

POLICY
VIOLENCE IN THE WORKPLACE

Broome County Government is committed to providing a work environment free from violence for all employees and visitors. The County will not tolerate any form of violence in the workplace including verbal or physical threats.

While it is the goal of the County to work toward the prevention of incidents, it is unrealistic to assume they will never occur in a public service environment. (An "incident" is any event that has harmed County staff or property or establishes a future threat of such harm). Incidents include crimes, violations, threats and unusual events.

PROTOCOLS

A. Reporting:

1. Any employee who experiences a harmful event, becomes aware of one, or receives a threat, shall first consult his or her supervisor, and then report same to the Security Division. The police should be notified immediately of an emergency situation.
2. In case of a bomb threat, staff members should first determine the place and time of the bomb and the identity of the bomber (if possible), and then immediately report the threat to their supervisor and to Security. In the event a Security Officer is not readily available, call the local police.

B Managers/Supervisors:

1. Be responsive when an employee who is either a victim of violence or threatened with violence asks for help. Immediately contact the Security Division for assistance.
2. Comply with all Orders of Protection. If you observe violations of the protection orders, document these violations and call the police and/or Security.
3. Notify employees that all crimes that occur at the workplace or on work time, including violations of protective orders will be reported to Security.
4. Take any appropriate corrective or disciplinary action (after consultation with the Personnel Department) that is consistent with policy and procedure.
5. Inform employees, at least annually about the policy and procedures on violence in the workplace.

C. Personnel Department

1. Consult legal counsel and advise supervisors and managers in considering corrective or disciplinary actions against employees who express threats or commit acts of violence at Broome County work sites.
2. Work with the victim, the supervisor, union representatives, the Security Division, and law enforcement, to develop a personal workplace safety plan for the victim.
3. Advise affected staff of the outcome of investigations or serious incidents.

D. Security Division

1. Participate in workplace safety training as provided.
2. Provide assistance to employees who experience threats of violence.
3. Respond and intervene, as needed, to calls concerning safety in the workplace.
4. Document violations of restraining orders.
5. Investigate harassing/threatening telephone calls and document the calls.
6. Assess security needs and develop overall safety plan.
7. Keep a certified copy of any restraining order provided by the employee to Security Division in a confidential file. Access to orders and information contained in them should be limited on a need to know basis.
8. Security will document all incidents and their resolution in writing.
9. Arrest and assist in the prosecution of violators.

**BROOME COUNTY DEPARTMENT OF SOCIAL SERVICES & SECURITY DIVISION
VIOLENCE IN THE WORKPLACE GUIDELINES**

Last updated 01/03/07

DEPARTMENT OF SOCIAL SERVICES POLICY

To fulfill Broome County's established Violence in the Workplace Policy in responding to any violent incidents or threats, Broome County DSS & Security Division, as case circumstances dictate, will utilize the following guidelines to resolve workplace related incidents:

- **DSS employee (complaint)** to notify the DSS Building Security Officer and DSS Supervisor of threat
- **DSS employee's supervisor** to notify their DSS management chain up to DSS Deputy of effected area, as well as DSS Commissioner and DSS Deputy Commissioner of Administration by e-mail with brief description of the threat.
- **DSS Building Security** to follow-up on incident, keeping DSS Management informed as case circumstances dictate. Broome Security to notify other effected entities as Security may deem appropriate. Final Disposition to be communicated by Broome Security to DSS Commissioner, DSS deputy effected area and DSS Commissioner of Administration.
- **DSS Management** will keep DSS employees informed as may be appropriate, including providing information concerning final disposition of incident.

Clarification of types of incidents where Order of Protection may be sought:

- **Civil:** Incidents relation to active DSS child welfare or support collection cases filed in Family court can be assessed to determine if Family Court Order or Protection may be appropriate. In such cases, DSS Legal unit is to be contacted with all associated information related top work-based threat, If Order of Protection considered appropriate; DSS Legal can pursue Order through Family Court.
- **Criminal:** After arrest, an employee may pursue Order of Protection through Criminal Court. Broome Security will assist as may be appropriate.