

THE CITY UNIVERSITY OF NEW YORK
CAMPUS AND WORKPLACE VIOLENCE PREVENTION POLICY

POLICY STATEMENT¹

The City University of New York (the “University” or “CUNY”) is committed to the prevention of workplace violence and will respond promptly to any threats and/or acts of violence. For purposes of this Policy, 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 which 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;
- (iv) Stalking an employee in a manner which 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.

Workplace Violence presents a serious occupational safety hazard to CUNY and its employees. The University will respond promptly to threats and/or acts of violence. All employees are responsible for helping to create an environment of mutual respect and for assisting in maintaining a safe and secure work environment and will participate in the

¹ This document supersedes and replaces *The City University of New York Campus and Workplace Violence Prevention Policy* approved by The City University of New York Board of Trustees on February 28, 2011,

annual Workplace Violence Prevention Training Program. . Individuals who violate this Policy may be removed from University property and are subject to disciplinary and/or personnel action up to and including termination, consistent with University policies, rules and collective bargaining agreements, and/or referral to law enforcement authorities for criminal prosecution.

Incidents involving Workplace Violence will be given the serious attention they deserve.² Employees are responsible for reporting any incidents of Workplace Violence of which they become aware. The procedure for reporting incidents of suspected or alleged Workplace Violence can be found in the campus specific Workplace Violence Prevention Programs at Paragraph 7. The procedure for reporting complaints of a potential violation of the CUNY Workplace Violence Prevention Policy and Programs can be found in the campus specific Workplace Violence Prevention Programs at Paragraph 9.

The University, at the request of an employee or student, or at its own discretion, may prohibit members of the public, including family members, from seeing an employee or student on University property unless necessary to transact University-related business. This policy particularly applies when an employee or student anticipates that an act of violence may result from an encounter with said individual(s).³

Employee participation in the implementation of this Policy will be provided through their authorized employee representatives, who will be invited to participate in:

(1) Scheduled physical risk assessment site evaluation(s) to determine the presence of

² Complaints of sexual harassment are covered under the University's *Policy Against Sexual Harassment*.

³ Students are not directly covered by this Policy, but they should contact the Department of Public Safety to report concerns about workplace violence.

risk factors which may place employees at risk of workplace violence; (2) the development and annual review of a Workplace Violence Prevention Program promulgated by each College for the implementation of the Policy; (3) the annual review of the *Campus Workplace Violence Incidents Report* prepared annually by each College; and (4) as appropriate, following a serious incident of Workplace Violence.

Last Updated: 09/26/11

THE CITY UNIVERSITY OF NEW YORK

LAGUARDIA COMMUNITY COLLEGE WORKPLACE VIOLENCE PREVENTION

PROGRAM

In accordance with the University's commitment to the prevention of workplace violence, LaGuardia Community 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 adopted by the Board of Trustees on February 28, 2011. 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.

April 1, 2011

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- b. The WVAT Chair, James Grantham, 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 Chair and members of the WVAT and their contact information are listed in Appendix I.
- d. The WVAT 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.
 - iii. Review survey responses received from employees of the College. Survey forms are available to employees on the College's website and in hard-copy at the College's Office of Public Safety and Office of Human Resources. Completed survey forms are to be forwarded to the Director of Public Safety, as the physical site evaluation team leader.
- b. The WVAT will conduct a physical site evaluation of the College's workplace to determine the presence of factors that may place employees at risk of workplace violence. 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

- Offices that handle the exchange of money, including cash, checks, money orders and credit card receipts: Bursar; Bookstore; LaGuardia Performing Arts Center.
- Offices that handle issues stressful to students, such as the Counseling Center, Registrar, Academic Advising Offices, Students with Disabilities and Learning Project, and VP Office for Students
- 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 alone or in small groups: academic offices, faculty offices, entire campus for custodial staff, media technicians, IT support.
- 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 for faculty and staff

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

i. **Engineering Controls.**

- Bullet-proof glass (Bursar), Safes (Bursar, Business Office, VP for Administration Office). *The College should look into designating the Bursar Office as a primary location for the collection of cash and checks*
- Outside Events – Metal Detectors for special events if deemed necessary
- Video Cameras – Elevators, Elevator Lobbies, Outside Perimeter (except for exterior of B and some of the C-Bldg.), Some Interior Stairwells, Library (upper and lower levels), Loading Docks, gym and Ping-Pong areas, patio, and Parking Lot A.
- Public Address system in B-Building and Center III.
- 29th Street Parking lot camera system.
- Camera systems in various high risk areas (B, C, E, M Buildings).

- Emergency duress buttons have been installed in select areas. *The College will explore the feasibility of installing duress buttons through its current telephone system infrastructure so that an emergency duress signal is sent to the Public Safety Office with a press of the pre-programmed telephone button)*

ii. **Administrative or Work Practice Controls.**

- Sign-in/Sign-out procedure for off-hour access.
- Campus-wide Patrol rounds verified through check in stations monitored by software called Proxi Guard
- Analysis of Reports for patterns of crime
- Crime Prevention Notices & Weekly Security Tip e-mails

iii. **Personal Protective Equipment (PPE).**

- Walkie-Talkies (Public Safety/Buildings & Grounds).
- Cell Phones (Administration/Public Safety Staff/IT).
- Emergency Contact with Public Safety from any phone on campus.
- Emergency Phones in Classrooms, labs, elevators and hallways
- Emergency Notification to Public Safety's central dispatching office when calls are placed directly to 911 through the College's telephone system.

6. Employee Information and Training

All employees must participate in training on the risks of workplace violence in their workplace at the time of initial employment and at least annually thereafter. The employee training and information program includes information regarding how to locate the Policy and Program as well as survey forms.

The College provides training to its employees. The training program addresses the following essential topics:

- a. An overview and definition of workplace violence;
- b. The College's commitment to providing a safe workplace;
- c. Instructions regarding how to obtain a copy of the written Policy and Program;
- d. A listing of significant identified risk factors;
- e. Techniques on how to recognize and avoid potentially violent situations, including de-escalation techniques;
- f. How employees can protect themselves and how employees can suggest improvements to the Program;
- g. The importance of reporting incidents and how to report such incidents;
- h. Where employees can seek assistance during a dangerous situation; and
- i. Resources, such as trauma counseling, that may be available to employees after an incident has occurred.

Additional training will be conducted as necessary and as determined by the needs of the College.

7. Reporting Process/Procedures to Report 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 Office of Public Safety. The phone number of the College's Office of Public Safety is (718)482-5555. 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 Office of Public Safety. Complaints involving the Office of Public Safety will be investigated by the Office of Human Resources.

- a. The College will use a form maintained by the University's Office of Public Safety to record incidents of workplace violence. The College Office of 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;
 - v. Name or other identifier of other individual(s) involved;
 - vi. Nature and extent of injuries arising from the incident; and
 - vii. Names of witnesses.
- b. The WVAT reviews the investigation results of incidents and complaints, determines whether there is a violation of the Policy and provides a report to the President.
- 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. Confidentiality of Certain Information

Nothing in this Program requires the disclosure to any person or entity, other than to the Commissioner of the Department of Labor as directed by the New York State Labor Law, of information otherwise kept confidential for security reasons, such as information that if disclosed may:

- i. Interfere with law enforcement investigations or judicial proceedings;
- ii. Deprive a person of the right to a fair trial or impartial adjudication;
- iii. Identify a confidential source or disclose confidential information relating to a criminal investigation;
- iv. Reveal criminal investigative techniques or procedures, except routine techniques and procedures; or
- v. Endanger the life or safety of any person.

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, 205 East 42nd Street, 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.

**LaGuardia Community College
Workplace Violence Advisory Team**

Name	Title	Phone Number	E-Mail Address
James Grantham (Chair)	Director of Public Safety	(718) 482-5559	jgrantham@lagcc.cuny.edu
Seurette Bazelais	Program Coordinator - Coop Education	(718) 482-5204	sbazelais@lagcc.cuny.edu
Lenore McShane	Administrative Assistant -English Department	(718) 482-5656	lmcshane@lagcc.cuny.edu
Javier Larenas	Senior College Lab Technician – Photography Program - Humanities	(718) 482-4079	jlarenas@lagcc.cuny.edu
Luis Merchant	Student Judiciary Officer – Student Affairs	(718) 482-5183	luism@lagcc.cuny.edu
Bonnie Brown	Specialist - Human Resources	(718) 482-5087	bbrown@lagcc.cuny.edu
Regina Varin-Mignano	Coordinator, Student Services& Disabled Students Program	(718) 482-5253	rvarin-mignano@lagcc.cuny.edu

THE CITY UNIVERSITY OF NEW YORK

[LAGUARDIA COMMUNITY COLLEGE] WORKPLACE VIOLENCE PREVENTION PROGRAM

CAMPUS-SPECIFIC INFORMATION

HIGH RISK LOCATIONS/RISK FACTORS

This section is completed by your College, based on the results of the most recent physical site evaluation. It lists the risk factors identified during the physical site evaluation and recommends appropriate measures to address these risks.

Description of Identified Risk Factors

- A. In addition to the above noted information, the Public Safety staff and Administration also evaluated factors that might place an employee at risk, including but are not limited to the following:
- Offices that handle the exchange of money, including cash, checks, money orders and credit card receipts: Bursar; Bookstore; LaGuardia Performing Arts Center.
 - Offices that handle issues stressful to students, such as the Counseling Center, Registrar, Academic Advising Offices, Students with Disabilities and Learning Project, and VP Office for Students
 - 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 alone or in small groups: academic offices, faculty offices, entire campus for custodial staff, media technicians, IT support.
 - 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 for faculty and staff
- B. Improve lighting in M and E Building stairwells.
- C. Security mirrors inside of M-Building Stairwells

HIGH RISK LOCATIONS/RISK FACTORS

This section is completed by your College, based on the results of the most recent physical site evaluation. It lists the risk factors identified during the physical site evaluation and recommends appropriate measures to address these risks.

- D. Provide additional video surveillance cameras in the following areas:
 - 31st Street Side of M-Building
 - Area outside of pool exit area (47th Avenue – adjacent to Loading dock)
 - Exterior of the B-Building and C Building
- E. B-Building access control for Service Elevator Lobby
- F. MB-64 – Entry is too long / safety issue
- G. All Buildings Lettering of Internal and External Emergency Exit Doors
- H. Provide exterior lighting on 47th Avenue alcove of M-Building near the Pool area.

HIGH RISK LOCATIONS/RISK FACTORS

This section is completed by your College, based on the results of the most recent physical site evaluation. It lists the risk factors identified during the physical site evaluation and recommends appropriate measures to address these risks.

How the identified risk factors have been/are being addressed

LaGCC Plan

- A. The College will explore the feasibility of installing emergency duress buttons for the above areas through its current telephone system infrastructure so that an emergency duress signal is sent to the Public Safety Office with a press of the pre-programmed telephone button)
- B. A physical survey of all exit stairwells was conducted by the College. As a result, Exit E in the M Building was identified to be poor in terms of lighting levels. Work is underway for installation of additional lighting fixture in Exit E
- C. The Office of Public Safety is identifying proposed locations and will purchase parabolic mirrors. The Building Operations Department will install the mirror when the mirrors are received.
- D. Installation of camera on the exterior of B Building and C Building may be difficult. B Building is rented building. As for the C Building, the presence of sidewalk bridges that have been installed due to poor exterior façade conditions have limited the College ability to install well positioned surveillance camera. Sidewalk bridges are equipped with functioning lights. Periodic patrol of the building perimeters by the Public Safety Officers are conducted at all times.
- E. Public Safety will explore the feasibility of installing card access controls
 - Block off with sheetrock areas dead-end area under:
 - Exit D stairs in M-Building
 - Exit “B” stairs in M-Building
 - Stair near MB01 M-Building

The Building Operations Department will perform the work (card access installation)

- F. MB-64 - This requires re-design of the space and the adjacent Bursar Office. College will look to re-design the space when Bursar moves to the C Building in Fall,2012.)

HIGH RISK LOCATIONS/RISK FACTORS

This section is completed by your College, based on the results of the most recent physical site evaluation. It lists the risk factors identified during the physical site evaluation and recommends appropriate measures to address these risks.

- G. All Buildings Lettering of Internal and External Emergency Exit Doors - Additional signage is neither a Building Code nor a Fire Department requirement. Nevertheless, the College will improve the signage.
- H. The Building Operations Department will perform the work (card access installation)

KEY CONTACT INFORMATION AND SPECIFIC CAMPUS RESOURCES

Campus Office of Public Safety

Incidents of workplace violence and behavior that you believe may lead to potential workplace violence must be reported promptly to a supervisor and/or the Office of Public Safety.

Public Safety Dept. E-100 x5555

KEY CONTACT INFORMATION AND SPECIFIC CAMPUS RESOURCES

<p>Workplace Violence Advisory Team (WVAT)</p> <p><i>List of members with contact information OR location where this information is posted on campus or on the College web site (i.e., URL).</i></p>	<table border="0"> <tr> <td>James Grantham</td> <td>Public Safety</td> <td>x5559</td> </tr> <tr> <td>Luis Merchant</td> <td>Office of Student Affairs</td> <td>x5180</td> </tr> <tr> <td>Regina Varin-Mignano and Learning</td> <td>Students With Disabilities</td> <td>x5253</td> </tr> <tr> <td>Seurette Bazalias</td> <td>Cooperative Education</td> <td>x5204</td> </tr> <tr> <td>Bonnie Brown</td> <td>Human Resources</td> <td>x5087</td> </tr> <tr> <td>Lenore McShane</td> <td>English</td> <td>x5656</td> </tr> <tr> <td>Javier Larenas</td> <td>Humanities</td> <td>x4028</td> </tr> </table>	James Grantham	Public Safety	x5559	Luis Merchant	Office of Student Affairs	x5180	Regina Varin-Mignano and Learning	Students With Disabilities	x5253	Seurette Bazalias	Cooperative Education	x5204	Bonnie Brown	Human Resources	x5087	Lenore McShane	English	x5656	Javier Larenas	Humanities	x4028
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Javier Larenas	Humanities	x4028																				
<p>Instructions on accessing your College’s Workplace Violence Prevention Program</p> <p><i>Including contact information OR location where this information is made available by the College.</i></p>	<p>http://www.lagcc.cuny.edu/humanresources/Policies/WorkplaceViolence-Prevention.pdf</p>																					
<p>Additional Campus Resources and Contacts</p> <p><i>List of additional campus contacts and resources available to assist with awareness and prevention efforts, training, or issues related to workplace violence.</i></p>	<p>Public Safety Dept. E-100 x5555</p> <p>VP of Student Affairs C-317 x5180</p> <p>Human Resources E-408 x5080</p> <p>Legal / Labor Relations x5077 E-512</p>																					

KEY CONTACT INFORMATION AND SPECIFIC CAMPUS RESOURCES

**Domestic Violence
Prevention Resources**

*Including contact
information for your
campus **Domestic
Violence Liaison(s)**.
Concerns about
domestic violence
entering or affecting
the workplace may be
reported to your DV
Liaison, a supervisor or
to Public Safety.*

James Grantham Public Safety Dept. E-100 x5555

Maria Cook Labor and Legal E-512 x5077

QUESTIONS?

If you have questions about the information provided in your campus workplace violence prevention training, please contact the following representative(s) at the College.

Name	Title/Department	Phone	Email	Hours of Availability
Lenore McShane	English	718-482-5656	lmcshane@lagcc.cuny.edu	9:00am – 5:00pm
James Grantham	Public Safety	718-482-5559	jgrantham@lagcc.cuny.edu	9:00am – 5:00pm
Bonnie Brown	Human Resources	718-482-5087	bbrown@lagcc.cuny.edu	9:00am – 5:00pm