

## **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**

CUNY's Workplace Violence Prevention Program provides information to the College community about preventing and responding to incidents of workplace violence at the College 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 Department of Public Safety, Human Resources, Labor Relations, Counseling Services, 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.
- 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. In 2011 – 2012 the WVAT with authorized employee (union) representatives (AER) conducted a physical site evaluation of the College's campus buildings 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 we do not have to repeat the walk-through unless: the campus has a new building or there have been significant structural changes/renovations to an existing building since the previous walk-through. A physical site evaluation walkthrough of the Westport campus building's new construction was conducted in May of 2018.

c. Each authorized employee representative with employees at the College and WVAT members will be given advance notice, in writing, of the date and time(s) of the site visit(s) and annual program review from the WVAT Chair. 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. An e-mail announcing the sit visit and inviting participation will be sent to the College community prior to the walk-through. The AERs will be provided with incident reports (with names redacted) for the previous year. The AERs may submit any comments to the WVAT Chair regarding situations in the workplace that pose a threat of workplace violence. If a site walk-through is required, it must be completed before the annual review meeting. Issues discovered during the walk-through will be discussed/reviewed during the annual program review.

d. 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.

e. 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.

f. The WVAT, with the participation of the AERs, conducts an annual program review of the prior year's campus workplace incidents to identify trends in the types of incidents in the workplace and reviews the effectiveness of the mitigating actions taken. A redacted master summary sheet of all on campus workplace violence incidents is distributed and discussed. If a walk-through was conducted, the results of the walk through are examined during the annual review meeting. The campus Workplace Violence Prevention Plan and Program are reviewed.

## 5. High Risk Locations/Risk Factors

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, Accessibility Services, Financial Aid, Office of Student Affairs and the Department of Public Safety.
- Offices that handle issues stressful to faculty and staff, such as the Office of Human Resources, Office of the Labor Designee, Department of Public Safety and the Office of the Provost.
- Campus locations where faculty and staff work late at night/early in the morning or on weekends: including Facilities Management staff, Public Safety staff, and Library faculty and staff.

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

- i. Card Access and/or turnstiles at all six buildings.
- ii. Metal Detectors: utilized at events that Public Safety deems as necessary; with the written consent of the College President.
- iii. Surveillance cameras are located in the following areas: elevators, elevator lobbies, outside perimeter, 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 safety patrols to ensure safe and secure.
- vii. Two way radios: Public Safety, Facilities Management, and Theater Services
- viii. Emergency contact to Public Safety from phones and duress stations are located in some restrooms, classrooms, elevator lobbies, hallways and other strategic locations. Public Safety tests these devices on a monthly basis.
- ix. Panic buttons and emergency phones are strategically located throughout the building
- x. Security Mirrors are located throughout the campus buildings in strategic locations
- xi. The College's Children's Center is located at 11<sup>th</sup> Avenue entrance panic alarms have been installed there. Monthly evacuation drills are conducted.
- xii. Stickers with the Public Safety emergency phone extension of 8888 were distributed to campus Departments to be adhered to desk phones.

xiii. Active shooter locks were installed in campus classrooms– the locks can secure a room from the interior so that an individual outside the door is prevented from entering.

xiv. In the event of an active shooter, opaque panel covers are available in all classrooms to cover the glass to prevent seeing into the room.

xv. An overnight depository box was installed in the Bursar's Office to hold cash collected during evening events.

xvi. Public Safety is reviewing how active shooter locks can be installed in rooms with keypad entry in Westport's new construction area.

xvii. The Department of Information Technology has installed Emergency Phones in the restrooms at the Westport new construction area.

## **6. Workplace Violence Prevention Training**

The annual CUNY Workplace Violence Prevention training is mandatory. All employees must participate in the training on the risks of workplace violence at the time of initial employment and annually thereafter. The College provides training to its employees through Human Resources either via the web or in a classroom setting.

The training program address the following essential topics:

- a. An overview and definition of workplace violence;
- b. Techniques on how to recognize and avoid potentially violent situations, including de-escalation techniques;
- c. How employees can protect themselves and soliciting employees for program improvements
- d. The importance of reporting incidents and the procedure for reporting incidents;
- e. Where employees can seek assistance during a dangerous situation;
- f. Resources, such as trauma counseling, that may be available to employees after an incident has occurred.
- g. Active shooter awareness

## **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 (unless the complaint is made against the supervisor) and/or the Department of Public Safety. The phone number of the College's Department of Public Safety is 212-237-8524. Members of the College community are encouraged to report behavior they believe may lead to workplace violence.

- a. After an incident occurs or upon receipt of a complaint, an investigation will be conducted by the Department of Public Safety. Complaints involving employees of the Department of Public Safety will be investigated by Human Resources and referred to Legal.

b. Once there's an alleged incident of Workplace Violence reported, Public Safety will write an incident report. Public Safety maintains 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. A Director of Public Safety will review the investigation results of incidents and complaints. The report will then be forwarded to the Office of Legal Counsel, where it will be reviewed and appropriate recommendations will be made by Legal Counsel.

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.

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

## **8. 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.

During events involving the threat of imminent danger call 911 and then contact 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 you are not satisfied with the College's response to an activity, policy or practice or believe a violation remains after an investigation you may request an inspection by notifying the Commissioner of Labor of the alleged violation. This notice to the Commissioner must be in writing and with a description of the grounds for the notice and must be signed by the employee or authorized employee representative in compliance with New York State Labor Law Section 27(b) and its implementing regulations.

## **9. 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.

## **10. 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.

Edited July 2018

**APPENDIX I**  
**MEMBERS OF THE WORKPLACE**

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