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
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
Employee Assistance

● University Police:
  - 315-464-4000 (Downtown Campus)
  - 315-492-5511 (Community Campus)

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

● Non Emergency reports can be submitted anonymously to University Police via the intranet:
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