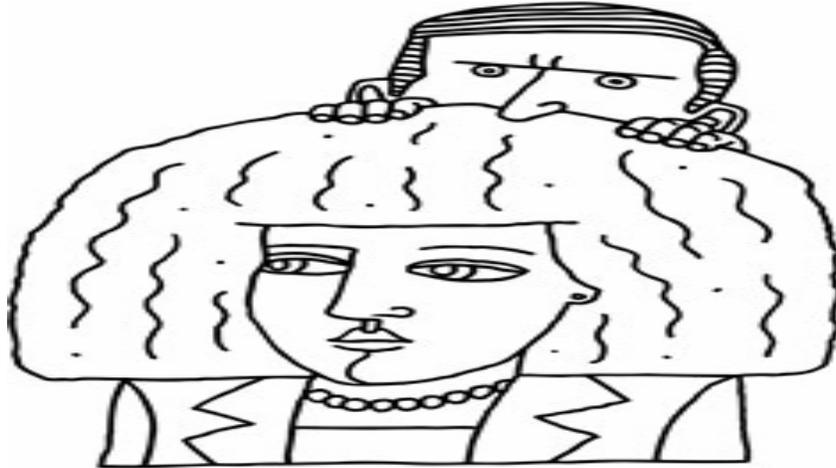


Workplace Violence

Reference Guide

CUNY'S MISSION

CUNY has a long –standing commitment to promoting a safe and secure academic and work environment that promotes the achievement of its mission of teaching, research, and service.”



PURPOSE OF THIS POLICY & PROCEDURE



“The purpose of this policy is to address the issue of potential workplace violence in our community, prevent workplace violence from occurring to the fullest extent possible, and set forth procedures to be followed when such violence has occurred.”

WHAT IS WORKPLACE VIOLENCE?

“Any behavior that is violent by nature.”

Most people think of violence as a physical assault. However, workplace violence is a much broader problem. It is any act in which a person is abused, threatened, intimidated or assaulted at his / her employment.



WHAT IS THE WORKPLACE?

The traditional workplace... (9 to 5 — office hours)

Campus workplace... (7 am to 11 pm — class hours)

Overnight workplace... (11 pm to 7 am - B&G / Security)

Off business related functions.

- Conferences.
- Events related to work.
- Telephone calls.
- Homes – 20% of women killed in the workplace were murdered by a husband or a male partner!



REALITY CHECK



Often violence in the workplace is not committed by someone in the workplace, but from someone outside the agency or business.

In reality, far more violent acts are directed at workers, not caused by workers.

FORMS OF WORKPLACE VIOLENCE

Workplace violence occurs in a variety of forms.

Violence by strangers,

Violence by customers or clients,

Violence by co-workers,

Violence by personal relationships.

Examples include:

- Spouse or partner in an abusive relationship.
- Rejected suitors – Partners involved in a
- Divorce or separation.
- Ex- Employees- Who have been laid- off or fired.
- Disgruntled students or staff.
- Persons involved in gang activity.
- Parents who feel their child is treated unfairly or bullied.



VIOLENCE BY STRANGERS

Involves verbal threats, threatening behavior or physical assaults by an assailant who has no legitimate business relationship to the workplace.

“Violence by strangers commonly occurs during late night hours.”



Perpetrator enters the Workplace to commit a crime.

VIOLENCE BY CUSTOMERS OR CLIENTS

Involves verbal threats, threatening behavior or physical assaults by an assailant who either receives services from or is under the custodial supervision of the affected workplace.

On Campus this would include:

- *Contractors*
- *Community in general*
- *Event Organizers*

VIOLENCE BY CO-WORKERS

Involves verbal threats, threatening behavior or physical assaults by an assailant who has some employment related involvement with the workplace.

- *Current or former employee.*
- *Supervisor.*
- *Co-worker.*

“This type of violence accounts for a smaller proportion of violence than by strangers.”

VIOLENCE BY PERSONAL RELATIONS

Involves verbal threats, threatening behavior or physical assaults by an assailant who, in the workplace, confronts an individual with whom he or she has had a personal relationship outside of work.

- *Current Spouse*
- *Lover*
- *Relative*
- *Friend*

“Assailants actions are motivated by perceived difficulties in the relationship.”

CUNY POLICY*

CUNY prohibits workplace violence, or other threatening behavior towards people or property. Individuals who violate this policy may be removed from the University property and are subject to disciplinary and/or personnel action up to and including termination.



* View the Complete CUNY Workplace Violence Policy on page 5

DEFINITIONS OF WORKPLACE VIOLENCE

- Threatens violence
- Coerces.
- Harasses
- Intimidates others
- Interferes with an individual legal right of movement or expression
- Disrupts the Workplace or Academic environment.

Disruptive behavior intended to disturb, interfere with or prevent normal work activities.

- Yelling.
- Using profanity.
- Verbally abusing others.
- Waving arms or fists.

Intentional physical contact for the purpose of causing harm.

- Slapping.
- Striking.
- Shoving.
- Any unwanted physical contact.

Menacing or threatening behavior – where a reasonable person would constitute intent to cause harm to individuals or property.

- Throwing Objects.
- Pounding on a desk or door.
- Damaging Property.
- Stalking.
- Acting overly aggressive and it was intended to frighten or threaten.



Possessing firearms, imitation firearms, knives or other dangerous weapons, instruments or materials.

No one within University community, shall have in their possession a firearm or other dangerous weapon without specific authorization by Chancellor or College President.

REPORTING RESPONSIBILITIES

Incidents of Workplace Violence are not to be ignored by any member of the University community.

It is important that all members of the community take this responsibility seriously to maintain a safe working and learning environment.

Public Safety Responsibilities

The Campus Public safety office is responsible for responding to, intervening, and documenting all incidents of violence in the workplace.

The Campus Public Safety office will work with the Office of Human Resources and the Supervisor of the Office of Student Affairs on an appropriate response.

Public safety will maintain a record of any "Orders of Protection" for faculty staff, and students.

The University at the request of the employee or student, or at its own discretion, may prohibit members of the public, including family members, from seeing an employee or student on University property.

Public safety will provide an escort service to members of the college community within its geographical confines, when sufficient personnel are available.

Campus Supervisors Responsibilities

All supervisors are responsible for implementation of the CUNY Workplace Violence policy within his/her area of jurisdiction.

- *Deans*
- *Directors*
- *Department Chairpersons.*
- *Executive Officer.*
- *Administrators.*
- *Other persons with Supervisor responsibilities.*

Must report any complaint of workplace violence of which aware of or reasonably believes to exist and must inform immediate supervisor of any complaint, act or threat.

- *Report complaints to Public Safety.*
- *Inform Immediate Supervisor.*
- *Keep complaints confidential.*

Faculty & Staff Responsibilities

When observed or advised by a student that a Workplace violence incident has occurred.

- *Report complaints to Public Safety.*
- *Inform Immediate Supervisor.*
- *Keep complaints confidential.*

Human Resources

Human Resources is responsible for assisting the Public Safety Director & other supervisors in implementing the CUNY Workplace Violence policy.

- *Facilitating appropriate responses to Workplace Violence incidents.*
- *Notify Public Safety of incidents reported to Human Resources.*
- *Consult with Counseling services to secure professional intervention.*
- *Disseminate Workplace Violence Policy*

Student Responsibilities

Students who witness violence, learn of threats, or are victims of violence should report the incident immediately to Public Safety.

If there is no imminent danger, report threatening incidents as soon as possible to Public Safety office or the office of Student Development.

IDENTIFYING WORKPLACE HAZARDS

Environmental

- *A violent society.*
- *Weapons in circulation.*
- *A violence-prone neighborhood.*
- *People with a history of violence.*

Work Practices

- *Low staffing levels.*
- *Working alone.*
- *Working late or early in the morning.*
- *Working with/around money \$\$.*
- *Long waits for services.*

Victim Characteristics

- *Employees who provide care, advice or information .*
- *Workers who handle complaints.*
- *Workers who have the authority to act against the public and enforce laws*

Violator Indicators

- *Sudden or persistent complaining about being treated unfairly.*
- *Blaming others for personal problems.*
- *Sudden change in behavior.*
- *Deterioration in job performance.*
- *Paranoid behavior.*
- *Sudden increased absenteeism.*
- *Sexually harassing, unwanted calling, gifts or notes, stalking.*
- *Talking to oneself.*
- *Financial problems.*
- *Previous threats.*
- *Refusal to accept criticism.*
- *Sudden mood swings.*
- *Quiet seething, sullenness.*

It is important to remember that even the most respectful environment can experience incidents of workplace violence.

It is important to be able to identify the stages of workplace violence previously discussed to be informed of potential incidences.