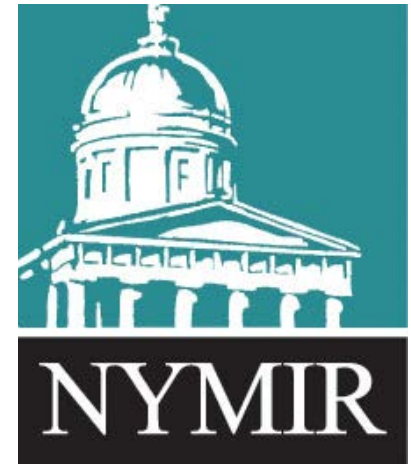


# Workplace Violence Prevention

*“The New York State Experience”*



**Roger Cuva**  
**VP/Director of Risk Management**  
**NYMIR**  
**518.331.8958**  
**[rcuva@wrightinsurance.com](mailto:rcuva@wrightinsurance.com)**



# What is Workplace Violence

- Any physical assault, acts of aggressive behavior (verbal threats, displays of force and stalking), or other threatening behavior that rises to the level of perception of potential violence occurring in the work setting.
- This includes any location where work is completed – temporary or permanent, on-site or off-site, etc.
- Video: <https://youtu.be/OQpfCDW7smQ>



# School and Workplace Violence is Not a New Thing in the US.

The **Bath School disaster** was a series of violent attacks perpetrated by Andrew Kehoe on May 18, 1927, in Bath Township, Michigan, that killed 38 elementary schoolchildren and six adults and injured at least 58 other people. Kehoe killed his wife and firebombed his farm, then detonated a major explosion in the Bath Consolidated School, before committing suicide by detonating a final explosion in his truck. As rescuers began working at the school, Kehoe drove up and detonated dynamite inside his shrapnel-filled truck, killing himself, the school superintendent, and several others nearby, as well as injuring more bystanders.

THIS REMAINS THE DEADLIEST SCHOOL MASSACRE IN THE U.S.!



# Triggering the WPVP Law in NY

In 1992

A man in his 50's was released from prison having served more than 20 years for violent crimes. He moved to Ohio but still had to pay back child support.

He threatened the Watkins Glen Child Support Collection office for 6 months, the employees asked for help and got none.

After 6 months He entered their office and shot Phyllis Caslin, 54, Florence A. Pike, 50, Nancy J. Wheeler, 48 and Denise M. Van Amburg, 28.

Sheriff' deputies heard the shots and came running across the street. They met him in the stairwell and asked what happened and if they could help him.

He said he has done what he came to do and hurt who he came to hurt.

Then put his gun to his own head and killed himself in front of the officers.



# Mass Workplace Violence In NY

On Friday, April 3, 2009, at the American Civic Association immigration center, in Binghamton, NY.

At approximately 10:30 a.m., a naturalized American citizen, from Vietnam, entered the facility and shot numerous people inside. He had taken English language classes there from January to March 2009 before dropping out.

He shot a teacher and students from his former classroom, among others. The shooter killed 13 people and wounded four others, before committing suicide.

Binghamton Police Chief Joseph Zikuski said, "From the people close to him ... this action he took was not a surprise to them." He had allegedly made comments such as "America sucks" and talked about assassinating Barack Obama to his former coworkers.



This remains one of the top ten most deadly Workplace Violence attacks in America. (6<sup>th</sup>)



# August 2014

Oswego (WSYR-TV) – An Oswego County man was arrested on Tuesday after he allegedly threatened to shoot people at the Palermo Town Hall.

Oswego County Sheriff's Investigators say 77-year-old Jacob Heer threatened to bring his shotgun to the town hall and shoot people over a tax bill.

Town officials say Heer had paid the bill, however after they confirmed payment and told him he owed nothing, he remained hostile.

Heer – of 36 Goutermout Dr., Central Square – was charged with making a terroristic threat, a class D felony.

He was arraigned in Palermo Town Court and jailed.



# Workplace Terrorism

December 2, 2015- San Bernardino, CA

## Key points

- Islamic radical married couple, opened fire at a holiday party at the Inland Regional Center in San Bernardino on Dec. 2.
- Fourteen people killed and 22 injured, most of them county employees.
- Both attackers were killed in a gun battle with police. The husband was born in the U.S. and worked for the county, and his fiancée, a Pakistan national, had an arsenal of ammunition and pipe bombs were found in their home.
- A friend of the couple, bought two of the guns used in the attack. He entered a mental health facility after the massacre.
- **The couple began plotting the attack before they were engaged and before the woman moved to the U.S. last year. Investigators have determined the wife had ties to international terror organizations and pledged allegiance to an Isis Leader before the attack.**



# Workplace Terrorism

December 2, 2015- San Bernardino, CA

## Key points

- **Threats were made in the workplace to coworkers for months prior to attack**
- Facebook posts were seen by family and “friends” as well as others
- Pipe bombs were left out in plain site in the living areas and garage of the home while family and others were visiting
- Guns, ammunition and bomb making materials were being delivered to their home. **After the incident neighbors remarked that they were afraid to report the high number of deliveries because they were afraid of being called “racists” or intolerant.**
- **Coworkers made reports of the husband’s behavior that were ignored by the government officials.**
- Numerous recommendations for improved security were left unaddressed by the local government officials.





# Dallas Assault on Police

June 13, 2015, Suspect shot at the [Dallas Police Department](#) from an armored van with what appeared to be a semi-automatic weapon.

July 7, 2016, Terrorist ambushed and fired upon a group of police officers in Dallas, TX, killing five officers and injuring nine others.

July 11, 2016- Portland, OR- shocking video comes from a “Black Lives Matter” meeting in Portland. Several speakers advocate for violence against police openly.

July 12, 2016, **BATON ROUGE** -- Police have arrested and identified three young people who they say plotted to kill Baton Rouge cops using guns stolen from a pawn shop

Sept. 6, 2016, NY Daily News- Fatal police shootings have escalated in 2016, [71% of the people who had shot and killed police officers were white.](#)

## Today there is a “War on Police!”



# Firefighter Risks

12/24/2012

Webster, NY –

A gunman ambushed firefighters, killing two firemen and injuring two others before killing himself on a Lake Ontario beach.

Seven homes were destroyed as firefighters waited for police to secure the scene.

The gunman left a note saying he hoped the whole neighborhood burned down.

There was speculation that he was upset because his mother made a donation to the fire department before her recent death.



# Firefighter & EMT Risks

An estimated 700,000 assaults occur on paramedics and emergency medical technicians annually!<sup>1</sup>

80 percent of the firefighters surveyed stated that they have been assaulted while on the job<sup>1</sup>

According to Fire Chief Magazine, assault prevention training for firefighters and EMTs should include a de-escalation drill to practice talking down volatile situations to try and deter the eruption of violence. In the midst of an emergency situation, knowing how to quickly deal with a person assaulting a firefighter or EMT is important.

1. "Violence Against Firefighter: Angels of Mercy Under Attack"



# Facts

## 2014: FBI- Municipal Workplace Violence Facts

- Up 26.7% in a recent 5 year study
- Often considered “Soft targets” as most municipalities do not have adequate Workplace Violence Controls in place.
- The average Active Shooter event lasts between 90 – 120 seconds



# Extent of Workplace Violence Problem

## Municipal Workplace Violence Facts- BLS

- 2014- 38 government Worker Homicides  
(There were 32 government worker homicides in in 2013)
  - 8 in Federal Government
  - 10 at the State level
  - 20 in Local Municipal Governments
- Or 53% of fatalities occur in smaller locales



# Workplace Violence Problems

According to the Society of Human Resource Management Workplace, Almost two-thirds of HR professionals stated there had been some sort of violence at their organization within a three year time span. The breakdown of workplace violence incidents is as follows:

- 54% - Inappropriate language
- 13% - Verbal abuse
- 7% - Verbal threats of violence
- 6% - Sexual harassment
- 5% - Burglary
- 4% - Pushing/Shoving
- 3% - Fistfight
- 2% - Threatening emails received by employees
- 2% - Stalking
- 1% - Robbery (holdup)
- 1% - Threatening emails sent by employees
- 1% - Bomb threat



# Extent of Workplace Violence Problem

- Male government employees were more likely than female government employees to face a stranger in an incident of workplace violence from 2002 to 2011.
- From 2002 to 2011, female government employees were more likely than male government employees to be attacked in the workplace by someone with whom they had a work relationship.

Part of the [Violence in the Workplace Series](http://www.bjs.gov/content/pub/pdf/wvage9411.pdf) From the Bureau of Justice  
<http://www.bjs.gov/content/pub/pdf/wvage9411.pdf>



# Municipal Departments at Risk

**Municipal Employees Face a Much Higher Rate Workplace Violence of Violence**

## Highlights:

- In 2011, about 1 in 5 victims of workplace homicide was a government employee. \*( 2 of every 5 in 2014)
- From 2002 to 2011, the annual average rate of simple assault in the workplace against government employees (18.9 per 1,000) was more than 3 times that of private-sector employees (4.6 per 1,000).





# Extent of Workplace Violence Problem

- Job-related homicides were the third leading cause of deaths for all workers.
- Workplace Risk Evaluations

***Workplace violence is the #1 cause of occupational death for female employees; and the #2 cause for male employees.***

*(In 2012 -2013 Motor Vehicles killed more Women and MVC, Falls and Struck By killed more men.*

- About 2 million people report being a victim of Workplace violence each year nationwide.
- \*National EAP estimates that for each report as many as 4 to 5 go unreported!



# Categories of Workplace Violence

- **TYPE 1** – Violent acts by criminals who have no other connection with the workplace, but enter to commit robbery or other crime.
- **TYPE 2** – Violence directed at employees by customers, clients, patients, students, inmates, or any others for whom an organization provides services.



# Categories of Workplace Violence

- **TYPE 3** – Violence against coworkers, supervisors, or managers by a present or former employee.
- **TYPE 4** – Violence committed in the workplace by someone who doesn't work there, but has a personal relationship with an employee – an abusive spouse or domestic partner.



# Workplace Violence *May Not Be about Work*

When perpetrators of workplace violence are employees they may not take action because they're unhappy on the job. **"Sometimes they commit workplace violence because of something else going on in their lives,"**

And, he added, "there are a lot of unhappy employees, but most aren't going to shoot anyone."

Encouraging employees to use the EAP programs and/or seek help when needed can significantly reduce risks for everyone.



# Risk Factors

- Handling money
- Contact with the public
- Working late at night/alone
- Uncontrolled access to the workplace
- Lack of training in recognizing and managing escalating hostile and aggressive behavior
- Poor outdoor lighting
- Limited access to emergency services



# Setting up a Workplace Violence Prevention Program

## NYS Workplace Violence Prevention Act

- Written Plan/Policy Statement
- Identify a team to investigate incidents
- Workplace Risk Evaluations
- Incident Reporting and Review
- Employee Training
- Hazard Control & Prevention recommended to the Municipal Officials
- Policy and team members reapproved annually at reorganization



# The Written Plan

Mandatory for public employers with at least 20 full-time permanent employees, with participation of an employee representative, and must include:

- Board-adopted policy statement, Annually @ “reorg”
- Risk factors identified from a review of workplace evaluations and employee surveys
- Methods to prevent incidents of occupational assaults and homicides
- Methods for incident reporting, investigating and follow-up training requirements for staff
- A statement that the plan is available to employees, upon request, with the names of the investigation team



# Workplace Risk Evaluations

Response Team must inspect or examine the workplace. Examination should include:

- Physical Plant Inspections – entrances, public access, public interaction, exterior lighting, emergency systems, etc.
- Employee Input – surveys, interviews, on-going/ever-present hazard identification and reporting, focus groups and union involvement
- Review previous incident/accident reports and occupational injury and illness logs (SH 900, C-2, etc.)





# Employee Training and Education

- Location of Written Report
- Protective Measures
- Employer-initiated Protective Measures
- The Act Itself
- Your Workplace Violence Program
- Risk Factors Identified



# Sample Policy Statement

- Signed by the Board
- Management Commitment
- Employee Involvement
- Must be reapproved Annually with the names of persons on the ERT

## SAMPLE WORKPLACE VIOLENCE PREVENTION PROGRAM POLICY STATEMENT

(List the Effective Date for Program)

Our municipality, [Employer Name] 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 administrators, managers and supervisors are responsible for implementing and 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 each manager and supervisor.

Our program ensures that all employees, including administrators, supervisors and managers, 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 administrators, managers 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. Managers and supervisors are expected to enforce the rules fairly and uniformly.

Our Program will be reviewed and updated annually.

*(This policy statement is taken from the Workplace Violence Awareness and Prevention document developed by OSHA (U.S. Department of Labor).*



# Security Checklists

## Workplace Security Checklist

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:  
     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 policy statement clearly written and does it support zero tolerance? Yes \_\_\_ No \_\_\_

**B. Work Area Evaluation**  
 Are all areas being evaluated? Yes \_\_\_ No \_\_\_  
 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. Circuit circuit Yes \_\_\_ No \_\_\_  
 F. Stationary metal detector Yes \_\_\_ No \_\_\_  
 G. Sound detection Yes \_\_\_ No \_\_\_  
 H. Intrusion panel Yes \_\_\_ No \_\_\_  
 I. Motionies Yes \_\_\_ No \_\_\_  
 J. Video tape recorder Yes \_\_\_ No \_\_\_  
 K. Switcher Yes \_\_\_ No \_\_\_

## Workplace Security Checklist

L. Hand held metal detector Yes \_\_\_ No \_\_\_  
 M. Other \_\_\_\_\_

Have structural modifications been implemented? (e.g. Plexiglass, partitions, etc.) Yes \_\_\_ No \_\_\_  
 If yes, comment \_\_\_\_\_

**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 surfaces 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 \_\_\_  
     1. Separate interview areas(s) Yes \_\_\_ No \_\_\_  
 I. 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: \_\_\_\_\_

4/22/2008

2

## Workplace Security Checklist

**D. Training**  
 Has training been conducted? Yes \_\_\_ No \_\_\_  
 If yes, is it provided?  
     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/avoid behavior Yes \_\_\_ No \_\_\_  
 F. Procedures to follow after an incident Yes \_\_\_ No \_\_\_  
 G. Periodic refresher for on site procedures Yes \_\_\_ No \_\_\_  
 H. Recognizing abuse/paraphernalia Yes \_\_\_ No \_\_\_  
 I. Opportunity for Q&A with instructor Yes \_\_\_ No \_\_\_

Are training records kept? Yes \_\_\_ No \_\_\_

**E. Floor Plan, Evacuation Plan**  
 Are evacuation plans current? Yes \_\_\_ No \_\_\_  
 Are floor plans posted showing exits, entrances, location of security equipment, etc? Yes \_\_\_ No \_\_\_

**F. Conclusions:**  
 Do employees feel safe? Yes \_\_\_ No \_\_\_  
 Comments: \_\_\_\_\_

Comments and Recommendations based on this evaluation:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

4/22/2008

3

“What information should be collected during a review of the workplace?”



# Employee Survey Form

06/11/2005 17:48 5184371132 WK134 R2BK PAGE 12/05

**Appendix 4**  
**Sample Employee Questionnaire**

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 (D). 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/abusing 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/unit's violence prevention policy.	T	F

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**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 alarms, buzzers, 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

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## Staff Feedback Regarding Workplace Safety and Concerns



# Employee Survey Form *continued*

06/13/2009 17:47 518432132 WJG:JL MLK PAGE 04/05

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

6. Employees know of the proper procedures if a bomb threat is announced. T F

17. Employee emergency call-back list is up-to-date and available. T F

18. Employees provide privacy to reflect sensitivity and respect for clients and visitors. T F

29. Employees use the "huddle 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 concerns. 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/evacuation procedures. T F

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**Incidents and Reporting**

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

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

12. This work unit/department has not experienced violent behavior and assaults or threats from other employees 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

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## Staff Feedback Regarding Workplace Safety and Concerns



# Incident Report

“What details should be recorded after an incident occurs?”

**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:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

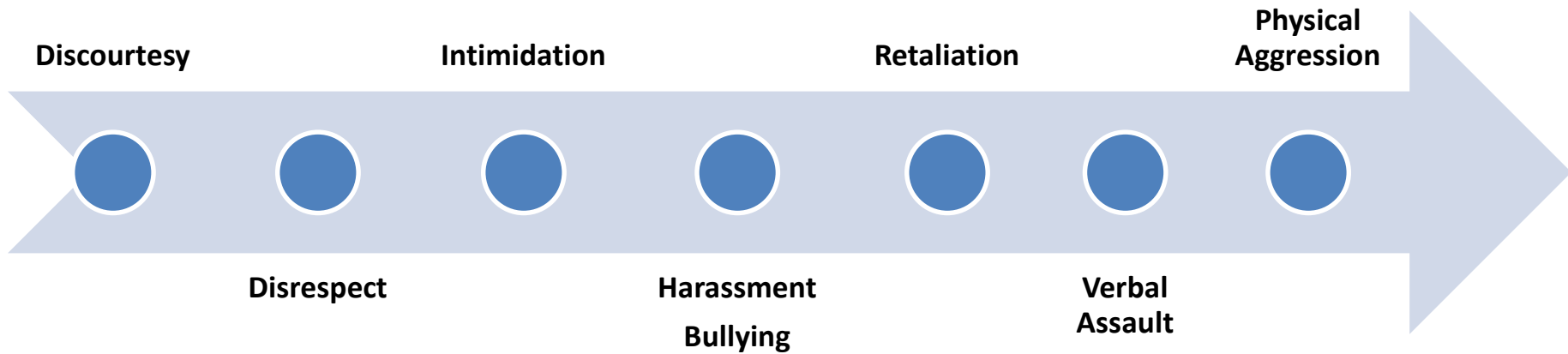
After the occurrence of a workplace violence incident, the public employer shall consider global (all public employer worksites) prevention enhancements, which may be necessary to properly protect employees.

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

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# When do you make a report



# Incident Reporting Procedures

- To be completed by appropriate supervisors (department or administrative)
- Reviewed with employees
- Investigation completed
- Confidentiality stressed
- NO Retaliation stressed





# Emergency Response Team

- Must respond to an incident report in 24 hours or less
- Identify issues
- Union Membership must be included
- Team members from same department as those involved should recuse themselves.
- Investigation and any action recommended should be done within 10 days!



# Emergency Response Team

Team should review:

- Incident Reports, C-2 Forms, Police Reports, Employee/Union Grievances, any Record of Threats
- Collect and assess data from Building Inspections and Employee Survey
- Create an overview and report to Municipal Leaders Annually



# Employee Training

## Written program should include:

- Workplace/job risk factors
- Training can be department specific
- Measures employees can take to protect themselves
- Details of the written workplace violence prevention program
- Risk assessment ID exposures/hazards
- Safeguards in place
- How to obtain counseling after a crisis



# Training Components

- Techniques for recognizing potential risks
- Procedures to control risk
- Proper use of security hardware
- Incident response - emergency/hostage
- Incident reporting/document procedures
- Medical assistance/follow up
- Cash handling



# Who MUST Be Trained

- **All Employees MUST be trained**
  - Full-time
  - Part-time
  - Seasonal
  - Volunteers, including Fire Services, Senior Center personnel, Elected/Appointed Officials...
  - **Anyone whose actions are directed by the Municipality.**



# Frequently Asked Questions

- I work for multiple municipalities. Do I have to take this class at each location?
- Can I get a letter from my other employer to show I have already had this training?
- I go the training with the Volunteer Fire Department does that count?
- Do elected/Appointed officials have to go to the training?



# Dealing with Violent Situations

- Do be interested in what the person has to say and let the person speak his or her mind.
- Do remain relaxed and project a state of calmness. Position yourself at a right angle to the individual with a clear path to the exit.
- Do practice empathetic listening
- If unreasonable behavior persists, do establish ground rules. Calmly describe the consequences of violent behavior.
- Do use delaying tactics that will give the person time to calm down.
- Do accept criticism in a positive way and when the person is correct, acknowledge him or her. If the criticism is unwarranted, ask clarifying questions.



# Dealing with Violent Situations

- Don't reject all of the person's demands from the start.
- Don't use styles of communication that will turn the person off, such as brush-offs, coldness, or the run-around.
- Don't stand in challenging positions, such as crossing arms or hands on hips.
- Avoid physical contact, finger pointing, or long periods of sustained eye contact.
- Don't make sudden or threatening movements.
- Steady the tone, volume and rate of your speech.
- Don't challenge, threaten, or dare the person.
- Don't attempt to bargain with a threatening person. Never make false statements or promises that you can't keep.
- Don't try to make the situation seem less serious than it is.





# Preplanning and Preparation

- Escape routes?
- Shelter in Place?
- Improvised weapons for self protection



# Active Shooter Emergency

The US Department of Homeland Security and the City of Houston have worked together to create the following video to give people some ideas of what they could do in case they were ever caught in an Active Shooter event.

<https://youtu.be/DFQ-oxhdFjE> (9:22 run time)



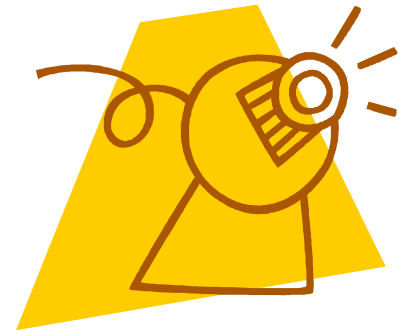
# Hazard Control and Prevention

- Drop Safes/Signage & Security Guards
- ID Card/Buzzer/Secured Doors/Visitor Sign in
- Monitoring Access Points
- Avoid Working Alone
- Support for staff feeling threatened



# Hazard Control and Prevention

- Deviation of daily routines
- New Staff Screening
- Video Surveillance
- Panic Alarms/911 service



# Administrative Controls

- State clearly to the agitated person that violence will not be tolerated or permitted
- Establish liaison with local police and state prosecutors- Take these incidents seriously!
- **Require employees to report all assaults and threats. You never know which threat will be real!**
- Set up trained response teams to respond to emergencies



# Summary

- ✓ Leadership by Supervisor and Board
- ✓ Written Policy Statements
- ✓ Written Program
- ✓ Identify Workplace Violence Incident Response Team
  - ✓ Members must be named in the Policy/Program
  - ✓ Must meet within 24 hours of any report
- ✓ Formal Reporting and Response Program
- ✓ Annual Employee Safety Review- Documented
- ✓ Evaluation of Questionnaires by WPVP team
- ✓ Annual Large Group Training
- ✓ Annual Department Specific Training



# Questions

**Roger Cuva**  
**VP/Director of Risk Management**  
**NYMIR**  
**518.331.8958**  
**[rcuva@wrightinsurance.com](mailto:rcuva@wrightinsurance.com)**



# NYS DOL/PESH

For more information contact:

[www.labor.state.ny.us/workplacesafety](http://www.labor.state.ny.us/workplacesafety)

**Workplace Violence Prevention  
Model WVP Program**

