Upstate Medical University

Work Place Violence Prevention

Workplace Violence Definition

- Violent acts, including physical assaults and threats of assaults directed toward persons in the work setting

- This includes all members of the Upstate Community including employees, volunteers, contractors, students, patients and visitors

Types of Workplace Violence

- Violence by strangers

- Violence by customers or clients

- Violence by co-workers

- Violence by personal relations

Workplace Violence Includes

- Use of force with the intent to cause harm
- Physical attack
- Unwanted contact
- Hitting
- Fighting
- Being sworn or shouted at

- Pushing
- Throwing Objects
- Harassment of any nature
- Verbal threats
- Written threats
- Psychological trauma
- Intimidation

Factors that Increase the Risk

Violence may occur anywhere in the Upstate Campus – the most frequent likely areas include:

- Areas with contact to the public
- Areas with late night or early morning hours
- Emergency rooms
- Poorly-lighted parking areas
- Uncontrolled access to the workplace
- Areas where money is exchanged with the public

Indicators to Recognize

Direct or in-direct threats of harm

- Extreme change in behavior
- Extreme moodiness, depression, withdrawal, social isolation
- Inappropriate and aggressive behavior
- Talking about violent acts
- Increased fascination with weapons
- Forgetfulness/inability to concentrate
- Acts of self harm

Practical Tips to Staying Safe

- Know the emergency exits
- Always lock away valuables
- Check elevator for suspicious people before entering
- Never hold open locked or controlled access doors for others
- Be aware by paying attention to your surroundings
- Report any suspicious activity
- If you feel unsafe call University Police

Working Late Practical Tips

- Keep emergency numbers handy
- Lock office door when alone
- Tell someone where you are
- Keep cell phone charged, on and ready for use
- Get escort to car or use buddy system
- Lock car door when leaving
- Have car key ready
- Park under lights
- Program ICE – into phone

Employee Responsibilities

- Be aware of the policies and procedures relating to the workplace violence prevention program
  - Policy UW V-03 "Workplace Violence Prevention Program"
  - Policy UW V-02 "Workplace Violence Prevention Policy Statement"
- If you can't defuse the situation, remove yourself immediately
- **Non Emergency** reports can be submitted anonymously on the University Police website: http://www.upstate.edu/victimresources/intra/tip-form.php

REV: 6/2015

Employee Responsibilities

- Promptly report workplace violence incidents, concerns and potential risks to your supervisor or call the University Police Department immediately:

Downtown Campus : 315-464-4000
or
Community Campus: 315-492-5511

Employee Assistance

- University Police 464-4000 (or Community Campus 492-5511

- Employee Assistance Program (EAP) during normal business hours at 464-5760 or Albany (518)320-1514

- **Non Emergency** reports can be submitted anonymously to University Police via the intranet: http://www.upstate.edu/victimresources/intra/tip-form.php

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- University Police:
  - 315-464-4000 (Downtown Campus)
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- Employee Assistance Program (EAP) during normal business hours at:
  315-464-5760 (Upstate Medical University)
  315-320-1514 (Albany)

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