

## EMPLOYEE REIMBURSEMENT /CREDIT CARD POLICY

The Town of Parma authorizes the use of individual store credit cards. The store credit card account will be open with the authorization of the finance department.

- Finance office and department heads have custody of the credit cards
- Cards are to be used for purchases related to Town business ONLY
- The original itemized receipt must be attached to a voucher, signed by the department head and submitted for approval by the Town Board at the next bill paying session
- If reimbursement is for more than one person (ex.-two or three individuals attend a luncheon) each person should be noted on voucher and/or receipt.
- Authorized store credit cards are:

|            |                           |
|------------|---------------------------|
| Lowes      | Credit Limit - \$8,000.00 |
| Sam's Club | Credit Limit - \$3,000.00 |
| Staples    | Credit Limit - \$5,000.00 |

Local government officials and employees are prohibited from using government credit cards for making personal charges. All billing statements are to be reconciled to supporting documentation that adequately identifies ALL charges as being valid and proper municipal expenses. Government entity is to seek repayment from those responsible for incurring unauthorized or inappropriate charges.

When an employee makes a purchase related to Town business and pays out of pocket, using cash, personal credit card or store Town Credit Card, they must follow the following procedure for reimbursement:

- Any purchases not for town business will be paid personally by employee
- Any employee personal credit card used for Town purchases will require the same procedures listed above to be followed

## TOWN OF PARMA INVESTMENT POLICY

### A. Investment Policy

The objectives of the Investment Policy of the Town of Parma are to minimize risk, to insure that investments mature when the cash is required to finance operations and to insure a competitive rate of return. The Town Board would like to maximize interest income on all funds not immediately needed for payment of obligations. Investments of excess funds shall be governed by the regulations contained in the Town Law, General Municipal law and Local Finance law. The priorities for investment of funds shall be:

1. To conform with all applicable federal, state and other legal requirements
2. To adequately safeguard principal
3. To provide sufficient liquidity to meet all operating requirements
4. To obtain a reasonable rate of return

### B. Delegation of Authority for Investing Town Money

The Town Board delegates the authority to make the day to day investment decisions within the guidelines and limitations of this policy to the:

1. Town Supervisor as Chief Fiscal Officer
2. Director of Finance

### C. Investment Regulations

The custodial agreement shall provide that securities held by the bank or agent of and custodian for the local government will be separate and apart from the general assets of the custodial bank and will not in any circumstances be co-mingled with or become part of the backing for any other deposit or other liabilities. The agreement should also describe that the custodian shall confirm the receipt, substitution or release of the securities. The agreement shall provide for the frequency of revaluation of eligible securities and for the substitution of securities when a change in the rating of a security may cause ineligibility. Such agreement shall include all provisions necessary to provide the local government a perfected interest in the securities.

As authorized by General Municipal Law, Section 11, the Town of Parma authorizes the chief fiscal officer to invest monies not required for immediate expenditure for terms not to exceed its projected cash flow needs in the following types of investments:

- Certificates of deposit

- Special time deposit accounts
- Obligations of the United States of America
- Obligations of the State of New York

All investment obligations shall be payable or redeemable at the option of the Town of Parma within such times as the proceeds will be needed to meet expenditures for purposes for which the monies were provided and in the case of obligations purchased with the proceeds of bonds or notes, shall be payable or redeemable at the option of the Town of Parma within two years of the date of purchase.

Banks authorized for the deposit of monies up to the following maximum amount are:

|                                     |                |
|-------------------------------------|----------------|
| Manufacturers & Traders Trust (M&T) | \$8,000,000.00 |
| First Niagara Bank                  | \$3,000,000.00 |

#### D. Investment Security

The primary objective of this policy is to enhance the safety and availability of any Town funds invested. Regulations of the Federal Deposit Insurance Corporation state that each official custodian of funds of any country, municipality or political subdivision depositing such funds in an insured bank located in the same State shall be insured up to \$100,000.00 for the time and savings accounts per bank and up to \$100,000.00 for demand deposits per bank. (12 Code Federal Regulations Section 330.8)

The Finance Department, with Supervisor's approval should determine on a regular basis whether:

- The transactions are recorded on the books of the custodial bank.
- The proper obligations have been pledged and whenever possible such obligations should be delivered to a bank or trust company other than the institution with which the investment is made.
- The obligations have an adequate market value to cover the deposits / investments.
- The obligations have been segregated either physically or by appropriate book entry.
- The fiscal officer's written consent is required for the release and substitution of the pledged obligations.

#### E. Bonding Policy

All Town employees who are involved with the transactions of the Town funds are bonded through the Town's insurance program. This program should be reviewed and updated annually.

# **PROCUREMENT POLICIES AND PROCEDURES FOR THE TOWN OF PARMA**

This document sets forth the policies and procedures of The Town of Parma to meet the requirements of General Municipal Law, Section 104-b.

## **Purpose**

Goods and services which are not required by law to be procured pursuant to competitive bidding must be procured in a manner so as to assure the prudent and economical use of public moneys, in the best interests of the taxpayers, to facilitate the acquisition of goods and services of maximum quality at the lowest possible cost under the circumstances, and to guard against favoritism, improvidence, extravagance, fraud and corruption. To further these objectives, the Parma Town Board is adopting internal policies and procedures governing all procurements of goods and services which are not required to be pursuant to the competitive bidding requirements of the General Municipal Law, Section 103 or of any other general, special or local law.

## **Procedures for Determining Whether Procurements are Subject to Bidding**

The procedures for determining whether a procurement of goods and services is subject to competitive bidding and documenting the basis for any determination that competitive bidding is not required by law is as follows:

### **Formal Bids – Purchases over \$20,000 and \$35,000 for Public Works**

General Municipal Law 103 provides that all purchase contracts involving expenditures in excess of \$20,000 and all contracts for public work involving expenditures in excess of \$35,000 be awarded through the competitive bidding process for political subdivisions. Although not defined in General Municipal Law 103, the Office of the State Comptroller has expressed the opinion that the term “purchase” applies to the procurement of commodities, while the term “contract for public work” encompasses contracts for services, labor or construction. In determining the necessity for competitive bidding, the cumulative amount to be expended for an item or commodity in a fiscal year must be considered.

### **Formal Bid Procedures:**

- A. The Department Head must receive approval from the Town Board for the bid process to start.
- B. Formal bids are processed and published by the Town Clerk’s office with direct assistance from the using departments in the preparation of technical specifications, plans and drawings where required.
- C. Formal bids will be received and opened publicly at the specified date, time and place set forth in the bid documents.
- D. All bids received will be tabulated and given to the using department. The using department will prepare a report for the Town Board containing their recommendations for

the award to the lowest and best responsible bidder meeting the Town's specifications. A resolution is passed at the next Town Board meeting.

- E. The Town Clerk is responsible for securing and filing all bids, legal notices, and resolutions. Every transaction should fall within the provisions of applicable law and regulations and should be completely documented for subsequent bid inspection by Town auditors, federal and state agencies, the bidders or any interested citizens.

### **Non-Bid Procurements (see chart at end)**

Purchases under \$10,000 are subject to approvals specified on the chart at the end of the policy. Each Department Head is responsible for compliance with the purchasing procedures adopted in this policy. The procedure for standard purchasing is as follows:

- A. The Department Head determines whether the purchase is a bid or non bid purchase.
- B. The Department Head receives the correct number of quotes or approvals for the dollar amount of the purchase. Every attempt should be made to purchase locally providing the costs are competitive. The documentation for the two verbal quotes should be kept by the department and filed.
- C. Any quotes that will be reviewed by the Town Board should be submitted to the Town Clerk to put in the Town Board minutes and to be filed in the Town Clerk's office.
- D. After approvals, a voucher is created with a copy of the vendor's invoice and signed by the Department Head. This is forwarded to the Finance office.
- E. The appropriate departmental General Ledger account should have sufficient funds available. If not, a budget transfer form should be submitted to the Finance office for approval by the Town Board before the bill is paid.

### **State Pricing Contracts**

The State of New York and other governmental entities establish contracts that are extended to all New York municipalities. A list and details of the contracts can be obtained through the Internet. Such procurements shall be regarded as noncompetitive transactions.

### **Statutory Exceptions from these Policies and Procedures**

Except when directed by the Town Board, no solicitation of written proposals or quotations shall be required under the following circumstances.

- A. Through county contracts – General Municipal Law 103(3)
- B. Through state contracts – General Municipal Law 104
- C. Through agencies for the blind or severely handicapped – State Finance Law Section 175-b
- D. Through articles manufactured in correctional institutions – Correction Law Section 186
- E. Sole source situation Personal service contracts – accountants, engineer, architect or attorney
- F. Emergency purchases

### **Adequate Documentation**

A good faith effort shall be made to obtain the required number of written (3) or verbal (2) quotes. All written quotes are to be filed with the Town Clerk. Verbal quotes are the responsibility of the Department Head to keep adequate records.

### **Awards to Other Than the Lowest Bidder**

The lowest proposal or quote shall be awarded the purchase or public works contract unless the purchaser prepares justification providing reasons why it is in the best interest of the town and its taxpayers to make an award to other than the lowest bidder.

### **Items Excepted From Policies and Procedures by the Board**

The Parma Town Board will decide whether to solicit bids or quotes for professional services based on their needs at the time and whether it is in the best interest of the Town of Parma.

### **Input from Officers**

Comments concerning the policies and procedures shall be solicited from officers of the political subdivision or district therein involved in the procurement process to the enactment of the policies and procedures, and will be solicited from time to time hereafter.

### **Annual Review**

The Parma Town Board shall annually review these policies and procedures. The Parma Town Supervisor shall be responsible for conducting an annual review of the procurement policy and for an evaluation of the internal control structure established to ensure compliance with the procurement policy.

### **Unintentional Failure to Comply**

The unintentional failure to fully comply with the provisions of the General Municipal Law, Section 104-b shall not be grounds to void action taken or give rise to a cause of action against the Town of Parma or any officer or employee thereof.

### **The Quotation Process**

The Town and all departments will adhere to the following table for stimulating competitive pricing for small purchases up to \$10,000.

**Standard Purchases**

| Dollars           | Department Head | Supervisor | Town Board | Quotes Required |
|-------------------|-----------------|------------|------------|-----------------|
| 0 - \$1,999       | Yes             |            |            |                 |
| \$2,000 - \$4999  | Yes             | Yes        |            | 2 Written       |
| \$5,000 - \$9,999 | Yes             | Yes        | Yes        | 3 Written       |
| >\$10,000         | Subject to Bid  |            |            |                 |

\* The Highway Superintendent may approve highway purchases between \$2,000 –\$4,999\*

**Pre Approved Projects**

| Dollars           | Department Head | Supervisor | Town Board | Quotes Required |
|-------------------|-----------------|------------|------------|-----------------|
| 0 - \$1,999       | Yes             |            |            |                 |
| \$2,000 - \$4999  | Yes             |            |            | 2 Written       |
| \$5,000 - \$9,999 | Yes             | Yes        | Yes        | 3 Written       |
| >\$10,000         | Subject to Bid  |            |            |                 |
|                   |                 |            |            |                 |

## TOWN OF PARMA WHISTLE BLOWER POLICY

### POLICY:

The primary duty of all Town employees is to the public whom we serve. If you observe what you believe to be an act of fraud, waste, abuse, misconduct, illegal activity or other violation of the Town 's Code of Ethics by a Town officer or employee, you have a duty to report it. This policy is a safeguard against retaliatory actions that could be taken against a Town officer or employee for such a report made in good faith.

### Provisions:

1. **IMPROPER CONDUCT:** If you believe action taken by the Town, or a Town officer or employee in the performance of his/her official duties, violates a federal, state or local law, rule or regulation, or the Town's Code of Ethics, you have a duty to report it.
2. **GOOD FAITH:** A good faith report means you have reasonable grounds to believe the conduct constitutes improper governmental action and is true, even if the belief should later prove to be unsubstantiated.
3. **REPORTING:** In most cases, your immediate supervisor is in the best position to address an area of concern; therefore, you should make the good faith report to your Department Head. However, it is understood that the circumstances will dictate the appropriate avenue to follow. Here is the preferred reporting order:
  - Your Department Head
  - Director of Finance
  - Town Supervisor
  - Town Board



Your Department Head or the director of Finance will report the conduct to the Town Supervisor.

4. **ANONYMITY / CONFIDENTIALITY:** Your report can be made anonymously. Your report will be kept confidential to the best extent possible, consistent with the need to make a fair and complete investigation.
5. **RETALIATION:** The Town shall take no retaliatory action against you because you made a good faith report of any information regarding fraud, waste, abuse, misconduct, or any alleged prohibited or illegal activity in violation of any law, rule or regulation governing officers and employees of the Town. If you feel you have been retaliated against, in violation of this policy, report it immediately using the steps outlined above.

#### Supervisor's Procedures for Implementation:

1. **RECEIVING THE REPORT:** Supervisors should make no judgment upon the merits of the report when receiving it from the employee. Treat the report seriously and if not anonymous, assure the employee it will be treated confidentially within the constraints outlined in step 4.
2. **FORWARDING THE REPORT:** Forward the report to the Director of Finance, Supervisor or Town Board as circumstances dictate.
3. **RETALIATION:** Employees who make a complaint in good faith will not be retaliated against or penalized in any manner. If you observe retaliation or receive a report of retaliation, report it using the steps outlined in step 3.

**MCMWCP  
Town of Parma**

**Workplace Violence  
Prevention Program**

**Revision Date: August 2012**

Town of Parma Workplace Violence Prevention  
Policy & Incident Reporting

The Town of Parma is committed to the safety and security of our employees. Workplace violence presents a serious occupational safety hazard to our agency, staff, and clients. Threats, threatening behavior, or acts of violence against employees, visitors, guests, or other individuals by anyone on the Town of Parma property or work sites will be thoroughly investigated and appropriate action will be taken, including summoning criminal justice authorities when warranted. All employees are responsible for helping to create an environment of mutual respect for each other as well as clients, following all policies, procedures and program requirements, and for assisting in maintaining a safe and secure work environment.

This policy is designed to meet the requirements of NYS Labor Law 27b and highlights some of the elements that are found within our Workplace Violence Prevention Program. The process involved in complying with this law included a workplace evaluation that was designed to identify the workplace violence hazards our employees could be exposed to. Other tools that were utilized during this process included establishing a committee made up of management and Authorized Employee Representatives who will have an ongoing role of participation in the evaluation process, recommending methods to reduce or eliminate the hazards identified during the process and investigating workplace violence incidents or allegations. All employees will participate in the annual Workplace Violence Prevention Training Program.

The goal of this policy is to promote the safety and well-being of all people in our workplace. All incidents of violence or threatening behavior will be responded to immediately upon notification. Town of Parma has identified response personnel that include a member of management and an employee representative. If appropriate, the Town of Parma will provide counseling services or referrals for employees.

All Town of Parma personnel are responsible for notifying the contact person designated below of any violent incidents, threatening behavior, including threats they have witnessed, received, or have been told that another person has witnessed or received.

**Designated Contact Person:**

Name: Carm Carmestro

Title: Town of Parma Supervisor

Department: Supervisor

Phone: (585) 392-9462

Location: 1300 Hilton Parma Corners Road Hilton NY 14468

# Workplace Violence Prevention

## 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 worksite. 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.

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

As listed below:

- Verbal or physical harassment
- Verbal or physical threats directed toward an employee by another employee or non-employee
- Non-specific threats of violence by employee
- Specific threats of violence by employee
- Display or possession of any weapon
- Violent confrontation by a spouse of significant other with an employee over a personal/domestic dispute
- Violent altercations between two employees or employee and supervisor
- Any other behavior that causes others to feel unsafe (e.g. bullying, sexual harassment, etc)

## **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.

### **FOUR TYPES OF WORKPLACE VIOLENCE**

Prevention programs include all forms of violence. To help sort out the different types of workplace violence, specialists agree that workplace violence falls into four broad categories. They are:

**TYPE 1:** *Violent acts by criminals who have no other connection with the workplace but enter to commit robbery or another crime.*

Type 1 acts of violence account for the vast majority—nearly 80 percent—of workplace homicides. In these incidents, the motive is usually theft, and in a great many cases, the criminal is carrying a gun or other weapon, increasing the likelihood that the victim will be killed or seriously wounded. This type of violence falls heavily on particular occupational groups whose jobs make them vulnerable. This includes taxi drivers (the job that carries by far the highest risk of being murdered), late-night retail or gas station clerks, as well as others who are on duty at night, who work in isolated locations or dangerous neighborhoods, and who carry or have access to cash.

Type 1 preventive strategies include an emphasis on physical security measures, special employer policies, and employee training. Because the outside criminal has no other contact with the workplace, the interpersonal aspects of violence prevention that apply to the other three categories are normally not relevant to Type 1 incidents.

**TYPE 2:** *Violence directed at employees by customers, clients, patients, students, inmates, or any others for whom an organization provides services.* In general, the violent acts occur as workers are performing their normal tasks. In some occupations, dealing with dangerous people is inherent in the job, as in the case of a police officer, correctional officer, security guard, or mental health worker. For other occupations, violent reactions by a customer or client are unpredictable, triggered by an argument, anger at the quality of service or denial of service, delays, or some other precipitating event.

Employees experiencing the largest number of Type 2 assaults are those in healthcare occupations—nurses in particular, as well as doctors and nurses aides who deal with

psychiatric patients; members of emergency medical response teams; and hospital employees working in admissions, emergency rooms, and acute care units.

***TYPE 3:*** Violence committed by a present or former employee against coworkers, supervisors, or managers.

***TYPE 4:*** Violence committed in the workplace by someone who doesn't work there, but has a personal relationship with an employee—an abusive spouse or domestic partner.

Types 3 and 4 are no less or more dangerous, or damaging, than any other violent act. But when the violence comes from an employee or someone close to an employee, there is a much greater chance that some warning sign will have reached the employer in the form of observable behavior. That knowledge, along with the appropriate prevention programs, can at the very least mitigate the potential for violence or prevent it altogether.

## **RESPONSIBILITY**

The Program Administrators for workplace security are the HR Director and Department Heads. They have the authority and responsibility for implementing the provisions of this program for the Town of Parma

All Department Heads and supervisors are responsible for implementing and maintaining this program in their work areas and for answering employee questions about the program. A copy of this program is available from your department head.

It's the responsibility of all employees to report all threatening behavior to management immediately. The goal of this policy is to promote the safety and well-being of all people in our workplace. All incidents are to be reported ***within the first 24 hours.***

Management, supervisors, and all safety personnel are responsible for the observation of all personnel and identification of potential workplace violence exposures. All matters reported and/or identified are to be fully investigated. Findings will be presented to management and an action plan developed to minimize and eliminate the potential threat.

## **THE ROLE OF THE EMPLOYER**

The Town of Parma does promote a work environment free from threats and violence and, in addition, can face economic loss as the result of violence in the form of lost work time, damaged employee morale and productivity, increased workers' compensation payments, medical expenses, and possible lawsuits and liability costs

The Town of Parma will adopt a workplace violence policy and prevention program. The Town will be responsible for communicating the policy and program to the employees as well as:

- Supporting, not punish, victims of workplace or domestic violence.
- Adopting and practicing fair and consistent disciplinary procedures.
- Fostering a climate of trust and respect among workers and between employees and management.
- When necessary, seeking advice and assistance from outside resources, including threat-assessment psychologists, psychiatrists and other professionals, social service agencies, and law enforcement.
- Providing regular training in preventive measures for all new/current employees, supervisors and managers.

## **THE ROLE OF THE EMPLOYEES**

Employees have the right to expect a work environment that promotes safety from violence, threats, and harassment. They can actively contribute to preventive practices by doing the following:

- Accept and adhere to an employer's preventive policies and practices.
- Become aware of and report violent or threatening behavior by coworkers or other warning signs.
- Follow procedures established by the workplace violence prevention program, including those for reporting incidents.
- Go to HR Director or Department Head if uncomfortable.

## **Communication**

Town of Parma recognizes that to maintain a safe, healthy and secure workplace we must have open, two-way communication between all employees, including supervisors and department heads, on all workplace safety, health and security issues. Town of Parma has a communication system designed to encourage a continuous flow of safety, health and security information between management and our employees without fear of reprisal and in a form that is readily understandable.

## **Record Keeping and Review**

In reviewing records, care must be taken to ensure appropriate confidentiality of medical and personnel records.

Periodic updates and reviews of the following workplace violence reports and records will be made.

- Department of Safety and Health (POSH) 900 logs
- Workplace violence incident reports
- Workplace Survey
- Accident Investigations
- Training Records
- Grievances

The employer, with the Authorized Employee Representative, shall evaluate the effectiveness of the WVPP, annually or after serious incidents. The employer should attempt to describe within their WPP the triggering event that will initiate a review. The review should focus on the incident trends and the effectiveness of the control measures. The review should also assess whether the reporting and record keeping systems have been effective in collecting all relevant information.

## **Training and Instruction**

All employees, including Department Heads and supervisors, shall have training and instruction on general and job-specific workplace safety and security practices. Training and instruction shall be provided when Workplace Violence Prevention Program is first established and annually thereafter. Training shall be provided promptly after hiring all new employees and to other employees for whom training has not been previously provided. It shall also be provided to all employees, supervisors and Department Heads given new job assignments for which specific workplace security training for the job assignments has not previously been provided. Additional training and instruction will be provided to all personnel whenever management is made aware of new or previously unrecognized security hazards.

General workplace violence and security training and instruction include, but are not limited to, the following:

- Explanation of the Workplace Violence Prevention Program including measures for reporting any violent acts or threats of violence.



- Recognition of workplace security hazards including the risk factors associated with the four types of violence.
- Methods to defuse hostile or threatening situations.
- Measures to summon others for assistance.
- Employee routes of escape.
- Notification of law enforcement authorities when a criminal act may have occurred.
- Emergency medical care provided in the event of any violent act upon an employee will include First Aid, CPR and/or calling 911.
- Post-event trauma counseling for those employees desiring such assistance.
- Crime awareness
- Location and operation of alarm systems, panic buttons and other protective devices.
- Communication procedures.
- Self Protection
- Dealing with angry, hostile or threatening individuals.
- Using the “Buddy” system or other assistance from co-workers.
- Awareness of indicators that lead to violent acts by service recipients.
- Managing with respect and consideration for employee well-being.

## **Reporting and Incident Investigation**

Procedures for reporting incidents and investigation of incidents for workplace violence – threats and physical injury – include:

### **Employees are responsible for:**

- Reporting their concerns to their immediate Supervisor.
- Employees are encouraged to fill out an incident report which can be obtained from management.
- Employee is required to request assistance if necessary.

### **Employers are responsible for:**

- Reviewing and investigating the incident and report findings.
- Reviewing all previous incidents.
- Visiting the scene of an incident as soon as possible.
- Interviewing threatened or injured employees and witnesses.
- Examining the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the offender.
- Determining the cause of the incident.
- Taking corrective action to prevent the incident from recurring.
- Recording the findings and corrective actions taken.

**Appendix 1**

**Workplace Violence Incident Report Form**

**EMPLOYEE REPORTING**

|            |
|------------|
| Name       |
| Department |

**INCIDENT**

|   |   |
|---|---|
| Name of Assaulter/Threatener  | Category of Assaulter/Threatener<br>___ Employee ___ Customer<br>___ Vendor ___ Other-Please explain: |
| Date of Assault/Threat      Time  | Location of Assault/Threat  |
| Assault/Threat was: ___ Personal Confrontation ___ Written<br>___ Telephone Conversation ___ Electronic ___ Physical with Injury<br>___ Physical without Injury ___ Other – Please explain: |   |
| Were there witnesses? ___yes ___no    If Yes, how many? _____<br>Provide information below and attach witness statements.   |   |

**WITNESSES** (If additional witnesses, provide information on attached sheet of paper)

|                                    |   |
|------------------------------------|---|
| Witness 1 – Name                   | Telephone<br>Work _____ Home _____  |
| Address (street, city, state, zip) | Category of Witness<br>___ Employee ___ Customer ___ Vendor<br>___ Other – Please Explain |
| Witness 2 – Name                   | Telephone<br>Work _____ Home _____  |
| Address (street, city, state, zip) | Category of Witness<br>___ Employee ___ Customer ___ Vendor<br>___ Other – Please Explain |
| Witness 3 – Name                   | Telephone<br>Work _____ Home _____  |
| Address (street, city, state, zip) | Category of Witness<br>___ Employee ___ Customer ___ Vendor<br>___ Other – Please Explain |

**IF ASSAULTED**, answer next 6 questions. **IF THREATENED**, go to next section

|  |
|--|
| 1. What started the assault?                                       |
| 2. What did the assaulter say when you were assaulted?             |
| 3. What was used to hit/strike/injure you?                         |
| 4. What injuries did you sustain? Was medical treatment necessary? |
| 5. How did the assault end?  |
| 6. How did you leave the assault site?                             |

**IF THREATENED**, answer next 3 questions

|  |
|--|
| 1. As closely as possible, what were the words used?                   |
| 2. Was "threatener" in a position to carry out the threat immediately? |
| 3. How serious do you believe the threat was and why?                  |

**EMPLOYEE RELATED ACTIONS** (Employee must complete next two questions whether a threat or assault)

|  |
|--|
| 1. What actions were taken by the employee? (e.g. filed workers' compensation, obtained medical treatment, used sick leave/vacation, etc.) |
| 2. What specific actions from Employer does employee request related to assault/threat? If none, so indicate.                              |

**LAW ENFORCEMENT INFORMATION**

|  |                |                  |
|--|----------------|------------------|
| Law Enforcement Agency Contacted –<br>Name of Person/Officer                               | Date Contacted | Telephone Number |
| Was a written report completed? ___yes ___ no (Attach copy of Police report when possible) |                |                  |
| What action was promised?  |                |                  |

**MANAGER ACTIONS**

|  |
|--|
| Directions given to Employee (i.e. go home, go to hospital, etc.)  |
| Department Head Recommendation:<br>___ Prosecution ___ Restraining Order<br>___ Letter to Threatener ___ Other, please specify _____ |

**NOTIFICATION DATES**

|                                |                                    |
|--------------------------------|------------------------------------|
| Received by Department Head    | Employee notified of Chosen Action |
| Received by Personnel Director |                                    |

**RECOMMENDATIONS**

|   |
|---|
| What can be done to prevent future incidents? |
|---|

## Appendix 2

| <b>Personal Conduct to Minimize Violence</b>   |  |
|--|--|
| Follow these suggestions in your daily interactions with people to de-escalate potentially violent situations. If at any time a person's behavior starts to escalate beyond your comfort zone, disengage.  |  |
| <b>Do</b>  | <b>Do Not</b>  |
| <ul style="list-style-type: none"> <li>❖ Project calmness, move and speak slowly, quietly and confidentially.</li> <li>❖ Be an empathetic listener: Encourage the person to talk and listen patiently.</li> <li>❖ Focus your attention on the other person to let them know you are interested in what they have to say.</li> <li>❖ Maintain a relaxed yet attentive posture and position yourself at a right angle rather than directly in front of the other person.</li> <li>❖ Acknowledge the person's feelings. Indicate that you can see he/she is upset.</li> <li>❖ Ask for small, specific favors such as asking the person to move to a quieter area.</li> <li>❖ Establish ground rules if unreasonable behavior persists. Calmly describe the consequences of any violent behavior.</li> <li>❖ Use delaying tactics which will give the person time to calm down. For example, offer a drink of water (in a disposable cup).</li> <li>❖ Be reassuring and point out choices. Break big problems into smaller, more manageable problems.</li> <li>❖ Accept criticism in a positive way. When a complaint might be true, use statements like "You are probably right" or "It was my fault." If the criticism seems unwarranted, ask clarifying questions.</li> <li>❖ Ask for his/her recommendation. Repeat back to him/her what you feel he/she is requesting of you.</li> <li>❖ Arrange yourself so that a visitor cannot block your access to an exit.</li> </ul> | <ul style="list-style-type: none"> <li>❖ Use styles of communication which generate hostility such as apathy, brush off, coldness, condescension, robotism, going strictly by the rules or giving the run-around</li> <li>❖ Reject all of a client's demands from the start.</li> <li>❖ Pose in challenging stances such as standing directly opposite someone, hands on hips or crossing your arms. Avoid any physical contact, finger pointing or long periods of fixed eye contact.</li> <li>❖ Make sudden movements which can be seen as threatening. Notice the tone, volume and rate of your speech.</li> <li>❖ Challenge, threaten, or dare the individual. Never belittle the person or make him/her feel foolish.</li> <li>❖ Criticize or act impatiently toward the agitated individual.</li> <li>❖ Attempt to bargain with a threatening individual.</li> <li>❖ Try to make the situation seem less serious than it is.</li> <li>❖ Make false statements or promises you cannot keep.</li> <li>❖ Try to impart a lot of technical, or complicated information when emotions are high.</li> <li>❖ Take sides or agree with distortions.</li> <li>❖ Invade the individual's personal space. Make sure there is a space of three feet to six feet between you and the person.</li> </ul> |

**Appendix 3**

## Five Warning Signs of Escalation Behavior

| Warning Signs   | Possible Responses  |
|---|---|
| <b>Confusion</b>  |   |
| Behavior characterized by bewilderment or distraction. Unsure or uncertain of the next course of action.  | <ul style="list-style-type: none"> <li>▪ Listen to their concerns.</li> <li>▪ Ask clarifying questions.</li> <li>▪ Give them factual information.</li> </ul>  |
| <b>Frustration</b>  |   |
| Behavior characterized by reaction or resistance to information. Impatience. Feeling a sense of defeat in the attempt of accomplishment. May try to bait you.   | <ul style="list-style-type: none"> <li>▪ See steps above.</li> <li>▪ Relocate to quiet location or setting.</li> <li>▪ Reassure them.</li> <li>▪ Make a sincere attempt to clarify concerns.</li> </ul>   |
| <b>Blame</b>  |   |
| Placing responsible for problems on everyone else. Accusing or holding you responsible. Finding fault or error with action of others. They may place blame directly on you. <b>Crossing over to potentially hazardous behavior.</b> | <ul style="list-style-type: none"> <li>▪ See steps above.</li> <li>▪ Disengage and bring second party into the discussion.</li> <li>▪ Use teamwork approach.</li> <li>▪ Draw client back to facts.</li> <li>▪ Use probing questions.</li> <li>▪ Create "Yes" momentum.</li> </ul> |
| <b>Anger-Judgment call required</b>   |   |
| Characterized by a visible change in body posture and disposition. Actions include pounding fists, pointing fingers, shouting or screaming. <b>This signals very risky behavior.</b>  | <ul style="list-style-type: none"> <li>▪ Utilize venting techniques.</li> <li>▪ Don't offer solutions.</li> <li>▪ Don't argue with comments made.</li> <li>▪ Prepare to evacuate or isolate.</li> <li>▪ Contact supervisor and/or security office.</li> </ul>                     |
| <b>Hostility – Judgment call required</b>   |   |
| Physical actions or threats which appear imminent. Acts of physical harm or property damage. Out-of-control behavior signals they have crossed over the line.   | <ul style="list-style-type: none"> <li>▪ Disengage and evacuate.</li> <li>▪ Attempt to isolate person if it can be done safely.</li> <li>▪ Alert supervisor and contact security office immediately.</li> </ul>   |

## **Guidelines for Public Comment**

Towns are authorized to enact rules and regulations regarding the conduct of public meetings and public hearings. Town Law, § 130.

The public shall be allowed to speak only during a public hearing or during the public comment period of the meeting or at such other times as a majority of the Board shall allow. Comments must relate to the business of the Parma Board or the specific Public Hearing being held to provide information to the Board or express their concerns. The Public Comment period is not intended to be a question and answer period. When practical the Board will try to answer short direct questions.

Citizens that have a question or concern that will require some research are encouraged to provide that information to a Board member prior to the meeting. This should allow the Board to have a response or possibly resolve the matter before hand.

The Chair shall recognize the person wishing to speak. Comments shall be limited to three minutes per person. Each participant shall be permitted to speak only once during each Town Board meeting. Comments shall be directed only to the Chairperson and Board members. Comments shall be respectful and in good order. The Chairperson or Board member may reply only after the speaker has finished talking.

Speakers must give their name, address and organization, if any and state the topic they wish to address.

Board members may, with the permission of the Chairperson, interrupt a speaker during their remarks, but only for the purpose of clarification or information.

Speakers shall observe the commonly accepted rules of courtesy, decorum, dignity and good taste. Members of the public shall refrain from debate and argument among themselves during the Board meeting and shall address all remarks to the Board.

Prepared statements and accompanying documents and attachments shall not be read aloud but shall be submitted to the Chairperson for review by the Board in the future and may be included in the Board minutes.

When a group of persons wishes to address the Board on the same subject matter, it shall be proper for the presiding officer to request that a spokesperson be chosen by the group to address the Board and to limit the number of persons addressing the Board on the same matter so as to avoid unnecessary repetition.

Interested parties or their representatives may address the Board by written communications. Written communications shall be delivered to the Town Clerk or designee. Sufficient time should be allowed to distribute these communications to the Board members so they are aware of them prior to the next meeting.

Any person making offensive, insulting, threatening, insolent, slanderous or obscene remarks or who becomes boisterous or who makes threats against any person or against public order and security while in the Board Room shall be removed at the direction of the presiding officer from further audience at the meeting, unless permission to continue is granted by the majority vote of the Board members present.



A disruptive speaker after a final warning by the Chair will be removed from the meeting by a peace officer. The authority is section 240.20 of the Penal law related to disorderly conduct.

Banners, flyers, or other signs are not permitted in the meeting room. The distribution of flyers is not permitted in the meeting room.

The Open Meetings Law gives the public the right to attend meetings and to listen to deliberations. However, the public may not participate in the meeting except upon the invitation of the Chairperson and, in the case of public hearings, as required by law.

At any time, the Chairperson may entertain or enter a motion to adjourn, which shall be carried upon majority vote. At any time, the Board may vote to exhaust the agenda before possibly inviting further public comment.

There will be a sign up sheet for those wishing to address the Board during a public hearing or a meeting where the attendance is high. The Chairperson will call upon the people that signed up in the order that they appear.