

Village of Warwick

Workplace Violence Prevention Program

Adopted by Resolution of the

Village Board of Trustees

January 5, 2015

Table of Contents

<u>Introduction</u>	3
What is Workplace Violence?	3
What is the New York State Workplace Violence Law?	3
Purpose of this program.	3
<u>Village of Warwick Policy Statement</u>	5
<u>Workplace Risk Assessment</u>	6
Hierarchy of controls	8
Control methods implemented	9
Early warning signs of potential violence	10
Workplace issues that may trigger violence	11
<u>Reporting an incident</u>	12
<u>Post incident response</u>	12
<u>Employee training outline</u>	13
<u>Recordkeeping requirements</u>	14
<u>Program review</u>	14

Appendix:

A. Incident Reporting Form

B. Annual Risk Evaluation and Assessment Forms

1. Records Examination
2. Evaluation of the Physical Environment
3. Hazards Identified; Methods and Means to Address Hazards

C. Log of Work Related Injuries and Illnesses (Form SH-900)

Introduction:

What is Workplace Violence? Under New York State law Workplace Violence is defined as:

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 and as expeditiously as possible. This program outlines the major components of our effort to meet these goals.

The Village of Warwick Workplace Violence Prevention

Policy and Incident Reporting

The Village of Warwick is committed to the safety and security of our employees. Workplace violence presents a serious occupational safety hazard to our employees and clients. Threats, threatening behavior, or acts of violence against employees, clients, visitors or other individuals by anyone on the Village of Warwick 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 our DPW employee union, that was designed to identify the workplace violence hazards our employees could be exposed to. Other tools that were utilized during this process included utilizing our Labor/Management Safety Committee, which 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 Village of Warwick has identified response personnel that include a member of management and an employee representative. If appropriate, the Village of Warwick will provide counseling services or referrals for employees.

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

Designated Contact Person:

Name: Jo-Ann Rome

Title: Village Clerk

Phone: (845)-986-2031

Location: Village Hall, Village of Warwick, 77 Main St., Warwick, NY 10990

Workplace Risk Assessment

This workplace risk assessment is based upon surveys for each Village of Warwick 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 Village of Warwick employees include, but are not limited to the following:

Working in public settings:

The Mayor, Water Billing Clerk, Court Clerk, Village Clerk, Justice Court Clerk, Code Enforcement Officer and Department of Public Work personnel all have contact with the public when performing work related duties.

Working late night or early morning hours:

DPW employees work early morning shifts. The Court Clerk works evening court sessions.

Exchanging money with the public:

The Court Clerk collects fines, the Village Clerk collects taxes and various fees, and the Water Billing Clerk collects water bill charges.

Working alone or in small numbers:

There are 3-4 employees in the Village Clerk's office, and one employee in the Justice court.

Working in a setting with uncontrolled access to the workplace:

During work hours, the main entrance door and the inner door to the Village Clerk's office are unlocked.

Working in a setting where previous security problems have occurred:

Occasional verbal altercations with the public have occurred in Justice Court Clerk's and Village Clerk's areas of work.

Having a mobile workplace assignment:

The Mayor, DPW employees and Enforcement Code Officer may be mobile when performing work duties.

Working with a population which might expose one to potentially violent persons:

The Enforcement Code Officer may well be exposed.

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 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 and 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 Village of Warwick will use to prevent workplace violence incidents

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

Village Hall

Correct security issues identified in several surveys, including Village Hall employees, specifically in office spaces. These include creating a barrier to entry for visitors, installing a full door instead of a half door, and installing a "panic" button to summon help if needed. Also, ensuring an adequately lighted parking lot. Evaluation and recommendations of a security consultant would be a valuable resource.

Village Department of Public Works (DPW)

Conduct workplace evaluation to identify areas of vulnerability, including areas identified in DPW employee survey. Correct any instances of code violation, if found, and give consideration to other items identified, given budget limitations.

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. Village of Warwick administration, 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 co-workers, 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 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 Village of Warwick'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 Village of Warwick 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 Village of Warwick 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 Village Clerk (See Appendix A for a copy of an Incident Reporting Form).

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.

A thorough review of this Workplace Violence Prevention Program will be performed after the occurrence of a workplace violence incident, and 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 Village of Warwick workplace, arrangements will be made through management, the Village Clerk, and employee union representatives.

Employee Information and Training

Training of affected employees will be performed upon initial assessment and annually thereafter. Retraining is required any time there is a significant changes 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. (See sample incident reporting form attached in Appendix A).

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

NYS Dept. of Labor-PESH

400 Oak Street Suite 101

Garden City, NY 11530-6551

(O) 516-228-3965

(F) 516-794-7714

Program Review

The Village of Warwick 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 recordkeeping systems have been effective in collecting all relevant information. Annual risk evaluation and assessment will be performed using forms in the Appendix 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

B) Annual Risk Evaluation and Assessment Forms

1. Records Examination

2. Evaluation of the Physical Environment

3. Hazards Identified; Methods and Means to Address Hazards

C) Log of Work Related Injuries and Illnesses (Form SH-900)

Date _____

Employer Name: _____

APPENDIX B-1

Records Examination 800.6(f)(1)

Location: _____

Date of Assessment: _____

Instructions: Examine records below from the previous year. Examine to identify patterns of injuries in particular areas of the workplace or incidents which involve specific operations or specific individuals. Record the results in the column to the right.

1. Record Examination	Results of the examination
<ul style="list-style-type: none">• Log of Work Related Injuries and Illnesses (Form SH900)• Summary of Work Related Injuries and Illnesses (Form 900.1)• Injury and Illness Incident Report (Form SH900.2)	
Workplace Violence Incident Reports	

Date _____

Employer Name: _____

Appendix B-2 (800.6(f)(3)

Evaluation of the Physical Environment 800.6(f)(3)

Employer and Location:

Names of persons conducting the evaluation:

Date of Assessment:

Please note: This section requires the participation of the Authorized Employee Representative(s)

Instructions: All sections below refer to present conditions. Check "NA" for any items you do not consider applicable to the worksite/facility being evaluated. Using the information from Sections 1-3 and your working knowledge of the building describe in Section 4 the building i.e. number of stories, number of entrances and exits, of employees, access to the building, security features, areas of concern related to security. Using the information from Section 1-4 list the specific hazards related to this evaluation in Section 5.

Items	Yes	No	NA	Notes/Comments
1. Security Features				
Reception Area Available				
Barriers to Separate Clients from Work Area				
Separate Interview Area(s)				
Emergency Numbers Posted by Phones				
Multiple Exits				
Unobstructed Office Exits				
Door Control(s) i.e. locks, remote buzzer, panic bars				
Door Detector(s) door alarm				
Adequate lighting in and around the workplace				
Parking lot well lighted				
Panic Button(s)				
Video Monitor(s)				
Landscaping to provide unobstructed view of the workplace				
Limiting the posting of signs on windows				
Other:				

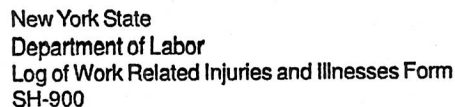
Date _____

Employer's Name _____

APPENDIX B-3(Part 800.6(g)(2)(iv))

Hazards Identified in the Risk Evaluation and Determination	Methods and means by which this hazard is being addressed
Identified Risk# _____	
Identified Risk# _____	
Identified Risk# _____	

Date _____



Political Division (Employer) _____
 Establishment Name _____
 Street Address _____
 City _____ State _____ Zip Code _____

Calendar Year 20____
Page ____ of ____

- | | | |
|---|--|--|
| 1. This form is required by the Commissioner of Labor's Rules and Regulations Part 801 (12 NYCRR Part 801) and must be kept in the establishment for five years. Failure to maintain this form can result in the issuance of a Notice of Violation and Order to Comply. | work activity or job transfer, days away from work, or medical treatment beyond first aid. You must also record significant work-related injuries and illnesses that are diagnosed by a physician or licensed health care professional. You must also record work-related injuries and illnesses that meet any of the specific recording criteria found in 12 NYCRR 801.7 - 801.12 and instructions. | 4. This form contains information relating to employee health and must be used in a manner that protects the confidentiality of employees to the extent possible while the information is being used for occupational safety and health purposes. Refer to the instructions (SH-901) for types of illness and injuries defined as privacy concern cases. |
| 2. You must record information about every work-related death and about every work-related injury or illness that involves loss of consciousness, restricted | 3. Use more than one line for a single case if necessary. | |

[illegible]

Additional forms and information: If you require additional forms or information concerning the completion of this form, contact: Department of Labor, Division of Research and Statistics, 75 Varick St., 7th Floor, New York, NY 10013. Telephone (212) 775-3344.

SH 900 (1-08)