

Tompkins County Workplace Violence Prevention Plan

Workplace Violence Prevention Policy Statement

Tompkins County (County) is committed to providing its employees with a work environment that is safe, secure, and free from harassment, threats, intimidation, and violence. The County also considers the safety of its residents, vendors, contractors, and the public (collectively referred to as "visitors" throughout this policy) to be of paramount importance and strives to provide them the same type of protections while on County Property.

This policy is designed to meet the requirements of New York State Labor Law Art. 2, 27-b and highlights some of the elements that are found within our Workplace Violence Prevention Program. The process involved in complying with this law included a workplace evaluation that was designed to identify the risks of workplace violence to which our employees could be exposed. Authorized Employee Representative(s) will, at a minimum, be involved in:

- evaluating the physical environment;
- developing the Workplace Violence Prevention Program and;
- reviewing workplace violence incident reports at least annually to identify trends in the types of incidents reported, if any, and reviewing the effectiveness of the mitigating actions taken.

The County will not tolerate any acts of violence and will take all reasonable and practical measures to prevent violence and protect employees and visitors from acts of violence. This includes but is not limited to threatening or violent actions by:

- Employees directed against other employees or County property.
- Employees directed against visitors.
- Visitors directed against County employees or County property or facilities.
- Individuals who are conducting County business at an off-property location.

Workplace Violence is defined as any physical assault or act of aggressive behavior occurring where a public employee performs any work-related duty in the course of his or her employment including but not limited to an attempt or threat, whether verbal or physical, to inflict physical injury upon an employee; any intentional display of force which would give an employee reason to fear or expect bodily harm, intentional and wrongful physical contact with a person without his or her consent that entails some injury; or stalking an employee with the intent of causing fear of material harm to the physical safety and health of such employee when such stalking has arisen through and in the course of employment.

All incidents of workplace violence must be promptly reported in accordance with this policy. Enforcement of this policy will be accomplished through the implementation of a Workplace Violence Prevention Program, and by complying with the requirements of the NYS Workplace Violence Prevention Act, as set forth in NYS Labor Law Section 27-b. A copy of the County's policy is available on the County's intranet: https://www.tompkinscountyny.gov/files2/personnel/Workplace%20Violence%20Prevention%20Plan_0.p

df and by contacting the Human Resources Department (607) 274-5526.

A general review of this program will be annually. All employees will be required to participate in annual workplace violence prevention training which includes general and site-specific information.

Designated Contact Person: Ruby Pulliam

Title: Commissioner

Department: Department of Human Resources

Phone: (607) 274-5526

E-mail: rpulliam@tompkins-co.org

APPLICABILITY

Workplace Violence Prevention Plan

Pursuant to the County's commitment to zero tolerance of workplace violence, Tompkins County adopts the following as its Workplace Violence Prevention Plan.

This program applies to all employees including full-time and part-time employees with permanent, probationary, trainee, seasonal, or temporary appointments. This program applies to the conduct of an employee while functioning in the course and scope of employment as well as off-duty violent conduct that has a potential adverse impact on an employee's ability to perform the assigned duties and responsibilities. This program also applies to the conduct of former employees, visitors, and strangers toward County employees while on County property.

DEFINITIONS

Workplace violence can include, but is not limited to, the following:

- An attempt or threat, whether verbal or physical, to inflict physical injury upon an employee.
- Any intentional display of force which would give an employee reason to fear or expect bodily harm.
- Intentional and wrongful physical contact with a person without his or her consent that entails some injury.
- Stalking an employee with the intent of causing fear of material harm to the physical safety and health of such employee when such stalking has arisen through and in the course of employment.

Intimidation - Engaging in actions that include but are not limited to stalking or behavior intended to frighten, coerce, or induce duress.

Threat - The expression of intent to cause physical or mental harm. Such expression constitutes a threat without regard to whether the party communicating the threat has the present ability to carry it out and without regard to whether the expression is contingent, conditional or future.

Physical Attack - Unwanted or hostile physical contact such as hitting, fighting, pushing, shoving,

or throwing objects.

Property Damage - Intentional damage to property and includes property owned by employees, visitors or vendors.

ANNUAL RISK EVALUATION / WORKPLACE EXAMINATION

The County must conduct initial and subsequent annual risk evaluations of each County facility. Risk factors identified during this evaluation shall be documented on the attached *Annual Summary of Risks and Mitigation Efforts Form*. The annual risk evaluation shall include the following:

ANNUAL REVIEW of WORKPLACE VIOLENCE INCIDENT REPORTS

The Workplace Violence Advisory Team, or its designee, is responsible for reviewing and updating the County's Workplace Violence Prevention Policy at least annually. Part of this review will include summarizing the Workplace Violence Incident Reports and SH 900 Logs from the previous 12 months so they can be analyzed for any trends in the types of workplace violence incidents occurring and to review the effectiveness of the mitigating actions the County has taken.

METHODS TO PREVENT WORKPLACE VIOLENCE

Based upon the findings of the workplace evaluations the County will identify, document and implement methods to prevent workplace violence. The methods and actions taken to prevent. Examples of such methods may include the following:

- Following the County's workplace violence prevention program
- Enforcing existing workplace rules
- Providing annual training to increase employee awareness of the signs and/or effects of workplace violence and the importance of reporting workplace violence
- Modifications to a facility's lighting, alarm systems and access

In situations where the hazard cannot be completely eliminated, the County must use control measures to reduce the risk to employees. When implementing methods to prevent workplace violence the following hierarchy of controls shall be followed:

- **Engineering Controls** – Reduce the hazard through a design change. An example of an engineering control would be the installation of a physical barrier to protect employees

from a member of the public (windows, deep counters, etc.). Engineering controls are not always feasible. If engineering controls are not feasible, the employer must then consider other work practice controls.

- **Substitution** – Reduce the hazard by substituting one process or activity with another that has less exposure to potential workplace violence. An example could be to relocate a County service provided at one location (that presents a risk for workplace violence) to another more secure location.

- **Work Practice / Administrative Controls** - Work Practice Controls reduce the hazard by changing organizational policies and procedures. An example of a work practice control would be requiring check-in procedures and/or itineraries to account for employees who work alone and are not under the direct supervision of management. Training is also considered to be an administrative control.

- **Personal Protective Equipment** - While not typically relevant to many workplace situations, such equipment can include ballistic body armor for law enforcement personnel.

REPORTING SYSTEM AND RESPONSIBILITIES

All employees are encouraged to be alert to the possibility of violence on the part of employees, former employees, visitors and strangers. Employees shall report in writing all workplace violence incidents, including acts of violence, threats of violence, and any other violation of this policy. Employees shall submit the attached *Workplace Violence Incident Report Form* as soon as practicable to their Department Head (or directly to the designated contact person if the incident involves the Department Head). The Department Head will then submit the form to the designated contact person.

If the case is a privacy concern case, the name of the employee who was the victim of the workplace violence should be removed from the Workplace Violence Incident Report or other documentation and replaced with "PRIVACY CONCERN CASE" in the space normally used for the employee's name.

Privacy concern cases include cases involving:

- Injury or illness to an intimate body part or the reproductive system Injury or illness resulting from a sexual assault
- Mental illness HIV infection
- Needle stick injuries and cuts from sharp objects that are or may be contaminated with another person's blood or other potentially infectious material.
- Other injuries or illnesses if the employee independently and voluntarily requests that his or her name is not entered on the report.

All reports of violence will be handled in a confidential manner as much as possible, with information released only on a need-to-know basis. Management shall be sensitive and responsive.

to the reporting employees' fear of reprisal.

TRAINING

All employees will participate in the annual Workplace Violence Prevention Training Program. All newly hired employees will be trained on this program as part of their new employee orientation.

The training shall review this program and shall cover the following:

- The requirements of the workplace violence regulations and the risk factors that were identified in the risk evaluation and determination.
- Measures that employees can take to protect themselves from the identified risks including specific procedures that the County has implemented to protect employees, such as incident alert and notification procedures, appropriate work practices, emergency procedures and the use of security alarms and other devices
- The location of the written workplace violence prevention program and how to obtain a copy
- Examples of prohibited actions How to report workplace violence

PROHIBITED ACTIONS

It is a violation of this program to:

- Engage in workplace violence as defined above.
- Engage in intimidation, threats, physical attacks, domestic violence, or property damage in violation of this policy.
- Possess, use, or threaten to use a weapon or firearm (Note: This does not pertain to County contracted armed guards).

A violation of this policy shall be considered unacceptable conduct and subject the violator to disciplinary action, up to and including termination. An act of off-duty violent conduct may also be grounds for disciplinary action, up to and including termination, if it is determined by the County that there exists a rational nexus between the type of violent conduct committed and the potential adverse impact on an employee's ability to perform the assigned duties and responsibilities.

SUPPORT

EMPLOYEE ASSISTANCE

- Any employee who may have witnessed or experienced a traumatic event may need special support. The County maintains an Employee Assistance Program to be able to meet this kind of special need. The Director of Human Resources or his/her designee will advise affected staff of their options and will coordinate any special assistance that may be required.
- Employees may access the EAP program by calling 1-800-252-4555 or log on to www.theEAP.com

RETALIATION

The County shall take no retaliatory action against any employee because the employee exercises any right accorded him or her by the New York State Workplace Violence Prevention Regulation. This policy prohibits retaliation against any employee who, in good faith, reports a violation of this policy.

CONFIDENTIALITY

Although confidentiality cannot be guaranteed, every effort will be made to protect the safety and anonymity of anyone who comes forward with concerns about a threat or act of violence.

CONFIDENTIAL INFORMATION

This program does not require the disclosure of information that is otherwise kept confidential for security reasons. This 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 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 for routine techniques and procedures
- Would endanger the life or safety of any person

AUTHORIZED EMPLOYEE REPRESENTATIVES (UNION REPRESENTATIVES)

The authorized employee representatives (Union Representatives) will, at a minimum, be involved in the following:

- Evaluating the physical environment
- Developing the Workplace Violence Prevention Program
- Reviewing workplace violence incidents at least annually to identify trends in the types of incidents reported
- Reviewing the effectiveness of the mitigating actions taken

ANNUAL PROGRAM REVIEW

The County shall review and update this program as necessary on at least an annual basis. Such review and update shall set forth any mitigating steps taken in response to any incident of workplace violence.

Tompkins County Site Specific Risks and Control Measures

RISK FACTORS	CONTROL MEASURES
Old Jail	
Working in a public setting Working late at night or early morning hours Work in a location with uncontrolled public access	Exterior door access by key or fob only. There is one public entry which is equipped with a video intercom. Interior control measures include Plexiglas barriers, panic buttons, and surveillance cameras.
Exchanging money with the public	Departmental onboarding, panic buttons, cash is locked in safe.
Human Service Annex	
Working in a public setting	Exterior doors are kept locked. There is only one public entrance, and it is equipped with a video intercom system.
Tompkins County Court House	
Working in a public setting Working in a location with uncontrolled access Working late at night or early morning hours Areas of previous security concerns	Exterior door access requires a key card and code. There is only one public entry. Other control measures include armed security officers, magnetometer, X-ray machine, and surveillance cameras.
Exchanging money with the public	Departmental onboarding, panic buttons, cash kept in a safe.
Office of Human Rights	
Working in a public setting	Exterior doors kept locked. Access by key fob or remotely by employee inside. A video intercom has system has been installed.
Tompkins County Assigned Counsel	
Working in a public setting Working in a location with uncontrolled access	The building is open to the public during business hours only. Other control measures include surveillance cameras, panic buttons, locked exterior office doors. Visitors are greeted by reception and must sign in. Most interaction is by appointment only.
Tompkins County Workforce NY Career Center	
Working in a public setting Working in a location with uncontrolled access	The building is open to the public during business hours only. Other control measures include unarmed security officers, surveillance cameras, panic buttons, locked exterior office doors. Most interaction is by appointment only.
Tompkins County Center for History and Culture	
Working in a public setting Working in a location with uncontrolled access	The building is open during business hours only. There is one public entrance, all others are kept locked and require an employee fob to open.

	The building is also equipped with surveillance cameras.
Gov. Daniel D. Tompkins County Building	
Working in a public setting Working in a location with uncontrolled access	The building is only open to the public during business hours and meetings of the legislature. There is one public entrance, all others are kept locked. Other control measures include surveillance cameras, Plexi glass barriers, fixed and portable panic buttons. Each floor has the ability to lock down the building.
Public Safety Building	
Working in a public setting Working in a location with uncontrolled access Working with volatile and unstable persons Areas of previous security concerns Working alone or in small groups	The building is open to the public 24/7 but access is limited beyond the lobby. All office, work areas the jail, ect. are behind locked doors which require employee fob to open or via remote lock/unlock mechanisms. Other control measures include an extensive surveillance camera system, Numerous department and building wide policies and procedures are in place in addition to extensive training.
Exchanging money with the public	Minimal cash is kept on hand and stored in a safe.
Workforce Development Board	
Working alone or in small groups	There is minimal interaction with the public. The building is equipped with surveillance cameras, and automatic timed locked exterior doors.
Tompkins County Public Library	
Working in a public setting Working in a location with uncontrolled access Areas of previous security concerns Working alone or in small groups	The building is open during business hours only. There is one public entrance stationed by an unarmed security officer. All others are kept locked and require an employee fob to open. The building is also equipped with surveillance cameras.
Exchanging money with the public	Minimal cash transactions with the public at the library. Procedures in place to hold cash securely and limit the amount of cash onsite.
Department of Public Works	
Working in a public setting Working in a location with uncontrolled access	The building is open during business hours with only one public entrance. The building is also equipped with surveillance cameras.
Building C Annex	
Working in a public setting Working in a location with uncontrolled access Areas of previous security concerns Working alone or in small groups	The building is open during business hours only. There is one public entrance, all others are kept locked and require an employee fob to open. The building is also equipped with surveillance

	cameras. Each floor has the ability to lockdown the building.
Exchanging money with the public	Policies are in place for the handling of cash. Regular deposits are made to ensure no large amounts are in the building at one time.
Ithaca Tompkins International Airport Administration Building/ Crash Fire and Rescue	
Working in a public setting Working in a location with uncontrolled access Areas of previous security concerns Working alone or in small groups	The building is open to the public during business hours only, locked doors are alarmed. Staff have multiple means of peer to peer and group communication, TSA/FAA policy and regulation compliant, TSA agents, contracted security firm, and a Sheriff's Deputy present within the airport.
Exchanging money with the public	Minimal cash is exchanged with airport lease holders, mostly done via check or electronic payment.
Tompkins County Public Health Department	
Working in a public setting Working in a location with uncontrolled access Working alone or in small groups	The building has one public entrance, reception staff are situated behind a glass/window barrier in an enclosed office with locked door. All doors off the lobby are kept locked requiring an employee fob or remote button entry to open. Other control measures include multiple lockdown and panic buttons, as well as security cameras throughout.
Exchanging money with the public	Multiple locked safes thorough out the building, regular bank deposits made to ensure no large amount of cash is in the building.
Department of Emergency Response	
Working alone or in small groups Working late at night or early morning hours	Building doors kept locked at all times. Main door equipped with AI Phone/Intercom. Once inside atrium reception staff greet visitor from behind glass window. Visitors are required to sign in then wear a guest/vender badge while inside. The parking area is gated and only accessible to employees. Other controls include interior and exterior security cameras. Well established emergency protocols with all staff trained in emergency processes and response with immediate access to first responders.
Tompkins County Department of Recycling & Materials Management	
Working in a public setting Working in a location with uncontrolled access Working in an area of previous security concerns Working alone or in small groups	Building has one public entrance which is unlocked during regular business hours only. Other controls include fixed and mobile panic buttons, multiple security cameras which are

	monitored in real time by staff. All doors are alarmed, and the building is equipped with motion detector/sensors. Landscaping maintained to prevent vegetation from obscuring one's view.
Exchanging money with the public	Processes in place to secure cash on site with safes and daily bank deposits to prevent large amounts of cash from being on hand.
Department of Motor Vehicles	
Working in a public setting Working in a location with uncontrolled access Working with volatile and unstable persons Areas of previous security concerns	The building has one public entrance which is unlocked during regular business hours only. Other controls include fixed panic buttons, and multiple security cameras which are monitored in real time by staff. All business is completed at a counter in a locked area where staff are situated behind plexiglass barriers and in view of each other. Doors are alarmed when locked and staff have the ability to lock down the building from inside. Staff have extensive training in de-escalation and department specific signals and code words to alert a situation is escalating.
Exchanging money with the public	Processes in place to secure cash in stills and a safe within a vault as per New York State mandated regulations. Bank deposits are made regularly to prevent large amounts of cash from being on hand.
Human Services Building	
Working in a public setting Working in a location with uncontrolled access Working with volatile and unstable persons Areas of previous security concerns Working alone or in small groups	The building has one public entrance which is open only during business hours and automatically locks at a preset time. Armed and unarmed security officers are present within the building. All visitors must enter through the security station which includes a CEIA OPENGATE walk through weapons detection system. Other controls include fixed panic buttons and numerous cameras which are monitored by staff. A radio communication system is in place and doors can be locked down remotely.
Exchanging money with the public	Minimal cash is kept on hand, there are procedures to ensure it is collected, stored, and safely transported for deposit.
Tompkins County Mental Health Department	

<p>Working in a public setting Working in a location with uncontrolled access Working with volatile and unstable persons Areas of previous security concerns Working alone or in small groups Working late at night or early morning hours</p>	<p>The building has one public entrance which is open during business hours and automatically locks at a preset time. Visitors must check in upon arrival at a reception desk with Plexiglass barriers. The building is equipped with fixed and mobile panic buttons as well as a means of locking down all exterior doors. There are also numerous interior and exterior security cameras. Other controls include a group paging system as well as a peer-to-peer communication system. In addition, staff have extensive training in de-escalation techniques and scenario-based emergency drills are carried out regularly.</p>
<p>Tompkins Code Blue Shelter (300 Tioga Street)</p>	
<p>Working in a public setting Working in a location with uncontrolled access Working with medical and functional needs persons Working with volatile and unstable persons Working in small groups Working late at night or early morning hours</p>	<p>The building has one public entrance. Upon arrival all guests divest their possessions and are screened with a handheld magnetometer. All large belongings are placed in totes that are stored for the evening in an area with restricted access. During hours of operation the facility is staffed with armed and unarmed security officers. Staff and security are equipped with handheld radios for peer-to-peer communication. The building is equipped with interior and exterior cameras. The exterior of the building and surrounding parking lot is well lit and free of vegetation or other visual obstructions. In addition, staff have extensive training in de-escalation techniques.</p>