In accordance with the University’s commitment to the prevention of workplace violence, Central Office adopts the following as its Workplace Violence Prevention Program (the “Program”):

1. **Purpose**

   The University’s Workplace Violence Prevention Program provides information to the College community about preventing and responding to incidents of workplace violence at the College’s worksites and facilities and seeks to develop programs which will prevent or reduce the likelihood of threats or acts of workplace violence. The Program seeks to ensure that any incident, complaint, or report of workplace violence is taken seriously and dealt with appropriately. The Program implements the Workplace Violence Prevention Policy adopted by the Board of Trustees on February 28, 2011. As set forth therein, workplace violence is defined as any physical assault or acts of aggressive behavior occurring where an employee performs any work–related duty in the course of his or her employment, including but not limited to:

   i. An attempt or threat, whether verbal or physical, to inflict physical injury upon an employee;
   ii. Any intentional display of force that would give an employee reason to fear or expect bodily harm;
   iii. Intentional and wrongful physical contact with an employee without his or her consent that entails some injury; and
   iv. Stalking an employee in a manner that may cause the employee to fear for his or her physical safety and health when such stalking has arisen through and in the course of employment.

2. **Scope**

   All Central Office employees are required to comply with the Program. In addition, since students and visitors to the Central Office are required to conduct themselves in conformity with existing law, employees who observe or experience students or visitors engaging in violent or threatening behavior should follow the procedures in the Program for reporting such behavior.

3. **Workplace Violence Advisory Team (“WVAT”)**

   a. The WVAT reports directly to the Executive Vice Chancellor and Chief Operating Officer (EVC/COO) and consists of members designated by the EVC/COO.
b. The WVAT Chair, selected by the EVC/COO, sets the times and agendas for meetings and establishes sub-committees, as necessary, to fulfill the WVAT responsibilities set forth herein and in sections 4, 7 and 12.

c. The Chair and members of the WVAT and their contact information are listed in Appendix I.

d. The WVAT will coordinate the Workplace Violence Prevention training at Central Office.

4. Risk Assessment and Evaluation Process

a. On an annual basis, the WVAT will:
   i. Examine the prior year’s relevant records that concern workplace violence incidents to identify patterns in the type and cause of injuries.
   ii. Assess relevant policies, work practices, and work procedures that may impact the Workplace Violence Prevention Program.
   iii. Review survey responses received from employees of Central Office. Survey forms are available to employees on the Central Office website and in hard-copy at the Central Office of Public Safety and Office of Human Resources. Completed survey forms are to be forwarded to the Director of Public Safety, as the physical site evaluation team leader.

b. The WVAT will conduct a physical site evaluation of the College’s workplace to determine the presence of factors that may place employees at risk of workplace violence. Each authorized employee representative organization with employees at the College will be given advance notice, in writing, from the Vice President for Administration of the date(s) and time(s) of the site visit(s). Each authorized employee organization may designate a representative to participate in the site visit(s) by notifying the WVAT Chair in writing of the designated representative. In addition to the authorized employee representative(s), an employee may also request to participate directly in the site visit for his/her work area by contacting the WVAT Chair. The authorized employee representative(s) will be provided with incident reports (without names) for the previous year. The authorized employee representative(s) may submit to the WVAT Chair any comments regarding situations in the workplace that pose a threat of workplace violence.

c. Following the physical site evaluation, the WVAT will prepare a report of the findings, including a list of the high risk factors identified during the physical site evaluation and recommendations on appropriate work practice control measures to address identified risk factors. The report will be submitted to the EVC/COO for appropriate action. Copies of the report will be made available, upon request, to employee(s), their authorized representatives(s), and the New York State Department of Labor.
d. Physical site evaluation/risk assessment evaluations will be conducted after an incident of workplace violence, as needed and as identified by the Department of Labor, or if it is determined that a significant trend of workplace violence is identified.

5. Risk Locations/Risk Factors

I. 1114 Avenue of the Americas-15th floor New York, NY 10036  
CUNY Admissions/ Welcome Center and CUNY Financial Aid

This area had one incident of concern in 2010 in which an individual gained access for the purpose of confronting an employee. The individual approached the employee in the lady’s rest room. Both individuals in this case were females. Words were exchanged and the intruder left when told to do so by the employee. The argument was over a personal issue and was not related to CUNY business. In response to this incident panic buttons were installed in both the lady’s and men’s restroom. If activated the alarm will be received and responded to by the CUNY Public Safety Officer stationed at the reception desk on the 15th floor. Another panic button was installed in the Welcome Center on the first floor which communicates directly with the local Police Precinct. It has been determined that people are no longer allowed to go beyond the reception area unescorted. I recommended that the panic buttons be tested on a monthly basis and a record/log of these tests be created and maintained. In addition to having a CUNY Peace Officer on site this building has tight security at the entry point. All visitors are screened and issued an I.D. pass after showing photo identification.

The representative of DC37 local 2054, Dishunta Meredith, pointed out that there was a missing ceiling tile above the far stall in ladies room. The same condition appeared in the men’s room as well. I discussed this with the area director, Richard Alverez, who told me that he is aware of it and it is due to an ongoing construction job. The contractor is also aware and will make repairs as soon as work is complete.

II. 230 West 41st Street New York, NY 10036  
Invest in CUNY Campaign Office -17th floor

The entry door to this area is a solid door with no window. Entry is gained by someone who does not have a key by knocking on the door and waiting until someone comes to open it. This area would benefit by a camera that monitors the outside of the door and the entrance hallway. A person within the complex would be designated to monitor the camera and buzz the visitor in. The building itself has a very good private security force who maintains strict access control at both entrance points.
Note: I obtained a quote from A Plus Technology Solutions, Inc. for equipment and installation that would remedy the above stated problem. I forwarded the information to the area supervisor, Ed Rhodes, for consideration.

III. University Application Processing Center
2001 Oriental Blvd. Brooklyn, NY 11235

The UAPC is housed on the campus of Kingsborough Community College. All vehicles entering the campus are screened but the campus is considered an open campus for pedestrians. The UAPC occupies the majority of the T1 building and a small section in building T2. They do not deal with members of the public in general and access to their facility is controlled. The issue that I had in this area is that there were numerous cameras within the facility that are not functioning. I stated, to the area supervisor (Rose Bellantonio) who participated in the walkthrough, that nonfunctioning cameras present a false sense of security and therefore create a liability. My suggestion to Ms. Bellantonio was to get those cameras in working order and have them monitored and/or recorded or to take them down altogether.

I also noticed that a number of ceiling tiles appeared unsteady. While not exactly a workplace violence issue I still pointed this out to Ms. Bellantonio and she stated that she would contact the KCC maintenance department to remedy.

IV. CUNY Express – CUNY Immigration
560 West 181st Street New York, NY 10033

Access to this area is controlled by a two person desk at the entrance which is staffed by a CUNY Peace Officer and a civilian employee of CUNY Express. The facility is very orderly and well maintained. There is a CCTV camera that is monitored at the desk of the area supervisor, Ms. Charlotte Henson-Butler. My only suggestion for this area would be to expand the scope of the CCTV system that already exists as there is only one camera with a limited view of the facility.

6. Employee Information and Training

All employees must participate in training on the risks of workplace violence in their workplace at the time of initial employment and at least annually thereafter. The employee training and information program includes information regarding how to locate the Policy and Program as well as survey forms.

Central Office provides training to its employees. The training program addresses the following essential topics:
a. An overview and definition of workplace violence;
b. The College’s commitment to providing a safe workplace;
c. Instructions regarding how to obtain a copy of the written Policy and Program;
d. A listing of significant identified risk factors;
e. Techniques on how to recognize and avoid potentially violent situations, including de-escalation techniques;
f. How employees can protect themselves and how employees can suggest improvements to the Program;
g. The importance of reporting incidents and how to report such incidents;
h. Where employees can seek assistance during a dangerous situation; and
i. Resources, such as trauma counseling, that may be available to employees after an incident has occurred.

Additional training will be conducted as necessary and as determined by the needs of the Central Office.

7. Reporting Process/Procedures to Report Incidents of Workplace Violence

In order to maintain a safe working environment, incidents of workplace violence must be reported promptly to a supervisor and/or the Office of Public Safety. The phone number of the Central Office of Public Safety is (212) 541-0407. Members of the College community are also encouraged to report other behavior they believe may lead to potential workplace violence. After an incident occurs or upon receipt of a complaint, an investigation will be conducted by the Office of Public Safety. Complaints involving the Office of Public Safety will be investigated by the Office of Human Resources.

a. The College will use a form maintained by the University’s Office of Public Safety to record incidents of workplace violence. The College Office of Public Safety will maintain all records of initial reports and the results of any investigative reports relating to Workplace Violence at the College. As set forth therein, investigative reports must include:

i. Workplace location where the incident occurred;
ii. Time of day/shift when the incident occurred;
iii. A detailed description of the incident, including events leading up to the incident and how the incident ended;
iv. Names and job titles of employees involved;
v. Name or other identifier of other individual(s) involved;
vi. Nature and extent of injuries arising from the incident; and
vii. Names of witnesses.

b. The WVAT reviews the investigation results of incidents and complaints, determines whether there is a violation of the Policy and provides a report to the President.
c. The WVAT, with the participation of the authorized employee representative(s), conducts a review of the Campus Workplace Violence Incidents Report at least annually to identify trends in the types of incidents in the workplace and reviews the effectiveness of the mitigating actions taken.

8. **Confidentiality of Certain Information**

   Nothing in this Program requires the disclosure to any person or entity, other than to the Commissioner of the Department of Labor as directed by the New York State Labor Law, of information otherwise kept confidential for security reasons, such as information that if disclosed may:
   
   i. Interfere with law enforcement investigations or judicial proceedings;
   ii. Deprive a person of the right to a fair trial or impartial adjudication;
   iii. Identify a confidential source or disclose confidential information relating to a criminal investigation;
   iv. Reveal criminal investigative techniques or procedures, except routine techniques and procedures; or
   v. Endanger the life or safety of any person.

9. **Report of Violations of the Workplace Violence Prevention Policy and Program**

   Any employee or authorized employee representative who believes that the Central Office Workplace Violence Prevention Program is in violation of CUNY’s Workplace Violence Prevention Policy, New York State Department of Labor Regulation Section 800.6 and New York State Labor Law Section 27(b), should bring their concerns to the attention of the proper authorities.

   Events involving the threat of imminent danger should be immediately brought to the attention of the College’s Department of Public Safety.

   Events relating to concerns of other types of reportable incidents should be reported as detailed in Paragraph 7, above, and brought to the attention of the University’s Senior University Executive Director of Human Resources Strategic Planning, 535 East 80th Street, New York, NY 10075.

   If a matter has been brought to the proper College authority and the College has had a reasonable opportunity to correct the activity, policy or practice, the matter has not been resolved, and an employee or authorized employee representative still believes that serious violation of the program remains, the employee or authorized employee representative may request an inspection by notifying the Commissioner of Labor of the alleged violation. This notice to the Commissioner must be in writing and shall set forth with reasonable particularity the grounds for the notice and shall be signed by the employee or authorized employee representative in compliance with New York State Labor Law Section 27(b) and its implementing Regulations.
10. **Retaliation**

   No employee is subject to criticism, reprisal, retaliation or disciplinary action by the Central Office for good faith reporting pursuant to the Program. Individuals who make false and malicious complaints of workplace violence, as opposed to complaints that, even if erroneous, are made in good faith, may be subject to disciplinary or other appropriate action.

11. **Recordkeeping**

   All recordkeeping and reporting shall be made in compliance with the applicable law and regulation (currently New York Labor Law Sections 27-a and 27-b and 12 NYCRR Part 800.6) and the Policy and Program.

12. **Program Effectiveness and Evaluation/Post-Incident Response**

   At least annually or after serious incidents, the WVAT, together with the participation of the Authorized Employee Representatives, evaluates the effectiveness of the Workplace Violence Prevention Program, including post-incident responses and evaluation processes. The review focuses on incident trends and the effectiveness of the control measures taken by the Central Office. The review also assesses whether the reporting and recordkeeping systems are effective in collecting relevant information.
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<th>College</th>
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