

# Warren County Board of Supervisors

## RESOLUTION NO. 136 OF 2019

**RESOLUTION INTRODUCED BY SUPERVISORS LOEB, LEGGETT, SOKOL, HYDE, MAGOWAN, HOGAN, WILD, DRISCOLL AND DICKINSON**

### **APPROVING REVISIONS TO THE WARREN COUNTY WORKPLACE VIOLENCE PREVENTION PLAN AND PROGRAM**

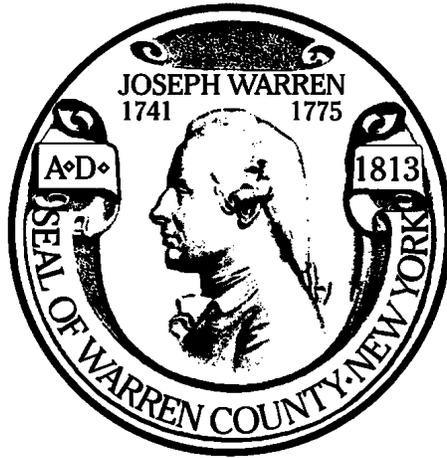
WHEREAS, New York State Labor Law Section 27(b), as amended by the 2006 New York State Legislature, requires that public employers are to evaluate the safety of their workplace and implement workplace safety training for all employees, and

WHEREAS, pursuant to Resolution No. 108 of 2007, the Warren County Board of Supervisors authorized the implementation of a program on workplace violence, which program was subsequently amended by Resolution Nos. 174 of 2012, 138 of 2016 and 237 of 2017, and

WHEREAS, the Self-Insurance Administrator has proposed additional revisions to the workplace violence program which were presented to the Support Services Committee who approved the changes and does recommend advancing same to the full Board of Supervisors for consideration, now, therefore, be it

RESOLVED, that the Warren County Board of Supervisors hereby approves and authorizes the implementation of the revised Workplace Violence Prevention Plan and Program for Warren County, annexed to this resolution and presented at this meeting, with a review of said program to be made on an annual basis by the Warren County Support Services Committee, and be it further

RESOLVED, that said Program shall take effect immediately and will be available for review in accordance with the provisions of the Workplace Violence Prevention Plan and Program.



# **Warren County**

## **Workplace Violence Prevention Plan and Program**

Date Last Adopted: \_\_\_\_\_

## Warren County

### Workplace Violence Prevention Plan and Program

Section 27-b of the New York State Labor Law requires public employers (other than schools covered under the school safety plan requirements of the education law) to perform a workplace violence evaluation or risk evaluation at each worksite and to develop and implement programs to prevent and minimize workplace violence caused by assaults and homicides. The Law is designed to ensure that the risk of workplace assaults and homicides are regularly evaluated by public employers and that a workplace violence protection program is implemented to prevent and minimize the hazard to public employees.

The workplace evaluations must identify factors which may place the workforce at risk to occupational assaults or homicides. The results of the evaluation and the risk factors found are to be shared with employees initially and annually thereafter.

#### **I. Board of Supervisors Policy Statement:**

Warren County is committed to providing a safe workplace for our employees. We recognize that workplace violence presents a serious occupation safety hazard for workers. Therefore, Warren County has developed and shall implement this workplace violence prevention plan and program.

#### **II. Defining Workplace Violence:**

- A. In accordance with Section 27-b of the New York State Labor Law and for the purpose of this workplace violence prevention plan, workplace violence is any physical assault, threatening behavior or verbal abuse occurring in the work setting within Warren County.

The workplace violence prevention plan has been developed to address three distinct types of Workplace Violence threats:

- Type 1 Threat: Physical assault, threatening behavior or verbal abuse by an assailant with no known legitimate relationship to the workplace who enters the workplace to commit a robbery or other criminal act.
- Type 2 Threat: Physical assault, threatening behavior or verbal abuse by a recipient of a service provided by the County.
- Type 3 Threat: Physical assault, threatening behavior or verbal abuse by a current or former worker, supervisor or manager, or another person who has some employment-related involvement with the County, such as a worker's spouse or lover, a worker's relative or friend or another person who has a dispute with one of our employees.

- B. Workplace violence may include threats in the following specific situations or when made in person, in writing, by telephone or electronic communication:
- Non-specific threats of violence by employee
  - Specific threats of violence by employee

- Threats of violence directed against an employee by a non-employee
- Violent confrontation by a spouse or significant other with an employee over a personal/domestic dispute
- Threats or threatening conduct by disgruntled or ex-employees
- Violent altercations between two employees or employee and supervisor
- Multiple assaults by intruder

C. Typical warning signs of potentially violent individuals may include:

Experts in the mental health profession state that prior to engaging in acts of violence, troubled individuals often exhibit one or more of the following behaviors or signs: over-resentment, anger and hostility, extreme agitation; making ominous threats such as: "bad things will happen" to a particular person, or a catastrophic event will occur; sudden and significant decline in work performance, irresponsible, irrational, intimidating, aggressive or otherwise inappropriate behavior; reacting to questions with an antagonistic or overtly negative attitude; discussing weapons and their use, and/or brandishing weapons in the workplace; overreacting or reacting harshly to changes in County policies and procedures; personality conflicts with co-workers; obsession or preoccupation with a co-worker or supervisor; attempts to sabotage the work or equipment of a co-worker; blaming others for mistakes and circumstances; demonstrating a propensity to behave and react irrationally.

**III. Workplace Violence Prevention Risk Evaluation:**

Warren County has performed "risk evaluations" of certain the facilities identified in article V(f) as a means of inspection of workplaces to determine the presence of existing or potential hazards that might place employees at risk from physical assault, threatening behavior or verbal abuse. The County employed the following techniques in developing risk evaluations for the facilities where the evaluations have been concluded and will also use the same techniques where the evaluations have not been concluded:

- An examination of the history of past incidents to identify patterns or trends which occurred in each workplace;
- A review of occupational injury and illness logs (SH 900) and incident reports to identify injuries that may have resulted from workplace violence incidents;
- Conducting workplace building security surveys.

**IV. Risk Factors Identified In Section III Above:**

A review of the activities carried out at Warren County's facilities and by County employees, indicates that threats of violence may be initiated by any of the three types of individuals listed in item II. above. Many of the County's employees work closely with the public in situations at the following locations/worksites:

- Municipal Center which includes the County Clerk, Treasurer, Board of Supervisors, Civil Service, County Court as well as several other County departments.
- Human Services building which contains Social Services, Planning, Building Codes, Self-Insurance, Veterans Affairs as well as other County departments.
- Highway Department including Parks, Recreation & Railroad, Up Yonda & Airport
- Buildings and Grounds
- Countryside Adult Home
- Public Safety building which contains the Sheriff's Department and the correctional facility

- Employment and Training Offices
- Community Services Offices
- Office for the Aging Nutritional sites

The County has determined that the following are some of the factors or situations in County workplaces that might place employees at risk of physical assault, threatening behavior or verbal abuse:

- Duties that involve the handling or exchange of monies
- Delivery of passengers, goods or services
- Duties that involve mobile workplace assignments (IE health care, probation, social services, building inspection, criminal justice settings, & highways.)
- Working alone or in small numbers (IE working late at night, during early morning hours or anytime the workplace is not fully staffed.)
- Duties that involve guarding valuable property or possessions
- Working in community based settings
- Bomb threats
- Working in rural or sparsely populated areas
- Working in a poorly lit environment

**V. Workplace Violence Prevention Responsibility:**

A. The County has identified the following responsibilities for implementing and maintaining the provisions of the Workplace Violence Prevention Program:

- The County Administrators Office is responsible for implementation of the Plan and for coordinating the delivery of required annual employee workplace violence prevention training and for ensuring that all new employees receive a copy of the Plan and required training.
- The County Administrators Office is also responsible for annual plan review, ensuring that its provisions are implemented and answering all employee questions relative to Workplace Violence Prevention procedures.
- All County employees will attend Workplace Violence Prevention training and review the contents of the plan. Training will be scheduled and announced as necessary. In addition this plan will be available from Department Heads and/or supervisors and will be posted in employee accessible areas.
- The County Administrators Office is responsible for annual employee training requirements.
- Department Heads will also conduct a formal review of any workplace violence incidents and within 30 days of the occurrence of an incident may recommend enhancements to the existing Plan and procedures. These formal reviews together with any written report or notice filed by an employee or other person shall be sent to the Warren County Administrator, Human Resources Director, County Attorney and Self Insurance Administrator for their review. Annually, the County Administrator shall conduct a review of all written reports or notices filed during the past year with the County Attorney, Human Resources Director, Self Insurance Administrator, outside consultant, if any, and representatives of the CSEA, PBA and Alliance Unions for purposes of identifying patterns of injuries in particular areas of the workplace or incidents which involves specific operations or individuals, mitigating actions taken, and further, if any, recommendations regarding amendments to the Workplace Violence Prevention Plan, polices of the workplace, work practices and/or work procedures. Any reports/notices

that are examined during the course of the annual review shall be redacted of any names or other information that is required to be redacted by laws, rules or regulations concerning matters of confidentiality.

- The Warren County Sheriff's Department or State Police will respond when the incident requires a police investigation based upon the reporting procedures outlined in this policy. The Investigating Officer will provide a preliminary report to the County Administrator within 15 days of the occurrence of a workplace violence incident. The County Administrator will provide a copy of the report to the Department Head, Human Resources Director and Self Insurance Administrator.

**B. Injury and Illness Recordkeeping and Reporting Requirements for Workplace Violence Incidents:**

Currently, Warren County is required to record and report workplace violence incidents in accordance with New York State Labor Law, Section 27-a (Public Employer Safety and Health Act). 12 NYCRR Part 801 Recording and Reporting Public Employees' Occupational Injuries and Illnesses, specifies conditions for employer recordkeeping and reporting requirements. Specifically, an employer is required to record an employee workplace violence injury if it results in death, days away from work, restricted work or transfer to another job, medical treatment beyond first aid and loss of consciousness.

Employers are also required to report employee workplace violence related fatalities and multiple hospitalizations to the Department's Public Employee Safety and Health (PESH) Bureau within 8 hours of the incident.

*(Refer to 12 NYCRR Part 801 for complete information pertaining to employee recordkeeping and PESH reporting requirements)*

**C. Employee Communication:**

To properly maintain a safe, healthy and secure workplace the County is committed to having an open, two-way communication policy between all employees on all workplace safety, health and security issues. This communication is designed to encourage a continuous flow of safety and health information between management and employees without fear of reprisal and is readily understandable. This communication system will provide and accomplish the following:

- Employee orientation and training on workplace violence prevention and worksite security policies, procedures and work practices.
- Periodic review of the Workplace Violence Prevention Plan and Program with all personnel.
- Training programs designed to address specific aspects of workplace violence prevention and security that are unique to the County.
- Discussion of Workplace Violence Prevention at regularly scheduled safety and health meetings.
- Posted or distributed workplace security information.
- A system for employees to readily inform management about workplace security hazards or threats of violence.
- Procedures for protecting any employee who reports a threat from retaliation by the person making the threat.

D. Preventing Workplace Violence at worksites:

There is no single ingredient that will prevent or reduce violence in the workplace. Preventative measures must be based on a thorough understanding of risk factors associated with the various types of workplace violence that could occur. While understanding the factors that lead to workplace violence are not always evident, sufficient information is available which can reduce the risk. However, strong management commitment, and the day-to-day involvement of department managers, supervisors, employees and labor unions, is required to reduce the risk of workplace violence. To that end, the County will utilize the following measures in developing and maintaining its Workplace Violence Prevention Program:

- ***Foster a supportive harmonious work environment:*** Create a culture of mutual respect to help reduce harassment and hostility in the workplace. Management will strive to communicate openly, give employees adequate control in their work and provide them with support and recognition. Conflict and stress are lower when employees feel empowered to work independently and are motivated to work cooperatively.
- ***Train employees on how to resolve conflicts:*** Conflicts on the job can be reduced by developing employee skills in negotiating, communicating effectively, team building and resolving disputes.
- ***Develop effective policies to protect employees from harassment:*** Strive to build a culture free of harassment and discrimination and advance this goal by having systems in place to address infractions. Warren County will not tolerate physical assault, threatening behavior or verbal abuse. Further, all complaints will be expeditiously and thoroughly investigated. Appropriate action will be taken to those who violate this policy.
- ***Establish procedures for handling grievances:*** Employees will follow grievance procedures for reporting complaints of unfair treatment, discrimination or harassment.
- ***Provide personal counseling through an employee assistance program:*** Employees can use County resources to address personal concerns. If a physical assault, threatening behavior or verbal abuse incident occurs at work, support services can be made available by the County to help employees cope with their fears and concerns.
- ***Implement security programs that protect employees:*** The County has a variety of methods in-place to ensure worker safety. Such methods include: access control to facilities; employee background screening; and, employee safety awareness and training.
- ***Provide employee safety education programs:*** In addition to making workers aware of safety policies and employee support services, the County will provide education on ways to maximize safety at work.
- ***Train supervisory personnel on how to recognize signs of a troubled employee:*** The County will provide periodic information and/or training to managers and supervisors on how to recognize signs and symptoms of a potentially violent employee. Also, supervisory personnel can be instructed on how to be sensitive to signs of possible abuse among employees, such as frequent absences or depression.

E. Reporting Workplace Violence Incidents:

Any employee or representative thereof, who believes that a serious violation of the Workplace Violence Prevention Plan and Program has occurred or that an imminent danger exists, should bring such matter to the attention of a Supervisor or Department Head in the form of a written notice. The

referral is not required where imminent danger or threat exist to the safety of a specific employee or to the general health of a specific patient and an employee reasonably believes in good faith that reporting to a Supervisor or Department Head would not result in corrective action. When a workplace violence incident results in a serious injury, emergency responders such as Police, Fire and/or Ambulance personnel will be promptly notified. Workplace violence incidents that include physical violence or the threat thereof the Warren County Sheriff's Department or State Police shall be notified. The County Administrator, Department Head and employee's supervisor will also be immediately notified. Based on the seriousness of the incident, the County Administrator may assemble a Workplace Violence Management Response Team which may include the County Attorney, law enforcement, Employee Assistance Program Coordinator, various Department Managers, representatives from the Employee Safety and Health Committee, Employee Union representatives and other others as deemed necessary. This team will evaluate the details of the violent incident, implement required employee safety measures, coordinate with the victim's family, other employees, the media and law enforcement personnel, and refer victims to appropriate assistance and community service programs that may include crisis counseling. If following a referral of such matter to the employee's supervisor's attention and after a reasonable opportunity to correct such activity, policy or practice the matter has not been resolved and the employee or representative of employees still believes that a violation of a workplace violence prevention program remains, or that an imminent danger exists, such employee or representative employees may request an inspection by giving notice to the New York State Commissioner of Labor of such violation or danger. Such notice and request shall be in writing, shall set forth with reasonable particularity the grounds for the notice, shall be signed by such employee or representative of employees, and a copy shall be provided by the New York State Commissioner of Labor to the employer or the person in charge no later than the time of inspection, except that on the request of the person giving such notice, such person's name and the names of the individual employees or representative employees shall be withheld. Such inspection shall be made forthwith.

F. County Worksite Security:

The County primarily provides services to County residents and visitors and its worksites must remain accessible to its clients as necessary. Therefore there is no intention to fortify facilities. The County will provide training to all employees as the primary means of reducing workplace violence. The County will utilize barriers, controlled entries, etc. where such are necessary. In addition, the following physical security measures are also employed at the various facilities as appropriate:

- Maintain exterior lighting, especially in areas where employees walk to their cars.
- As needed, prune landscaping to eliminate hiding places near entrances, walkways and parking areas.
- Keep all non-public entrances closed and locked. Post signs (where necessary) indicating public entrances.
- Post emergency numbers for police, fire and medical services.
- Equip vehicles with two way radios as necessary.

The following details the specific risks and control measures for each of the County's facilities listed below:

- Municipal Center
- Human Services Building

- Countryside Adult Facility
- Public Safety Building
- Employment and Training Offices
- Community Services Offices
- Office for the Aging Nutritional Sites
- Department of Public Works

## **Summary of Buildings and Office locations**

### **1. Municipal Center**

The building houses several County departments including Assigned Counsel, County Attorney, County Auditor, Legislative Board, County Administration, Civil Service, District Attorney, Dept of Motor Vehicles, County Clerk, Health Services, Information Technology, Emergency Services, Probation, Public Defender, Real Property, Tourism, Treasurer, Weights and Measures, Human Resources, and the Women Infant & Children department. The building also houses the Warren County Court and NYS Supreme Court facilities. There are two (2) public entrances to the building which are attended by security. The remaining entrances (except the Courts which are under separate security) are locked but access by employees and other authorized individuals with FOBS (which are administered by Buildings and Grounds). The court area is accessible only with key or via a public entrance that is through magnetometers with armed security staff. The wing housing Public Defender, Assigned Counsel, Emergency Services and Probation has limited access via key or entrance with magnetometer and unarmed security personnel. The building is open from 8:00am - 5:00pm on weekdays. Approximately 200 employees work in the building.

The Assigned Counsel Office is located in the "old jail" wing of the building. The office takes applications and makes awards of legal assistance to indigents. Public access to the area of the building is controlled by unarmed security personnel and magnetometer. The office has a service window with glass barrier. There are two employees who have constant contact with the public. The employees do not work in the field and do not handle money.

The County Attorney's Office is located in the main area of the building. The office provides legal and administrative services to the County departments. There are 7-8 employees and the office is open from 8:00am-4:30pm. The employees interact with members of the public routinely but do not handle money. If employees need to travel they use their own vehicles and personal cell phones.

The County Auditor's Office is located in the main area of the building. The office provides support to other County departments. The office has 2 employees that work from 8:00am-4:00pm. No money is handled. The staff has regular exposure to other employees but very little exposure to the public. The employees do not work in the field.

The County Board of Supervisors and County Administrators Offices are located on the 2nd floor. The offices perform legislative and administrative tasks. There are 8 employees located primarily at the office with an additional 20 members of the Board of Supervisors that attend meetings and Board functions. The offices are open weekdays from 8:00am-5:00pm. The Board members travel regularly in their own vehicles. Money is not handled at the offices.

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The Human Resources/Civil Service Department is located in the main area of the Municipal Center. The office provides support to County departments as well as outside municipalities. There are 5 employees of the Department and the office is open from 8:30am-4:30pm weekdays. The employees remain at the office and do not work in the field. Civil Service collects checks but does not handle cash. Contact with the public and other employees is continual.

The District Attorney's Office is located within the courts area of the building. The office provides legal services for the "people". Access is limited to employees with a key and public access is controlled via the armed security / magnetometer through the courts. There are approximately 16 employees within the Department. The office is open 9:00am - 5:00pm weekdays. However the employees regularly work before and after hours when the building is closed. The employees travel frequently via personal automobile throughout the County. Communication is via cell phone. The employees are regularly exposed to the public in court settings and they have continual interaction with clients involved in trials. Petty cash is the only money handled.

The Department of Motor Vehicles and County Clerks offices are located in the main area of the building. The offices provide motor vehicle registration, title and licensing services. The Clerks office issues passports, pistol permits and performs various legal recording services. Access is through the main building entrance past security. The approximately 19 employees in the department have continual contact with the public. The offices are open weekdays from approximately 8:00am-5:00pm. Employees are mostly in the vicinity of other employees and do not work in the field. The department handles cash on a regular basis. All workstations in the DMV area have panic alarms that alert to the Sheriff's Office.

The Health Services / Public Health Department is located in the main area of the building. The office provides various clinic services and home nursing services. The departments 85 employees work both in the field and at the main office. The office is open 8:00am-5:00pm weekdays. However nurses also work on weekends and holidays and some staff is on call 24/7. Employees usually work alone other than the office staff that is in the vicinity of other employees. Nurses perform individual home nursing visits and use cell phones to keep in contact with the Department. Field visits are tracked so the supervising staff has a general idea where the employee is at during the day for safety purposes. Clerical staff or clinic nursing staff handle money at clinics. Panic Alarms connecting to the Sheriff's Office and a contract agency are located in the Public Health Reception and the Health Services Reception areas.

The Information Technology Department is located in the main area of the building. The office provides technology support to other County departments. 3 employees work at the office that is open from 9:00am-5:00pm weekdays. Employees regularly interact with other employees. Employees are sometimes in the field visiting other County departments. Personal cars with personal cell phones are used in the field. Some personnel use County cars and have County issued cell phones. Employees do not handle money.

The Office of Emergency Services is located in the "old jail" wing of the building. The office provides administration, clerical, equipment storage and classroom training for various emergency service providers within the County. Public access is controlled by unarmed security personnel and magnetometer. 3 full time employees and 10 part time employees work 8:00am-4:00pm regularly but work 24/7 during emergency operations. The employees travel regularly in County issued

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vehicles with County radios monitored by the 911 center. The employees frequent an equipment storage facility located offsite on Lower Warren Street. The building is shared with an outside contractor but the employees are often working alone at the location. No money is handled. The Probation Department has approximately 19 employees working from a location in the building. Public access is controlled by unarmed security personnel and magnetometer. Employees utilize other entrances via keyed doors. The employees supervise both adult and juveniles and conduct investigations for the courts. The officers are mobile in County issued vehicles with personal cell phones. Employees are regularly exposed to probationers and the public. Monies in form of restitution are collected at this location.

The Public Defender Department is located in the "old jail" wing of the building. The office provides legal representation of indigents. Public access is controlled by unarmed security personnel and magnetometer. 11 employees work from this location but are also mobile in personal vehicles while attending courts throughout the County. Office hours are 9:00am-5:00pm. Frequent contact is made with the public and the legal clients. Employees do not handle money.

The Real Property office is located in the main area of the Municipal Center. The office provides tax map, clerical work, production of assessment rolls, tax rolls and tax bills. The office of 5 is open 8:00am-5:00pm weekdays. Employees remain at the facility and do not typically work in the field. Monies are handled for payments of tax and parcel maps. Employees have constant interaction with the public. The director does field work on occasion sometimes traveling alone in a County vehicle. If there is a concern a co-worker goes along or the Sheriff's Office is asked to accompany the employee. A Personal cell phone is used as a means of communication when in the field.

The Tourism Department is located in the main area of the Municipal Center. The office provides tourism promotion. There are 8 employees in the office that is open from 9:00am-5:00pm weekdays. Some employees have occasional field work at trade shows and conventions, and meetings with local business leaders. Monies are accepted at the office mostly in the form of checks. Employees travel in County vehicles and communicate with the office via cell phones. A panic alarm connected to the Sheriff's Office and a contract agency is located at the information desk area.

The Treasurer's Office is located in the main area of the Municipal Center. The office provides financial support to the County including tax collection. There are 13 employees in the office that is open to the public from 8:30am-4:30pm weekdays, but the office is staffed from 8:00am-5:00pm. The employees remain in the office and do not go out into the field to work. Employees have constant interaction with the public. The office handles a large amount of cash. A "panic alarm" exists in the office and a counter is in place where the public enters the office.

The Weights and Measurers Office is located in the main area of the Municipal Center. The office provides inspections to retail fuel delivery systems, commercial scales and measuring systems throughout the County. Other inspections include pricing and packaging of consumer goods. The one employee typically works 9:00am-5:00pm and is highly mobile frequently works in the field. There is also one part time, per diem field inspector who assists the director on a limited basis. The employees have constant interaction with the public. The employees travels with a County vehicle and communicates via personal cell phone.

The Women's Infants & Children Program is located in the main area of the Municipal Center. The office conducts clinics and determines eligibility for benefits of women and young children. There are 9 employees that are frequently mobile and in constant contact with the public. Office hours vary and clinics are conducted after the rest of the building closes for business. The employees typically work in teams. The employees travel in a County vehicle and have County cell phones for communication purposes. Clinics are regularly conducted at various locations throughout the towns of the county. A panic alarm connected to the Sheriff's Office and a contract agency is in the WIC Supervisors office. Employees do not handle money.

## **2. Human Services Building**

The building houses several County departments, the largest of which is the Social Services Department. Other departments include Building Codes, Board of Elections, Information Technology, Office for the Aging, Planning, Probation, Self-Insurance, and Veterans Administration. There is one primary entrance for the public that is monitored by unarmed security officers. A panic alarm connected to the Sheriff's Office and a contract agency is located in the security area. All public visitors must enter through the magnetometer. There are several other locked entrances that are accessed by employees with a fob. The building is open to the public from 8:00am-5:00pm weekdays. Approximately 175 employees work in the building.

The Building Codes Department issues building permits, enforces building codes, performs fire safety and building inspections. The office is open to the public after entry via the security area. There are 6 employees, which regularly interact with the public at locations around the County. The department has several County vehicles some of which are equipped with radios monitored by the office staff. Others communicate with the office via personal cell phones. Cash is received at the office for permit and inspection fees and deposited weekly.

The Board of Elections Department registers voters and conducts elections. The office is open 8:00am-4:00pm to the public after entry via the security area. There are 4 full time employees and numerous part time employees. Employees interact with the public on a daily basis and do not handle money. Employees primarily perform work within the building but during voting season attend to the many polling locations throughout the County. Employees travel in personal vehicles and communicate via personal cell phones. A panic alarm connected to the Sheriff's Office and a contract agency is located near the front desk.

The Information Technology department supports the various County departments. The office of 5 employees interacts mostly with other County employees. The office is locked at all times and entrance is via a fob. Employees usually work alone and if traveling they communicate with the office via personal cell phone. Some personnel use County cars and have County issued cell phones. Employees do not handle money.

The Office for the Aging Department is located in the building. Access is limited by a remote controlled door locking device. The 10 employees located at this office regularly interact with the public while performing support services for the aging population. The office is open 8:00am-4:00pm. Employees work both alone and in teams. Very little cash is handled in the office. The reception area and interview rooms are equipped with panic alarms connected to the Sheriff's Office and a contract agency.

The Planning Department performs community planning and GIS services. The office is open to the public after entry via the security area. The 7 employees are mobile performing community planning work. The department has a County issued vehicle. Employees use personal cell phones to communicate when in the field. The department handles very little cash.

The Social Services Department performs eligibility determinations for social services benefits. The Department ensures provision of assistance and services necessary to sustain dependent and disabled persons, protect children and adults from abuse and neglect, and to assist applicants and recipients in achieving the greatest degree of independence possible. The 120 employees work typically 8:00am-5:00pm. However some employees do work evenings and others are on call 24/7 and work in the building when the building is closed to the public. Approximately 50 employees work at least part of their day in the field. They utilize County vehicles for travel and use cell phones to communicate with the office. Emergency radios are available for those who travel in areas where no cell phone coverage is accessible. Most employees work alone, but they do occasionally work in teams when appropriate. Some employees handle money of various amounts each day. Employees have face to face contact with clients on the premises and in client homes. Interview rooms are utilized for most client interviews. The interview rooms consist of glass barriers and counters separating the client from the employee. In addition some employees may facilitate supervised or unsupervised visitation within the Human Services Building, private homes, or in the community. During business hours, a full-time security staff is available and all clients are allowed in the building only after passing through magnetometers and security. Panic alarms connected to the Sheriff's Office and a contracted agency are located in all interview rooms, visitation rooms, group recertification room, drug testing room, Commissioners Office, legal office 3-3090, the 2nd floor breakroom and reception.

The Self-Insurance Department performs services for Towns and County departments in the form of workers' compensation administration and safety training. The departments 3 employees are located in an area accessible via fob. The office is open 8:00am - 4:00pm weekdays. Public contact is minimal. However, there is frequent contact with injured workers and employees. Employees that travel utilize personal vehicles with personal cell phones. No money is handled at the department.

The Veterans Services Department performs administration of veteran benefits and transportation to medical visits. The office is open 9:00am-5:00pm to the public after entry via the security area. Public interaction is frequent. Van drivers work alone and utilize County vehicles and communicate with the office via cell phone. No money is handled at the office. Panic alarms connected to the Sheriff's Office and a contract vendor are located at each work station.

### **3. Countryside Adult Facility**

The facility is an adult care home and a nutritional meal site for the Office for the Aging. There are three entrances to the building. The entrances are locked from 11:00pm-6:00am. The Cornell Cooperative Extension building is nearby on the same property.

The facility is an adult home and also has an adult day care program. In addition the Office for the Aging Nutritional meal site is located at the same facility. Countryside Employee responsibilities include maintenance, cleaning, cooking, food services, resident aid, resident transportation and facility administration. Office for the Aging employees prepare and serve meals to the elderly public that visit the site.

The facility is in operation 24 hours a day every day of the year. The 31 employees typically work onsite. However, some employees travel with residents to doctors visits, activities and meetings. The employees usually work alone. The department has several County vehicles equipped with facility issued cell phones. Petty cash and residents personal allowance cash is kept onsite. The 2 Office for the Aging employees interact with the public that visit the meal site for lunch each day. The meal site employees collect cash daily and deposit at days end. Policies are in place and employees have been trained to deal with difficult individuals.

**4. Public Safety Building**

The Sheriff's Office Headquarters contains the Administration Offices, the Law Enforcement Division consisting of Patrol and Criminal Investigations, the 911 Communications Center, and the Correctional Facility and the Civil Office. Also on site is a maintenance facility. Additionally the Sheriff's Office has 2 substations, one in Chestertown and one in Warrensburg. Public access is limited to the lobby area of the Sheriff's Office Headquarters. Approximately 210 (FT/PT) employees work the Sheriff's Office in the various locations. Services performed include typical municipal police work, patrol, investigations and public safety functions. Employees are highly mobile in agency vehicles equipped with radios monitored by the 911 center. Employees work both alone and in teams. Employees constantly interact with the public. All of the Sheriff's Office divisions are accredited and are subject to the Sheriff's Office Operations Manual and the Rules, Regulations and Directives contained therein.

**5. Employment and Training Office**

The facility is shared with the NYS Department of Labor. All employees and visitors enter through the main entrance at the multistory building and pass by a security post.

The department responsibilities include continual interaction with customers to perform assessments, review resumes, review career goals, provide counseling and job search services. Customers are often at difficult places in their lives having recently lost a job or are angry over some recent event that caused them to need the services of the department.

The Employment and Training department has 7 County employees that share offices with 12 State employees. Typical work hours are 8:00am-5:00pm. Employees are occasionally mobile to attend meetings and review worksites. Vehicles are not equipped with radios. However employees usually have personal cell phones. Petty cash is the only money kept on site. Policies are in place and employees have been trained to deal with difficult individuals.

**6. Community Services Office**

The facility is shared with a non-County mental health services organization. There are multiple entrances that are unlocked during business hours. The office is located within city limits in a residential/small business neighborhood. The non-County offices in the building regularly have people with serious mental illness that come in contact with the County office area.

Staff coordinates treatment, court orders, administers programs and process housing referrals for people with serious mental illness. However, the employees rarely interact face to face with their

own clients. The departments 5 employees are typically office workers but also travel to various locations via personal automobile with personal cell phones. Typical work hours are 8:30am-4:30pm. Employees typically work alone. Petty cash is the only money kept on site. Policies are in place and employees have been trained to deal with difficult individuals.

## **7. Office for the Aging Nutritional Sites**

Employees at the various Nutritional Sites prepare noontime meals and distribute them to the areas aging population either via onsite gathering or via volunteer drivers. Employees generally do not work in the field and work in teams in the kitchen areas. However, since each site is open to the public the employees have daily interaction with the public. Each site accepts a limited amount of cash as payment for meals. Typical work hours for the Nutritional sites are 7:00am-1:00pm. Below are summaries of the various nutritional sites.

**Bolton Landing:** The nutritional site is located in the Church of the Saint Sacrament. There are church activities in the building as well as the nutritional site. The site is not fenced and public access is not controlled in any way. There are 1 employee.

**Cedars:** the nutritional site is located in the Cedars Senior Living Apartments in Queensbury. There are many other activities in the building. The site is not fenced and public access is not controlled. There are 7 employees.

**Chestertown:** the nutritional site is located in the Chestertown Municipal Center. There are other offices and municipal government operations in the building. The site is not fenced and public access is not controlled in any way. There are 2 employees.

**Glens Falls:** the nutritional site is located in the First Presbyterian Church in Glens Falls. There are other church events conducted at the same location. The site is not fenced and public access is not controlled in any way. Meals are not prepared at this location but are distributed here. 1 employee works at this location.

**Indian Lake:** the nutritional site is located at the Indian Lake Senior Center. There are other events conducted at the same location. The site is not fenced and public access is not controlled in any way. There are 2 employees.

**Johnsburg:** the nutritional site is located at the Johnsburg Senior Center. There are other events conducted at the same location. The site is not fenced and public access is not controlled in any way. There are 2 employees.

**Luzerne:** the nutritional site is located at the Lake Luzerne Town Office building. There are other events and government offices located at the site. The site is not fenced and public access is not controlled in any way. There is 1 employee.

**Lake Pleasant:** the nutritional site is located at the Lake Pleasant Senior Center. There are other events conducted at the same location. The site is not fenced and public access is not controlled in any way. There is 1 employee.

Long Lake: the nutritional site is located at the Long Lake Town Hall. There are other events and municipal offices at the site. The site is not fenced and public access is not controlled in any way. There are 2 employees.

Queensbury: the nutritional site is located at Solomon Heights Senior Apartments. There are many other activities in the building. The site is not fenced and public access is not controlled. Meals are not prepared at this location but are distributed here. There is 1 employee.

Wells: the nutritional site is located at the Wells Senior Center. There are other events conducted at the same location. The site is not fenced and public access is not controlled in any way. There are 2 employees.

**8. DPW**

South End Maintenance Facility: The facility is located at 299 Lower Warren Street Glens Falls. The site is fenced with a gate which remains open and unlocked most of the time. The DPW maintains a crew of approximately 13 individuals which are out on the road most of the day. Typical work hours are from 7 a.m. to 3:00 p.m. although there may be call-ins after hours for snow/ ice removal or road emergencies. Vehicles are equipped with radios which are monitored at the main office and by the Sheriff's Office. Interaction with members of the public is limited at the facility although the employees may encounter members of the public during the course of their workday at mobile work sites.

Buildings and Grounds: The Buildings and Grounds building is a separate building located on the main Warren County Municipal Center campus. The building is not fenced and is very accessible to members of the public, although there would be little reason for members of the public to access this building. The building houses 21 people, 12 of which are buildings and grounds employees who work a scheduled 7:00 a.m. to 3:00 p.m. shift, and 13 individuals who provide custodial services to the Municipal Center working from 4:00 p.m. to midnight. The Buildings and Grounds staff work independently and may work at any location in the County. Approximately 10-15% of their time is spent traveling from one location to another. All staff drive County vehicles which are radio-equipped. The radios are monitored by the main DPW office and by the Sheriff's Office. Custodial staff works independently within the Municipal Center and Human Services Building. Both are locked to the public at 5:00 p.m., except for days when there are special night meetings. These members of staff do not carry radios although many of them carry personal cell phones. All of the building offices have telephones in the event of an emergency. There is a night supervisor who is responsible for maintaining contact with staff members. All members of the custodial staff have been trained to use the public address system in both buildings as a means of emergency communication.

Fish Hatchery: The Fish Hatchery location consists of an office building, 4 hatchery buildings containing tanks and pools, and a maintenance building from which Parks and Recreation staff work. Parks and Recreation staff are also responsible for maintaining the fairgrounds, railroad facilities, ski trails, canoe access and bike path. In addition, there are pavilions at several locations available for hosting special events and etc. A fee is charged for the use of these pavilions. However, members of the public are not charged for entry onto the properties or for use of any of the facilities. The fish hatchery property is unfenced and is open 7 days a week. There is frequent interaction

between employees and the public. There is a playground located at the site. Two employees usually remain on site, and 7 other employees work at the various locations. The crews operate County vehicles which are radio-equipped. Radios are monitored by the main DPW office and the Sheriff's Office.

Up Yonda Farm: Up Yonda Farm is staffed by three Parks and Recreation employees. The facility consists of several buildings including an office, 2 barns that have been converted to a nature centers with interactive exhibits, a sugar shack and some storage facilities. The property is located immediately off Route 9 with good visibility from the road. The property is not fenced. The property remains open year round with access to trails during the winter months although the parking lot is closed after hours. There is no fee charged for use of the facilities or to view any of the exhibits within the nature center. Interaction with members of the public is high at this facility. The employees also travel off site to various locations providing educational programs for schools and groups.

Office, Sign Shop & Garage: The main office building, "old garage"/sign shop and several outbuildings are located at 4028 Main Street, Warrensburg. The "old garage" is also shared with Sheriff s Department. The property's parking lot is open and accessible from the main road as there is a fuel site for County and other municipal vehicles which remains open 24/7. The administrative building has two entrances; the side entrance is for employees only and signed appropriately. The front entrance is used by members of the public and has a greeter/receptionist located at the entrance. The administrative building contains offices and conference rooms. There are no sign-in procedures at the main entrance or checking of IDs for visitors. There is a small amount of petty cash maintained by the office staff but the amount kept on site is minimal. The receptionist receives service calls relating mainly to damage to mail boxes, trash cans, etc., from members of the public, and the supervisor may go out to meet with members of the public on site if it is determined that the County may be responsible for the damage. There is a sign out board used in the administrative building to track movement of employees. The sign shop has two employees and the maintenance staff consists of paving/ bridge crews (approximately 14 people). There are two garage doors which may be open depending on the time of year. Access from the Sheriff s Department is one-way only from the Sheriff's Department to the maintenance area.

Airport: The airport maintains a crew of approximately 3 individuals who are responsible for lighting, runway maintenance, grounds and some minor building maintenance. In addition, the crew performs snow and ice removal and some fire/emergency response operations at the facility. The airport property is fenced with a swipe card access system located at the gate. The airport is used mainly for private airplanes, and had a fixed base operator who is responsible for maintaining the flight side of the facility including fueling and maintenance. There is no security located on site. The airport offices are located on the 2nd floor of the terminal building and there is a secure entry door. There is a restaurant on site which is open to the public, and the airport is open 24/7 to planes.

Maintenance Facility "New Shop": There is a main maintenance facility and outside storage sheds located at 4055 Main Street in Warrensburg. The site has a limited visibility from the road, and has a full perimeter fence with a gate which is locked when the building is unattended. The building has a front entrance, which is visible internally from the main office. There are garage doors for vehicle entry/exit. There are 12 individuals located at the site with responsibility for the maintenance and repair of Warren County equipment and vehicles. No money is kept at the facility and interaction with members of the public is minimal.

## **Warren County**

### **Workplace Violence Prevention Policy Summary**

The safety and security of Warren County's employees, contractors, visitors and clients is very important. Threats, threatening behavior, acts of violence, or any related conduct that disrupts the work of an individual, or the County's ability to execute its mission, will not be tolerated.

Any person who makes threats, exhibits threatening behavior, or engages in violent acts in the workplace, may be removed from the premises pending the outcome of an investigation. Complaints involving workplace violence will not be ignored and will be given the serious attention they deserve.

For the purpose of this policy, "workplace" means any location, either permanent or temporary, where an employee or contractor appointed by the County, visitor, temporary or contract employee, performs any work-related duty. This includes, but is not limited to, the buildings and surrounding perimeters including the parking lots, alternate work locations, and travel to and from work assignments.

For the purpose of this policy, "workplace violence" and "threat of violence" or "actual violence" includes any physical assault, threatening behavior, or verbal abuse occurring in the workplace by employees or third parties. It includes, but is not limited to, beating, stabbing, shooting, rape, psychological trauma such as threats, obscene phone calls, an intimidating presence, and harassment of any nature such as stalking, shouting or swearing.

#### **Prohibited Conduct**

Prohibited conduct includes, but is not limited to:

- Injuring another person physically.
- Engaging in behavior that creates a reasonable fear of injury to another person.
- Engaging in behavior that subjects another individual to extreme emotional distress.
- Possessing, brandishing, or using a weapon that is not required by the individual's position while in the workplace or engaged in County business.
- Intentionally damaging property.
- Threatening to injure an individual or to damage property.
- Committing injurious acts motivated by, or related to, domestic violence or sexual harassment.
- Retaliating against any employee who, in good faith, reports a violation of this policy.

Violent acts of employees occurring outside the workplace also may be grounds for disciplinary action in accordance with negotiated labor contracts, up to and including termination.

#### **Weapons**

Warren County has enacted Local Law No. 2 of 2007 which prohibits entry into and remaining in county buildings by persons in physical possession of a deadly weapon. This local law prohibits any loaded weapon from which a shot, readily capable of producing death or other serious physical injury, may be discharged, or a switchblade knife, gravity knife, pilium ballistic knife, metal knuckle knife, dagger, billy, blackjack, or metal knuckles from being brought into any building owned or leased by the County unless the individual is an authorized individual as described in Section 5 of the local law.

In addition, employees may not carry a weapon covered by this policy while performing any task on the County's behalf unless the employee has been given specific written consent by the County to carry a weapon while performing specific tasks on the County's behalf. Employees, other than trained security personnel, are not expected to handle potential situations or incidents of violence.

Prohibited weapons include any form of weapon or explosive restricted under local, state, or federal regulation. This includes all firearms, illegal knives, or other weapons covered by law. Legal, chemical dispensing devices such as pepper sprays that are sold commercially for personal protection are permitted. If you have a question about whether an item is covered by this policy, please contact the Self-Insurance Department.

### **Domestic Violence**

Victims of domestic violence who believe that the violence may extend into the workplace or employees who believe that domestic or other personal matters may result in their being subject to violence extending into the workplace are encouraged to notify their supervisor. Confidentiality will be maintained to the extent possible.

### **Reporting of Incidents**

All threats of violence or actual violence, both direct and indirect, should be reported in writing as soon as possible to your immediate supervisor or any other member of management, and/or the police during a legitimate emergency by calling 911. The County Administrator shall also be notified.

Any employee, visitor, temporary or contract employee, or contractor engaged by the County who witnesses an incident of workplace violence or the potential for violence also has a duty to report the incident to management. When reporting a threat of violence, you should be as specific and detailed as possible.

### **Investigation of Complaints**

Allegations of workplace violence are treated seriously by the County and all reports of threats of violence, actual violence and suspicious activities will be promptly and thoroughly investigated. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances.

In the event that they are asked, employees and management are expected to cooperate fully with any ongoing investigation. Based on the seriousness of the incident, the County Administrator may assemble a Workplace Violence Management Response Team which may include the County Attorney, law enforcement, Employee Assistance Program Coordinator, various Department Managers, representatives from the Employee Safety and Health Committee, Employee Union representatives and other others as deemed necessary.

### **Retaliation**

Retaliation against anyone acting in good faith who has made a complaint of workplace violence, who has reported witnessing workplace violence, or who has been involved in reporting, investigating, or responding to workplace violence is a violation of this policy. Those found responsible for retaliatory action will be subject to discipline up to and including termination.

### **Disciplinary Action**

If the County determines that unacceptable conduct has been committed by an employee, the County will take such action as is appropriate ranging from counseling up to and including termination of employment.

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In addition, any manager or supervisor who knows about a threat of violence, or actual violence, and takes no action to stop it, or who fails to report an incident of workplace violence may also be subject to corrective action up to and including termination of employment.

THE POLICY SHALL NOT BE CONSTRUED TO CREATE A DUTY OR OBLIGATION ON THE PART OF THE COUNTY TO TAKE ANY ACTIONS BEYOND THOSE REQUIRED OF AN EMPLOYER BY EXISTING LAW.

A complete copy of the policy is available by contacting the Office of the County Administrator.

Workplace Violence Incident Report

Note: In completing this form, attach all supporting documents; such as continuation sheets and police reports

Who was the violent act directed towards: \_\_\_\_\_

Department: \_\_\_\_\_

Who is completing this report: \_\_\_\_\_ Phone: \_\_\_\_\_

Affected Employees Supervisor: \_\_\_\_\_ Supervisors Phone: \_\_\_\_\_

Incident Information:

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

Was this incident in person? \_\_\_\_\_ Over the phone? \_\_\_\_\_ Other(explain) \_\_\_\_\_

Location of Incident (be specific): \_\_\_\_\_

Description of Incident (Narrative): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Has this or a similar incident ever happened to you before? If so, please explain. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

If you incurred any injury whatsoever, (physical-emotional) please describe the injury, in detail, and the location of any treatment received. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

List all witnesses of the incident:

Name: \_\_\_\_\_

Department: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Was a weapon involved? If so, specify type and to what extent:

\_\_\_\_\_

Who made the violent threat (Aggressor):

Name: \_\_\_\_\_

Department: (if an employee) \_\_\_\_\_

Supervisor: (if an employee) \_\_\_\_\_

Relationship to aggressor: (if stranger, indicate relationship, if any) \_\_\_\_\_

Had anything occurred in the past to make you feel this would happen? If so, please explain \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Home address/vehicle information: (if not an employee) \_\_\_\_\_

\_\_\_\_\_

