THE CITY UNIVERSITY OF NEW YORK

JOHN JAY COLLEGE WORKPLACE VIOLENCE PREVENTION PROGRAM

In accordance with the University’s commitment to the prevention of workplace violence, John Jay College adopts the following as its Workplace Violence Prevention Program (the “Program”):

1. Purpose

The University’s Workplace Violence Prevention Program provides information to the College community about preventing and responding to incidents of workplace violence at the College’s worksites and facilities and seeks to develop programs which will prevent or reduce the likelihood of threats or acts of workplace violence. The Program seeks to ensure that any incident, complaint, or report of workplace violence is taken seriously and dealt with appropriately. The Program implements the Workplace Violence Prevention Policy As set forth therein, workplace violence is defined as any physical assault or acts of aggressive behavior occurring where an employee performs any work-related duty in the course of his or her employment, including but not limited to:

i. An attempt or threat, whether verbal or physical, to inflict physical injury upon an employee;

ii. Any intentional display of force that would give an employee reason to fear or expect bodily harm;

iii. Intentional and wrongful physical contact with an employee without his or her consent that entails some injury; and

iv. Stalking an employee in a manner that may cause the employee to fear for his or her physical safety and health when such stalking has arisen through and in the course of employment.

2. Scope

All College employees are required to comply with the Program. In addition, since students and visitors to the College are required to conduct themselves in conformity with existing law, employees who observe or experience students or visitors engaging in violent or threatening behavior should follow the procedures in the Program for reporting such behavior.

3. Workplace Violence Advisory Team (“WVAT”)

a. The WVAT reports directly to the College President and consists of members designated by the President. These include representatives from the Office of Public Safety, Human Resources, Labor Relations, Counseling Services, Environmental Health and Safety, Legal Affairs and/or others, including faculty and staff, as deemed appropriate by the President.
b. The WVAT Chair, selected by the President, sets the times and agendas for meetings and establishes sub-committees, as necessary, to fulfill the WVAT responsibilities set forth herein and in sections 4, 7 and 12.

c. The link to the College’s website where the Chair and members of the WVAT and their contact information is found in Appendix I.

d. Human Resources will coordinate the Workplace Violence Prevention training at the Colleges.

4. Risk Assessment and Evaluation Process

a. On an annual basis, the WVAT will:

i. Examine the prior year’s relevant records that concern workplace violence incidents to identify patterns in the type and cause of injuries.

ii. Assess relevant policies, work practices, and work procedures that may impact the Workplace Violence Prevention Program.

b. The WVAT has previously conducted a physical site evaluation of the College’s workplace to determine the presence of factors that may place employees at risk of workplace violence. As per CUNY since a Physical Site Evaluation and initial walkthrough was conducted in 2011-2012 campuses do not have to repeat them unless: the campus has a new building or there have been significant structural changes/renovations to an existing building since the previous walk through.

Each authorized employee representative organization with employees at the College will be given advance notice, in writing, from the Vice President for Administration of the date(s) and time(s) of the site visit(s). Each authorized employee organization may designate a representative to participate in the site visit(s) by notifying the WVAT Chair in writing of the designated representative. In addition to the authorized employee representative(s), an employee may also request to participate directly in the site visit for his/her work area by contacting the WVAT Chair. The authorized employee representative(s) will be provided with incident reports (without names) for the previous year. The authorized employee representative(s) may submit to the WVAT Chair any comments regarding situations in the workplace that pose a threat of workplace violence.

c. Following the physical site evaluation, the WVAT will prepare a report of the findings, including a list of the high risk factors identified during the physical site evaluation and recommendations on appropriate work practice control measures to address identified risk factors. The report will be submitted to the President for appropriate action. Copies of the report will be made available, upon request, to employee(s), their authorized representatives(s), and the New York State Department of Labor.
d. Physical site evaluation/risk assessment evaluations will be conducted after an incident of workplace violence, as needed and as identified by the Department of Labor, or if it is determined that a significant trend of workplace violence is identified.

5. High Risk Locations/Risk Factors

John Jay College invited representatives from each union to participate in a physical site evaluation of the campus on March 25 and March 31, 2011.

Factors that might place an employee at risk include but are not limited to:

- Offices that handle the exchange of money, including cash, checks, money orders and credit card receipts: Bursar; Department of Public Safety; Library.
- Offices that handle issues stressful to students, such as the Counseling Center, Registrar, Academic Advising Offices, Accessibility Services, Financial Aid and Offices of the Deans.
- Offices that handle issues stressful to faculty and staff, such as the Office of Human Resources and Office of the Labor Designee.
- Work sites containing employees who work late at night or early in the morning or on weekends: Entire campus for custodial staff and Public Safety staff, Library faculty and staff, faculty.

In response, the College utilizes the following control measures to eliminate or reduce workplace violence hazards:

i. Card Access and/or turnstiles at all eight sites

ii. Metal Detectors: Utilized at events that pose Public Safety issues such as student dances

iii. Surveillance Cameras: Elevators, Elevator Lobbies, Outside Perimeter, Interior Stairwells and other strategic locations.

iv. Increased patrols to monitor that exterior lighting is functioning

v. Sign-in/Sign-out procedure for campus visitor access.

vi. Daily vertical patrols to ensure security and safety.

vii. Two way radios: Public Safety, Facilities Management, Theater Services, and strategically provided to other John Jay departments

viii. Emergency Contact for Public Safety from various phones on campus such as: All restrooms, classrooms, elevator lobbies, hallways and other strategic locations

ix. Panic buttons and emergency phones are strategically located throughout the building.
x. Security Mirrors throughout the buildings in strategic locations

xi. Children’s Center has panic alarms installed and monthly evacuation drills are conducted.

xii. My EOP- Emergency app is available to John Jay Community listing what to do in the event of a variety of emergencies. Signage is displayed in each classroom providing emergency instructions and providing information about the availability of downloading the app.

6. Employee Information and Training as is required by City University of New York. All employees must participate in training on the risks of workplace violence in their workplace at the time of initial employment and annually thereafter.

The CUNY training is mandatory. The College provides training to its employees through Human Resources or Legal. The training program addresses the following essential topics:

- An overview and definition of workplace violence;
- Techniques on how to recognize and avoid potentially violent situations, including de-escalation techniques;
- How employees can protect themselves and how employees can suggest improvements to the Program;
- The importance of reporting incidents and how to report such incidents;
- Where employees can seek assistance during a dangerous situation; and
- Resources, such as trauma counseling, that may be available to employees after an incident has occurred.

7. Reporting Process/Procedures for Incidents of Workplace Violence

In order to maintain a safe working environment, incidents of workplace violence must be reported promptly to a supervisor and/or the Department of Public Safety.

- Unless the complaint is against the Supervisor

The phone number of the College’s Office of Public Safety is 212-237-8524. Members of the College community are also encouraged to report other behavior they believe may lead to potential workplace violence. After an incident occurs or upon receipt of a complaint, an investigation will be conducted by the Department of Public Safety. Complaints involving the Department of Public Safety will be investigated by Human Resources.

- Once there’s an alleged incident of Workplace Violence Public Safety will write an incident report. Public Safety will maintain all records of initial reports and the results of any investigative reports relating to Workplace Violence at the College. As set forth therein, investigative reports must include:

  i. Workplace location where the incident occurred;
  ii. Time of day/shift when the incident occurred;
  iii. A detailed description of the incident, including events leading up to the incident and how the incident ended;
iv. Names and job titles of employees involved; including other identifiers and the names of other individuals involved.

v. Nature and extent of injuries arising from the incident; and

vi. Names of witnesses.

b. The Director of Public Safety reviews the investigation results of incidents and complaints and forwards them to the proper departments.

c. The WVAT, with the participation of the authorized employee representative(s), conducts a review of the Campus Workplace Violence Incidents Report at least annually to identify trends in the types of incidents in the workplace and reviews the effectiveness of the mitigating actions taken.

8. All reports are confidential and are only distributed on the advice of counsel.

9. Report of Violations of the Workplace Violence Prevention Policy and Program

Any employee or authorized employee representative who believes that the College’s Workplace Violence Prevention Program is in violation of CUNY’s Workplace Violence Prevention Policy, New York State Department of Labor Regulation Section 800.6 and New York State Labor Law Section 27(b), should bring their concerns to the attention of the proper authorities.

Events involving the threat of imminent danger should be immediately brought to the attention of the College’s Department of Public Safety.

Events relating to concerns of other types of reportable incidents should be reported as detailed in Paragraph 7, above, and brought to the attention of the University’s Senior University Executive Director of Human Resources Strategic Planning, 217 East 42 St, New York, NY 10017

If a matter has been brought to the proper College authority and the College has had a reasonable opportunity to correct the activity, policy or practice, the matter has not been resolved, and an employee or authorized employee representative still believes that serious violation of the program remains, the employee or authorized employee representative may request an inspection by notifying the Commissioner of Labor of the alleged violation. This notice to the Commissioner must be in writing and shall set forth with reasonable particularity the grounds for the notice and shall be signed by the employee or authorized employee representative in compliance with New York State Labor Law Section 27(b) and its implementing Regulations.

10. Retaliation
No employee is subject to criticism, reprisal, retaliation or disciplinary action by the College for good faith reporting pursuant to the Program. Individuals who make false and malicious complaints of workplace violence, as opposed to complaints that, even if erroneous, are made in good faith, may be subject to disciplinary or other appropriate action.

11. Recordkeeping
All recordkeeping and reporting shall be made in compliance with the applicable law and regulation (currently New York Labor Law Sections 27-a and 27-b and 12 NYCRR Part 800) and the Policy and Program.

12. Program Effectiveness and Evaluation/Post-Incident Response
At least annually or after serious incidents, the WVAT evaluates the effectiveness of the Workplace Violence Prevention Program, including post-incident responses and evaluation processes. The review focuses on incident trends and the effectiveness of the control measures taken by the College. The review also assesses whether the reporting and recordkeeping systems are effective in collecting relevant information.
APPENDIX I
MEMBERS OF THE WORKPLACE

http://www.jjay.cuny.edu/workplace-violence-prevention-program