

**TOWN OF ITHACA / SCLIWC/ GTCMHIC
WORKPLACE VIOLENCE PREVENTION PROGRAM PROCEDURES**

Workplace Violence Prevention Policy Statement

Background:

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 protection programs are implemented to prevent and minimize the hazard to public employees.

The Town of Ithaca is the employer of record for all employees working for Town of Ithaca (Town), Southern Cayuga Lake Intermunicipal Water Commission (Commission) and Greater Tompkins County Municipal Health Insurance Consortium (Consortium). The “employer” and “employee” references throughout this document will indicate the Town, Commission and Consortium collectively as employer and collectively as employees.

STANDARD PRACTICE INSTRUCTION

DATE OF CREATION: 2/2017

SUBJECT: Violence Prevention Program

GENERAL: This document details our policy for prevention and mitigation of fatal and nonfatal violence in the workplace. This standard practice instruction is intended to address the issues of workplace violence and provide uniform guidance for the welfare of all the employees.

RISK FACTORS: Risk factors for workplace violence include dealing with the public, the exchange of money, domestic disputes that spill over into the workplace, disgruntled workers with a perception that they have been unfairly treated and many other similar scenarios. The workplace violence prevention program will include a system for documenting incidents, procedures to be taken in the event of incidents, and open communication between this employer and our employees.

RESPONSIBILITY: Human Resources’ is responsible for this program and has responsibility to make necessary decisions to ensure success of the program. Human Resources’ will develop written detailed instructions covering each of the basic elements in this program.

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LOCAL EMERGENCY RESPONSE RESOURCES

RESOURCE	NAME/REMARKS	RESPONSE TIME	PHONE
Human Resources Manager	Judy Drake		607-220-4879
Safety Coordinator-Town Hall	Judy Drake, Human Resources		607-220-4879
Safety Coordinator- PWF	Joe Slater, Dir. Public Works		607-220-7025
Safety Coordinator- SCLIWC	Greg Weatherby, Dist. Manager		607-592-4775
Ithaca City Police Department	Call 9-1-1 in emergency		607-272-3245
Tompkins Co. Sheriff Department	Call 9-1-1 in emergency		607-272-2444
Ambulance Service – Bang’s	Call 9-1-1 in emergency		607-273-1161
Ithaca Fire Department	Call 9-1-1 in emergency		607-272-1234
Hospital – Cayuga Medical Center			607-274-4011
Poison Control Number			800-222-1222
Tompkins Co. Health Department			607-274-6600
Hazardous Waste Disposal			607-273-6632
Tompkins Co. Emergency Response			607-257-3888

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Violence Prevention Program

1. Written Program

This standard practice instruction will be maintained in accordance with applicable regulations and updated as required. Where no update is required this document will be reviewed annually. Effective implementation of this program requires support from all levels of management within Town/Commission/Consortium. This written program will be communicated to all personnel that are affected by it. It encompasses the total workplace, regardless of number of workers employed or the number of work shifts. It is designed to establish clear goals, and objectives. This will be reviewed and evaluated when any of the following occurs:

- On an annual basis.
- When changes occur to governing regulatory sources that require revision.
- When changes occur to related company procedures that require a revision.
- When organizational operational changes occur that require a revision.
- When there is an incident, accident or close call that relates to this area of safety.
- Anytime the procedures fail.

2. NO Tolerance Policy

Town/Commission/Consortium has a NO tolerance policy for violence in the work place. Our policy firmly states that the Town/Commission/Consortium will be free from the fear and danger presented by workplace threats, firearms and other weapons.

3. Responding To the Threat of Workplace Violence

For a situation that poses an immediate threat of workplace violence, all legal, human resource, employee assistance, community mental health, and law enforcement resources will be used to develop a response.

3.1 Specific Threats: If a threat has been made that refers to a particular individual, time or place, supervisors will immediately report the incident to the human resources manager and facility safety coordinator. The following courses of action as a minimum will be considered:

- Notification of local law enforcement.
- Ensure no one works alone in remote facility areas.
- Change or stagger departure times.
- Implement a buddy system.
- Change normal parking locations.
- Ensure lighting in parking areas.
- Other appropriate response as determined necessary.

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4. Domestic Violence and Orders of Protection:

An employee who is involved in an incident of domestic violence either on employer property or while on personal time is strongly encouraged to advise their immediate supervisor of the incident regardless if local law enforcement is involved.

Employees cannot be compelled to provide such information to their employer however employees need to be made aware that communicating such information to their supervisor in the workplace is in both their best interests and the interests of their fellow employees in order to provide the best possible safety and security for that employee and their co-workers while at the workplace.

An employee who obtains an order of protection/ restraining order that lists Town /Commission locations as protected areas are highly encouraged to provide a copy of the order to his/her supervisor and Human Resources. Included with the copy of the Order a picture of the person who is the topic of the Order shall be provided if at all possible.

The employee or his/her supervisor is responsible for notifying Human Resources of incidents involving domestic violence or threats and incidents as soon as possible, but no later than the end of the business day. Human Resources must share appropriate information with other department management when more than one department is or is likely to be affected by the threat or incident.

4.1 Human Resources notification

- Provide copy of Order of Protection/Restraining order
- Provide a photo of the subject of the Order of Protection/restraining order
- Inform immediate supervisor
- Obtain permission from victim to inform immediate employees who may be affected by the incident
- Inform reception staff
- Inform maintenance personnel and provide description of person involved and any possible vehicle they may own/operate
- Advise employee to update Human Resources with any changes or updates to the Order of protection/restraining order immediately.**

5. Law-enforcement involvement – Appropriate response

When it is determined that Police intervention is necessary the following procedures shall be followed:

5.1 Police notification:

- Report who you are and what your phone number is.
- Address of facility and location where officers are to meet representative.
- Report known information about the situation.
- Ask Police for recommendations.
- Stay on the line with police or keep a dedicated and private phone line available for police to re-contact facility.

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5.2 When the Police arrive, provide them with the following:

- A location to work from to conduct their investigation.
- A private phone line dedicated to the Police.
- Assign liaison to stay with, and advise Police.
- Provide a maintenance supervisor to Police in order to access all areas of facility.
- Upon request, provide a detailed map of the facility.
- Upon request, provide detailed blueprints of facility utilities.
- Upon request, provide detailed location of doors, windows, type of locks.
- Allow Police full access to facility.

6. Hostage - Response Actions

Understand that hostage situations can end in any range of outcomes, from a peaceful surrender to violent extremes. These situations are extremely volatile. While no written quick response procedure can guarantee a favorable outcome to a hostage situation, the following guidelines may defuse the situation or delay violence until Police can arrive:

6.1 Make appropriate notifications, **Call 9-1-1**. If possible and safe, send a runner to the Human Resource office and Department Head to report the situation. Try to relay as much of the following information as possible:

- Number, identification (if known) and description of assailant(s).
- Exact location of assailant(s).
- Type of weapon(s).
- Any injuries.
- Any demands the assailant has made.
- How many hostages and the location of hostages
- If there is a phone at that location and the phone number
- Any other background information on the assailant(s), re: past problems with the assailant.
- Assailants demeanor.
- Possible motives.
- Known vendettas against Supervisors/Employers etc.

6.2 Isolate the incident to keep it from spreading.

6.3 Obey the assailant's commands. Don't argue, provoke, or fight, be aware of your body language, assume a non-threatening posture.

6.4 Listen to the suspect. Listening may calm the assailant, listen to complaints and/or demands – information gleaned may defuse the situation.

6.5 Show concern. Try to show genuine concern for the assailant's well-being. Do not lie or conspire.

6.6 Control Employees. Keep the Employees calm, calmness is contagious. Don't agitate the suspect.

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6.7 Encourage release. Encourage assailant to release everyone.

6.8 Establish rapport. Use their first name. Encourage use of yours. Model your behavior – if you are calm they will be calm.

6.9 If you **cannot** send a runner:

- Stay where you are.
- Try to call 9-1-1 or a manager.
(Provide them with the above information)
- Others will become aware of the situation as time passes.
- Be calm and patient and **wait for help**.
- Sympathize with and calm the assailant.

6.10 Violence Prevention Techniques:

- Be aware of employees who feel that they have been wronged.
- Open lines of communication.
- Document incidents of employee misconduct.
- Report and resolve (if possible) any conflicts you have with employees.
- Pay attention to the gossip among employees and investigate.
- Encourage employees to report threatening remarks or behaviors.
- Take any type of threat seriously, investigate until determined it is no longer a viable threat. **Report & document it the moment you hear of it.**
- Involve others if you are not achieving the appropriate results.

7. Rape/Assault - Response Actions

Call 9-1-1 immediately and notify **Human Resources ASAP**. Provide details of the incident. Send someone to direct emergency responders to the victim

7.1 Assign someone to meet and guide emergency responders to the victim.

7.2 Console, **do not** place blame on victim.

7.3 Try to determine severity and extent of injuries to the victim.

7.4 Use rubber gloves to handle victim, obtain first aid kits.

7.5 Treat only life threatening injuries.

7.6 Gently discourage the victim from washing until being seen by a doctor. Washing may destroy evidence.

7.6 Move the victim (if possible) to a comfortable setting (private office).

7.7 Don't leave the victim alone, assign an assistant, and provide emotional support.

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7.8 Take notes of any information the victim is willing to offer.

7.9. Take notes of any witnesses in area

7.10 Obtain lists of employees present at time of incident and any visitors at the facility at that time.

7.11 If possible, obtain photograph of scene. Do not move or clean the area of the incident until advised to do so by law enforcement officials.

8. Burglary - Response Actions

Call 9-1-1 immediately (or detail other). Provide details of the incident. Send someone to direct emergency responders to the scene.

8.1 Initial response actions:

- Alert **Human Resources**.
- Do not enter property, restrict access to the burglary location and await arrival of Police.
- Write down details of the burglary for review by Police.
- Notify safety coordinator for facility.
- Consider lock down of facility and communicate with the supervisors.

8.2 Larceny of Town /Commission property - response actions:

- Allow Police full access.
- Obtain serial numbers and nomenclature of known stolen property.
- Provide Police with a list of all personnel with keys/access to the area.
- Provide Police with a list of possible suspects if available.
- Assist Police with any additional requests for information.

8.3 Larceny of Private property - response actions:

- Allow Police full access.
- Arrange a meeting between the Police and the victim.
- Obtain a list of known stolen property from the victim.
- Provide Police with a list of all personnel with keys/access to the area.
- Provide Police with a list of possible suspects if available.
- Assist Police with any additional requests for information.

9. Bomb Threat - Response Actions

Call 9-1-1 immediately. Provide details of the incident. Do not use 2 way radios or cell phones. Evacuate the area. Ensure someone meets emergency responders. Notify **Human Resources** ASAP.

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9.1 Initial response actions:

- Keep the caller on the line as long as possible, utilize bomb threat check list (Appendix A).
- **Note the time of the call immediately.**
- Alert someone else to call the Police on another line.
- Alert **Human Resources**.
- Evacuate employees to relocation points and begin roll call.
- Take notes, using as many exact words as possible.
- Write down description of background noise you may hear.
- If you have "caller ID", note any phone numbers.
- Write down distinctive features of the caller's voice.
- Sympathize with the caller. Don't antagonize.
- Turn off all radios or other distracters.
- Try and find out where the suspected bomb may be.
- Lock down the facility and communicate with Supervisors.

9.4 Quick Response Actions - Supervisors. Understand that a Bomb Threat is a real danger. Bombers can and do set off explosions for a myriad of reasons. These situations are extremely volatile:

- **Do not use two way radios or cell phones.**
- **Do not search for the bomb.** Leave it to professionals however have volunteers available, preferably maintenance personnel and supervisors. These people will be utilized by law-enforcement due to their familiarity with the facility.
- **Do not touch or move suspicious packages.** Tell Employees to leave all unknown boxes, packages, etc., alone, note anything unusual & relay to Police ASAP.
- When so ordered, evacuate Employees away from threatened area.
- Control Employees. Keep the Employees calm.

9.5 When the Police arrive, provide them with the following:

- A location to setup their command post.
- Assign liaison to stay with, and advise Police.
- Provide a detailed map of the facility.
- Provide detailed blueprints of facility utilities.
- Provide detailed location of doors and windows, and type of locks.
- Allow Police full access to facility.
- Understand that the police assume command and control upon arrival.

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10. ACTIVE SHOOTER - Response Actions

Call 9-1-1 immediately. Provide details of the incident.

10.1 Initial response actions, if safe and possible:

RUN

- Have an escape route and plan in mind
- Leave your belongings behind
- Evacuate regardless of whether others agree to follow
- Help others escape, if possible
- Do not attempt to move the wounded
- Prevent others from entering an area where the active shooter may be
- Keep your hands visible
- Call 911 when you are safe

Hide/Shelter in Place.

- Hide in an area out of the shooter's view
- Lock door or block entry to your hiding place
- Silence your cell phone (including vibrate mode) and remain quiet and calm
- Call 911 if you are sure it is safe to do so
- Report who you are and what your phone number is.
- Report number, identification (if known) and description of assailant(s).
- Report exact location of shots fired or assailant(s).
- Report type of weapon(s) and number of shots fired.
- Report any known injuries.
- Report any background information on assailant(s).
- Escape if possible.

FIGHT

- **Fight as a last resort and only when your life is in imminent danger**
- **Attempt to incapacitate the shooter**
- **Act with as much physical aggression as possible**
- **Improvise weapons or throw items at the shooter**
- **Work as a team and coordinate your response**
- **Commit to your actions**
 - **YOU MUST WIN**

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WHEN 911 ARRIVES

- Remain calm and follow instructions
- Keep your hands in view at all times –make no sudden movements
- Avoid pointing and yelling
- Know that help for the injured is on the way

The first officers to arrive on the scene will not stop to help the injured. Expect rescue teams to follow initial officers. These rescue teams will treat and remove the injured.

Once you have reached a safe location, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave the area until law enforcement authorities have instructed you to do so

10.2 When the Police arrive, provide them with the following:

- A location to setup their command post.
- Assign liaison to stay with, and advise Police.
- Provide a detailed map of the facility.
- Provide detailed blueprints of facility utilities.
- Provide detailed location of doors and windows, and type of locks.
- Allow Police full access to facility.
- Understand that the police assume command and control upon arrival.

11. Armed Assailant - Response Actions

Call 9-1-1 immediately (or detail other). Provide details of the incident. Notify **Human Resources** ASAP.

11.1 Initial response actions, if safe and possible:

- **Do Not** contact the individual!! Wait for the Police.
- **Do Not** try and take the weapon!! Wait for the Police.
- **Do Not** attempt to restrain or talk to the assailant!! Wait for the Police.
- Stay on the phone with Police.
- Report who you are and what your phone number is.
- Provide an overview of the situation.
- Provide description of individual.
- Report exact location of individual.
- Report type of weapon(s).
- Report any background information on individual.
- Isolate the incident from spreading
- Evacuate employees from area.

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11.2 When the Police arrive, provide them with the following:

- A location to setup their command post with dedicated private phone line.
- Assign liaison to stay with, and advise Police.
- Upon Request, provide a detailed map of the facility.
- Upon Request, provide detailed blueprints of facility utilities.
- Upon Request, provide location of doors, windows, and types of locks.
- Allow Police full access to facility.
- Understand that the police assume command and control upon arrival.
- Assign 1 person as media spokesperson to work in cooperation with Police. No one else is to speak with media except designee and with permission of Police.

11.3 Allow Police to handle situation. Police will generally try and isolate the individual from others and apprehend them.

11. Concealed Weapon - Response Actions. Understand that while no written quick response procedure can guarantee a favorable outcome to an Armed Employee/Assailant situation, the following guidelines may minimize the threat until Police can arrive. Call 9-1-1 immediately (or detail other). Provide details of the incident.

11.1 Initial response actions, if safe and possible:

- **Do Not** contact the individual!! Wait for the Police.
- **Do Not** try and take the weapon!! Wait for the Police.
- **Do Not** attempt to restrain or talk to the Employee!! Wait for the Police.

11.2 Concealed weapon on Town /Commission property:

- Do not alarm the individual! Wait for the Police.
- Do not alarm other Employees.
- Quietly send a runner to notify management.
- Tell the runner to remain at that location.
- Tell runner to include as much of the following info as possible:
 - Who you are and your exact location.
 - Identification of assailant.
 - Description of assailant. Clothing, etc.
 - Report type of weapon if known.
 - Number of Employees in area.
 - Demeanor of assailant.
 - Any background information on the assailant.

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12. Employee/Visitor Notification. Supervisors will support this policy and are required to provide this written procedure to any employee/visitor upon request. The following apply:

12.1 Employees will be informed of this policy during initial job orientation. Additionally, the safety program and orientation and training provided by their supervisors will be used to disseminate the policy.

12.2 Any violations of this policy will be handled through the standard disciplinary procedures in affect at employer.

13. Supervisor Responsibility. Management and supervisors will be responsible for ongoing compliance with this policy within their work areas. Supervisors are expected to adhere to standard practices in resolving issues of nonconformance (in addressing employee complaints) and maintaining expected levels of productivity within their respective work groups.

14. Preservation of Scene. Tape off area around the scene to protect evidence for the investigation team. Try not to disturb the scene any more than possible. Assign a guard until authorities take over the scene.

15. Witnesses to Incident. Gather and obtain names and addresses of witnesses to turn over to Incident Investigation Personnel and or local Police. Have as much information on the assailant(s) possible.

16. Notification of Next of Kin or Spouse. If police are involved provide information to the officer in charge. Locate the employee's emergency information card and notify the emergency contact. Advise them of the location of the victim. Advise them not to drive alone. Offer to send someone to drive them.

17. Transport to Hospital. Have a person the victim feels comfortable with accompany them to the hospital, if appropriate. Take notes of the time transported, name of transporter, name of hospital, and any other pertinent information that would be useful to arriving family members.

18. Incident Records. Keep any records of the incident in a confidential file.

19. Victim Support. Take steps to protect the victim's identity and right to privacy. Ask all involved not to share information with others. Designate an employee or friend close to the victim to talk to her/him about the types of support she/he needs, and the person the victim would like to provide that support. Consider referral to outside victim support or crisis intervention services.

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20. Long Term Follow-Up. Follow-up support may include the following:

20.1 Human Resource Manager should follow-up:

- If acceptable to families, distribute hospital-stay or funeral info.
- Provide opportunity for employee's to discuss feelings.
- Discretely identify employees who may need mental health support.
- Advise supervisors to monitor troubled employees.
- Consider shortening or restructuring employee work assignments.
- Discuss funeral arrangements, if appropriate.

20.2 Take care of administrative **duties**:

- Update employees as new info becomes available.
- Provide prepared statements to minimize rumors.
- Refer media to the public information officer.
- Send "thank-you' s" as appropriate.
- Set up a system to answer cards and letters to the company.
- Remember the anniversary of the crisis.
- Plan a memorial as appropriate.