THE CITY UNIVERSITY OF NEW YORK

LEHMAN COLLEGE WORKPLACE VIOLENCE PREVENTION PROGRAM

In accordance with the University’s commitment to the prevention of workplace violence, Lehman 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. These may include representatives from the Office of Public Safety, Human Resources, Labor Relations, Counseling Services, Environmental Health and Safety, Legal Affairs and/or others, including faculty and staff, as deemed appropriate by the President.
b. The WVAT Chair, selected by the President, sets the times and agendas for meetings and establishes sub-committees, as necessary, to fulfill the WVAT responsibilities set forth herein and in sections 4, 7 and 12.

c. The 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, in preparation for the physical site evaluation, 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. On an annual basis, 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 annual 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.
5. **High Risk Locations/Risk Factors**

Lehman College invited representatives from each union to participate in a physical site evaluation of the campus on January 4, 6, 2011 and March 8, 2011. Factors that might place an employee at risk include but are not limited to:

- There were no immediate guides on what to do if someone is attacked when there is not enough time to call for assistance or go to the website to view the emergency procedures.

- All employees need to receive training in Workplace Violence Preventive Planning and Procedures.

- Orientation for new faculty regarding Workplace Violence Prevention is not adequate enough for retention.

- Concerns for our ability to send a mass communication of an emergency nature to the immediate college community such as through a Public Address System.

- We should strive for 100% enrollment of the college community into CUNY ALERT to receive emergency notifications.

- College locations that handle money, including cash, money orders, checks and credit card receipts: Bursar/Controller; Student Association Services and Performing Arts Centers.

- Locations that handle stressful issues for students such as the Counseling Center, Registrar, and Academic Advisement and those involved with faculty and staff such as office of Labor Designee and Human Resources.

- Sites where employees work late at night or early in the morning or on weekends.

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

a) Engineering Controls:

   i. C.C.T.V. throughout the campus and in buildings.

   ii. Blue Light Duress Stations in all buildings on every floor and throughout campus for emergency and non-emergency direct communication to Public Safety.
iii. Mirrors to see around corners and blind spots.

iv. Card access.

v. Outside events, student dances metal detectors stationary and wand type.

vi. New outdoor lighting throughout the campus.

vii. Bullet Proof Glass at Public Safety Central Command Station as well as Bursar’s location and all money handling locations on campus

b) Administrative or Work Practice Controls:

i. Sign-in / Sign-out procedure for after hours, weekends and holidays.

ii. Bicycle Patrol Units scheduled on all shifts.

iii. K-9 Patrol scheduled on late tour for escorts of Researchers, patrols of tunnel systems and buildings.

iv. Work Orders submitted to repair broken locks, fence openings and gates, as well as the removal of debris and clean up of areas that become attractive to criminals.

v. Late tour patrols directed to lock all basement gates in tunnels leading from building to building, and only open when requested for college related tasks.

vi. The creation of Emergency Procedure Flip through Pamphlets sent to all college departments to facilitate obtaining information on “what to do” rather than surfing through a web-site to see the policy.

vii. Currently research is being done by the college into obtaining a Public Address System to notify the community of an emergency situation throughout the campus.

viii. CUNY ALERT 100% enrollment goal will be enhanced with more recruitment in Town Hall Meetings, Orientations, Community Alerts and possibly at three annual General Faculty Meetings if approved.

ix. On-Line Training planned for all college employees and selected members with pre-requisites of Workplace Violence Liaisons and “Train the Trainer” courses are being sent to be certified for “on-line training” to begin in May/2011.
c) Personal Protective Equipment (PPE)

i. Walkie – Talkies (Public Safety/Buildings & Grounds).

ii. Cell Phones (Public Safety/Buildings & Grounds and Administrators and Support Staff.)

iii. Emergency and Non- Emergency contact through Blue Light Duress Station throughout the campus.

iv. Emergency Contact with Public Safety through wall mounted “Red-Phones” and dialing 7777 from any internal phone.

v. Resident Housing off Campus (security tie – in to Main Campus) with C.C.T.V., Duress Stations, Alarm systems, Key- Fob for Emergency automatic front door opening with spot light and alarm and C.C.T.V. activation.

vi. Panic Buttons

- Student Counseling Center
- Student Health Center
- Public Safety Administrative Office
- Bursar’s Office

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 718-960-8593. 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 developed by the University’s Office of Public Safety to record incidents of workplace violence. 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 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 or that a threat of imminent danger exists that is not being adequately addressed should bring such exigent concerns to the attention of the University’s Senior University Executive Director of Human Resources Strategic Planning, 535 East 80th Street, New York, NY 10075.

10. **Retaliation**

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

11. **Recordkeeping**

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

12. **Program Effectiveness and Evaluation/Post-Incident Response**

   At least annually or after serious incidents, the WVAT evaluates the effectiveness of the Workplace Violence Prevention Program, including post-incident responses and evaluation processes. The review focuses on incident trends and the effectiveness of the control measures taken by the College. The review also assesses whether the reporting and recordkeeping systems are effective in collecting relevant information.

**Appendix I – Chair and Members of the WVAT**

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<thead>
<tr>
<th>Name</th>
<th>Title</th>
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<td>For Student Affairs</td>
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