



Workplace Violence Prevention

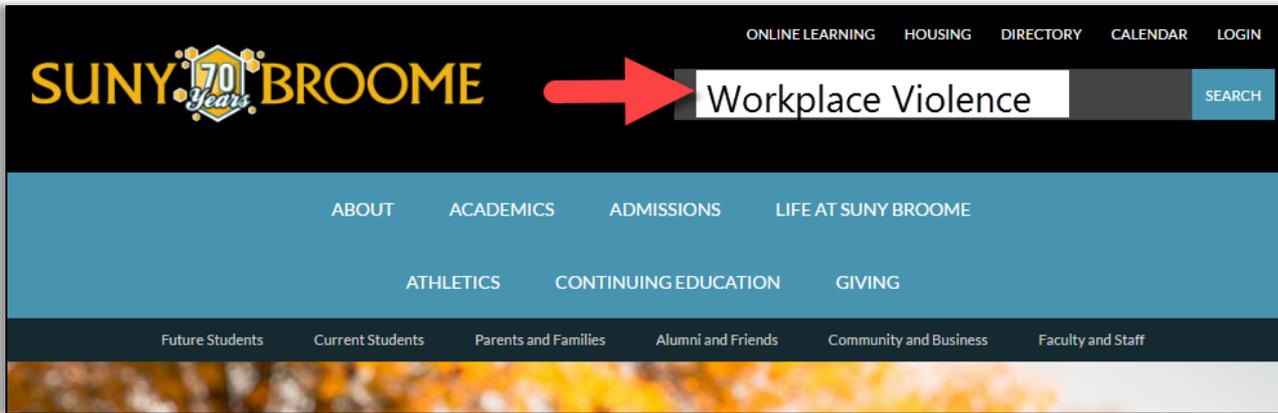
**Investigator Marie Finelli
Resource/Compliance Officer
Office of Public Safety
607-778-5083**



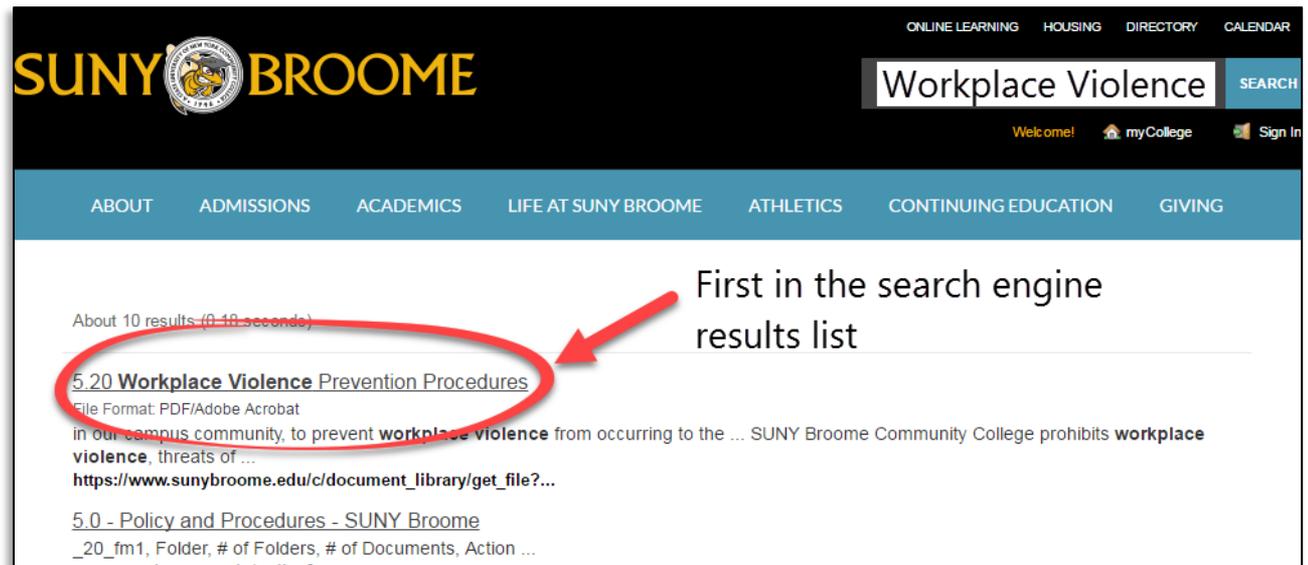


In accordance with NYS Labor Law Section 27-b SUNY Broome Community College and its employees are responsible for complying with this program to maintain a workplace as safe from violence as reasonably possible.

The purpose of these procedures is to address the issue of potential workplace violence in our campus community, to prevent workplace violence from occurring to the fullest extent possible, and to set forth procedures to be followed should such violence occur.



For policy and procedures go to www.sunybroome.edu
Enter “Workplace Violence” into the search bar and
click search



What is Workplace Violence?

Workplace violence refers to a range of inappropriate behaviors, specific or nonspecific threats, verbal abuse, or physical assault occurring in the work setting.

It may be verbal, psychological or physical intimidation, threats of violence, actual assault or other violence, or any other behavior that causes others to feel threatened, frightened or unsafe.

Prohibited Conduct

includes but is not limited to:

- **Use of force with intent to cause harm**, e.g. physical attacks, hitting, fighting, pushing, or throwing objects;
- **Behavior that diminishes the dignity of others** through sexual, racial, religious or ethnic harassment;
- **Acts or threats (verbal or physical)** which are intended to intimidate, harass, threaten, bully, coerce, or cause fear of harm whether directly or indirectly;
- **Use of gestures, words, symbols or pictures** that communicate a direct or indirect threat of harm;
- **Stalking an employee** with the intent of causing fear to his or her physical safety and health
- **Carrying, possession or use** of any dangerous weapon on College property or in College buildings or facilities.

Four Categories of...

Workplace Violence

1. Violence by Strangers Committing Robbery
2. Violence by Customers, Clients, or Students
3. Violence by Employees and Supervisors
4. Violence by Domestic Partners or Relatives of Employees

What puts YOU at risk?

- Contact with the public
- Working late at night or during early morning hours
- Lack of readily available and operational communication devices or alarm systems to obtain assistance
- Poorly lighted parking areas, roads, sidewalks, and assembly points
- Money transactions, especially those involving cash
- Uncontrolled access to the workplace
- Prevalence of handguns and other weapons among the public, employees, or students
- Lack of training in recognizing and managing escalating hostile and aggressive behaviors
- Behavioral indicators – verbal, non-verbal and emotional indicators
- Previous security problems that have not been properly addressed

Risk Factors (cont'd)

- **Complacency**

- "It can't happen here"
- "If something bad happens, someone else will know how to react"
- "We don't have the time or money to deal with this now"

- **Incidents aren't reported because:**

- Excuses are made for the individual's violent behavior
- Unwillingness to get involved
- Concern that complaints won't be taken seriously
- Fear of retaliation

Campus Venues with Higher Than Average Risk

Venues

Examples

Areas Where Money is Exchanged

Food-Service Venues, Student Accounts, Campus Bookstore, Ice Center, Campus Events

Administrative Offices

Business Office, Human Resources , College Association, Student Affairs, College President, Provost Office

Work Sites that are Sensitive Areas or Where Employees Work Late at Night or Early Morning

Faculty Offices, Counseling Services, Health Services, Library, Classrooms, Dining Center, Athletic Areas, Ice Center, Residence Halls, Police/Public Safety

Some Practical Tips To Stay Safe At Work

- Know where building emergency exits are located and be prepared to use them if necessary
- Conceal valuables
- Redesign workspace to prevent entrapment
- Pay attention to subtle behavior clues
 - Keep emergency numbers handy(911 or 9-911 office phone)
- Be aware – pay attention to surroundings (situational awareness)
- Walk and present oneself confidently
- If working late
 - Tell someone where you are
 - Be sure your cell phone is available and fully charged
 - Keep emergency numbers handy(911 or 9-911 from office phone)
 - Park in a well lit area
 - Call Public Safety 778-5083 to advise them you're on campus late

Click Link Below



Situational Awareness!

It's the little things we miss, that could make the biggest difference.

- Suspicious Behavior
- Social Media Posts
- Behavior not typical of the person
- Odd comments or reactions to acts of violence
- Obsession with guns and violence

Examples of Safety Measures at SUNY Broome

- 911 emergency call system (Blue Light call boxes)
- Key Fob access to residence halls
- Presence of Public Safety/Police 24/7
- Safety walk-around by Public Safety Officers
- Maintenance work-order system which prioritizes correction of safety issues
- Employee awareness training
- The Workplace Violence Prevention Program, reviewed annually.
The program includes:
 - Risk assessments
 - Identification of high risk factors and locations
 - Procedures to report incidents and threats
 - Informational training program

Recognize Red Flag Behavior:

Signs Of Distress

- Sudden significant change in routine
- Extreme moodiness, depression, withdrawal, social isolation, lethargy
- Disruptive/risk-taking behavior
- Confusion or disorientation
- Defensiveness or blaming others for mistake
- Holding grudges
- Alcohol or drug dependence
- Increased absences
- Excessive activity, talking, or signs of agitation
- Red or swollen eyes
- Perspiring when work area is not hot

Recognize Red Flag Behavior:

Signs of Distress in the Classroom

- Significant changes in behavior such as performance, absences, level of participation, interactions with classmates, dress, personal hygiene
- Argumentative, confrontational, antagonistic, or highly disruptive behavior
- Falling asleep in class
- Unusual or exaggerated emotional responses

Recognize Red Flag Behavior:

Signs of Crisis

- Hostility, aggression, violence
- Garbled or slurred speech
- Loss of contact with reality
- Suicidal thoughts with plans or methods
- Homicidal thoughts

Recognize Red Flag Behavior:

Warning Signs of Individuals Prone to Violent Behavior

- History of violent behavior
- Makes others feel threatened or uneasy
- Frequently argumentative, uncooperative, abusive or easily angered
- Poor social skills or social relationships
- Feels paranoid, victimized, unfairly treated without reasonable cause
- Have irrational beliefs or ideas
- Behaves in bizarre ways
- Is under significant stress
- Is suffering from debilitating levels of depression or anxiety
- Has problems with alcohol or drug abuse
- Exhibits fascination with weapons, brings weapons into the workplace

Recognize Red Flag Behavior:

Warning Signs of a Violent Incident

- Person looks flushed or pale
- Is perspiring
- Appears restless, agitated, shaking
- Looks physically very tense
- Talks much louder or quieter than necessary
- Uses abusive or threatening language
- Glares or avoids eye contact
- Gets uncomfortably close

Defusing A Threatening Situation

- Stay calm – do not raise your voice to match theirs
- Empathize – listen to understand and communicate respect
- Cooperate – watch your body language
- Do not isolate yourself with the person but, if de-escalation seems reasonable, do attempt to remove bystanders
- Walk away if the situation continues to escalate
- Get Help – Public Safety/Police dial 911

Reacting to a Violent Situation

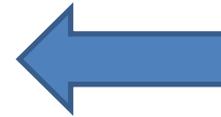
- **If violence is occurring:**
- Agree to the person's demands other than those involving personal safety
- Leave the area – don't be a hero
- Employees should NOT attempt physical interventions in workplace altercations. **Call Public Safety/Police, dial 911**

Reducing Risks

- If threatened, call **Public Safety/Police**, ext. 5083 or 911
- Seek back-up from a co-worker
- Don't wait for a second occurrence. Report concerns to a supervisor, Human Resources or **Public Safety/Police**
- Participate in Workplace Violence educational activities
- Practice good active listening skills
- Behave in a calm, friendly, and helpful manner
- Your personal conduct can help de-escalate conflicts



ACTIVE SHOOTER



Click link on left

1. EVACUATE (RUN)

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

2. HIDE OUT (HIDE)

- Hide in an area out of the active shooter's view.
- Block entry to your hiding place and lock the doors.
- Silence your phone

3. TAKE ACTION (FIGHT)

- As a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the shooter by any means necessary.
- Act with physical aggression and attack the shooter.

CALL 911 WHEN IT IS SAFE TO DO SO

Responding to a Violent Incident

1. Isolate/secure the work area
2. Call **911 (cell) 9-911 (office phone)** if there is an emergency. **Blue light** 911 call boxes on campus.
3. If to do so, Seek medical attention for injured
4. Report the incident to your supervisor
5. Report the incident to your union rep.
6. Report the incident to Public Safety/Police
7. Report the incident to Human Resources
8. Contact Human Recourses to offer EAP

Non-Emergency Incident Reporting:

- Report incidents the first time! Don't wait for a 2nd or 3rd occurrence.
- The Office of Public Safety is the primary contact for incidents of workplace violence.

Contact Public Safety
at

(607) 778-5083 to file a
Incident Report

Office of Public Safety Building

***If there is a an immediate threat of
physical violence dial 911***

Domestic Violence and the Workplace

Recognizing Domestic Violence

- Domestic Violence is defined as a pattern of behaviors with the goal of controlling and maintaining power over an intimate partner, including:
 - Physical Violence
 - Emotional/psychological
 - Sexual Violence
 - Threats, intimidation, coercion
 - Isolation
 - Minimizing, denying, blaming
 - Using children
 - Using cultural or gender-based privilege
 - Economic abuse

Domestic Violence and the Workplace:

Signs (Cont'd)

- Visible physical injuries
- Illnesses – especially stress-related ones
- Marital or family problems
- Alcohol or drug abuse
- Poor work performance or employment history
- On-the-job harassment by the abuser
- Excessive use of telephone for personal use
- Disruptive personal visits

Domestic Violence and the Workplace:

How You Can Respond Helpfully

- Educate yourself about domestic violence
- Question your own attitudes and beliefs about battered women
- Learn how to support someone who is the victim of domestic violence
- Be prepared to manage your own feelings about the situation

Domestic Violence & the Workplace:

Campus Personnel Policies

The College will take appropriate consideration of domestic violence in all aspects of a victim's work situation, including:

- Requests for leave, FMLA, and absences due to illness
- Appointments
- Promotions or transfers
- Disciplinary cases
- Work site location
- Allocation of responsibilities
- Termination or voluntary separation
- Workplace violence prevention measures
- Confidentiality of employee information
- Access to benefits

Domestic Violence and the Workplace:

College Responsibilities

- **We will actively address any:**
 - Use of College resources or time to abuse an intimate partner
 - Act of domestic violence committed from, or at, the workplace or from any location while on college business
 - Use of job-related authority to abuse a victim, to locate a victim or to assist others in perpetrating an act of domestic violence
- **Help in the Workplace**
 - Your supervisor, Human Resources, Public Safety/Police or the Employee Assistance Program can help
 - Please provide copies of any Orders of Protection to Public Safety/Police.

Domestic Violence: Resources

- Public Safety/Police: (607) 778-5083
- Human Resources: (607) 778-5319, Wales Center, Room 103
- Employee Assistance Program: (800) EAP-CALL
- New York State Domestic Violence hotlines
<http://www.opdv.ny.gov/help/dvhotlines.html>
- NYSBALANCE: <http://www.nysbalance.ny.gov/>

Sexual Harassment & Title IX

Title IX Text

Title IX of the Educational Amendments Act of 1972 provides that: “No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any educational program or activity receiving federal assistance.”

SUNY Broome Title IX Coordinator

Scott Schuhert, Dean of Students, is the campus Title IX Coordinator.

He may be reached at the following:

SUNY Broome

PO Box 1017

Science Building, room226

Binghamton, NY 13902

(607) 778-5681

schuhertsm@sunybroome.edu

Identifying Sex Discrimination

Title IX prohibits sex discrimination in educational programs and activities

Sex discrimination includes **all forms of sexual harassment**, including verbal sexual harassment and sexual violence **by** employees, students, or third parties **against** employees, students, or third parties

What is Sexual Violence?

- Sexual violence is a form of harassment
- **Physical** sexual acts perpetrated against a person's will or where a person is incapable of giving consent
- Includes conduct commonly known as rape, sexual assault, sexual coercion

What is Sexual Harassment?

- Sexual harassment is unwelcome conduct of a sexual nature that is sufficiently severe, persistent or pervasive that it unreasonably interferes with, denies, or limits someone's ability to participate in or benefit from a program or activity
- Examples: Unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal, or physical conduct of a sexual nature

TYPES OF SEXUAL HARASSMENT

Quid Pro Quo – Latin term meaning “this for that”. The term refers to conditions placed on a person’s career or terms of employment in return for sexual favors.

TYPES OF SEXUAL HARASSMENT

Hostile Environment – occurs when an individual is subjected to offensive, unwanted and unsolicited comments or behaviors of a sexual nature. Classified as hostile if behavior unreasonably interferes with their performance.

Examples of Hostile Environment Sexual Harassment

- **Nonverbal** – May include: Staring at someone (i.e. “undressing someone with one’s eyes”); blowing kisses; winking; or licking of one’s lips in a suggestive manner; displaying sexually oriented pictures or cartoons; using sexually oriented screen savers.
- **Verbal** – May include telling jokes; using sexually explicit profanity or threats; describing sexual encounters with others; suggesting sexual activity; whistling in a sexually suggestive manner; using terms such as “honey”, “babe”, “sweetheart”, “dear”, etc.
- **Physical Contact** – May include touching, patting, pinching, bumping, grabbing, cornering or blocking a passageway, kissing, providing unsolicited back or neck rubs.
- **Bottom line: If someone thinks you are harassing them, you ARE harassing them!**

Who can be harassing?

- Supervisors
- Coworkers
- Students
- Vendors
- Contractors
- Campus visitors
- Parents
- Etc.

**ALL must be reported and will be dealt with,
regardless of affiliation with the college!**

**If you are a witness to, or a victim
of an act of harassment or
workplace violence or someone
reports it to you ... REPORT IT!**

**The Office of Public Safety is the
primary contact (607)778-5083**

What will happen when it is reported?

- We will explain victim's options
- We will notify of on/off campus resources
- We will conduct an investigation
- We will maintain confidentiality (not anonymity)
- **We WILL take action so that it does not happen again**

If someone reports to you or if you witness

- Tell your supervisor
- File a written report
- Refer victim to Human Resources if they are an employee. Students should be referred to the Dean of Students Office.

Further Sources of Information

- A written copy of SUNY Broome's complete Workplace Violence Prevention Program is available upon request from the Human Resources office in Wales Center, room 103.
- Current NYS laws, regulations, and guidance pertaining to workplace violence prevention:
<http://www.labor.ny.gov/workerprotection/safetyhealth/workplaceviolence.shtm>
- **Other Resources**
- Public Safety/Police: (607)778-5083
- Human Resources: (607)778-5319, Wales Center, Room 103
- Employee Assistance Program: 1-800-EAP CALL or 1-800-327-2255
- NYS Domestic & Sexual Violence hotlines
<http://www.opdv.ny.gov/help/dvhotlines.html>
- NYSBALANCE: <http://www.nysbalance.ny.gov/>
- **Post-Incident Crisis Counseling**
 - Employee Assistance Program: 1-800-EAP-CALL or 1-800-327-2255

Additional Resources and Videos

SUNY New Paltz - Crisis On Campus: Shots Fired “Active Shooter” Video (8 minutes)

https://www.youtube.com/watch?v=qNzYNhySD_8

CSEA Workplace Violence Video (24 minutes)

<https://www.youtube.com/watch?v=jA3Stu-Dj5k>

NYS Department of Labor (PESH) Workplace Violence Resource Page

<https://labor.ny.gov/workerprotection/safetyhealth/workplaceviolence.shtm>

SUNY Broome Online Reporting Forms

<http://www2.sunybroome.edu/dos/concerned/>

SUNY Broome CARE (Campus Assessment, Response and Evaluation) Team

<http://www.sunybroome.edu/web/care/>