps for emergency response procedure	
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The Town of Liberty Workplace Violence Prevention Policy Statement and Incident Reporting

The Town of Liberty is committed to the safety and security of our employees. Workplace violence presents a serious occupational safety hazard to our staff, residents and visitors. Threats, by anyone on Town of Liberty property 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 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 an 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 Town of Liberty has identified response personnel that include a member of management and an employee representative. If appropriate, the Town of Liberty will provide counseling services referrals for employees.

All employees are responsible for notifying the contact person designated below as 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:

Title:	Town Supervisor	Town Attorney	Director of Finance
Departments:	Any	Any	Any
Phone:	845-292-5111	845-482-5000	845-292-5772

APPENDIX 1

Town of Liberty Workplace Violence Prevention Policy &

Incident Reporting

Workplace Violence Prevention Policy & Incident Reporting

The Town of Liberty 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 Town of Liberty property 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 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. A Workplace Violence committee will be in place and meet at least once a year to discuss further recommendations. Furthermore, all employees will participate in an 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 Town of Liberty has identified response personnel that include a member of management and an employee representative. If appropriate, the Town of Liberty will provide counseling services or referrals for employees.

All Town of Liberty personnel are responsible for notifying and submitting an incident report, which is available in the Finance Office, to 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: Earl Bertsch

Title: Director of Finance
Department: Finance Office
Phone: (845) 292-5772
Location: Town of Liberty Government Center
120 North Main Street
Liberty, NY 12754

***Board Resolution #162-10 6/7/2010**

In keeping with the goals of this section it is the policy of the Town that no employee shall be permitted to possess a firearm on their person while engaged in their duties as town employees. A violation of this policy will be considered a serious infraction as described in section 32 of this Personnel Policy.

Board Resolution #35-12 2/6/2012

APPENDIX 2

Workplace Violence Incident Report

Today's Date _____

Date of Incident _____
Time of Incident _____
Case Number _____

Employee Name _____
Title _____
Workplace Location _____

What was the employee doing just prior to the incident?

Incident Description (Minimally include names of involved employees, extent of injuries and names of witnesses):

Provide information on preventative actions that the public employer has taken or is considering as a result of the incident to prevent against further like occurrences:

After the occurrence of a workplace violence incident, the public employer shall consider global (all public employer worksites) prevention enhancements, which may be necessary to properly protect employees.

The employer is responsible for maintaining copies of reports which shall be used when the program is reviewed and updated.

Appendix 3

Workplace Security Checklists

Facility: _____
Address/Work Location: _____
Assessment Done By: _____
Date of Assessment: _____

Security Control Plan

Has a Security Control Plan been developed? Yes ___ No ___
If yes, is it in writing? Yes ___ No ___
If yes, does it include?
A. A Policy Statement Yes ___ No ___
B. Evaluation of work areas Yes ___ No ___
C. Identification of control methods considered: Yes ___ No ___
 1. Engineering Controls Yes ___ No ___
 2. Work Practice Controls Yes ___ No ___
D. Training Yes ___ No ___
E. Evacuation and Floor Plan Yes ___ No ___

Is the Security Control Plan accessible to all employees? Yes ___ No ___
Is the Security Control Plan reviewed and updated when a task
has been added or changed and at least annually? Yes ___ No ___
Have you coordinated your Security Control Plan with the
local law enforcement agency? Yes ___ No ___

A. Policy Statement

Is the Workplace Violence Policy statement clearly written? Yes ___ No ___

B. Work Area Evaluation

Are all areas being evaluated? Yes ___ No ___
If no, which ones are not? Comments:

C. Control Measures

1. Engineering Controls

If appropriate, have the following engineering controls been implemented:

A. Door control(s) Yes ___ No ___
B. Panic buttons Yes ___ No ___
C. Door detectors Yes ___ No ___
E. Closed circuit Yes ___ No ___
F. Stationary metal detector Yes ___ No ___
G. Sound detection Yes ___ No ___
H. Intrusion panel Yes ___ No ___
I. Monitors Yes ___ No ___
J. Video tape recorder Yes ___ No ___
K. Switcher Yes ___ No ___
L. Hand-held metal detector Yes ___ No ___
M. Other _____

Have structural modifications (e.g. Plexiglas, partitions, etc.) been implemented?

Yes ___ No ___

If yes, comment, if no, what is needed?

2. Work Practice Controls:

If appropriate, have the following work practice controls been implemented:

- A. Desk clear of objects Yes ___ No ___
- B. Unobstructed office exits Yes ___ No ___
- C. Bare cubicles available Yes ___ No ___
- D. Reception area available Yes ___ No ___
- E. Visitor/client sign in/out Yes ___ No ___
- F. Visitor(s)/client(s) escorted Yes ___ No ___
- G. Counter top to separate clients from work area Yes ___ No ___
- H. One entrance used Yes ___ No ___
- I. Separate interview area(s) Yes ___ No ___
- J. I. D. badges used Yes ___ No ___
- K. Emergency phone numbers posted Yes ___ No ___
- L. Internal phone system Yes ___ No ___
- M. If yes, indicate:
 - a. Does it use 120 VAC building lines? Yes ___ No ___
 - b. Does it use phone lines? Yes ___ No ___
- N. Internal procedures for conflict (problem) situations Yes ___ No ___
- O. Parking lot well lighted Yes ___ No ___
- P. Other

Are Security Guards used at this facility?

Yes ___ No ___

If yes, how many _____

- A. At entrance(s) Yes ___ No ___
 - B. Building patrol Yes ___ No ___
 - C. Are they from a contracted security agency? Yes ___ No ___
- If no, has consideration been given to the local law enforcement response capability? Yes ___ No ___

Comments:

Workplace Violence Prevention Training

Has training been conducted? Yes ___ No ___
If yes, is it provided? Yes ___ No ___
1. Prior to initial assignment Yes ___ No ___
2. Annually thereafter Yes ___ No ___

Does training include:

- A. Components of security control plan Yes ___ No ___
- B. Engineering controls instituted at the workplace Yes ___ No ___
- C. Work practice controls instituted at the workplace Yes ___ No ___
- D. Techniques to use in potentially volatile situations Yes ___ No ___
- E. How to anticipate/read behavior Yes ___ No ___
- F. Procedures to follow after an incident Yes ___ No ___
- G. Periodic refresher for on site procedures Yes ___ No ___
- H. Recognizing substance abuse/paraphernalia Yes ___ No ___
- I. Opportunity for Q&A with instructor Yes ___ No ___

Are training records kept? Yes ___ No ___

Floor Plan, Evacuation Plan

Are emergency evacuation plans current? Yes ___ No ___
Are floor plans posted showing exits, entrances,
location of security equipment, etc? Yes ___ No ___
Are emergency evacuation drills conducted annually? Yes ___ No ___

Conclusions:

Do employees feel safe? Yes ___ No ___

Comments: _____

Comments and Recommendations based on this evaluation:

Appendix 4

Sample Employee Questionnaire and Focus Group Information

Employee Survey on
Workplace Violence Hazard Assessment
(No Signature Needed)

Name (Optional)

Department/Unit

Date

Work Location (if at alternate worksite)

Please assess your department/unit over the last year. Circle TRUE (T), FALSE (F) or DON'T KNOW (?).
Thank you for your honest assessment.

Management Commitment and Employee Involvement

1. Violence/threats are not accepted as "part of the job" by managers, supervisors and/or employees.

T F

2. Employees communicate information about potentially assaultive/threatening clients or visitors to appropriate staff.

T F

3. Management communicates information to employees about incidents of workplace violence.

T F

4. Employees feel they are treated with dignity and respect by other employees and management.

T F

5. Employees are basically satisfied with their jobs.

T

F

6. Employees are basically satisfied with management.

T F

7. Employees are basically satisfied with the organization (i.e., mission, vision, goals).

T F

8. Employees generally feel "safe" when they are at work.

T F

9. Employees are familiar with the department's/unit's violence prevention policy.

T F

Potential Risk Factors

10. Employees do not work in high-crime areas.

T F

11. Employees do not work with drugs.

T F

12. Employees do not work with cash.

T F

13. Employees do not work with patients or clients who have a history of violent behavior or behavior disorders.

T F

14. Employees do not work in isolated work areas.

T F

Hazard Prevention and Control

15. The department/unit has adequate lighting to, from and within the worksite.

T F

16. The employee parking garage is secure when arriving, leaving and during changes of shift.

T F

17. Access and freedom of movement within the workplace are restricted to those persons who have a legitimate reason for being there.

T F

18. Alarm systems such as panic alarm buttons, silent alarms, or personal electronic alarm systems are being used for prompt security assistance.

T F

19. Employees know to use security escort service after hours.

T F

20. After hours, the building is locked down with only one access point.

T F

21. Visitors are signed in and out.

T F

22. Exits are accessible and clearly marked.

T F

23. Employees are able to locate emergency equipment such as fire alarm boxes or emergency-generator outlets.

T F

24. Emergency equipment is accessible and free from obstruction.

T F

25. Employees are able to locate cellular phones, power-failure phones and/or radios for emergency communication.

T F

26. Employees know of the proper procedures if a bomb threat is announced.

T F

27. Employee emergency call-back list is up-to-date and available.

T F

28. Employees provide privacy to reflect sensitivity and respect for clients and visitors.

T F

29. Employees use the "buddy system" to work together if problems arise.

T F

30. Employees working in the field have cellular phones or other communication devices to enable them to request aid.

T F

31. Staffing levels are appropriate for department/unit functions.

T F

32. Reference manuals are up-to-date and available to employees.

T F

33. There is a grievance policy available to employees.

T F

34. There is a Safety Committee available as a resource to staff for any hazard concern.

T F

Training

35. Employees have received training on the company's workplace violence prevention program.

T F

36. Employees know how to ask for assistance by phone or by alerting other staff.

T F

37. Employees have been trained to recognize and handle threatening, aggressive, or violent behavior.

T F

38. Employees have been trained in verbal de-escalation techniques.

T F

39. Employees have been trained in self-defense/restraint procedures.

T F

Incidents and Reporting

40. This work unit/department has not experienced violent behavior and assaults or threats from strangers.

T F

41. This work unit/department has not experienced violent behavior and assaults or threats from clients or customers.

T F

42. This work unit/department has not experienced violent behavior and assaults or threats from others employed in the organization.

T F

43. This work unit/department has not experienced domestic violence issues.

T F

44. Employees are required to report incidents or threats of violence, regardless of injury or severity; the reporting system is clear.

T F

45. Medical and psychological counseling services were offered to employees who have been assaulted or threatened.

T F

Focus Groups

Focus groups are about listening.

The University of Maryland uses focus groups in occupational health and safety research and practice. Listening to workers discuss the way they work provides valuable data during the hazard assessment, the survey design, curriculum development, and evaluation phases of comprehensive safety intervention projects.

Furthermore, focus groups provide a forum for communication from the research subjects in participatory-type research projects. All UMD focus groups are reviewed and approved by the University of Maryland Institutional Review Board (IRB) and are conducted in a safe, confidential and non-judgmental manner. Participation in focus groups is always voluntary. Participants will sign an informed consent document prior to participation.

Focus Group Considerations

- Groups can be as small as four persons and as large as 10-12. We often recruit more than we need in order to allow for attrition on the day of the group.
- Focus groups last about 1 ½ hours. They can be longer, but not too much shorter.
- Focus groups are best attended when conducted at work on work time (or immediately before or after work).
- Groups work best when participants have a common bond, such as job title, work location or some other common characteristic.
- In occupational health focus groups, we avoid having supervisors and their staff in the same group.
- It is best if focus groups are audio recorded. The tapes are then transcribed for analysis by the investigators; all references to names are erased. Tapes are destroyed once the transcripts are prepared. Audio tapes ensure that interpretation of the conversations is as accurate as possible.
- Refreshments are served to make participants comfortable.
- The room should be quiet and comfortable and allow for a moderator, co-moderator and 4 to 12 participants to talk without interruption.
- UMD moderators are part of the study, usually a co-investigator who is experienced in running focus groups and other types of groups.

Focus groups are often revealing, energizing, engaging, educational, and fun!

Sample Focus Group Questions appropriate for an institutional type setting

The focus group moderator asked each group the same five questions as follows:

1. In your opinion, what are the three leading causes of violence on your unit and/or in your facility?
2. If you were the director, what practical steps would you take to reduce violence, provide safety to the direct care staff, and improve therapeutic treatment of patients?
3. In your opinion, what are the greatest barriers to implementing these practical steps?
4. Are you satisfied with the current violence prevention core curriculum/training in our facility?
5. Are there any other issues related to violence prevention that you would like to discuss?

APPENDIX A Labor Law Article 2

* § 27-b. Duty of public employers to develop and implement programs to prevent workplace violence. 1. Purpose. The purpose of this section is to ensure that the risk of workplace assaults and homicides is evaluated by affected public employers and their employees and that such

employers design and implement workplace violence protection programs to

prevent and minimize the hazard of workplace violence to public employees.

2. Definitions. For the purposes of this section:

a. "Employer" means: (1) the state; (2) a political subdivision of the state, provided, however that this subdivision shall not mean any employer as defined in section twenty-eight hundred one-a of the education law; and (3) a public authority, a public benefit corporation,

or any other governmental agency or instrumentality thereof.

b. "Employee" means a public employee working for an employer.

c. "Workplace" means any location away from an employee's domicile, permanent or temporary, where an employee performs any work-related duty

in the course of his or her employment by an employer.

d. "Supervisor" means any person within an employer's organization who has the authority to direct and control the work performance of an employee, or who has the authority to take corrective action regarding the violation of a law, rule or regulation to which an employee submits written notice.

e. "Retaliatory action" means the discharge, suspension, demotion, penalization, or discrimination against any employee, or other adverse employment action taken against an employee in the terms and conditions of employment.

3. Risk evaluation and determination. Every employer shall evaluate its workplace or workplaces to determine the presence of factors or situations in such workplace or workplaces that might place employees at

risk of occupational assaults and homicides. Examples of such factors shall include, but not limited to:

- a. working in public settings (e.g., social services or other governmental workers, police officers, firefighters, teachers, public transportation drivers, health care workers, and service workers);
- b. working late night or early morning hours;
- c. exchanging money with the public;
- d. working alone or in small numbers;
- e. uncontrolled access to the workplace; and
- f. areas of previous security problems.

4. Written workplace violence prevention program. Every employer with at least twenty full time permanent employees shall develop and implement a written workplace violence prevention program for its workplace or workplaces that includes the following:

- a. a list of the risk factors identified in subdivision three of this section that are present in such workplace or workplaces;
- b. the methods the employer will use to prevent incidents of occupational assaults and homicides at such workplace or workplaces, including but not limited to the following:
 - (1) making high-risk areas more visible to more people;
 - (2) installing good external lighting;
 - (3) using drop safes or other methods to minimize cash on hand;
 - (4) posting signs stating that limited cash is on hand;
 - (5) providing training in conflict resolution and nonviolent self-defense responses; and
 - (6) establishing and implementing reporting systems for incidents of aggressive behavior.

5. Employee information and training. a. Every employer with at least twenty permanent full time employees shall make the written workplace violence prevention program available, upon request, to its employees, their designated representatives and the department.

b. Every employer shall provide its employees with the following information and training on the risks of occupational assaults and homicides in their workplace or workplaces at the time of their initial assignment and annually thereafter:

- (1) employees shall be informed of the requirements of this section, the risk factors in their workplace or workplaces, and the location and availability of the written workplace violence prevention program required by this section; and

- (2) employee training shall include at least: (a) the measures employees can take to protect themselves from such risks, including specific procedures the employer has implemented to protect employees, such as appropriate work practices, emergency procedures, use of security alarms and other devices, and (b) the details of the written workplace violence prevention program developed by the employer.

6. Application. a. Any employee or representative of employees who believes that a serious violation of a workplace violence protection program exists or that an imminent danger exists shall bring such matter

to the attention of a supervisor in the form of a written notice and shall afford the employer a reasonable opportunity to correct such activity, policy or practice. This referral shall not apply where

imminent danger or threat exists to the safety of a specific employee or to the general health of a specific patient and the employee reasonably believes in good faith that reporting to a supervisor would not result in corrective action.

b. If following a referral of such matter to the employee's supervisor's attention and after a reasonable opportunity to correct such activity, policy or practice the matter has not been resolved and the employee or representative of employees still believes that a violation of a workplace violence prevention program remains, or that an imminent danger exists, such employee or representative of employees may request an inspection by giving notice to the commissioner of such violation or danger. Such notice and request shall be in writing, shall set forth with reasonable particularity the grounds for the notice, shall be signed by such employee or representative of employees, and a copy shall be provided by the commissioner to the employer or the person in charge no later than the time of inspection, except that on the request of the person giving such notice, such person's name and the names of individual employees or representatives of employees shall be withheld. Such inspection shall be made forthwith.

c. A representative of the employer and an authorized employee representative shall be given the opportunity to accompany the commissioner during an inspection for the purpose of aiding such inspection. Where there is no authorized employee representative, the commissioner shall consult with a reasonable number of employees concerning matters of safety in the workplace.

d. The authority of the commissioner to inspect a premises pursuant to such an employee complaint shall not be limited to the alleged violation contained in such complaint. The commissioner may inspect any other area of the premises in which he or she has reason to believe that a serious violation of this section exists.

e. No employer shall take retaliatory action against any employee because the employee does any of the following:

- (1) makes an application pursuant to paragraph a of this subdivision;
- (2) requests an inspection as authorized in paragraph b of this subdivision;
- (3) accompanies the commissioner as authorized in paragraph c of this subdivision;

f. The commissioner may, upon his or her own initiative, conduct an inspection of any premises occupied by an employer if he or she has reason to believe that a violation of this section has occurred or if he

or she has a general administrative plan for the enforcement of this section, including a general schedule of inspections, which provide a rational administrative basis for such inspecting. Within one hundred twenty days of the effective date of this paragraph the commissioner shall adopt rules and regulations implementing the provisions of this section.

g. Any information obtained by the commissioner pursuant to this subdivision shall be obtained with a minimum burden upon the employers.

h. When a request for an inspection has been made in a situation where

there is an allegation of an imminent danger such that an employee would be subjecting himself or herself to serious injury or death because of the hazardous condition in the workplace, the inspection shall be given the highest priority by the department and shall be carried out immediately.

* NB Effective March 4, 2007