

QUEENS COLLEGE WORKPLACE VIOLENCE PREVENTION PROGRAM

CAMPUS-SPECIFIC INFORMATION

<b>Description of Identified Risk Factors</b>	<u>High Risk Locations/Risk Factors</u>  During March 2011, the college undertook a comprehensive assessment of risks of violence in the workplace. This was accomplished by a seven-day walkthrough of campus buildings and grounds with the Workplace Violence Advisory Team (also known as the Workplace Violence Committee), Public Safety and members of various unions. A campuswide survey and a checklist of work hazards identified by staff and faculty were completed. We also reviewed all crime logs and records compiled in the previous year that concerned workplace violence. Based on the above, we developed the Workplace Violence Prevention Program. Prior to the Workplace Violence Physical Risk assessment a QC mailer was sent on March 3, 2011 advising the college community of the walkthrough building site schedules. Prior to that undertaking it is important to recognize that the college's Public Safety Department had a protocol in place where each semester Campus Peace Officers visited all buildings, departments, and offices in order to gather information regarding any and all Public Safety concerns. The officer was then required to submit a report that was subsequently evaluated by a Sergeant whose responsibility was to follow up and attempt to remedy any concerns. The Sergeant then reported to the Director on any issues that they could not reconcile. Based on our survey and Queens College's annual Clery Report, our data indicated that Queens College has a very low occupational assault and homicide risk in the workplace. However, Queens College has assessed, identified, and developed several preventive methods to further improve the safety of employees. The following risk factors were identified after conducting a survey of 310 employees, including Security Self-Inspection Checklists:  a. An open campus can create the following: <ul style="list-style-type: none"><li>• Unwanted visitors who can potentially pose a risk to employees and students.</li><li>• A risk for workplace violence by persons who don't advise Public Safety of the existence of an Order of Protection.</li><li>• A lack of control over persons encroaching on college grounds.</li><li>• A high-risk potential for theft of college and personal property.</li><li>• Inefficacy in tracking of employees who were terminated ("persona- non grata") or students who were suspended.</li></ul> b. Working alone in an office can create the following: <ul style="list-style-type: none"><li>• A potential risk of theft due to unlocked office doors and unattended personal items.</li><li>• A potential for unwanted intruders that may cause injury to employees.</li><li>• Delays in receiving help in an emergency situation that</li></ul>
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	<p>requires Public Safety, NYPD or EMS.</p> <ul style="list-style-type: none"> <li>• Inability to communicate your whereabouts to a coworker or supervisor.</li> </ul> <p>c. We have found that the survey suggests more than half of Queens College employees are unaware of the University's Workplace Violence Policy.</p> <ul style="list-style-type: none"> <li>• They are unaware of what to do when working alone, late at night, or early in the morning.</li> <li>• They are unaware of when and how to request assistance from campus Public Safety and/or local police.</li> </ul>
<p><b>How the identified risk factors have been/are being addressed</b></p>	<p>The following strategies are in place or will be instituted in order to address the risk factors identified:</p> <ul style="list-style-type: none"> <li>• Workplace safety tips were distributed to all departments during walkthroughs, and staff was encouraged to post information, make copies, and share the tips.</li> <li>• In an area such as the Student Union, where a risk has been detected, an officer will maintain presence by rotating their patrol through the Student Union lobby and gate area. This patrol will be logged in the officer's log book.</li> <li>• Emergency phones are placed throughout buildings around campus for easy access to request help and report incidents. However, during the walkthroughs it was learned that some employees had no knowledge of the emergency phones located throughout the buildings. Public Safety will reach out to Buildings and Grounds to improve/correct signage of emergency phones.</li> <li>• There are 23 emergency blue phones on campus that dial Public Safety automatically when activated. These phones are checked monthly to ensure that they are working. A map showing the location of the phones can be found here: <a href="https://www.qc.cuny.edu/communications/wp-content/uploads/sites/21/2023/01/Queens_College_2D_Map_2023_Emergency_Phones_Locations-1.pdf">https://www.qc.cuny.edu/communications/wp-content/uploads/sites/21/2023/01/Queens_College_2D_Map_2023_Emergency_Phones_Locations-1.pdf</a></li> <li>• The college has put in place a system that notifies Public Safety whenever an emergency call is placed to 911. The system also is capable of identifying the caller's location on campus. Additionally, emergency number decals are affixed on all departmental office phones.</li> <li>• Public Safety is responsible for reporting any area that is not well lit. These conditions are reported to Buildings &amp; Grounds.</li> <li>• Buildings and Grounds has a campus lighting maintenance program.</li> <li>• Public Safety provides an escort service to members of the campus community who feel unsafe walking alone on campus. However, during our walkthroughs we learned many members of the community were unaware of the service. Notice of this service is provided in the Tips.</li> <li>• A manned Public Safety vehicle is stationed every evening in the middle of the Quad.</li> <li>• The office of VP for Student Affairs &amp; Enrollment Management and the Assistant VP for Human Resources inform Public Safety when students are barred from the college and when employees are terminated.</li> <li>• All Public Safety employees have been advised of CUNY's policy to ask any persons on campus for college ID.</li> </ul>



- Departments accepting cash for various reasons have been directed to open a bursar's account and accept only checks and money orders for fees.
- Safety precautions for employees working alone have been encouraged in every department. This was discussed during the walkthroughs. Workplace violence safety tips were distributed and employees working alone were advised to notify Public Safety.
- Patrols have been assigned to patrol areas where staff is working late, e.g., Jefferson, Frese, and Kiely Halls, Science Building, King, and Rathaus Halls.
- Silent alarms (panic alarms) were installed in critical offices to alert Public Safety officers to respond immediately. We will ask those offices with safety alarms to arrange for a test of their operability.
- Employees are encouraged to notify Public Safety when working alone or when leaving their building after normal business hours.
- The college community has been encouraged to report all incidents to the Public Safety office; all incidents reported to Public Safety are investigated and documented.
- Fire drills are conducted three times a year for morning, evening, and weekend employees/students.
- Instructions for the evacuation of buildings are visible in hallways, lobbies, and adjacent to elevators.
- Instructions for elevator evacuation (either by emergency phone or call button) are located in all elevators.
- The Public Safety Office will partner with the Bursar in developing a robbery response policy.
- Bursars' payment mailbox will be moved outside of Jefferson Hall so the building can be secured after normal business hours including weekends and holidays.
- The college has a centralized location at Public Safety that is accessible to the community 24 hours a day, 7 days a week.
- Several departmental offices were advised to contact Buildings & Grounds, if they wish to have windows, peep holes, or doorbells installed in their exterior doors.
- The Workplace Violence Policy will be displayed on the Public Safety and Human Resources websites.
- Yearly, Public Safety officers will visit work locations of faculty and staff to assess risk factors in their work areas. Officers will inquire if any employees have orders of protection. If so, a copy and if possible a picture of the subject will be obtained.
- Ongoing assessment of potential trouble areas will be monitored for evaluation and resolution.
- We currently have special patrols dedicated to high-risk areas at appropriate times during the semester.
- During final exams week, two additional officers are assigned to the Library.
- We will continue to encourage staff and students to register

for CUNYalert. All new students are automatically registered during orientation.

- We created an Emergency Preparedness web page last year; we will keep it updated.
- We will continue to educate the campus community on safety measures through efforts described above, regular QC mailers, and reminders at various venues.

<p><b>Campus Office of Public Safety</b></p> <p><i>Incidents of workplace violence and behavior that you believe may lead to potential workplace violence must be reported promptly to a supervisor and/or the Office of Public Safety.</i></p>	<p>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 college's Office of Public Safety is (718) 997-5911 or (718) 997-5912. 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 or other parties as appropriate.</p> <p class="list-item-l1">a. The college will use a form developed by the University's Office of Public Safety to record incidents of workplace violence. As set forth therein, investigative reports must include:</p> <ul style="list-style-type: none"> <li>i. Workplace location where the incident occurred;</li> <li>ii. Time of day/shift when the incident occurred;</li> <li>iii. A detailed description of the incident, including events leading up to the incident and how the incident ended;</li> <li>iv. Names and job titles of employees involved;</li> <li>v. Name or other identifier of other individual(s) involved;</li> <li>vi. Nature and extent of injuries arising from the incident; and</li> <li>vii. Names of witnesses.</li> </ul> <p class="list-item-l1">b. The Workplace Violence Advisory Team (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.</p> <p>The WVAT, with the participation of the authorized employee representative(s), conducts a review of the Campus Workplace Violence Incident Reports at least annually to identify trends in the types of incidents in the workplace and reviews the effectiveness of the mitigating actions taken.</p>
<p><b>Workplace Violence Advisory Team (WVAT)</b></p> <p><i>List of members with contact information OR location where this information is posted on campus or on the College web site (i.e., URL).</i></p>	<p><u>Workplace Violence Advisory Team ("WVAT")</u></p> <p class="list-item-l1">a. The WVAT reports directly to the college President and consists of members designated by the President. The current members of the Queens College WVAT are: Lee Kelly (HR), Jerima DeWese (Office of Compliance and Diversity), Dennis Cohen (Legal), Deborah Huggins (Public Safety).</p> <p class="list-item-l1">b. The WVAT Chair, selected by the President, sets the times and agendas for meetings and establishes subcommittees, as necessary, to fulfill the WVAT responsibilities set forth herein and in sections 4, 7, and 12.</p> <p class="list-item-l1">c. The Chair and members of the WVAT and their contact information are listed in Appendix I.</p>

	<p>Human Resources will coordinate the Workplace Violence Prevention training at the colleges.</p>
<p><b>Instructions on accessing your college's Workplace Violence Prevention Program</b></p> <p><i>Including contact information OR location where this information is made available by the college.</i></p>	<p><u>Employee Information and Training</u></p> <p>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 directions regarding how to locate the Policy and Program as well as survey forms.</p> <p>The college provides training to its employees. The training program addresses the following essential topics:</p> <ul style="list-style-type: none"> <li>a. An overview and definition of workplace violence;</li> <li>b. The college's commitment to providing a safe workplace;</li> <li>c. Instructions regarding how to obtain a copy of the written Policy and Program;</li> <li>d. A listing of significant identified risk factors;</li> <li>e. Techniques on how to recognize and avoid potentially violent situations, including de-escalation techniques;</li> <li>f. How employees can protect themselves and how employees can suggest improvements to the Program;</li> <li>g. The importance of reporting incidents and how to report such incidents;</li> <li>h. Where employees can seek assistance during a dangerous situation; and</li> <li>i. Resources, such as trauma counseling, that may be available to employees after an incident has occurred.</li> </ul> <p>Additional training will be conducted as necessary and as determined by the needs of the college.</p>
<p><b>Additional Campus Resources and Contacts</b></p> <p><i>List of additional campus contacts and resources available to assist with awareness and prevention efforts, training, or issues related to workplace violence.</i></p>	<p>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 numbers of the college's Office of Public Safety are (718) 997-5911 and (718) 997-5912. 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 or other parties as appropriate.</p> <p>c. The college will use a form developed by the University's Office of Public Safety to record incidents of workplace violence. As set forth therein, investigative reports must include:</p> <ul style="list-style-type: none"> <li>i. Workplace location where the incident occurred;</li> <li>ii. Time of day/shift when the incident occurred;</li> <li>iii. A detailed description of the incident, including events leading up to the incident and how the incident ended;</li> <li>iv. Names and job titles of employees involved;</li> <li>v. Name or other identifier of other individual(s) involved;</li> <li>vi. Nature and extent of injuries arising from the incident; and</li> <li>vii. Names of witnesses.</li> </ul>

	<p>d. 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.</p> <p>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.</p>
<p><b>Domestic Violence Prevention Resources</b></p> <p><i>Including contact information for your campus <b>Domestic Violence Liaison(s)</b>. Concerns about domestic violence entering or affecting the workplace may be reported to your DV Liaison, a supervisor or to Public Safety.</i></p>	<p>The Director of the OCD reports to the President of the college and serves as the Chief Diversity Officer, Title IX Coordinator, a 504/ADA Coordinator and Domestic Violence Awareness and Prevention Coordinator for Queens College. In addition, the direct office hours are as follows: Monday-Friday, 9:00am - 5:00pm; Saturday – Sunday, closed.</p> <p>Bldg: Kiely Hall Room: 134 Phone: 718-997-5888 Fax: 718-997-5770 <a href="https://www.qc.cuny.edu/ocd/">https://www.qc.cuny.edu/ocd/</a></p>

#### APPENDIX I

Name	Title/Department	Phone	Email
Lee Kelly	AVP/Human Resources	718-997-4455	<a href="mailto:lee.kelly@qc.cuny.edu">lee.kelly@qc.cuny.edu</a>
Lt. Deborah Huggins	Interim Director/Public Safety	718-997-5912	<a href="mailto:deborah.huggins@qc.cuny.edu">deborah.huggins@qc.cuny.edu</a>
Jerima DeWese	Chief Diversity Officer/Office of Compliance and Diversity	718-997-5565	<a href="mailto:jerima.dewese@qc.cuny.edu">jerima.dewese@qc.cuny.edu</a>
Dennis Cohen	General Counsel/Office of the General Counsel	718-997-5725	<a href="mailto:dennis.cohen@qc.cuny.edu">dennis.cohen@qc.cuny.edu</a>