

Village of Lake George

Workplace Violence Program

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 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. Village of Lake George along with the authorized union representatives, 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 Employer Workplace Violence Prevention Law.”

The goals of the program 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.

Village of Lake George will not tolerate violence in the workplace. All incidents, complaints, and or reports of violence, threats of violence, harassment, intimidation, and other disruptive behavior will be taken seriously because Village of Lake George is committed to providing its employees with a reasonably safe and secure work environment. Village of Lake George Policy Statement on Workplace Violence Prevention will be conspicuously posted in each location as well as on the Intranet to advise all employees where they may report violations. See Appendix A.

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, threats of violence, harassment, intimidation, and other disruptive behavior in the workplace will not be tolerated by Village of Lake George. 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 Village of Lake George employees are required to comply with this program. In addition, since visitors of the Village of Lake George 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 of the Village of Lake George property engaging in violent behavior should follow the procedures in our policy for the reporting such behavior.

Application of Program

Violence and other disruptive behavior by or against an employee of the Village of Lake George member of the public in a Village of Lake George workplace are 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 risks 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; and (3) ensures management the opportunity to investigate and determine the cause(s) and make recommendations to minimize recurrence.

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

- Immediately notify his/her supervisor and/or HR, as appropriate
- As appropriate, notify building security
- As appropriate, call 911
- Complete and submit the "Workplace Violence Incident Report" available on the Village of Lake George intranet site under "Personnel/Forms." Human Resources will take necessary action. Any employee who believes that an imminent danger exists should bring the matter to HR's immediate attention. An email will satisfy this requirement.

Supervisors/managers should approach such situations with caution, balancing the need to maintain an orderly workplace with personal safety. Following notification, if the Agencies' management 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 Lake George is prohibited by law from taking any retaliatory action against any employee who: (1) has made Village of Lake George management aware of what the employee deems to be an imminent danger; (2) has requested that the Commissioner of Labor conduct an inspection; or (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.

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 Lake George facilities conducted by HR, Facilitates, 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 Lake George employees include, but not limited to:

- Working public settings
- Working alone in small numbers
- Having a mobile workplace assignment

All Village of Lake George sites were surveyed along with employee representatives and hazards were identified, see page 6. The Risk Evaluations conducted and the methods and means by which the hazards are being addressed are listed on Appendix C. See Appendix B for the Records Examination results.

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 Agencies will yearly evaluate its workplace violence prevention program for effectiveness, and amend the program as deemed to be necessary.

Village of Lake George Workplace Violence Hazard Assessment

The Village of Lake George is concerned and committed to our employees' safety and health. The following are potential hazards that may be associated with certain job tasks and the Villages policy on dealing with the hazard.

Contact with the public: Any employee that faces an upset citizen on the street or in the Village Hall will remain calm and try to diffuse the situation by speaking calmly and directly to the citizen. If the employee cannot resolve the situation, they are to contact their immediate supervisor for further assistance with the matter. If the situation becomes threatening or potentially violent the supervisor is to contact the Sheriff's Office.

Working Late Night or Early Morning: Any Employee that is required to work passed normal business hours will do so by working with co-workers and only for the allotted time approved by the immediate supervisor.

Collecting Money from Parking Meters: Any employee responsible for the collection of money from any of the Villages parking meters will do so with a co-worker. If an employee is approached by any individual that makes the employee concerned for their safety, they are to leave the area immediately report the incident to their immediate supervisor.

Dealing with Uncontrolled Access to Workplace: The Village will maintain controlled access to all Village buildings and work areas whenever feasible. This will be done by using alarms and locks with the codes and keys being handed out and signed for by the employee receiving the code or key. In the event of uncontrolled access to certain areas the employee should always have a co-worker with them while working in that area.

When to Request Help from Co-Worker: Any employee that feels threatened by a citizen or a co-worker will request help from another co-worker or their immediate supervisor.

What to do about Harassment: All employees of the Village of Lake George will contact their immediate supervisor about any harassment in the workplace.

**VILLAGE OF LAKE GEORGE
WORKPLACE VIOLENCE INCIDENT REPORT**

Affected Party(s):

Supervisor: _____ Department/Phone: _____

Incident Information:

Date of Incident: _____ Time of Incident:

Location of Incident (be specific):

Description of Incident: (Narrative, if you need additional space, add an additional page

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

If you incurred any injury whatsoever, (physical-emotional), please describe the injury, in detail, and the location of any treatment received.

List all witnesses of the incident:

Name: _____ Department: _____

Contact Numbers

Home phone: _____ Cell No.: _____

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

Relationship to aggressor: (if stranger, indicate relationship, if any)

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

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

As you see it, does something need to be done to avoid such an incident from happening again? _____

If so, explain _____

I swear and affirm that I have read the above complaint and that it is true to the best of my knowledge, information and belief.

Title

Signature & Date