

**ENDWELL FIRE DISTRICT
ENDWELL FIRE DEPARTMENT
OL DAVIS FIRE COMPANY
Standard Operating Guideline**

WORKPLACE VIOLENCE PREVENTION

Number:	Adopted: March 2010
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Policy for the Endwell Fire District, Endwell Fire Department, and O.L. Davis Fire Company

Volunteer Fire Department Workplace Violence Policy & Procedures

Labor Law § 27-b

Last Review Date: March 2018

Next Review Date: March 2019

Reviewer(s):

When review is complete, place this page at the back of this document and print a new cover page with next review date. Reviewers must mark any changes required on the back of this page.

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Introduction

Workplace violence presents a serious occupational safety hazard for workers; during the last decade homicide was the third leading cause of death of all workers and the leading cause of occupational death for women workers. Examples of high risk workplaces including healthcare settings, social services, working alone or in small numbers, service workers, public transportation drivers and many other types of public employment.

New York State requires public employers (with the exception of employers as defined in section twenty-eight hundred one-a of the education law) to perform a workplace evaluation of each work site. The unique nature of the Volunteer Fire Department is considered here, for the purposes of this document, all members of the Fire Department, the Fire Company, and the Fire District as well as any employees who receive remuneration for their services are considered employees.

The evaluation is intended to identify factors, which may place the workforce at risk to occupational assaults or homicides. The results of the evaluation and the Risk Factors found should be shared with employees; this information should be reviewed initially and annually thereafter. Employers who have 20 or more full time employees are required to develop a written Workplace Violence Prevention Program. Since the Fire Company has over 20 plus active members, we are submitting this plan to the Department of Labor to be in compliance with New York State Labor Law § 27-b and highlight some of the elements that are found within our Workplace Violence Prevention Program.

Workplace Violence Policy Statement

The Endwell Fire District has a long-standing commitment to promoting a safe and secure work environment that promotes the achievement of its mission of serving the public. All Fire District employees, volunteer firefighters of the Endwell Fire Department and members of the OL Davis Fire Company are expected to maintain a working environment free from violence threats, harassment, violence, intimidation or coercion. While these behaviors are not prevalent at the Fire District, no organization is immune.

The purpose of this policy is to address the issue of potential workplace violence in the Fire District, Fire Department, and Fire Company to help prevent workplace violence from occurring to the fullest extent possible, and set forth procedures to be followed when such violence, or threats of violence has occurred.

The Program Administrator for workplace security is, Thomas “Tom” Palazzo, Fire Chief.

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The authority and responsibility for implementing the provisions of this program for the Endwell Fire Department will be: F. Walton Roper III, Member, Workplace Violence Committee and Trainer, Workplace Violence Prevention Program, as well as all Fire Officers, Fire Company Officers and the Board of Fire Commissioners.

At Endwell Fire, we recognize that to maintain a safe, healthy and secure workplace we must have open, two-way communication between all employees, including Officers and Line Personnel, on all workplace safety, health and security issues. Our establishment has a communication system designed to encourage a continuous flow of safety, health and security information among officers, line personnel and county and state officials. This allows complaints to be filed without fear of reprisal and in a form that is readily understandable. Our system consists of weekly training sessions which are supervised and conducted by the Officers, an “open door” policy among all members allowing employees to present information without fear of reprisal, and e-mail and website information to keep employees up-to-date with information that is pertinent to security and safe workplace.

A copy of this program is available on the Member’s Side of www.endwellfire.com.

Workplace Violence Policy

Nothing is more important to the Endwell Fire District than the safety and security of our employees. Threats, threatening behavior, or acts of violence against employees, visitors, guests, or other individuals by anyone on fire department property, or on the fireground, will not be tolerated. Any person who makes threats, exhibits threatening behavior, or engages in violent acts on fire department property or on the fireground will be removed from premises as quickly as safety permits and are subject to disciplinary and/or personnel action up to and including termination, consistent with Fire District policies, Department rules and Fire Company By-Laws, and/or referral to law enforcement authorities for criminal prosecution. Individuals who violate this policy shall remain off fire department premises pending the outcome of an investigation.

An employee who applies for or obtains a protective or restraining order that lists company locations as protected areas must provide a copy of the petition and declarations used to seek the order and a copy of any temporary or permanent protective or restraining order that was granted. The fire department has confidentiality procedures that recognize and respect the privacy of the reporting employee(s).

All fire department personnel are responsible for notifying the Fire Chief or any Officer of any violent incidents, threatening behavior, including threats they have witnessed, received, or have been told that another person has witnessed or received. Personnel should also report behavior

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they regard as threatening or violent if that behavior is job-related or might be carried out on a company-controlled site.

PLEASE NOTE: Threats or assaults that require immediate attention by police should be reported to the police by calling 911.

Designated Contact Person(s):

Name: Thomas "Tom" Palazzo
Title: Fire Chief
Department: Endwell Fire Department
Phone: 607-785-0985
Location: 3508 Country Club Road, Endwell, New York 13760

Other responsible parties are:

Kevin Leniek, Assistant Fire Chief
Mike Battaglini, Assistant Fire Chief
Brent Soden, Assistant Fire Chief
Francis Pandich, Chairman, Board of Fire Commissioners

Members of the Workplace Violence Committee:

Cheryl Grafton, Member, OL Davis Fire Company Auxiliary
F. Walton Roper III, WPV Trainer
Francis Pandich, Endwell Fire, Chairman, Board of Fire Commissioners
Rob Brady, President, OL Davis Fire Company
Robert Congdon, Captain

The Fire Chief of our department is responsible for ensuring that all safety and health policies and procedures involving workplace violence are clearly communicated and understood by all employees. Fire Officers and Fire Company Officers are expected to enforce the rules fairly and uniformly.

All employees are responsible for using safe work practices, for following all directives, policies and procedures, and for assisting in maintaining a safe and secure work environment.

Our system of ensuring that all our employees, including Officers and Line Personnel, comply with work practices that are designed to make the workplace more secure and do not engage in verbal threats or physical actions which create a security hazard for others in the workplace include:

- Informing all employees of the provisions of our program for workplace security;

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- Evaluating the performance of all our employees in complying with our Fire Department's security measures;
- Recognizing employees who perform work practices, which promote security in the workplace;
- Providing training and/or counseling to employees whose performance in complying with work practices designed to ensure workplace security is deficient;
- Disciplining employees for failure to comply with workplace security practices.

Training

The Chief, all Fire Officers, and the Board are responsible for the dissemination and enforcement of this policy in their work areas and for answering employees' questions about the program. As well as for providing opportunities for training in the prevention and awareness of workplace violence. Entry level training will be provided. Periodic refresher training will be provide as recommended by the Chief for employees and volunteer firefighters.

Confidentiality

The Fire District shall maintain the confidentiality of investigations of workplace violence to the extent possible. The Fire District will act on the basis of anonymous complaints where it has a reasonable basis to believe that there has been a violation of this policy and that the safety and well-being of employees or volunteer firefighters of the Fire District would be served by such action. However, confidentiality must be balanced by the due process hearing rights of employees or volunteer firefighters when disciplinary action is contemplated.

Retaliation

Retaliation against an employee who makes a good faith report of violence or other disruptive behavior is strictly prohibited and shall be subject to appropriate corrective or disciplinary measures. An employee who, in bad faith makes a false report, is also subject to disciplinary action.

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What Is Workplace Violence

Workplace violence is any behavior that is violent, threatens violence, coerces, harasses or intimidates another, interferes with an individual’s legal right of movement or expression, or disrupts the workplace, the work environment or the Fire District’s ability to provide services to the public. Examples of workplace violence include, but are not limited to:

- 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 personal/domestic dispute
- Threats or threatening conduct by disgruntled or ex-employees
- Violent altercations between two employees or employee and supervisor
- Multiple assaults by intruder

Top 10 Ways to Prevent Violence in the Workplace

There is no single prescription for reducing violence in the workplace. Each organization is unique and operates in a different social and economic environment. When planning workplace safety issues, employers may want to consider the organization’s culture, history, size, industry and work force. These 10 suggestions are based on responses from survey participants and recommendations from experts who guided the research. The suggestions should be modified to best accommodate the needs of an organization.

1. Foster a supportive harmonious work environment: Creating a culture of mutual respect can help reduce harassment and hostility in the workplace. In such a culture, employers strive to communicate openly, give employees adequate control in their work and provide them with support and recognition. Conflict and stress are lower when employees feel empowered to work independently and are motivated to work cooperatively.
2. Train department heads and employees how to resolve conflicts: developing employee skills in negotiating, communicating effectively, team building, and resolving disputes can reduce Conflicts on the job.
3. Develop effective policies to protect employees from harassment: While all employers strive to build a culture free of harassment and discrimination, they can advance this goal by having systems in place to address infractions. The key is a harassment policy that clearly denounces harassment and states unequivocally that it will not be tolerated. A thorough policy defines harassment, specifies how to report it, explains how complaints will be investigated and presents the consequences.

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4. Establish procedures for handling grievances: Employees need to understand Grievance procedures for reporting complaints of unfair treatment, discrimination or harassment; believe that those procedures will be followed; and feel confident that concerns will be addressed promptly and confidentially.
5. Provide personal counseling through an employee assistance program: Family, marital, financial, and personal issues can have a profound impact on employees work performance as well as social interactions at work. An employee assistance program (EAP) provides employees with a free, easily accessible and confidential resource for addressing personal concerns. In addition supervisory personnel can be trained how to document and address work performance and attitude problems and refer employee for help. If a violent or threatening incident occurs at work, support services can be made available to help employees cope with their fears and concerns.
6. Implement security programs that protect employees: Employers have a variety of methods for ensuring workers safety, such as full time or after-hours security guards, high-tech monitoring systems, emergency warning systems, limited access key cards, strict visitor sign-in policies, new employee background screening, and safety awareness and training. Employers that regularly evaluate their security programs can best determine if they are meeting employer and employee needs. Also, employers need to make sure that employees are aware of an understanding existing security policies and procedures.
7. Provide employee safety education programs: In addition to making workers aware of safety policies and employee support services, employers can provide educational materials and seminars about ways to maximize safety at work.
8. Provide job counseling for employees who have been laid off or fired: Because a job is often closely tied to one's identity, being laid off can be traumatic. Employee counseling and support services can help workers develop job-seeking skills, learn how to cope with life changes, and personally and financially prepare for the future. These services also help exiting employee's feel that the employer cares about them. It is helpful to train supervisory personnel to sensitively communicate layoffs and firings.
9. Train supervisory personnel on how to recognize signs of a troubled employee: One way to reduce the potential for workplace violence is to intervene before an incident reaches a flash point. Supervisory personnel can be given training on how to recognize signs and symptoms of a potentially violent employee. Also, supervisory personnel can be instructed on how to be sensitive to signs of possible abuse among employees, such as

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frequent absences or depression.

10. Set up a crisis plan: Employers may want to consider developing a crisis plan for dealing with violent incidents. The plan can include details on how to report the incident, which key internal supervisory personnel and external authorities should be alerted, how to maintain the safety of unaffected workers and security precaution to prevent further trouble. Employer also can arrange to provide individual crisis counseling and support groups for affected employees soon after the incident occurs.

As part of our Workplace Violence plan, it is imperative that emergency scene awareness is a fundamental part of this training. An incident of workplace violence is more likely to happen on the fire ground due to irate or disgruntled victims, out of control motorists and other situations involving the public that we protect and serve.

What can be done to prevent workplace violence?

Any preventive measure must be based on a thorough understanding of risk factors associated with the various types of workplace violence. And, even though our understanding of the factors, which lead to workplace violence, is not perfect, sufficient information is available which, if utilized effectively, can reduce the risk of workplace violence. However, strong management commitment, and the day-to-day involvement of department heads, supervisors, employees and labor unions, is required to reduce the risk of workplace violence.

Every employer should establish, implement and maintain a written injury and illness Prevention Safety Program (IIPSP) and a copy must be maintained at each workplace or at a central worksite if the employer has non-fixed worksites. An effective written injury and illness prevention safety program consist of the following eight elements:

- Responsibility
- Compliance
- Communication
- Hazard Assessment
- Incident Investigation
- Hazard Correction
- Training and Instruction
- Record keeping

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Injury and Illness Prevention Program for Workplace Violence (IIPSP)

The Endwell Fire Department Safety Program addresses the hazards known to be associated with the three major types of workplace violence.

- Type I Criminal Intent: workplace violence involves a violent act by an assailant with no legitimate relationship to the workplace who enters the workplace to commit a robbery or other criminal act.
- Type II Customer/Client/Patient: involves a violent act by a recipient of a service provided by our Fire Company, such as a civilian, patient, victim, or other person involved in the direct provision of our emergency services and/or preventive services.
- Type III Co-Worker/Personal: 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.

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Workplace Security Checklist

Facility: Endwell Fire Department

Address/Work Locations: Station #1 Country Club Road, Endwell, New York 13760

Assessment done By: Workplace Violence Committee/Coordinator

Date of Assessment: 3/27/2018

Security Control Plan

Has a Security Control Plan been developed? Yes X No ____

If yes, is it in writing? Yes X No ____

If yes, does it include?

A. Policy Statement Yes X No ____

B. Evaluation of work areas Yes X No ____

C. Identification of control methods considered: Yes X No ____

 1. Engineering Controls Yes X No ____

 2. Work Practice Controls Yes X No ____

D. Training Yes X No ____

E. Evacuation and Floor Plan Yes X No ____

Is the Security Control Plan accessible to all employees? Yes X No ____

Is the Security Control Plan reviewed and updated when a task has been added or changed and at least annually? Yes X No ____

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

A. Policy Statement

Is the policy statement clearly written and does it support zero tolerance? Yes X No ____

B. Work Area Evaluation

Are all areas being evaluated? Yes X No ____

Comments:

We have a key fob system to control access to the fire department complex as well as monitors and video tape recorders to monitor facility activity.

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C. Control Measures

1. Engineering Controls

If appropriate, have the following engineering controls been implemented:

- | | |
|------------------------------|---|
| A. Door Control(s) | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| B. Panic buttons | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| C. Door detectors | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| D. Closed circuit | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| E. Stationary metal detector | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| F. Sound detection | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| G. Intrusion panel | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| H. Monitors | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| I. Video tape recorder | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| J. Switcher | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| K. Hand held metal detector | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| L. Other: _____ | |

Have structural modifications been implemented? (E.g. Plexiglas, partitions, etc.)

Yes No

If yes, comment

Office area is secure, access to the facility is limited to employees.

2. Work Practice Controls:

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

- | | |
|--|---|
| A. Desk clear of objects | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| Does the partition in Erika Pereira's office prevent access to objects on the desk? Yes. | |
| B. Unobstructed office exits | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| C. Bare cubicles available | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| D. Reception area available | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| E. Visitor/client sign in/out | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| F. Visitor(s)/client(s) escorted | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| G. Counter top to separate clients from work area | Not Applicable |
| H. One entrance used | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| I. Separate interview area(s) | Not Applicable |
| J. I. D. badges used | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| K. Emergency phone numbers posted | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| L. Internal phone system | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| If yes, indicate: Paging System | |
| a. Does it use 120 VAC building lines | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| b. Does it use phone lines | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |

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- M. Internal procedures for conflict (problem) situations Yes X No ____
 N. Parking lot well lighted Yes X No ____
 O. Other _____

- Are Security Guards used at this facility? Yes ____ No X
 If yes, how many _____
 A. At entrance(s) Yes ____ No ____
 B. Building patrol Yes ____ No ____
 C. Are they from a contracted security agency? Yes ____ No ____
 If no, has consideration been given to the local law enforcement response capability? Yes X No ____
 Office located on site.

Comments: Broome County Sheriff's Office has a satellite office at Endwell Fire Station #1.

D. Training

- Has training been conducted? Yes ____ No X
 If yes, is it (will be) provided?
 1. Prior to initial assignment Yes X No ____
 2. Annually thereafter Yes X No ____

- Does training include?
 Components of security control plan Yes X No ____
 Engineering controls instituted at the workplace Yes X No ____
 Work practice controls instituted at the workplace Yes X No ____
 Techniques to use in potentially volatile situations Yes X No ____
 How to anticipate/read behavior Yes X No ____
 Procedures to follow after an incident Yes X No ____
 Periodic refresher for on-site procedures Yes X No ____
 Recognizing abuse/paraphernalia Yes X No ____
 Opportunity for Q&A with instructor Yes X No ____

Are training records kept? Yes X No ____

E. Floor Plan, Evacuation Plan

- Are evacuation plans current? Yes X No ____
 Are floor plans posted showing exits and location of security equipment, etc? Yes ____ No X

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F. Conclusions:

Do employees feel safe?

Yes X No ____

Comments:

The fraternity of the Volunteer Fire Department creates a positive and cooperative demeanor among members, and support f and from Officers. This unique demeanor helps to minimize conflict and helps to resolve issues with guidance from Officers.

Comments and Recommendations based on this evaluation:

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Workplace Security Checklist for Station #2

Facility: Endwell Fire Department

Address/Work Locations: Station #2 Davis Avenue, Endwell, New York 13760

Assessment Done By: Workplace Violence Committee/Coordinator

Date of Assessment: 3/27/2018

Security Control Plan

Has a Security Control Plan been developed? Yes X No ____

If yes, is it in writing? Yes X No ____

If yes, does it include?

A. Policy Statement Yes X No ____

B. Evaluation of work areas Yes X No ____

C. Identification of control methods considered: Yes X No ____

 1. Engineering Controls Yes X No ____

 2. Work Practice Controls Yes X No ____

D. Training Yes X No ____

E. Evacuation and Floor Plan Yes X No ____

Is the Security Control Plan accessible to all employees? Yes X No ____

Is the Security Control Plan reviewed and updated when a task has been added or changed and at least annually? Yes X No ____

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

A. Policy Statement

Is the policy statement clearly written and does it support zero tolerance? Yes X No ____

B. Work Area Evaluation

Are all areas being evaluated? Yes X No ____

Comments:

We have a key fob system to control access to the fire department complex as well as monitors and video tape recorders to monitor facility activity.

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C. Control Measures

1. Engineering Controls

If appropriate, have the following engineering controls been implemented:

- | | |
|------------------------------|-----------------------------|
| A. Door Control(s) | Yes <u>X</u> No <u> </u> |
| B. Panic buttons | Yes <u> </u> No <u>X</u> |
| C. Door detectors | Yes <u>X</u> No <u> </u> |
| D. Closed circuit | Yes <u>X</u> No <u> </u> |
| E. Stationary metal detector | Yes <u> </u> No <u>X</u> |
| F. Sound detection | Yes <u>X</u> No <u> </u> |
| G. Intrusion panel | Yes <u>X</u> No <u> </u> |
| H. Monitors | Yes <u>X</u> No <u> </u> |
| I. Video tape recorder | Yes <u>X</u> No <u> </u> |
| J. Switcher | Yes <u> </u> No <u>X</u> |
| K. Hand held metal detector | Yes <u> </u> No <u>X</u> |
| L. Other: _____ | |

Have structural modifications been implemented? (E.g. Plexiglas, partitions, etc.)

Yes X No

If yes, comment

Office area is secure, access to the facility is limited to employees.

2. Work Practice Controls:

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

- | | |
|---|-----------------------------|
| A. Desk clear of objects | Yes <u>X</u> No <u> </u> |
| B. Unobstructed office exits | Yes <u>X</u> No <u> </u> |
| C. Bare cubicles available | Yes <u> </u> No <u>X</u> |
| D. Reception area available | Yes <u> </u> No <u>X</u> |
| E. Visitor/client sign in/out | Yes <u> </u> No <u>X</u> |
| F. Visitor(s)/client(s) escorted | Yes <u>X</u> No <u> </u> |
| G. Counter top to separate clients from work area | Not Applicable |
| H. One entrance used | Yes <u>X</u> No <u> </u> |
| I. Separate interview area(s) | Not Applicable |
| J. I. D. badges used | Yes <u>X</u> No <u> </u> |
| K. Emergency phone numbers posted | Yes <u>X</u> No <u> </u> |
| L. Internal phone system | Yes <u>X</u> No <u> </u> |

If yes, indicate: Paging System

- | | |
|---------------------------------------|-----------------------------|
| a. Does it use 120 VAC building lines | Yes <u>X</u> No <u> </u> |
| b. Does it use phone lines | Yes <u>X</u> No <u> </u> |

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M. Internal procedures for conflict (problem) situations Yes X No ____
 N. Parking lot well lighted Yes X No ____
 O. Other _____

Are Security Guards used at this facility? Yes ____ No X
 If yes, how many _____
 A. At entrance(s) Yes ____ No ____
 B. Building patrol Yes ____ No ____
 C. Are they from a contracted security agency? Yes ____ No ____
 If no, has consideration been given to the local law enforcement response capability?
 Yes X No ____

Comments: Broome County Sheriff's Office has a satellite office at Endwell Fire Station #1.

D. Training

Has training been conducted? Yes X No ____

If yes, is it (will be) provided?
 1. Prior to initial assignment Yes X No ____
 2. Annually thereafter Yes X No ____

Does training include?
 Components of security control plan Yes X No ____
 Engineering controls instituted at the workplace Yes X No ____
 Work practice controls instituted at the workplace Yes X No ____
 Techniques to use in potentially volatile situations Yes X No ____
 How to anticipate/read behavior Yes X No ____
 Procedures to follow after an incident Yes X No ____
 Periodic refresher for on-site procedures Yes X No ____
 Recognizing abuse/paraphernalia Yes X No ____
 Opportunity for Q&A with instructor Yes X No ____

Are training records kept? Yes X No ____

E. Floor Plan, Evacuation Plan

Are evacuation plans current? Yes X No ____
 Are floor plans posted showing exits and location of security equipment, etc?
 Yes ____ No X

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F. Conclusions:

Do employees feel safe?

Yes X No ____

Comments:

The fraternity of the Volunteer Fire Department creates a positive and cooperative demeanor among members, and support f and from Officers. This unique demeanor helps to minimize conflict and helps to resolve issues with guidance from Officers.

Comments and Recommendations based on this evaluation:

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Workplace Security Checklist for Station #3

Facility: Endwell Fire Department

Address/Work Locations: Station #3 Chrysler Road, Endwell, NY 13760

Assessment Done By: Workplace Violence Committee/Coordinator

Date of Assessment: 3/27/2018

Security Control Plan

Has a Security Control Plan been developed? Yes No

If yes, is it in writing? Yes No

If yes, does it include?

A. Policy Statement Yes No

B. Evaluation of work areas Yes No

C. Identification of control methods considered: Yes No

 1. Engineering Controls Yes No

 2. Work Practice Controls Yes No

D. Training Yes No

E. Evacuation and Floor Plan Yes No

Is the Security Control Plan accessible to all employees? Yes No

Is the Security Control Plan reviewed and updated when a task has been added or changed and at least annually? Yes No

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

A. Policy Statement

Is the policy statement clearly written and does it support zero tolerance? Yes No

B. Work Area Evaluation

Are all areas being evaluated? Yes No

Comments:

We have a key fob system to control access to the fire department complex as well as monitors and video tape recorders to monitor facility activity.

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C. Control Measures

1. Engineering Controls

If appropriate, have the following engineering controls been implemented:

- | | |
|------------------------------|---|
| A. Door Control(s) | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| B. Panic buttons | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| C. Door detectors | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| D. Closed circuit | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| E. Stationary metal detector | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| F. Sound detection | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| G. Intrusion panel | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| H. Monitors | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| I. Video tape recorder | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| J. Switcher | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| K. Hand held metal detector | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| L. Other: _____ | |

Have structural modifications been implemented? (E.g. Plexiglas, partitions, etc.)

Yes No

If yes, comment

Office area is secure, access to the facility is limited to employees.

2. Work Practice Controls:

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

- | | |
|--|---|
| A. Desk clear of objects | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| B. Unobstructed office exits | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| C. Bare cubicles available | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| D. Reception area available | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| E. Visitor/client sign in/out | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| F. Visitor(s)/client(s) escorted | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| G. Counter top to separate clients from work area | Not Applicable |
| H. One entrance used | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| I. Separate interview area(s) | Not Applicable |
| J. I. D. badges used | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| K. Emergency phone numbers posted | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| L. Internal phone system | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| If yes, indicate: Paging System | |
| a. Does it use 120 VAC building lines | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| b. Does it use phone lines | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| M. Internal procedures for conflict (problem) situations | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |

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N. Parking lot well lighted Yes No
 O. Other _____

Are Security Guards used at this facility? Yes No
 If yes, how many _____
 A. At entrance(s) Yes No
 B. Building patrol Yes No
 C. Are they from a contracted security agency? Yes No
 If no, has consideration been given to the local law enforcement response capability?
Yes No

Comments: Broome County Sheriff's Office has a satellite office at Endwell Fire Station #1.

D. Training

Has training been conducted? Yes No
 If yes, is it (will be) provided?
 1. Prior to initial assignment Yes No
 2. Annually thereafter Yes No

Does training include?
 Components of security control plan Yes No
 Engineering controls instituted at the workplace Yes No
 Work practice controls instituted at the workplace Yes No
 Techniques to use in potentially volatile situations Yes No
 How to anticipate/read behavior Yes No
 Procedures to follow after an incident Yes No
 Periodic refresher for on-site procedures Yes No
 Recognizing abuse/paraphernalia Yes No
 Opportunity for Q&A with instructor Yes No

Are training records kept? Yes No

E. Floor Plan, Evacuation Plan

Are evacuation plans current? Yes No
 Are floor plans posted showing exits and location of security equipment, etc?
Yes No

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F. Conclusions:

Do employees feel safe?

Yes No

Comments:

The fraternity of the Volunteer Fire Department creates a positive and cooperative demeanor among members, and support f and from Officers. This unique demeanor helps to minimize conflict and helps to resolve issues with guidance from Officers.

Comments and Recommendations based on this evaluation:

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RISK EVALUATION

What are the inherent dangers for fire department employees **not** fighting fire?

The fire department members must constantly be aware that by the very nature of our work in serving the public we may be put at risk by the public themselves.

The FD is a public building, however access is controlled by Key Fobs which members possess. There are many entrances that someone could enter the fire department building during the daytime where there may be no one to greet them. However, there is a closed circuit video system in place to monitor activity. There are monitors in front office. Video can also be viewed on select work stations and are also available in the Board Room/Emergency Command Center.

We also must realize that we are not just conducting business within the four walls of the station. Fire department members may be vulnerable to a citizen that may not be happy with fire department activities and under stress may attack.

The EMS/First Responder personnel also need to be aware of their own vulnerability when attending a patient in a distressed state of mind or when attending a patient in a party, bar or fight scene. EMS personnel are also put into possible dangerous situations on certain calls that may not be dispatched properly.

We also need to watch our own members for signs of stress to prevent tragedy from striking within. All employees need to make "all" fire department operations as safe as possible.

By conducting a risk evaluation and determination to determine the presence of factors or situations that may place an employee at risk of occupational assaults and homicides. A separate risk evaluation has been performed for each location where fire department employee performs work related duties.

Factors considered:

- Working in public settings
- Working off hours
- Working alone or in small numbers
- Uncontrolled access to workplaces
- Exchange of money with public

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Endwell Fire Stations #1, 2 and 3;

Location:

- Building grounds
- Apparatus floor
- Living areas
- Training areas
- Exercise areas

Possible assailants:

- Department member
- Department member family/friend
- Disgruntled ex-employee
- Walk in disgruntled taxpayer
- Walk in civilian (non Fire Department business)

Possible assailants:

- Building owners
- Building maintenance personnel
- Building occupants
- Emergency Medical Service – First Responders assist Union Volunteer Emergency Squad on ECHO calls:
 - Location:
 - Wherever dispatched:
 - Patients at scene
 - Patient's family members or friends
 - Bystanders
 - Vehicle assault

Fire Ground:

Location: Any scene of an emergency operation:

- Arsonist
- Disgruntled taxpayer
- Booby-trapped building
- Out-of-control or disgruntled drivers who refuse to obey Fire Police Personnel.

Engineering Controls

There are no building doors unlocked, under normal conditions, at any time.

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Work Practice Controls

- Training of Supervisors in identification of warning signs.
- Training members of the risk factors.
- Members are required to call Broome County by radio or by telephone (911) if police presence is required. 911 or personal radio contact will be used depending on the situation.

Training

Training will be provided to all members in regards to:

- Risk factors
- Availability of written workplace prevention program
- Measures employee can take to protect him or herself from risk including specific procedures implemented

Emergency procedures

Activation of Law Enforcement or other devices

Officers and Chiefs

- Communication skills
- Team building
- Conflict resolution
- Identification of warning signs
- (EAP)

Documentation in addressing work performances

Training will be done a classroom environment with a PowerPoint presentation and all required student educational material.

Evacuation Plan:

All fire department personnel are required to leave the building immediately when there is a fire alarm or violent incident in the station. They are required to leave through any of the many means of egress from the fire department, which will provide safe passage. Once out of the building members are to stage a reasonable distance from the Station or fireground and keep in touch with Command using radios or cell phones.

Record Keeping

Any employee may report what they believe to be a serious violation of the workplace violence prevention plan to an officer by written notice.

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1. Reasonable opportunity to investigate and correct
2. If unresolved the employee may report it to the Commissioner of Labor (Division of Safety & Health) for investigation.
3. Information already required in the SH900 DOSH logs (incidents of abuse, verbal attacks, aggressive behaviors, and minutes of safety meetings)
4. Records of training program must be kept. (Program material and attendance)

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Workplace Violence Reporting Form

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 the names of involved employees, extent of injuries, and name of witnesses):

Employee Signature

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Workplace Violence Reporting Form - Officer's Report

Today's Date: _____

Date of Incident: _____

Parties Involved: _____

Description of Incident (Minimally include the names and job titles of involved employees, nature and extent of injuries, description of incident (verbal or physical confrontation or attack), 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 further like occurrences:

If additional information is needed use the back side of this page.

As the supervisor on duty at the time of this incident, I provide the above supporting statement without prejudice and attest that the information that I have provided is true.

Supervisor's Signature

