

## **NYS Unified Court System Workplace Violence Prevention Training Program**

### ***Speaker #1***

Welcome to the New York State Unified Court System's Workplace Violence Prevention Training Program. **(Slide 1)** This program should be watched annually by all employees. It also is part of the New Employee Orientation Program, so new employees will learn about this issue when beginning their career in the courts.

### **So, why are you watching this?**

**(Slide 2)** In accordance with New York State Labor Law 27-b and Part 800.6 of the Department of Labor Regulations, the New York State Unified Court System has developed a Workplace Violence Prevention Policy. A copy of this policy should have been given to you. If not, it can be accessed via the Intranet at the link on the current slide.

The policy clearly states that the court system will not tolerate violence, threats of violence, or intimidating conduct in the workplace.

### **What is Workplace Violence?**

Workplace violence is any physical assault, threatening behavior, or verbal abuse occurring in the work setting.

A workplace is any location, either permanent or temporary, where an employee performs any work-related duty.

### ***Speaker #2***

Workplace violence includes such conduct as: **(Slide 3)**

- Assault
- Psychological traumas
- Threats or obscene phone calls
- Intimidation and/or bullying
- Harassment of any nature
- Stalking, swearing or shouting

### **What is the extent of the problem?**

Job-related homicides are: **(Slide 4)**

- The #1 cause of occupational death for all female workers.
- And the #2 cause of occupational death for male workers.

### ***Speaker #3***

There are indicators of possible violent behavior that include:

- Direct or veiled threats
- Intimidation and/or bullying
- Desperation and/or contemplations for suicide
- Drug and/or alcohol abuse
- Extreme changes in behavior

If you notice anyone exhibiting any of these behaviors, notify your supervisor or security personnel.

In addition to indicators of possible violent behavior, inappropriate behavior may be exhibited, such as: **(Slide 5)**

- Obscene language, name calling, or abusive behavior
- Intimidation through threats
- Throwing objects
- Inappropriate physical contact
- Obscene gestures or fist-shaking

**Speaker #1**

Some workplace violence is caused by a person with no legitimate relationship to the workplace, such as a person entering the workplace to commit a robbery or other criminal act.

Some workplace violence is caused by a litigant or other court user. For example, violence may occur in a matrimonial dispute that gets out of hand.

In other cases, violence may be caused by a present or former employee.

Finally, violence in the workplace can be caused by someone who does not work there, but has a personal relationship with an employee, such as an abusive spouse or domestic partner.

**Speaker #2**

If you feel threatened at work, contact a supervisor or security personnel. You also should know your emergency escape routes, and use them if necessary.

Report all incidents immediately, and complete an incident report while all details are fresh in your mind.

If appropriate, get an order of protection, and make sure your supervisor and security personnel are aware of the order.

**Speaker #3**

It's vital to report all incidents of workplace violence. Supervisors and managers, when faced with knowledge or any incident that conforms to the workplace violence issues outlined in this training video or the Workplace Violence Prevention Policy, have a responsibility to report it. This means contacting security personnel to complete an Unusual Occurrence Report.

The report should include:

- Names of the victim or victims and any witnesses
- Relationship to the organization of all involved parties
- When and where the incident took place
- What happened prior to the incident?
- What was said?
- Was there physical contact?
- Names of supervisors
- History of parties involved
- How did the incident end?
- What happened to other employees involved?
- What events, if any, triggered the incident?

**Speaker #2**

An assessment of the risk of violence is a key component of the Workplace Violence Prevention Program. Workplace security assessments, in conjunction with employee representatives, have been performed at every workplace statewide.

Risk factors are a condition or circumstance that may increase the likelihood of violence occurring in a particular setting. Some prominent risk factors include:

- Having contact with the public
- Accepting or exchanging money
- Alcohol and/or drug abuse
- Working in a high crime area
- Working late at night or early morning hours
- Employees working alone or in small numbers
- Exposure to unstable or volatile people

It is important for all of us to be aware of our surroundings and report problems immediately.

**Speaker #3**

Post-incident crisis counseling is available to employees and their families throughout the court system's Work Life Assistance Program (**Slide 6**)

Any employee or employee's family member can call 1-800-833-8707, or

- Go to [www.corporatecounseling.com](http://www.corporatecounseling.com)
- Click on Member Log in
- Enter the company code- -UCS

**Speaker #1**

If you have any questions related to workplace violence, speak with your supervisor or security personnel (**Slide 7**)

## APPENDIX

### Training Slides:

#### **Slide 1:**

New York State Unified Court System  
Workplace Violence Prevention Training Program

#### **Slide 2:**

Workplace Violence Prevention Policy

- NYS Labor Law 27-b
- 12 NYCRR 800.6
- <http://inside-ucs.org/oca/violence-prevention-policy.pdf>

#### **Slide 3:**

Workplace Violence includes:

- Assault
- Psychological traumas
- Threats or obscene phone calls
- Intimidation/Bullying
- Harassment of any nature
- Stalking, swearing or shouting

#### **Slide 4:**

- The #1 cause of occupational death for all female worker.\*
- The #2 cause of occupational death for male workers.\*

\*Source: Workplace Violence Prevention for Public Employers, NYS Department of Labor  
(<http://www.labor.state.ny.us/workerprotection/safetyhealth/PDFs/wpv%20Dec%2028.pdf>)

#### **Slide 5:**

Inappropriate Behavior

- Obscene language, name calling or abusive behavior
- Intimidation through threats
- Throwing objects
- Inappropriate physical contact
- Obscene gestures or fist-shaking

#### **Slide 6:**

Work Life Assistance Program

- 1-800-833-8707
- [www.corporatecounseling.com](http://www.corporatecounseling.com)
- Member Log in.
- Company Code: UCS.

#### **Slide 7:**

- If you have any questions related to workplace violence, speak with your supervisor or security personnel