

FINGER LAKES LIBRARY SYSTEM

Workplace Violence Prevention Training Outline

Information and training for all employees:

I. Overview of requirements of the Workplace Violence regulations

- a. Develop a Written Policy Statement – Employers must develop a written policy statement about the employer’s workplace violence prevention program goals and objectives and provide for full employee participation through an authorized employee representative. The policy statement must be posted where notices to employees are normally posted.
- b. Conduct a Risk Evaluation – Employers must examine their workplace to determine if existing or potential hazards exist that might place employees at risk of occupational assaults or homicides.
- c. Develop a Workplace Violence Prevention Program – Employers must develop a program, with input from employees or an authorized employee representative, that, among other things, includes the following: risk factors identified through the risk evaluation; how the identified risks will be addressed; the methods that will be used to try and prevent workplace violence incidents; a system to report and record any workplace violence incidents that occur in the workplace; a written outline or lesson plan for employee trainings; and a plan to review and update the program at least once a year. *Only employers with 20 or more full-time permanent employees are required to maintain a program in writing.*
- d. Provide Training and Information for Employees – Employers must provide each employee with information and training on the risks of workplace violence in their workplace(s) at least once a year and any time significant changes are made to the workplace violence prevention program. FLLS Employees shall receive training and a certificate each year. Appropriate employees will also receive separate training on arming/disarming the building’s security alarm.

II. Other policies that may be relevant

- a. Sexual Harassment Prevention
- b. Emergency Closing

III. Risk factors specific to the workplace that were identified in the risk evaluation

- a. Findings – Some employees may be work alone for short periods of time, usually less than 1 hour.
- b. Measures that employees can take to protect themselves from the identified risk – Employees that work alone should only empty the outdoor book-drop during regular hours when others are present in the building. The system

- works to provide adequate staffing so that no one works alone for extended periods of time.
- c. Procedures to report incidents of workplace violence – Harassment/workplace violence should be reported promptly to the Executive Director, or in his/her absence, the designee in charge. Verbal notification to the Executive Director (or Personnel Committee in the case of the Director) shall be followed up within 48 hours by a written narrative detailing the incident(s). Prompt notification is necessary so that the Executive Director may conduct a full and objective investigation into the allegations in a timely manner. If the Executive Director determines that a violation of the Harassment or Workplace Violence policy has occurred, appropriate discipline may be imposed, up to and including termination. Bargaining Unit Employees, see UAW contract.
 - d. Location of the written workplace violence prevention program and how to obtain a copy – Forms are located in The Executive Director's office in the purple "Workplace Violence Prevention Program" binder, along with other relevant documentation including Risk Assessment and Mitigation Efforts. Copies of the documentation may be requested at any time.
 - e. Miscellaneous – Evacuation maps are located throughout the building and in the purple binder. Emergency numbers are posted by every phone. In the event of a life-threatening emergency, please call 911. For all other serious situations, please call the appropriate agencies and Sarah Glogowski, 607-280-3047 (cell).

IV. Privacy Concerns

- a. How will sensitive information be handled? Any incidents that employees wish to keep private will be stored in a locked file cabinet and labeled "Privacy Concern Case;" a brief synopsis of the incident with all identifying information removed shall be kept in the purple binder*. All other completed forms will also be kept in the purple binder.

**Note: Information otherwise kept confidential for security reasons does not have to be disclosed to all employees. Examples of confidential information include but are not limited to information that would interfere with law enforcement investigations or judicial proceedings, would deprive a person of a right to a fair trial, would identify a confidential source or disclose confidential information relation to a criminal investigation, would reveal criminal investigative techniques or procedures except routine techniques and procedures, or would endanger the life and safety of any person.*



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Workplace Violence Prevention

Evaluation of the Physical Environment

Location: Finger Lakes Library System, 1300 Dryden Road, Ithaca, NY 14050
Person(s) conducting the evaluation: Sarah Glogowski & Jenny Shonk
Date of assessment: January 25, 2024

This section requires the participation of the authorized employee representative(s).

Instructions: All sections below refer to present conditions. Check "NA" for any items you do not consider applicable to the worksite/facility being evaluated. Using the information from Sections 1-3 and your working knowledge of the building, describe the building in Section 4 (i.e., number of stories, number of entrances and exits, number of employees, access to the building, security features, areas of concern related to security). Using the information from Sections 1-4, list the specific hazards related to this evaluation in Section 5.

Items	Yes	No	NA	Notes/Comments
1. Security Features				
Reception Area Available	X			
Barriers to Separate Clients from Work Area			X	Intercom and locked door at point of entry.
Separate Interview Area(s)			X	
Emergency Numbers Posted by Phones	X			
Multiple Exits	X			
Unobstructed Office Exits	X			
Door Control(s) i.e., locks, remote buzzer, panic bars	X			
Door Detector(s) door alarm	X			
Adequate lighting in and around the workplace	X			
Parking lot well lighted	X			
Panic Button(s)		X		Phones available in every office/workstation.
Video Monitor(s)		X		No video cameras present on premises.
Landscaping to provide unobstructed view of the workplace	X			
Limiting the posting of signs on windows	X			
Other:				

Items	Yes	No	NA	Notes/Comments
2. Factors That Might Place Employees at Risk				
Work in public settings – e.g., Health Care, Police Officers, Firefighters, Social Workers		X		
Work late night or early morning hours	X			Rarely. Could be as early as 7am, as late as 6pm.
Exchange money with the public		X		
Work alone or in small numbers	X			This is extremely limited.
Work in a location with uncontrolled public access		X		
Areas of Previous security concerns		X		
Any other factors that might place employees at risk		X		
3. Security Guards				
Are security guards present at the location		X		
Are guards posted at the entrance(s)			X	
Do they patrol the building			X	
Are they provided with communication? If yes, indicate what type in the notes.			X	
Any other relevant information		X		

4. Description of the Building: Using the information from sections 1-3 and your working knowledge of the building, describe in Section 4 the building (number of entrances and exits, number of employees, access to the building, security features, areas of concern related to security).

The Finger Lakes Library System building has 6 entrances/exits that are locked at all times. All workspaces except 1 have locked first floor windows, these can be opened internally. Employees must use personal passcodes during specific time periods (work hours) to enter the building. There is an intercom for members of the public to ask for entry. There are currently 10 employees with 1 open position and 2 sub employees. All entrances open to ground level except the doors on the back east wing that open to a porch approximately 20 feet from the ground. No videos cameras present. Adequate lighting in the building and parking lot is present. Building hours are 8am-4pm daily. Employees may arrive as early as 7am and stay as late as 6pm. Non-employees that wish to enter the building (could include clients, vendors, trustees, etc.) must press the intercom button and speak to someone to gain access.

5. Specific Hazards: Using the information from Sections 1-4, list the specific hazards related to the evaluation in Section 5.

Risk # 1: Some employees may be work alone for short periods of time, usually less than 1 hour. Employees that work alone should only empty the outdoor book-drop during regular hours when others are present in the building. The system works to provide adequate staffing so that no one works alone for extended periods of time.

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Workplace Violence Prevention

Assessment of Relevant Policies, Practices, and Procedures

Instructions: Conduct an assessment of policies, work practices and procedures that may impact the risk of workplace violence.	
Relevant Policies, Practices, & Procedures:	Record the results of the assessment and any associated risks below.
<p><i>Workplace Violence Policy</i>, revised by FLLS Board of Trustees 6/22/2011</p> <p><i>Sexual Harassment Prevention Policy</i>, revised by FLLS Board of Trustees 5/17/2023</p> <p><i>Emergency Closing Policy</i>, adopted by FLLS Board of Trustees 4/15/2020</p>	<p>Employees that work alone should only empty the outdoor book-drop during regular hours when others are present in the building. The system works to provide adequate staffing so that no one works alone for extended periods of time.</p>

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Workplace Violence Prevention List of Risks and Mitigation Efforts

Risks Identified through Record Review and/or Risk Evaluation	Methods and means by which the risk is being addressed
<p>Identified Risk # <u> 1 </u></p> <p>Some employees may be work alone for short periods of time, usually less than 1 hour.</p>	<p>Employees that work alone should only empty the outdoor book-drop during regular hours when others are present in the building. The system works to provide adequate staffing so that no one works alone for extended periods of time.</p>
<p>Identified Risk # _____</p>	
<p>Identified Risk # _____</p>	
<p>Identified Risk # _____</p>	

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Workplace Violence Prevention
Workplace Violence Incident Report

1. Date of Incident	1.
2. Time of day/shift when the incident occurred:	2.
3. Workplace location where the incident occurred:	3.
4. Provide a detailed description of the incident. Include the following: <ul style="list-style-type: none"> • Name of employee reporting the incident (unless a “privacy concern case”); • Names and job titles of involved employees; • Name or identified of other individuals involved; • Natures and extent of injuries arising from the incident; • Names of witnesses; • Events leading up to the incident and how the incident ended; and • Any other relevant information. 	4.

Note: If the case is a “privacy concern case,” remove the name of the employee who was the victim of the workplace violence and enter “PRIVACY CONCERN CASE” in the space normally used for the employee’s name. Privacy concern cases include cases involving:

- *Injury or illness to an intimate body part or reproductive system;*
- *Injury or illness resulting from a sexual assault;*
- *Mental illness;*
- *HIV infection;*
- *Needle stick injuries and cuts from sharp objects that are or may be contaminated with another person’s blood or other potentially infectious material; and*
- *Other injuries or illnesses, if the employee independently and voluntarily requests that their name not be entered on the report.*