

# Town of Canandaigua

## Workplace Violence Prevention Program

**Effective Date:** 11/13/24

**Reviewed:** 11/04/24

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## **Introduction**

### **What is Workplace Violence?**

Workplace violence refers to any physical assault, threatening behavior, or verbal abuse occurring where a public employee performs any work-related duty. This includes but is not limited to:

- An attempt or threat, whether verbal or physical, to inflict injury upon an employee.
- Any intentional display of force which gives an employee reason to fear bodily harm.
- Intentional and wrongful physical contact without consent that results in injury.
- Stalking with intent to cause fear for the employee's safety, when the stalking arises through employment duties.

### **What is the New York State Workplace Violence Prevention Law?**

New York State Labor Law Section 27-b, enacted on June 7, 2006, requires public employers to conduct a workplace evaluation and develop programs to prevent workplace violence. The goal of this legislation is to regularly assess the risk of workplace violence and implement preventive measures to ensure the safety of public employees.

### **Purpose of This Program**

The purpose of the Town of Canandaigua Workplace Violence Prevention Program is to inform and protect employees from workplace violence. The program aims to reduce the risk of violent incidents and ensure that all threats or acts of violence are taken seriously and addressed immediately.

## **Policy**

The Town of Canandaigua is committed to the safety and security of our employees. Workplace violence presents a serious occupational safety hazard to our agency, staff, and clients. Threats, threatening behavior, or acts of violence against employees, visitors, guests, or other individuals by anyone on Town of Canandaigua property or work sites will be thoroughly investigated and appropriate action will be taken, including summoning criminal justice authorities when warranted. All employees are responsible for helping to create an environment of mutual respect amongst staff and clients, following all policies, procedures and program requirements, and for assisting in maintaining a safe and secure work environment.

This policy is designed to meet the requirements of NYS Labor Law 27b 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 workplace violence hazards our employees could be exposed to. Other tools that were utilized during this process included establishing a committee made up of management and Authorized Employee Representatives who will have an ongoing role of participation in the evaluation process, recommending methods to reduce or eliminate the hazards identified during the process and co-investigating workplace violence incidents or allegations (*ATTACHMENT A*). All employees will participate in the annual Workplace Violence Prevention Training Program.

The goal of this policy is to promote the safety and well-being of all people in our workplace. All incidents of violence or threatening behavior will be responded to immediately upon notification. Those identified as members of the Town of Canandaigua Workplace Violence Program Committee will be responsible for this response and coordination of resources. If appropriate, the Town of Canandaigua will provide counseling services or referrals for employees.

**See *ATTACHMENT B* for Town of Canandaigua adopted Policy Statement**

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### **Definitions**

**Workplace:** Any location away from an employee's domicile where an employee performs work-related duties, either permanently or temporarily.

**Workplace Violence:** Includes any physical assault or aggressive behavior occurring at a worksite, 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.
- 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.

## **Workplace Violence Categories:**

- *Violence by Strangers/Criminal Intent:* The person committing this type of violence has NO legitimate relationship with the Town and/or our employee. The employee is usually injured in conjunction with a crime such as robbery, shoplifting or trespassing.
- *Violence by Customer/Client:* The person committing this type of violence DOES have a legitimate relationship with the Town and/or our employee. The person could be a customer, resident, student, prisoner or any individual being provided a service by our employee.
- *Violence by Co-Worker:* The person committing this type of violence is a current or former employee who attacks or threatens an employee in the workplace. Included in this category is violence between supervisors and subordinates and violence between peers.
- *Violence by Personal Relationship:* The person committing this type of violence may not have a relationship with the Town but does have a personal relationship with the intended victim. This category includes the “spill over” into the workplace of victims of domestic violence who are assaulted or threatened while at work, and individuals who bring a personal dispute to the workplace.

**Imminent Danger:** A condition that could reasonably result in death or serious harm.

**Retaliatory Action:** Discrimination, demotion, or adverse employment action against an employee who reports workplace violence.

**Serious Physical Harm:** Any injury that risks death, causes disfigurement, or leads to a long-term impairment of a bodily organ, or a sexual offense as defined in Article 130 of the Penal Law.

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## **Risk Assessment**

### **Workplace Risk Assessment**

The Town of Canandaigua has conducted an assessment to identify potential workplace violence risks. This includes reviewing:

- Occupational injury and illness logs.
- Workers' compensation reports.
- Past incident reports.
- Existing policies and practices.

The assessment revealed specific risk factors such as:

- Public access to Town buildings.
- Interaction with agitated clients or residents.
- Working alone or in small groups.
- Working late at night or early in the morning.
- Mobile work roles like building inspectors, highway department employees, and parks staff.

These risk factors are regularly reviewed, and the necessary control measures are implemented as provided in *ATTACHMENT C*.

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## Controls and Procedures

### **Hierarchy of Controls**

The Town of Canandaigua uses a hierarchy of controls to reduce workplace violence risks:

1. **Engineering Controls:** Include physical safety measures such as:
  - Security cameras.
  - Panic buttons in key locations.
  - Secured building access.
  - Enhanced lighting in parking areas and workspaces.
2. **Administrative Controls:** Include policies and procedures such as:
  - Policies for managing agitated clients.
  - Security protocols for public interaction.
  - Training on recognizing and handling workplace violence risks.
  - Increased staffing during high-risk periods or locations.
3. **Personal Protective Equipment (PPE):** Include:
  - Gloves, respirators, helmets, and bullet proof vests (With a few exceptions, this type of intervention is not relevant to workplace violence prevention)

Every employer has a responsibility to address all risk factors that their employees are potentially exposed to. When considering the most appropriate control measures, an effort must be made to try to eliminate the hazard whenever possible. When total elimination is not feasible, try to

change the way the job is being performed, assigned, or scheduled to reduce the hazard. Training or PPE should not be relied upon as the only control measure, and interventions should have a balanced approach to changing individual worker versus organizational behavior.

### **Selected Controls**

The Town of Canandaigua has instituted the controls shown in *ATTACHMENT C* at each of the listed facilities and off-site workplaces, to reduce the threat or likelihood of incidents of workplace violence.

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## **Prevention**

### **Early Warning Signs of Potential Violence**

There is no definitive profile for potentially violent individuals, but some behaviors may signal increased risk, including:

- Direct or veiled threats.
- Intimidation or bullying.
- Inappropriate references to weapons or violence.
- Unexplained changes in behavior, including increased isolation or hostility.
- Signs of substance abuse or emotional distress.

These behaviors should be reported immediately to supervisors, the Human Resources Director, or Town Manager for appropriate action.

### **Workplace Issues that May Trigger Violence**

Common workplace issues that may contribute to violence include:

- Personal stress or life changes (e.g., divorce, financial problems).
- Criticism of job performance or negative reviews.
- Conflicts with co-workers or supervisors.
- Increased workload or job-related pressure.
- Employees with ongoing domestic difficulties.
- Employees with a temporary order of protection against any Respondent.

Recognizing these triggers early can help prevent escalation into violence.

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## **Reporting an Incident**

Any employee who experiences or witnesses workplace violence must report the incident to their department head, Human Resources Director, or the Town Manager immediately. In cases of imminent danger, the employee should call 911 and follow up with their supervisor.

All incidents must be documented using the authorized **Incident Reporting Form** as provided in *ATTACHMENT D*. Retaliation against employees who report violence is strictly prohibited.

### **Privacy Concern Cases**

For incidents involving sensitive personal information (e.g., sexual assault or mental illness), the victim's identity will be protected, and the case will be labeled as a “privacy concern case” in the incident report.

**See ATTACHMENT E for NYS Department of Labor guidance for responding to violence and/or threats.**

**See ATTACHMENT F for guided checklist when responding to Bomb Threats.**

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## **Post-Incident Response**

In the event of a workplace violence incident:

1. **Medical Care:** Ensure affected employees receive appropriate medical attention.
  2. **Law Enforcement:** Notify law enforcement if the situation warrants it and secure the premises to preserve evidence.
  3. **Management:** Notify management as soon as practicable if not already involved.
  4. **Reporting:** Begin preparing the required **Incident Reporting Form** as soon as practicable following the incident to ensure the most accurate account of the event.
  5. **Incident Review:** Conduct a review of the incident to assess root causes and prevent recurrence. This includes collecting witness statements and reviewing security footage.
  6. **Counseling Services:** Identify and address any immediate need for appropriate treatment or referrals for treatment of victimized employees. (In addition to physical injuries, victims and witnesses may suffer psychological trauma, fear of returning to work, feelings of incompetence, guilt, powerlessness, and fear of criticism by supervisors or managers.)
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### **Employee Assistance**

Employees who witness or are involved in a traumatic event may require additional support. The Town of Canandaigua offers counseling services and referrals for employees in need of psychological or emotional support, or have been otherwise affected by workplace violence incidents, through the Employee Assistance Program (EAP). The Human Resources department will coordinate any necessary counseling services.

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### **Employee Training Outline**

The Town of Canandaigua provides annual training for all employees to ensure they are aware of workplace violence risks and how to respond to them. This training includes:

- Overview of the NYS Workplace Violence Prevention Law.
- Identified risks and control measures.
- Procedures for reporting threats or incidents.
- Scenarios to help employees recognize and diffuse potentially violent situations.
- Review of security measures, including panic buttons and security cameras.

Training is mandatory upon hiring and repeated annually.

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### **Recordkeeping Requirements**

The Town of Canandaigua will maintain records of all workplace violence incidents, including:

- Completed incident reports.
- Incident logs.
- Occupational injury and illness records, as required by 12 NYCRR Part 801.

These records will be reviewed annually as part of the program's evaluation.

*For more information on recordkeeping requirements the NYS DOL Public Employee Safety and Health (PESH) bureau may be contacted as follows:*

**NY PESH  
Room 402  
109 S Union St  
Rochester, NY 14607  
(585) 258-4533**

**NY PESH  
Room 401  
65 Court Street  
Buffalo, NY 14202  
(716) 847-7133**

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### **Program Review**

The Workplace Violence Prevention Program will be reviewed annually or after any significant incident. The review will involve:

- Assessing incident trends and root causes.
- Evaluating the effectiveness of control measures.
- Determining if new risks have emerged or if existing risks need further mitigation.

The review will be conducted with the participation of authorized employee representatives where applicable.

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### **Responsibilities**

**Human Resources:** Responsible for managing the Workplace Violence Prevention Program, conducting investigations, and ensuring appropriate training for all employees.

**Supervisors and Department Heads:** Responsible for ensuring compliance with the program, reporting incidents, and intervening in potentially violent situations.

**Employees:** Responsible for reporting workplace violence incidents and participating in annual training.

**Attachments**

- A. **Town of Canandaigua Workplace Violence Program Committee Memo:** A staff memorandum establishing an internal committee for participation in the evaluation process, recommending methods to reduce or eliminate the hazards identified during the process, response and coordination of resources, and co-investigating workplace violence incidents or allegations.
- B. **Town of Canandaigua Workplace Violence Policy Statement:** A formal statement outlining the Town's commitment to preventing workplace violence.
- C. **Identified Risks and Selected Controls:** A summary of the risks identified for each department and the corresponding control measures.
- D. **Incident Reporting Form:** A standardized form used to document workplace violence incidents.
- E. **NYS Department of Labor guidance for responding to violence and/or threats.**
- F. **Bomb Threat Checklist:** A guide for responding to bomb threats, detailing steps for safely managing such situations.

# **ATTACHMENT A**

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5440 Routes 5 & 20 West  
Canandaigua, NY 14424  
(585) 394-1120

*YD!itab 7 89*

## MEMORANDUM

**TO:** All Town of Canandaigua Staff  
**FROM:** John Falbo, Town Manager  
**DATE:** November 1st, 2024  
**SUBJECT:** Establishment of Workplace Violence Prevention Committee

In support of the Town of Canandaigua's commitment to a safe and secure work environment, and in accordance with the Town's Workplace Violence Prevention Program and New York State Department of Labor regulations, we are establishing an internal Workplace Violence Prevention Committee. The committee will consist of a team dedicated to evaluating, addressing, and mitigating potential workplace violence hazards.

The committee will be comprised of:

- **John Falbo, Town Manager**
- **Lindsay Frarey, Human Resources Director**
- **Jun Fletcher, Highway Superintendent**

This committee will play a key role in ongoing workplace violence prevention efforts, including:

1. **Evaluation** of workplace violence hazards, with regular assessments to identify any emerging or existing risks.
2. **Recommendations** to reduce or eliminate any identified hazards, ensuring the safety of our workplace.
3. **Responding** to incidents of violence or threatening behavior immediately upon notification.
4. **Co-investigations** of workplace violence incidents or allegations, working together to address each matter thoroughly and with due diligence.

The Workplace Violence Prevention Committee reflects our proactive approach to safety and our commitment to maintaining a supportive and secure work environment. Your cooperation and engagement in these efforts are vital as we work together to promote a culture of safety within the Town of Canandaigua.

Thank you for your attention and support.

John Falbo

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# **ATTACHMENT B**

## **Town of Canandaigua Workplace Violence Prevention Policy Statement**

The Town of Canandaigua is committed to providing its employees with a work environment that is safe, secure, and free from violence. The Town also considers the safety of its residents, vendors, contractors, and the general public to be of paramount importance and strives to provide them the same type of protections while on Town property.

The Town will not tolerate ANY acts of violence in the workplace, including but not limited to, physical assault (e.g., hitting, pushing), threatening or intimidating behavior, or verbal abuse or harassment. Employees are prohibited from possessing firearms or weapons (e.g., guns, knives (except for pocket knives used in the normal course of the employee's job), explosives, and other items with the potential to inflict harm) in the workplace, even if the employee is licensed to carry the weapon. The only exceptions are law enforcement and security personnel. An employee who has knowledge that a coworker or visitor possesses a weapon on Town property must report this to a Department Head immediately.

The workplace is defined as any location away from an employee's home, either permanent or temporary, where the employee performs any work-related duty in the course of employment. This includes, but is not limited to, Town-owned buildings and surrounding perimeters, parking lots, worksites, clients; homes, and traveling to and from work assignments.

Any and all incidents of workplace violence or imminent danger must be promptly reported in accordance with the reporting procedures outlined in the Workplace Violence Program Manual, a copy of which will be provided to all employees.

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.

Violations of this policy will result in appropriate remedial, disciplinary, and/or legal action, according to the circumstances. An employee will not be subject to criticism, reprisal, retaliation, demotion, discrimination, disciplinary action, or other adverse employment action for making a good faith report of facts pursuant to this program.

All Town of Canandaigua personnel are responsible for notifying the contact person designated below of any violent incidents, threatening behavior, including threats they have witnessed, received, or have been told that another person has witnessed or received.

### **Designated Contact Person:**

Name: John Falbo  
Title: Town Manager  
Department: Manager  
Phone: (585) 394-1120 x2234

# ATTACHMENT C

## Identified Risks and Selected Controls

**Town of Canandaigua**

**Date of Assessment: October 29 – 31, 2024**

**Assessor(s): John Falbo, Lindsay Frarey**

Risks identified during hazard assessment, and corresponding control methods to reduce those risks, are shown in the tables below for each of our facilities:

Town Hall - Identified Risk	Selected Control(s)	Comments
<b>General Public Access</b>	<b>Panic buttons, security cameras (all entrances/exits &amp; parking lot), key-card access to restricted employee areas, timed auto-lock entrance doors; keycard access only during non-business hours.</b>	
<b>Clerk's Office:</b> <ul style="list-style-type: none"> <li>- Open customer window area</li> <li>- Handles cash</li> </ul>	<b>High counter area; access-controlled employee door; panic button; building lockdown button; surveillance monitors; metal coiling gate to close counter access; vault as a safe room.</b>	<b>Coiling gate being replace during building renovation and will feature remote button activation.</b>
<b>Supervisor/Town Manager Offices:</b> <ul style="list-style-type: none"> <li>- Open to direct public access.</li> <li>- Two access points.</li> </ul>	<b>Access to security monitors; key-card access on one door; TM door (second access point) with keyed locking door.</b>	<b>Consider key-card access or one-way auto-lock mechanism for TM Office door during building renovation.</b>
<b>Development/Assessor Office:</b> <ul style="list-style-type: none"> <li>- More isolated part of building.</li> <li>- Three separate access points.</li> </ul>	<b>Customer area with high counter and access-controlled door to employee areas; panic button; north side exit from outside hallway; window escape on low north side of building.</b>	<b>Other two access points have ability for one-way lock, but should implement keycard access during building renovation.</b>
<b>Human Resources/Finance Office:</b> <ul style="list-style-type: none"> <li>- Not key-card controlled.</li> </ul>	<b>Not intended as customer access area; Door can be manually locked from the inside; panic button, escape route can be achieved through north side window if adjacent hallway exit or main exit not available.</b>	<b>Consider key-card access during building renovation, and addition of lobby camera facing office.</b>

Town Hall - Identified Risk	Selected Control(s)	Comments
<b>Court House/Basement Level:</b> <ul style="list-style-type: none"> <li>- Typically only two employees isolated from rest of building.</li> <li>- Higher-risk customers during court hours.</li> </ul>	Security cameras at entrance, in lobby and parking lot; timed auto-lock entrance doors; key-card access only during non-business hours; controlled access to upstairs during non-business hours; panic button; Town contracts with Sheriff's Office for armed Court Security on appearance days; Clerk's office/Judges Chambers have separate emergency exit within; separate emergency exit also in break room.	Consider adding controlled access to courthouse/basement from first floor that aligns with courthouse public access hours.
<b>Town Hall Exterior:</b> <ul style="list-style-type: none"> <li>- Open parking lot (front and rear of building)</li> <li>- Shrubbery/trees around building</li> </ul>	Parking lot lights; security cameras; well-maintained and trimmed landscaping reducing ability to hide without being seen.	Consider adding additional cameras in front and rear parking lots that would face building entrances, and an additional camera covering exterior of north side exit.
<b>Off-site Employee Functions:</b> <ul style="list-style-type: none"> <li>- Code Enforcement</li> <li>- Zoning Officers</li> <li>- Fire Inspector</li> </ul>	Employees who inspect jobsites are instructed to immediately leave the area if they are under a threat of potential WPV; to call 911 if the threat is imminent; to inform their Supervisor and Human Resources/Town Manager of any potential threat.	

Town Highway/Water Department Facilities - Identified Risk	Selected Control(s)	Comments
<b>Main Administrative Office Building:</b> <ul style="list-style-type: none"> <li>- Public Access</li> </ul>	Gate controlled access at main and rear driveway entrances; Panic buttons, security cameras (entrances/exits & parking lot), key-card access to restricted employee areas, timed auto-lock entrance doors; keycard access only during non-business hours; customer counter with window enclosure.	
<b>General Public Access</b> <ul style="list-style-type: none"> <li>- Highways barns with multiple out-buildings and maintenance bays.</li> </ul>	Gate controlled access at main and rear driveway entrances; security cameras around exterior and interior of maintenance bays; controlled access man-doors and garage bay doors; highway radios with access to 911-dispatch channel.	

Town Highway/Water Department Facilities - Identified Risk	Selected Control(s)	Comments
<b>Transfer Station:</b> <ul style="list-style-type: none"> <li>Hours of operation are outside of normal business hours and open to the public during these hours.</li> </ul>	Gate access controlled when not in operation; security cameras; employees instructed to call 911 for any threats, aggressive behavior, or other suspicious activity.	
<b>Off-site Employee Functions:</b> <ul style="list-style-type: none"> <li>Highway &amp; Water Department laborers</li> </ul>	Employees who work off-site are instructed to immediately leave the area if they are under a threat of potential WPV; to call 911 if the threat is imminent; to inform their Supervisor and Human Resources/Town Manager of any potential threat.	

Parks Facilities - Identified Risk	Selected Control(s)	Comments
<b>Onanda Park</b> <ul style="list-style-type: none"> <li>Public access</li> <li>Cash handling</li> <li>Cabins, washrooms, gatehouse, rental facilities, Ranger's Office.</li> <li>Lifeguards working outdoors.</li> <li>Bad cell service area</li> </ul>	Sheriff's Marine substation on-site; all buildings have key-lock access control; Ranger Station (main employee gathering site) is keypad access only with auto-locking for employees; Gatehouse transfer cash to safe in Ranger Station when exceeds approx. \$200; Wi-Fi service for employees to ensure ability to make phone calls and contact emergency services.	All off-site Parks & Rec employees are instructed to immediately leave the area if they are under a threat of potential WPV; to call 911 if the threat is imminent; to inform their Supervisor and Human Resources/Town Manager of any potential threat.
<b>Westlake Road School House</b> <ul style="list-style-type: none"> <li>Temporary Code Enforcement Office</li> </ul>	Locks on all doors; Town cell phones provided	
<b>Outhouse Park:</b> <ul style="list-style-type: none"> <li>Not a permanent work-site, but have indoor facilities that staff cleans after hours.</li> </ul>	Security cameras on exterior and interior of facilities and parking lot; locking doors to restrict public when employees are inside cleaning.	
<b>Pierce Park</b>	Not work-sites. Off-site staff visits only for regular maintenance, empty trash bins, and clean bathrooms if applicable.	
<b>Blue Heron Park</b>		
<b>Motion Junction</b>		
<b>Old Brookside Park</b>		
<b>McJannet Park</b>		
<b>Miller Park</b>		

# **ATTACHMENT D**

## Workplace Violence 4.9 – Appendix 2 - Incident Report

October 23, 2018 (previously revised November 2, 2015, November 24, 2014, April 11, 2011 & July 1, 2009)

Please take a few minutes to complete this form and return it to the the Town Manager or HR Director. Submitting this form will help the Town to accurately record incidents of workplace violence that have occurred. Follow up will be conducted by the Ontario County Human Resources Director which will include planning strategies to help prevent these problems from recurring.

Today's Date: \_\_\_\_\_

Date of Incident: \_\_\_\_\_ Time of Incident: \_\_\_\_\_

Employee Name (person filling out this report): \_\_\_\_\_

Department / Unit: \_\_\_\_\_

Workplace Location: \_\_\_\_\_ Work Phone: ( ) \_\_\_\_\_

Names of other affected employees or witnesses: \_\_\_\_\_

Did the incident occur at your work location? Yes No If no, then where? \_\_\_\_\_

Did the incident occur during work hours? Yes No

Injuries? Yes No Extent of injuries: \_\_\_\_\_

Was medical treatment sought? Yes No Were you hospitalized? Yes No

Did you lose any workdays? Yes No How many days? \_\_\_\_\_

Was the person who assaulted you a: Client, Co-worker, Patient, Supervisor  
Other: \_\_\_\_\_

What was the employee doing just prior to the incident? \_\_\_\_\_

Were you singled out, or was the assault directed at more than one individual? \_\_\_\_\_

Was the Sheriff's Office requested? Yes No Was the assailant arrested? Yes No

Did you tell management? Yes No If yes, whom did you tell and when?  
\_\_\_\_\_

Have you applied for Workers Comp as a result of the incident? Yes No

Please describe the incident in detail (use the back side of this form if necessary). \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Disposition \_\_\_\_\_  
\_\_\_\_\_

# ATTACHMENT E

## **NYS Department of Labor suggestions for responding to violence and/or threats: How can you help prevent violence?**

Anger and potential violence are often initiated by frustrated people who feel they are being treated unfairly or disrespectfully. An atmosphere of sincere caring and courtesy in the workplace can help to eliminate the cause of much violence. Be sensitive to the needs and feelings of others. Offer help and support – and seek the same if you need it.

### **Seven steps to keeping someone cool:**

1. Show respect and courtesy, no matter the person's attitude.
2. Stay calm. Avoid arguing.
3. Listen patiently; don't interrupt.
4. Acknowledge the person's feeling: "I see that you're angry."
5. Ask for details in order to take emotions out of the conversation.
6. If you can, involve the person in finding a solution. Ask, "What do you think would be fair?"
7. Be positive: "Let's see what we can do."

### **If anger grows:**

- Excuse yourself for the restroom or use other delaying tactics that give the person time to calm down.
- Establish ground rules if behavior becomes unreasonable: "I'll have to leave if you continue cursing."
- Move to a spot where your exit is not blocked.
- If you feel threatened, ask the person to leave, or leave yourself.
- Advise nearby co-workers and follow Town policies.

### **Five "Don'ts" when dealing with an angry person:**

1. Don't challenge, threaten or dare a person who is angry, or potentially violent.
2. Don't criticize or show impatience.
3. Don't attempt to bargain with a person who is threatening.
4. Don't make physical contact. Stay at least 3 feet away.
5. Don't try any "heroics" that could result in injuries to you or others.

### **When strangers are an issue:**

Strangers commit many threats and/or violent acts in the workplace. It's vital to be aware of individuals at work who are not recognized co-workers, customers or vendors. Greet strangers with a friendly, "May I help you?" to determine why they are on the premises. Promptly report strangers who make you feel uncomfortable to supervisors.

### **When co-workers are a concern:**

- Pay attention to behavior - Some behaviors indicate a co-worker may be troubled, which raises the risk for violent behavior. These behaviors include: poor personal hygiene; increased absence; decline in job performance; social isolation; angry outbursts, threatening statements or intimidating behavior; fascination with weapons; history of violence or intimidation; alcohol or drug abuse.
- Take note of attitudes – Certain attitudes also point to an increased risk for violence. Among these are: constant complaining about unfair treatment; blaming others for mistakes and problems; inability to accept criticism; holding grudges; resistance to following rules or directions; defensiveness; depression; lack of concern for the safety and well-being of others.
- Know when to take action – No one can predict if, or when someone may become violent. But worrisome behaviors and attitudes are warning signs that someone may be under high stress and potentially violent. Pay particular attention if a co-worker has a sudden change in behavior, is disruptive, or shows many warning signs – not just a few. If so, inform supervisors of your concerns.

### **Keeping the peace with co-workers:**

Conflict at work is to be expected, but it must be handled effectively if it is to be resolved or kept from growing into potential violence. If you have a disagreement with a co-worker, make time to talk together about it. Use these strategies for keeping the peace:

- Express your concerns as soon as they arise – don't let them grow into anger.
- Discuss the issue privately. Always use a respectful tone.
- Avoid putdowns and blaming. Use "I" statements to explain how the situation affects you and makes you feel.
- Stick with one point at a time. Stay on the topic.
- Focus on solutions, not the details of negative incidents. Avoid falling into an argument.
- Be willing to compromise.

### **Seek help if you need it:**

If you and a co-worker are unable to resolve a conflict through a respectful discussion, ask for help from your supervisor, our employee assistance program or the Human Resources Department.

### **Domestic Violence:**

If you are a victim of domestic violence and have a current Order of Protection, please keep a copy of the Order at work. For your safety, we suggest you also submit a copy to your supervisor and/or Human Resources.

**In summary:**

- In an emergency, or if you feel threatened, call 911.
- Follow your training if confronted with a potentially violent workplace incident.
- Report every workplace violence incident to Human Resources for follow-up.
- After the incident, consider using the Town's employee assistance program.

# **ATTACHMENT F**

# BOMB THREAT PROCEDURES

*This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.*

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

### If a bomb threat is received by phone:

- Remain calm & do not hang up, keep the caller on the line for as long as possible
- If possible, signal other staff members to listen & notify Site Decision Maker(s)
- If the phone has a display, copy the number and/or letters on the display
- Write down the exact wording of the threat
- Record the call, if possible
- Fill out the Bomb Threat Checklist immediately

### If you receive a written threat:

- Handle the document as little as possible
- Note date, time, and location the document was found
- Secure the document and do not alter the item in any way
- Notify the organization Site Decision Maker(s)

### If you receive a social media or email threat:

- Do not turn off or log out of the account
- Leave the message open on the device
- Take a screenshot, or copy the message and subject line
- Note the date and time
- Notify the organization Site Decision Maker(s)

**\* Refer to your local bomb threat management plan for evacuation criteria**

### DO NOT:

- Use two-way radios or cellular phone in close proximity to a suspicious item
- Touch or move a suspicious item

## IF A SUSPICIOUS ITEM IS FOUND, CALL 911

For more Information about this form contact the CISA Office for Bombing Prevention at: [OBP@clsa.dhs.gov](mailto:OBP@clsa.dhs.gov)



V3

# BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER HUNG UP:

PHONE NUMBER WHERE CALL RECEIVED:

### Ask Caller:

Where is the bomb located?  
(building, floor, room, etc.)

When will it go off?

What does it look like?

What kind of bomb is it?

What will make it explode?

Did you place the bomb? Yes No

Why?

What is your name?

### Exact Words of Threat:

### Information About Caller:

Where is the caller located?  
(background/level of noise)

Estimated age:

Is voice familiar? If so, who does it sound like?

Other points:

#### Caller's Voice

- Female
- Male
- Accent
- Angry
- Calm
- Clearing throat
- Coughing
- Cracking Voice
- Crying
- Deep
- Deep breathing
- Disguised
- Distinct
- Excited
- Laughter
- Lisp
- Loud
- Nasal
- Normal
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Soft
- Stutter

#### Background Sounds

- Animal noises
- House noises
- Kitchen noises
- street noises
- Booth
- PA system
- Conversation
- Music
- Motor
- Clear
- static
- Office machinery
- Factory machinery
- Local
- Long distance

#### Threat Language

- Incoherent
- Message read
- Taped message
- Irrational
- Profane
- Well-spoken

#### OTHER INFORMATION:

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Readopted:

January 13, 2025

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