

Workplace Violence

The North Babylon Public Library seeks to eliminate the potential for violence in and around the workplace by affecting the attitudes and behavior of our co-workers, patrons and vendors. Each of our employees has the right to a workplace free of violence. Every employee has the right to seek assistance from the Employee Assistance Program to deal with any issues of violence.

Oftentimes, violence in the workplace is committed by someone from outside the library. Therefore, when possible, it is important to have surveillance at the entrances. Workplace violence is physical assault, threatening behavior or verbal abuse occurring in the work setting. It may be categorized as: 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, or assault/multiple assaults by an intruder. The following local scenarios should be recognized: violence by a stranger, violence by patrons including mental health service recipients, violence by co-workers or violence by personal relations.

The North Babylon Public Library has both formal and informal methods of reporting; both must be in writing. Verbal notification to the library director followed up by a written narrative is encouraged. An initial report is expected within 24 hours of any incident.

The Library maintains a zero tolerance of violence at work.

Management commitment and employee involvement are complementary:

- The Library is concerned for employee's emotional/physical safety
- The Library has equal commitment to staff safety and patron safety
- The Library assigns responsibility to supervisors for training
- The Library offers a program of counseling and debriefing (through EAP) for staff witnessing or experiencing violent incidents

Prevention Strategies:

- Only small amounts of cash are maintained in the cash register, at 5:00, the register is checked, excess amounts of cash are placed in the safe. The staff is separated from patrons by the circulation desk, at least 29" deep and 44" high. At closing, the cash drawer is locked in a cabinet and the cabinet key is deposited under the library director's door, a lock to which only confidential staff has the key.
- The North Babylon Public Library uses the services of contracted security guards with sufficient background to recognize the potential for violence. The Library also uses the services of BOCES EAP for one on one counseling and group training (i.e., Dealing with Difficult People).

Workplace Security Analysis/Risk Evaluation

- Identify jobs or locations with the greatest risk (children's, reference, circulation)
- Conduct a physical workplace security survey (daily walks through the Library)
- Note high risk factors; hours where we work in small numbers (evenings and weekends)
- There is uncontrolled access to the library through three doors (one from Deer Park Avenue, two from the parking lot)
- Evaluate the effectiveness of existing security measures (lock the circulation office and tech room at off hours, unconnected cameras)
- Limited cash access/cash control (every evening at 5:00 PM the register is checked for excess cash, if so, store in safe)
- Train staff for emergency procedures (full staff meetings, EAP training, etc.)
- Convex mirrors (Children's room), insure adequate lighting inside and outside the Library
- Annually review the history of past incidents to identify patterns or trends

Injury and Illness Prevention Program for Workplace Violence:

The North Babylon Public Library Safety Program addresses the hazards known to be associated with the three major types of workplace violence. Type I workplace violence involves a violent act by an assailant with no legitimate relationship to the library who enters the library to commit a robbery or other criminal act. Type II involves a violent act by a recipient of a service provided by the library, a patron. Type III involves a violent act by a current/former employee, department head or supervisory personnel, or other person who has some employment-related involvement with our establishment, such as an employee's spouse or lover, an employee's relative or friend, or another person who has a dispute with one of our employees.

The Program Administrator for workplace security is the Library Director who has the authority and responsibility for implementing the provisions of this program at the North Babylon Public Library. All Department Heads and supervisors are responsible for implementing and maintaining this program in their work areas and for answering employee questions about the program.

Employees will be coached to reduce the risk that a volatile situation will escalate to violence.

Top 10 Ways to Prevent Violence in the Workplace

1. Foster a supportive harmonious work environment
2. Train supervisors and employees how to resolve conflicts
3. Develop effective policies to protect employees from harassment
4. Establish procedures for handling grievances
5. Provide personal counseling through an employee assistance program
6. Implement security programs that protect employees
7. Provide employee safety education programs
8. Provide job counseling for employees who have been laid off/fired
9. Train supervisors how to recognize signs of a troubled employee
10. Set up a crisis plan

Personal Conduct to minimize violence

Do	Do not
Project calmness, move and speak slowly, quietly and confidently	Use styles of communication which generate hostility
Be an empathetic listener, encourage the person to talk and listen patiently	Reject all of a patron's demands from the start
Focus your attention on the other person to let him/her know you are interested in what he/she has to say	Pose in challenging stances such as standing directly opposite someone, hands on hips or crossing arms; avoid physical contact, finger pointing, long periods of fixed eye contact
Maintain a relaxed yet attentive posture and position yourself at a right angle rather than directly in front of the other person	Make sudden movements which can be seen as threatening; notice the tone, volume and rate of your speech
Acknowledge the person's feelings. Indicate that you can see he/she is upset	Challenge, threaten or dare an individual; belittle the person or make him/her feel foolish
Ask for small, specific favors such as asking the person to move to a quieter area	Criticize or act impatiently toward the agitated individual
Establish ground rules if unreasonable behavior persists, calmly describe the consequences of any violent behavior	Attempt to bargain with a threatening individual
Use delaying tactics which will give the person time to calm down	Try to make the situation seem less serious than it is
Be reassuring and point out choices, break big problems into smaller, more manageable ones	Make false statement or promises that you cannot keep
Accept criticism in a positive way: when a complaint might be true use statements like "You are probably right". If the criticism seems unwarranted, ask clarifying questions	Try to impart a lot of technical or complicated information when emotions are high
Ask for his/her recommendations, repeat back to the complainant what you feel he/she is requesting of you	Take sides or agree with distortions
Arrange yourself so that you are not blocked from an exit	Invade the individual's personal space; make sure there is a space of three feet to six feet between you and the other person

Facility: North Babylon Public Library
Address/Work Location: 815 Deer Park Avenue, North Babylon, New York 11703
Assessment Done By: Marc David Horowitz
Date of Assessment: 01-03-2007

Security Control Plan

Has a Security Control Plan been developed? Yes (WV policy)

If yes, is it in writing? Yes

If yes, does it include:

A. A Policy Statement Yes

B. Evaluation of work areas Yes

C. Identification of control methods considered:

1. Engineering Controls Some

2. Work Practice Controls Some

3. Training Yes

D. Evacuation and Floor Plan Yes

Evacuation: Use the paging system. If not already aware, notify the Director, Assistant Director, or Librarian in Charge. Brief the Librarian in Charge outside the building after evacuation. Staff should fan out across all areas of the library to insure all patrons exit quickly. Remember the basement level, bathrooms and non-public work areas. Use all exits: front and rear, emergency exits from children's room and reference area. Be prepared for patrons to be frightened. Staff should recognize that the front entrance leads to two stairs, side emergency exit doors lead to grass areas; patrons may need assistance. Close, but do not lock any doors.

Is the Security Control Plan accessible to all employees? Yes

Is the Security Control Plan reviewed and updated when a task has been added or changed and at least annually? Yes

Have you coordinated your Security Control Plan with the local law enforcement agency? No

A. Policy Statement

Is the policy statement clearly written and does it support zero tolerance? Yes

B. Work Area Evaluation

Are all areas being evaluated? Yes

Comments: _____

C. Control Measures

1. Engineering Controls

If appropriate, have the following engineering controls been implemented:

A. Door Control(s) n/a

B. Panic buttons n/a

C. Door detectors n/a

D. Closed circuit No

E. Stationary metal detector	n/a
F. Sound detection	n/a
G. Intrusion panel	n/a
H. Monitors	No
I. Video tape recorder	Yes
J. Switcher	n/a
K. Hand held metal detector	n/a
L. Other _____	

Have structural modifications been implemented? (partitions, etc.) No

If yes, comment: _____

2. Work Practice Controls:

If appropriate, have the following work practice controls been implemented:

A. Desk clear of objects	No
B. Unobstructed office exits	Yes
C. Bare cubicles available	No
D. Reception area available	No
E. Visitor/client sign in/out	No
F. Visitor(s)/client(s) escorted	No
G. Counter top to separate clients from work area	Yes
H. One entrance used	No
I. Separate interview area(s)	No
J. I. D. badges used	No
K. Emergency phone numbers posted	Yes
L. Internal phone system	Yes
M. If yes, indicate:	
a. Does it use 120 VAC building lines	No
b. Does it use phone lines	Yes
N. Internal procedures for conflict (problem) situations	Yes
O. Parking lot well lighted	Yes
P. Other: _____	

Are Security Guards used at this facility? Yes

If yes, how many: 1

A. At entrance(s)	No
B. Building patrol	Yes
C. Are they from a contracted security agency?	Yes

If no, has consideration been given to the local law enforcement response capability? n/a

Comments: _____

D. Training

Has training been conducted? Yes

If yes, is it provided?

1. Prior to initial assignment Yes

2. Annually thereafter	No
Does training include:	
A. Components of security control plan	Yes
B. Engineering controls instituted at the workplace	Yes
C. Work practice controls instituted at the workplace	Yes
D. Techniques to use in potentially volatile situations	Yes
E. How to anticipate/read behavior	Yes
F. Procedures to follow after an incident	Yes
G. Periodic refresher for on site procedures	Yes
H. Recognizing abuse/paraphernalia	Yes
I. Opportunity for Q&A with instructor	Yes
Are training records kept?	Yes
E. Floor Plan, Evacuation Plan	
Are evacuation plans current?	Yes
Are floor plans posted showing exits, entrances, security equipment, etc?	Yes
F. Conclusions:	
Do employees feel safe?	Unknown
Comments: _____	

Comments and Recommendations based on this evaluation: _____

Approved by the Board of Trustees
February 20, 2007

Facility: North Babylon Public Library
Address/Work Location: 815 Deer Park Avenue, North Babylon, New York 11703
Assessment Done By: Marc David Horowitz
Date of Assessment: 10-01-2012

Security Control Plan

Has a Security Control Plan been developed? Yes (WV policy)

If yes, is it in writing? Yes

If yes, does it include:

E. A Policy Statement Yes

F. Evaluation of work areas Yes

G. Identification of control methods considered:

1. Engineering Controls Some

2. Work Practice Controls Some

3. Training Yes

H. Evacuation and Floor Plan Yes

Evacuation: Use the paging system. If not already aware, notify the Director, Assistant Director, or Librarian in Charge. Brief the Librarian in Charge outside the building after evacuation. Staff should fan out across all areas of the library to insure all patrons exit quickly. Remember the basement level, bathrooms and non-public work areas. Use all exits: front and rear, emergency exits from children's room and reference area. Be prepared for patrons to be frightened. Staff should recognize that the front entrance leads to two stairs, side emergency exit doors lead to grass areas; patrons may need assistance. Close, but do not lock any doors.

Is the Security Control Plan accessible to all employees? Yes

Is the Security Control Plan reviewed and updated when a task has been added or changed and at least annually? Yes

Have you coordinated your Security Control Plan with the local law enforcement agency? No

A. Policy Statement

Is the policy statement clearly written and does it support zero tolerance? Yes

B. Work Area Evaluation

Are all areas being evaluated? Yes

Comments: _____

C. Control Measures

1. Engineering Controls

If appropriate, have the following engineering controls been implemented:

A. Door Control(s) n/a

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C. Door detectors n/a

D. Closed circuit Yes

E. Stationary metal detector	n/a
F. Sound detection	n/a
G. Intrusion panel	n/a
H. Monitors	No
I. Video tape recorder	Yes
J. Switcher	Yes
K. Hand held metal detector	n/a
L. Other _____	

Have structural modifications been implemented? (partitions, etc.) No

If yes, comment: _____

3. Work Practice Controls:

If appropriate, have the following work practice controls been implemented:

Q. Desk clear of objects	No
R. Unobstructed office exits	Yes
S. Bare cubicles available	No
T. Reception area available	No
U. Visitor/client sign in/out	No
V. Visitor(s)/client(s) escorted	No
W. Counter top to separate clients from work area	Yes
X. One entrance used	No
Y. Separate interview area(s)	No
Z. I. D. badges used	No
AA. Emergency phone numbers posted	Yes
BB. Internal phone system	Yes
CC. If yes, indicate:	
a. Does it use 120 VAC building lines	No
b. Does it use phone lines	Yes
DD. Internal procedures for conflict (problem) situations	Yes
EE. Parking lot well lighted	Yes
FF. Other: _____	

Are Security Guards used at this facility? Yes

If yes, how many: 1

A. At entrance(s) No

B. Building patrol Yes

C. Are they from a contracted security agency? Yes

If no, has consideration been given to the local law enforcement response capability? n/a

Comments: _____

D. Training

Has training been conducted? Yes

If yes, is it provided?

1. Prior to initial assignment Yes

2. Annually thereafter	Yes (9-25-12)
Does training include:	
J. Components of security control plan	Yes
K. Engineering controls instituted at the workplace	Yes
L. Work practice controls instituted at the workplace	Yes
M. Techniques to use in potentially volatile situations	Yes
N. How to anticipate/read behavior	Yes
O. Procedures to follow after an incident	Yes
P. Periodic refresher for on site procedures	Yes
Q. Recognizing abuse/paraphernalia	Yes
R. Opportunity for Q&A with instructor	Yes
Are training records kept?	Yes
E. Floor Plan, Evacuation Plan	
Are evacuation plans current?	Yes
Are floor plans posted showing exits, entrances, security equipment, etc?	Yes
F. Conclusions:	
Do employees feel safe?	Unknown
Comments: _____	
Comments and Recommendations based on this evaluation: _____	

North Babylon Public Library Workplace Violence Prevention Policy & Incident Reporting

North Babylon Public Library is committed to the safety and security of our employees. Workplace violence presents a serious occupational safety hazard to our agency, staff, and clients. Threats, threatening behavior, or acts of violence against employees, visitors, guests, or other individuals by anyone on North Babylon Public Library property will be thoroughly investigated and appropriate action will be taken, including summoning criminal justice authorities when warranted. All employees are responsible for helping to create an environment of mutual respect for each other as well as clients, following all policies, procedures and program requirements, and for assisting in maintaining a safe and secure work environment. This policy is designed to meet the requirements of NYS Labor Law 27b and highlights some of the elements that are found within our Workplace Violence Prevention Program. The process involved in complying with this law included a workplace evaluation that was designed to identify the workplace violence hazards our employees could be exposed to. Other tools that were utilized during this process included establishing a committee made up of management and Authorized Employee Representatives who will have an ongoing role of participation in the evaluation process, recommending methods to reduce or eliminate the hazards identified during the process and investigating workplace violence incidents or allegations. All employees will participate in the annual Workplace Violence Prevention Training Program.

The goal of this policy is to promote the safety and well-being of all people in our workplace. All incidents of violence or threatening behavior will be responded to immediately upon notification. North Babylon Public Library has identified response personnel that include a member of management and an employee representative. If appropriate, the North Babylon Public library will provide counseling services or referrals for employees.

All North Babylon Public Library personnel are responsible for notifying the contact person designated below of any violent incidents, threatening behavior, including threats they have witnessed, received, or have been told that another person has witnessed or received.

Designated Contact Person:

Name: Marc David Horowitz
Title: Library Director
Phone: 631 669 4020
Location: North Babylon Public Library

Workplace Violence Incident Report

Use additional paper if necessary.

Today's Date _____
Date of Incident _____
Time of Incident _____
Case Number _____
Employee Name _____
Title _____
Workplace Location _____

What was the employee doing just prior to the incident?

Incident Description (Minimally include names of involved employees, extent of injuries and names of witnesses):

Provide information on preventative actions that the public employer has taken or is considering as a result of the incident to prevent against further like occurrences:

After the occurrence of a workplace violence incident, the public employer shall consider global (all public employer worksites) prevention enhancements, which may be necessary to properly protect employees.

The employer is responsible for maintaining copies of reports which shall be used when the program is reviewed and updated.

Updated and approved by the Board of Trustees
October 16, 2012

Ad hoc Health and Safety Advisory Committee

10-1-2012, 2:15 PM

Present: M. Horowitz, D. Ledesma, A. Harnos, K. Sonnessa

Discussion of Workplace Violence policy including recommended updates by the NYS Department of Labor.

Meeting adjourned, 2:30 PM

10-18-2013, 2:35 PM

Present: M. Horowitz, M. Nicolazzi, A. Harnos, K. Sonnessa

Discussion of 1 unruly patron.

Meeting adjourned, 2:20 PM

2/2014:

Ian MacLeod brought a pocket knife to work, he resigned on 2/8/14

Knives, blades, etc:

Donahoe: box cutter and blades, Scotty peeler

Weyer: Scotty peeler, touch knife

Schwenker: Scotty peeler, touch knife

Ledesma: Retractable utility knife (personal)

Horowitz: box cutter and blades

Rivera: Folding utility knife, sheet rock knife in custodial closet

Boehner: None

Torgersen: Sewing kit (needles)

Nicolazzi: None

Johnson: None

Harnos: None

Costello: Scotty peeler

Sonnessa: Scotty peeler, sewing kit

Schoneboom: None

Fasano: sewing kit

Jenkins: None

Arena: None

Thompson: None

Famiglietti: None

4-2014

Latrell Marcus Garrett

10-9-2014, 10:30 AM

Present: M. Horowitz, M. Nicolazzi, A. Harnos, K. Sonnessa

Discussion of: Ian McLeod (resigned), Patrons Mobley, Griffin, Smith-Carter, Garrett, Mike Alessi (resigned), Guard service.

Meeting adjourned 10:36

11-7-2016, 10:00 AM

Persent: M Horowitz, M Nicolazzi, A Lowe, K Costello

- Everyone is authorized to call 911
- We will lock the front doors t 2 PM, Mandatory ID at rear doors
- Students who were her on Friday 11/4/16, no entry this week
- Officer Jeanne Osias
- I have asked for a 2nd guard 2-5 PM
- We likely have to go to bid on a higher level of security guard
- Staff has requested walkie talkies, more cameras, evacuation practice

Meeting adjourned, 10:35 AM

1-17-2018, 11:45 AM

Present: M Horowitz, M Nicolazzi, S Fasano, A Schwenker

Need a fire drill, reminder of fire extinguishers - Spring acitivity
CPR/AED/First aid - class in March. We will pay for any staff member
who wishes to participate.

S Fasano feels very vulnerable at the circulation desk, nights and
Saturdays

Meeting adjourned, 12:00 Noon

11-1-2018, 9:14 AM

Present: Horowitz, Nicolazzi, Lowe, Torgersen

Need a fire drill, extinguisher review

Meeting adjourned, 9:19 AM