



Village of Menands

Workplace Violence Program

Updated: 3/19 workplace violence

Overview

Workplace Violence Prevention Program

Introduction

Workplace violence presents a serious occupational safety hazard for workers. On June 7, 2006, New York State enacted legislation that requires the Village of Menands to perform a risk evaluation of its workplaces and develop and implement programs to prevent and minimize workplace assaults and homicides. Village of Menands along with the authorized union representatives from Department of Public Works and Menands Police Department, were given the opportunity and assisted in the development of this program, the evaluation of the physical and environmental threats which they face, and the annual review of the workplace violence program.

Purpose

The purpose of the *Workplace Violence Prevention Program* is to provide information to managers, supervisors, and employees about preventing and responding to incidents of workplace violence or threats of violence and the “New York State Public Village of Menands Workplace Violence Prevention Law.”

The goals of the program are:

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

Village of Menands will not tolerate violence in the workplace. All incidents, complaints, and or reports of violence and threats of violence, will be taken seriously because Village of Menands is committed to providing its employees with a reasonably safe and secure work environment. Village of Menands Policy Statement on Workplace Violence Prevention Program will be conspicuously posted in each department to advise all employees where they may report violations.

Purpose of Program

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 and threats of violence in the workplace will not be tolerated by Village of Menands. Examples of workplace violence can include oral or written statements, gestures, or expressions that communicate a direct or indirect physical threat of harm. Such behavior will be taken seriously and will be dealt with appropriately.

Scope of Program

All Village of Menands employees are required to comply with this program. In addition, since visitors to Village of Menands owned property and facilities are required to conduct themselves in a non-violent manner in conformity with existing law, employees who observe or experience visitors to Village of Menands property engaging in violent behavior should follow the procedures in our policy for the reporting such behavior.

Application of Program

Violence and other physical disruptive behavior by or against an employee of the Village of Menands is unacceptable. 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 employees will be 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 they can take to protect themselves from the risks identified in the assessment and the details of the written workplace violence prevention program. Employee workplace violence training is to be provided annually.

Reporting of Violence

An effective reporting system:

1. Protects the Agencies' employees from harm in the workplace;
2. Assists management in its effort to maintain a safe and productive work environment;
3. Ensures management the opportunity to investigate and determine the cause(s) and make recommendations to minimize an recurrence.

All workplace violence incident reports must be in writing. **(See Workplace Violence Incident Report Form Page 9)**

Any employee who witnesses or encounters any act of violence should:

- Any employee who believes that an imminent danger exists should bring the matter to Village of Menands Police immediate attention or dial 911 if out in the field.

- Employees will report any Workplace Violence incident to their Department Head or the Menands Police Dispatcher
- EMS is to be contacted if there are any injuries
- The Village Clerk is to be notified
- Complete and submit the “Workplace Violence Incident Report” available in each department, Village Office or Menands Police Dispatcher.
- Village of Menands will take necessary action.

Department Heads should approach such situations with caution, balancing the need to maintain an orderly workplace with personal safety. Following notification, if the Village of Menands has been given reasonable time to take corrective action and no such action has been taken, the employee or his or her representative may inform the Commissioner of Labor of the danger and request that an inspection be conducted. Such request must be in writing and include with a reasonable level of specificity the grounds of the notice.

The Village of Menands is prohibited by law from taking any retaliatory action against any employee who:

1. Has made Village of Menands management aware of what the employee deems to be an imminent danger
2. Has requested that the Commissioner of Labor conduct an inspection
3. Accompanies the Commissioner during an inspection of the Agencies, pursuant to §27-b.6 of Article 2 of the State Labor Law

12 NYCRR Part 800.6(g)(2)(viii) Note: Nothing in this part shall require the disclosure of information otherwise kept confidential for security reasons. Such information may include information which, if disclosed:

- Would interfere with law enforcement investigations or judicial proceedings;
- Would deprive a person of a right to a fair trial or impartial adjudication;
- Would identify a confidential source or disclose confidential information relating to a criminal investigation;
- Would reveal criminal investigative techniques or procedures, except routine techniques and procedures; or
- Would endanger the life or safety of any person.

Workplace Risk Evaluation

Introduction

Certain factors or situations may place employees at a greater risk of workplace violence. This workplace evaluation is based upon surveys of all Village of Menands facilities conducted by Village Clerk, Department Heads, Union Reps and reviews of occupational injury and illness logs and incident reports for violence-related injuries.

Risk Evaluation and Methods to Prevent Incidents

Workplace violence can occur in any workplace 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 Village of Menands employees include, but not limited to:

- Menands Police Department
- Menands Fire Department
- Menands Code Enforcement
- Menands DPW
- Menands Village Court
- Working public settings
- Working alone in small numbers
- Having a mobile workplace assignment
- Worker on worker workplace violence

All Village of Menands sites were surveyed along with authorized employee representatives and hazards were identified, (see pages 6-9). The Records Examination and Risk Evaluations conducted and the methods and means by which the hazards are being addressed are listed on (see pages 11-19).

Hierarchy of Controls

A hierarchy of controls to which the program shall adhere as follows: engineering controls, work practice controls, and finally personal protective equipment.

Program Review Plan

The Village of Menands has a plan for program review and update on at least an annual basis with authorized Unions members from Menands PBA and DPW. Such review and update shall set forth any mitigating steps taken in response to any incident of workplace violence.

RISK ASSESSMENT

A. Identify Potential Risks and Vulnerabilities

1. *Village Government Departments*

- A. Police Department - High Risk
- B. Village Court - High Risk
- C. Fire Department – Moderate Risk
- D. Village Office – Moderate Risk
- E. Department of Public Works - Low Risk
- F. Other Departments - Low Risk

2. *How much public contact is there?*

- A. Police Department - High
- B. Village Court - High

- C. Fire Department – High
 - D. Village Office – High
 - E. Department of Public Works - Moderate
 - F. Other Departments - Low
3. ***Are there many employee terminations?***
- A. There is a very low turnover rate for the Village of Menands
 - B. Less than 2% of employees have been terminated in past 5 years
4. ***Is there a high stress level associated with the type of work done in the department?***
- A. Police Department High Stress
 - B. Village Court Moderate Stress
 - C. Fire Department High Stress
 - D. Village Office Low Stress
 - E. Department of Public Works Moderate Stress
 - F. Other Departments – Low Stress
5. ***Does the department handle cash transactions?***
- A. Police Department Yes
 - B. Village Court Yes
 - C. Fire Department No
 - D. Village Office Yes
 - E. Department of Public Works No
 - F. Other Departments No
6. ***Do employees work in the field?***
- A. Police Department Yes
 - B. Village Court No
 - C. Fire Department Yes
 - D. Village Office Yes Code Enforcement / Building Inspector Yes
 - E. Department of Public Works Moderate Yes

ASSESS PHYSICAL AND ENVIRONMENTAL SECURITY

A. Outside of 250 Broadway, 280 Broadway and 1 Canal Road

- 1. Lighting there is Lights on all sides of building
- 2. Shrubs no shrubs all plantings are low to ground
- 3. Hiding places
 - a. Stairs to parking lot
 - b. Corners of building
 - c. Rear of Firehouse near dumpster
- 4. Obstructions there none around the buildings

B. Access Control

- 1. Door and window locks

- a. Police Department All doors are locked and have to be buzzed in to gain entry into department
- b. Court Clerk Door is locked
 - a. Has to announced before going to see Court Clerk
 - b. Door to Court Clerk has to be buzzed to be opened
- c. When Court is in session
 - a. Entry through Firehouse
 - b. Must go through metal detector
 - c. People waiting for court staged in in Fire Hall until called to court
 - d. Police Offices are in waiting area, outside court room and inside court room
- d. The Firehouse all doors are locked no access for public
- e. DPW all doors are locked no access for public
- 2. Number of public entrances
 - a. One main entry to Main Building
 - b. On entry for Firehouse
 - c. On entry for DPW
- 3. After hours lock down plan
 - a. All doors and windows are locked prior closing department
- 4. Key control
 - a. Department Heads control keys to employees to give them access to certain doors
 - b. Master set of keys are located in the safe in the Village Office

C. Inside of 250 Broadway

- 1. While court is in session people going to court must sign in
- 2. Court Room there are benches instead of chairs
- 3. Inside of Police Department people under arrest are handcuffed to bench or placed into Holding Cells
- 4. Electronic security options
 - a. Cameras are located
 - a. Outside of building
 - b. Inside Police Department
 - c. Inside Courtroom
 - d. Court Clerk's Office
 - e. Hallway outside Court Room and Clerk's Office
 - f. Stairwells
 - g. Fire Hall
 - b. Panic Alarm in Court Clerk's Office
 - c. All Phone have Police Dispatcher programed into phone

IDENTIFY APPROPRIATE PREVENTATIVE ACTIONS TO BE TAKEN

1. Risk Assessments are going to be completed January and July of each year and any changes or risks will be communicated to employees
2. The Village Clerk will monthly a review of employee's injuries
3. Month training program has been setup online or class

IMPLEMENT FACILITY SECURITY IMPROVEMENT

1. More Cameras to be installed

STAFF RISKS AND VULNERABILITIES

- A. Insuring that appropriate doors are locked and procedures are followed
- B. Staff and visitor interactions
- C. Field operations

SAFETY STRATEGIES

- A. Cash control
 1. Court makes deposits every day and Village Office as needed
 - a. Don't make deposits same time
 - b. Don't take same route each time
 - c. Don't make bank bag visible

REPORTING ACTUAL OR POTENTIAL WORKPLACE VIOLENCE

A. Incident reports, police reports, report of Workplace Violence are to be sent to the Village Clerk

RESPONDING TO ACTUAL OR POTENTIAL WORKPLACE VIOLENCE

- A. The Menand Police Department
- B. Chief of Police and or Detective Sergeant
- C. Department Head
- D. Village Clerk



1. Date of Incident _____
2. Time of day/shift when the incident occurred _____
3. Workplace Location where incident occurred _____
4. Provide a detailed description of the incident including:
Events leading up to the incident and how the incident ended;
Names and job title of involved employee(s);
Name of other identifier of other individuals involved;
Nature and extent of injuries arising from the incident and;
Name of witness;

[illegible]

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VILLAGE OF MENANDS
Injury and Workplace Violence Evaluation

<i>Month</i>	<i>Year</i>	<i>Date of Evaluation</i>
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Findings

<i>Month</i>	<i>Year</i>	<i>Date of Evaluation</i>
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Findings

<i>Month</i>	<i>Year</i>	<i>Date of Evaluation</i>
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Findings

<i>Month</i>	<i>Year</i>	<i>Date of Evaluation</i>
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Findings



Village of Menands

WORKPLACE VIOLENCE INSPECTION CHECKLIST

In Completed on: _____

FACILITY DESIGN

Are workers trained in the emergency response plan (for example, escape routes, notifying the proper authorities)?

☐ Yes ☐ No ☐ Sometimes Notes _____

Are workers trained to report violent incidents or threats?

☐ Yes ☐ No ☐ Sometimes Notes _____

Are workers trained in how to handle difficult clients or patients?

☐ Yes ☐ No ☐ Sometimes Notes _____

Are workers trained in ways to prevent or defuse potentially violent situations?

☐ Yes ☐ No ☐ Sometimes Notes _____

Is there someone responsible for Village of Menands security?

☐ Yes ☐ No ☐ Sometimes Notes _____

Who is it? _____

Is adequate and trained staffing available to protect workers against assaults or other violence?

☐ Yes ☐ No ☐ Sometimes Notes _____

Are there enough exits and adequate routes of escape?

☐ Yes ☐ No ☐ Sometimes Notes _____

Can exit doors be opened only from the inside to prevent unauthorized entry?

☐ Yes ☐ No ☐ Sometimes Notes _____

Is the lighting adequate to see clearly in indoor areas?

☐ Yes ☐ No ☐ Sometimes Notes _____

Are there employee-only work areas that are separate from public areas?

☐ Yes ☐ No ☐ Sometimes Notes _____

Could someone hear a worker call for help?

☐ Yes ☐ No ☐ Sometimes Notes _____

Can workers observe clients in waiting areas?

☐ Yes ☐ No ☐ Sometimes Notes _____

Do areas used for client interviews allow co-workers to observe any problems?

☐ Yes ☐ No ☐ Sometimes Notes _____

Are waiting and work areas free of objects that could be used as weapons?

☐ Yes ☐ No ☐ Sometimes Notes _____

FACILITY DESIGN CONTINUED

Are chairs and furniture secured to prevent use as weapons?

☐ Yes ☐ No ☐ Sometimes Notes _____

Is furniture in waiting and work areas arranged to prevent employees from becoming trapped?

☐ Yes ☐ No ☐ Sometimes Notes _____

Is a secure place available for employees to store their personal belongings?

☐ Yes ☐ No ☐ Sometimes Notes _____

Are private, locked restrooms available for staff?

☐ Yes ☐ No ☐ Sometimes Notes _____

SECURITY MEASURES

Physical barriers (Plexiglas partitions, elevated counters to prevent people from jumping over them, bullet-proof customer windows, etc.)?

☐ Yes ☐ No ☐ Sometimes Notes _____

Security cameras or closed circuit TV in high-risk areas?

☐ Yes ☐ No ☐ Sometimes Notes _____

Panic buttons (portage or fixed)?

☐ Yes ☐ No ☐ Sometimes Notes _____

Alarm systems?

☐ Yes ☐ No ☐ Sometimes Notes _____

Metal detectors?

☐ Yes ☐ No ☐ Sometimes Notes _____

Door locks?

☐ Yes ☐ No ☐ Sometimes Notes _____

Internal phone system to activate emergency assistance?

☐ Yes ☐ No ☐ Sometimes Notes _____

Phones with an outside line programmed to the Police Dispatcher?

☐ Yes ☐ No ☐ Sometimes Notes _____

Two-way radios, pagers or cellular phones?

☐ Yes ☐ No ☐ Sometimes Notes _____

Security mirrors (convex mirrors)?

☐ Yes ☐ No ☐ Sometimes Notes _____

Secured entry (buzzers)?

☐ Yes ☐ No ☐ Sometimes Notes _____

OUTSIDE THE FACILITY

Do workers feel safe walking to and from the workplace?

☐ Yes ☐ No ☐ Sometimes Notes _____

Are the entrances to the building clearly visible from the street?

☐ Yes ☐ No ☐ Sometimes Notes _____

Is the area surrounding the building free of bushes or other hiding places?

☐ Yes ☐ No ☐ Sometimes Notes _____

Is video surveillance provided outside the building?

☐ Yes ☐ No ☐ Sometimes Notes _____

OUTSIDE THE FACILITY CONTINUED

- Is there enough lighting to see clearly outside the building?
☐ Yes ☐ No ☐ Sometimes Notes _____
- Are all exterior walkways visible to security personnel?
☐ Yes ☐ No ☐ Sometimes Notes _____
- Is there a nearby parking lot reserved for employees only?
☐ Yes ☐ No ☐ Sometimes Notes _____
- Is the parking lot free of bushes or other hiding places?
☐ Yes ☐ No ☐ Sometimes Notes _____
- Is there enough lighting to see clearly in the parking lot and when walking to the building?
☐ Yes ☐ No ☐ Sometimes Notes _____
- Have neighboring facilities and businesses experienced violence or crime?
☐ Yes ☐ No ☐ Sometimes Notes _____

WORKPLACE PROCEDURES

- Is public access to the building controlled?
☐ Yes ☐ No ☐ Sometimes Notes _____
- Is other emergency information posted, such as telephone numbers?
☐ Yes ☐ No ☐ Sometimes Notes _____
- Are special security measures taken to protect people who work late at night (escorts, locked entrances, etc.)?
☐ Yes ☐ No ☐ Sometimes Notes _____
- Are visitors or clients escorted to offices for appointments?
☐ Yes ☐ No ☐ Sometimes Notes _____
- Are workers notified of past violent acts by particular clients, patients, etc.?
☐ Yes ☐ No ☐ Sometimes Notes _____
- Are security devices tested on a regular basis and repaired promptly when necessary?
☐ Yes ☐ No ☐ Sometimes Notes _____
- Is there enough lighting to see clearly in all areas where workers must go?
☐ Yes ☐ No ☐ Sometimes Notes _____
- Are there safe places for workers to eat, use the restroom, store valuables, etc.?
☐ Yes ☐ No ☐ Sometimes Notes _____
- Does a policy exist to allow workers to refuse service to clients or customers in a hazardous situation?
☐ Yes ☐ No ☐ Sometimes Notes _____
- Is a safe vehicle or other transportation provided by the employer for use in the field?
☐ Yes ☐ No ☐ Sometimes Notes _____
- Are vehicles used in the field routinely inspected and kept in good working order?
☐ Yes ☐ No ☐ Sometimes Notes _____
- Is there always someone who knows where each worker is?
☐ Yes ☐ No ☐ Sometimes Notes _____
- Are name tags required for workers in the field?
☐ Yes ☐ No ☐ Sometimes Notes _____
- Are workers notified of past violent acts by particular resident?
☐ Yes ☐ No ☐ Sometimes Notes _____

WORKPLACE PROCEDURES CONTINUED

Are workers briefed about the area in which they will be working (gang colors, neighborhood culture, language, drug activity, etc.)?

☐ Yes ☐ No ☐ Sometimes Notes _____

Can workers effectively communicate with people they meet in the field (same language, etc.)?

☐ Yes ☐ No ☐ Sometimes Notes _____

Are people who work in the field late at night or early mornings advised about special precautions to take?

☐ Yes ☐ No ☐ Sometimes Notes _____

NOTES:

POLICE

All doors leading into Police Department are locked at all times?

☐ Yes ☐ No ☐ Sometimes Notes_____

People have to be buzzed into Police Department?

☐ Yes ☐ No ☐ Sometimes Notes_____

The front entrance of Police Department is set-up with bullet proof material?

☐ Yes ☐ No ☐ Sometimes Notes_____

Cameras are in place throughout the Police Department?

☐ Yes ☐ No ☐ Sometimes Notes_____

When Police Officers go on high risk calls (example: Domestic, Robbery assaults) are units dispatched alone?

☐ Yes ☐ No ☐ Sometimes Notes_____

Are Police Officers supplied with proper equipment to insure their safety while working in the field?

☐ Yes ☐ No ☐ Sometimes Notes_____

Agreements with other Police Departments are in place if needed for high risk calls

Perform "enforcement" functions?

☐ Yes ☐ No ☐ Sometimes Notes_____

Have to take something away from people (remove children from the home, turn off utilities, etc.)?

☐ Yes ☐ No ☐ Sometimes Notes_____

Have contact with people who behave violently?

☐ Yes ☐ No ☐ Sometimes Notes_____

Use vehicles or wear clothing marked with the name of an organization that the public may strongly dislike?

☐ Yes ☐ No ☐ Sometimes Notes_____

Perform duties inside people's homes?

☐ Yes ☐ No ☐ Sometimes Notes_____

Have contact with dangerous animals (dogs, etc.)?

☐ Yes ☐ No ☐ Sometimes Notes_____

NOTES:

COURT

Doors leading to Court and Court Clerk are locked?

☐ Yes ☐ No ☐ Sometimes Notes _____

People coming to see Court Clerk must be announced to the Court Clerk?

☐ Yes ☐ No ☐ Sometimes Notes _____

People coming to see the Court Clerk must be buzzed in?

☐ Yes ☐ No ☐ Sometimes Notes _____

The door is closed and locked when dealing with people coming to see the Court Clerk?

☐ Yes ☐ No ☐ Sometimes Notes _____

When Court is in session before going into the Court Room everyone must go through a metal detector?

☐ Yes ☐ No ☐ Sometimes Notes _____

People attending Court are led away from the Court Room?

☐ Yes ☐ No ☐ Sometimes Notes _____

Are safe guards in place while in Court to insure safety of staff?

☐ Yes ☐ No ☐ Sometimes Notes _____

Are cameras in CourtRoom?

☐ Yes ☐ No ☐ Sometimes Notes _____

Are there cameras in Court Clerk's Office?

☐ Yes ☐ No ☐ Sometimes Notes _____

Are there cameras in hallway and waiting area?

☐ Yes ☐ No ☐ Sometimes Notes _____

NOTES:

DEPARTMET OF PUBLIC WORKS

Does a policy exist to allow workers to refuse service to clients or customers in a hazardous situation?

☐ Yes ☐ No ☐ Sometimes Notes_____

Is a safe vehicle or other transportation provided by the employer for use in the field?

☐ Yes ☐ No ☐ Sometimes Notes_____

Are vehicles used in the field routinely inspected and kept in good working order?

☐ Yes ☐ No ☐ Sometimes Notes_____

Are name tags required for workers in the field?

☐ Yes ☐ No ☐ Sometimes Notes_____

Are workers notified of past violent acts by particular resident?

☐ Yes ☐ No ☐ Sometimes Notes_____

Are workers briefed about the area in which they will be working (gang colors, neighborhood culture, language, drug activity, etc.)?

☐ Yes ☐ No ☐ Sometimes Notes_____

Can workers effectively communicate with people they meet in the field (same language, etc.)?

☐ Yes ☐ No ☐ Sometimes Notes_____

Are people who work in the field late at night or early mornings advised about special precautions to take?

☐ Yes ☐ No ☐ Sometimes Notes_____

Is public access to the building controlled?

☐ Yes ☐ No ☐ Sometimes Notes_____

Is other emergency information posted, such as telephone numbers?

☐ Yes ☐ No ☐ Sometimes Notes_____

Use vehicles or wear clothing marked with the name of an organization that the public may strongly dislike?

☐ Yes ☐ No ☐ Sometimes Notes_____

Perform duties inside people's homes?

☐ Yes ☐ No ☐ Sometimes Notes_____

Have contact with dangerous animals (dogs, etc.)?

☐ Yes ☐ No ☐ Sometimes Notes_____

NOTES:

FIRE DEPARTMENT

Is a safe vehicle or other transportation provided by the employer for use in the field?

☐ Yes ☐ No ☐ Sometimes Notes_____

Are vehicles used in the field routinely inspected and kept in good working order?

☐ Yes ☐ No ☐ Sometimes Notes_____

Is there always someone who knows where each worker is?

☐ Yes ☐ No ☐ Sometimes Notes_____

Are workers notified of past violent acts by particular resident?

☐ Yes ☐ No ☐ Sometimes Notes_____

Is public access to the building controlled?

☐ Yes ☐ No ☐ Sometimes Notes_____

Is other emergency information posted, such as telephone numbers?

☐ Yes ☐ No ☐ Sometimes Notes_____

Use vehicles or wear clothing marked with the name of an organization that the public may strongly dislike?

☐ Yes ☐ No ☐ Sometimes Notes_____

Perform duties inside people's homes?

☐ Yes ☐ No ☐ Sometimes Notes_____

Security cameras or closed circuit TV in high-risk areas?

☐ Yes ☐ No ☐ Sometimes Notes_____

Door locks?

☐ Yes ☐ No ☐ Sometimes Notes_____

Phones with an outside line programmed to the Police Dispatcher?

☐ Yes ☐ No ☐ Sometimes Notes_____

Two-way radios, pagers or cellphones?

☐ Yes ☐ No ☐ Sometimes Notes_____

NOTES: