Workplace Violence Prevention Program

New Hartford Central School District

Date: 5/21/24

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Introduction:

What is Workplace Violence?

Any physical assault or acts of aggressive behavior occurring where a public employee performs any work-related duty in the course of their employment including but not limited to:

An attempt or threat,

whether verbal or physical, to inflict physical injury upon an employee;

Any intentional display

of force which would give an employee reason to fear or expect bodily harm;

Intentional and wrongful

physical contact with a person without his or her consent that entails some injury;

Stalking an employee

with the intent of causing fear of material harm to the physical safety and health of such employee when such stalking has arisen through and in the course of employment.

What is the New York State Workplace Violence Prevention Law and Regulation?

On June 7, 2006, New York State enacted legislation creating a new Section 27-b of State Labor Law that requires every public employer to evaluate the risk of workplace assaults and homicides at its workplace(s) and to develop and implement programs to prevent and minimize the hazard of workplace violence to public employees. In 2009, NYS Department of Labor (DOL) implemented regulations to accompany the Workplace Violence Prevention Law. These regulations can be found at 12 NYCRR 800.6 and are enforced by NYSDOL. Effective January 4, 2024, all public schools & BOCES previously exempted under Section 2801 of the Education Law must comply with 12 NYCRR Part 800.6.

Purpose of this program:

The purpose of this Workplace Violence Prevention Program is to provide information to managers, supervisors, employees, and authorized employee representatives about preventing and responding to incidents of workplace violence or threats of violence in accordance with the Workplace Violence Prevention Law and Regulation. Authorized Employee Representatives must be included in the physical evaluation of the workplace, the development of the WPV written program, and the annual review of WPV incident reports.

The goal of this program is to reduce the probability of threats or acts of violence in the workplace and to ensure that any incident, complaint, or report of violence is taken seriously and dealt with appropriately and as expeditiously as possible. This program outlines the major components of our effort to meet these goals. At the core of this Workplace Violence Prevention Program is the District commitment to work with employees to maintain a work environment free from violence and other disruptive behavior to the greatest degree possible.

Policy Statement

A policy statement which indicates the Districts' workplace violence prevention policy, goals and objectives; incident alert and notification policies; and provides for full employee participation through an authorized

employee representative has been developed, implemented and posted where notices to employees are normally posted. The policy statement is included in Appendix 1.

Workplace Risk Assessment

The District has conducted a workplace risk assessment consisting of:

- Examination of records that concern workplace violence incidents,
- Assessment of policies, practices, and procedures that may impact the risk of workplace violence, and
- Evaluation of the physical work environment for the presence of factors which may place employees at risk of workplace violence, with the participation of the authorized employee representatives. Although workplace violence can occur in any work setting, some settings or factors may pose a greater degree of risk. Employment situations or factors that may pose a higher risk for the District employees include, but are not limited to, the following:
- Working in public settings
- Working late night or early morning hours
- Exchanging money with the public
- Working alone or in small numbers
- Working in a setting with uncontrolled access to the workplace
- Working in a setting where previous security problems have occurred:
- Having a mobile workplace assignment
- Working with a population which might expose one to potentially violent persons (e.g. in healthcare, social service, public service or criminal justice settings)
- Having duties that include the delivery of passengers, goods, or services

Risk factors identified during the examination, assessment and evaluation are listed in Appendix 2 or https://dol.ny.gov/system/files/documents/2021/03/appendix-2-b-sample-evaluation-of-physical-environment.pdf, along with the methods and means by which each risk is being addressed. The employer is responsible for addressing all risk factors that their employees are potentially exposed to.

Any incidents that may occur after the implementation of this program must be carefully documented and analyzed in order to make improvements to this program during the required annual review or as necessary.

Control methods that the District will use to prevent workplace violence incidents

Hierarchy of Controls

There are three main types of control measures that may be implemented as part of a safety program to protect employees from recognized hazards. The following types of controls are arranged in order of preference and effectiveness - this is referred to as the "hierarchy of control measures".

Hierarchy of Controls

Engineering controls

Administrative controls

Personal Protective

Equipment (PPE)

Engineering controls eliminate or reduce the hazard through substitution or design (possible capital project).

Examples include:

- Increased lighting
- Designing secure building access
- Security hardware
- Eliminating isolated work areas
- Minimizing "cash on hand"

Administrative controls eliminate or reduce the hazard through organizational policies, procedures and work practices (staff promulgated action). (Refer to District-Wide School Safety Plan, Code of Conduct, Sexual Harassment Policy, Employee Handbook, other Safety and Health plans, etc.).

Examples include:

- Increased staffing
- Employment of safety personnel/SRO, SPO, SSO
- Developing building access control procedures
- Cross-shift communication to share information regarding agitated visitors or students
- Reduction of visitor wait times
- Provision of personal alarms (examples include: portable/fixed panic alarms)
- Provision of cell phones/radios
- Provision of life safety supplies (examples include: first aid kit, stop the bleed kit, etc.)
- Training (examples can include: workplace violence, conflict resolution, de-escalation training, mental health first aid, restraint training (TCI, CPI))

Personal Protective Equipment (PPE)

PPE is generally considered the least desirable form of control, but may be needed to enhance other controls and/or minimize potential injury severity when other controls fail. Reference to special education and student IEPs to determine and develop what types of materials are necessary to protect staff.

Examples include:

- Eye and face protection (examples include: goggles, face shield)
- Hand/Arm protection
- Leg/Foot protection
- Head protection

Prevention

Prevention of violence in the workplace is the responsibility of every employee. The following section focuses on early warning signs and workplace issues that have the potential to trigger violent behavior.

Management, employees, and authorized employee representatives should be familiar with the issues below in order to become aware of and to reduce the likelihood of workplace violence.

Early warning signs of potential violence:

There is no single "profile" that can identify a potentially dangerous individual. However, certain patterns of behavior and events frequently precede episodes of violence.

• A list of indicators of increased risk of violent behavior include, but are not limited to the following: Direct or veiled threats of harm

● Intimidation,

belligerence, bullying or other inappropriate behavior directed at others

 Numerous conflicts with supervisors and employees; verbal comments indicating expressions of hostility directed at coworkers, supervisors, or others

 Bringing an unauthorized weapon to work, brandishing a weapon in the workplace, making inappropriate reference to guns or fascination with weapons

• Fascination with incidents of workplace violence, statements indicating approval of the use of violence to resolve a problem, or statements indicating identification with perpetrators of workplace homicides

• Statements indicating an increased tone of desperation from the person, feeling that normal interventions to solve the problem will not work, feeling hopeless about a situation at work, with family, financial, and other personal problems

• Signs of abuse of

drugs/alcohol on or off the job

• Extreme or

uncharacteristic changes in behavior or displays of emotion

Employees with ongoing domestic difficulties

• Employees with a

temporary order of protection against any staff

These behaviors should be reported to an employee's supervisor and/or the administrator of this program. Some behaviors may require immediate law enforcement intervention where others may require disciplinary action or indicate a need for an Employee Assistance Program (EAP) referral or other employee assistance, if available.

Workplace issues that may trigger violence:

Listed below are two categories of common issues that may trigger workplace violence.

1. Employee issues (some examples include:

Negative performance review

- School Climate/Student behavior
- Unwelcome change in role due to performance or reorganization issue
- Criticism of performance
- Conflict with coworker or supervisor
- Personal stress outside the workplace
- Increased workload or pressure, e.g. deadlines, projects, etc.

2. Workplace issues (any of the following may be an employee's perception of issues)

- No clearly defined rules of conduct
- Lack of training
- Inadequate hiring practices/screening of potential employees
- Insufficient supervision
- Lack of discipline or inconsistent discipline in workplace
- Lack of or inadequate employee support systems
- Failure to address incidents as they occur
- Overly authoritarian management style

Taking this into account, there are three key elements that may help to prevent a violent situation from occurring:

- Recognizing the early warning signs (such as a change in a person's behavior preceding an episode of violence)
- Recognizing issues or events that may trigger violence
- Early intervention to prevent a violent incident from occurring

Please note:

It is important to be careful when drawing assumptions or relying solely on any of the above behaviors as indicators of violence.

Reporting an incident

At the core of this Workplace Violence Prevention Program is the District commitment to work with its employees to maintain a work environment free from violence and other disruptive behavior to the greatest degree possible.

Any District employee, upon becoming aware of an instance of physical assault, threatening behavior, or verbal abuse occurring in the work setting must immediately report the facts and circumstances of said incident to their supervisor and/or to the contact person identified in the Policy Statement (Appendix 1). In the event that employees observe or experience an incident of violence involving an employee or visitor to a District in which there is an immediate threat to their safety or the safety of others or where an injury has occurred, the employee will immediately obtain law enforcement and medical assistance by calling 911 and in addition notify their immediate supervisor. The supervisor will immediately conduct a preliminary inquiry into the facts and circumstances of the incident and make a prompt report to the **Workplace Violence** (WPV) Coordinator using the Incident Report in Appendix 4.

Where a developing pattern of workplace violence incidents which may involve criminal conduct or serious injury exist, the District will attempt to develop a protocol with the appropriate local District Attorney or Police agency to ensure that violent crimes committed against employees in the workplace are promptly investigated and appropriately prosecuted.

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.

Post-Incident Response

Any reported workplace violence incident will be thoroughly investigated. (Also see Program Review section below). The LEA and *Workplace Violence Coordinator* shall investigate each reported incident.

- Assure that injured employees receive prompt and appropriate medical care (This includes, but is not limited to, providing transportation of the injured to medical care. Prompt first aid and emergency medical treatment can minimize the harmful consequences of a violent incident.)
- Report the incident to the appropriate authorities as required by applicable laws and regulations
- Inform management about the incident in writing
- Secure the premises to safeguard evidence and reduce distractions during the post incident response process
- Prepare an incident report immediately after the incident, noting details that might be forgotten over time (Appendix 4 contains the incident report form)
- Address the need for appropriate treatment for victimized employees (In addition to physical injuries, victims and witnesses may suffer psychological trauma, fear of returning to work, feelings of incompetence, guilt, powerlessness, and fear of criticism by supervisors or managers.)

*In the event that critical incident management or crisis counseling is needed following a workplace violence incident in the workplace, arrangements will be made through management, employee unions, Applicable Supervisor, and/or the **WPV Coordinator**.

*Note** - This is not a requirement of the law or regulation.

Employee Information and Training Outline

Training of every employee will be performed before initial assignment and annually thereafter. Retraining is required any time there is a significant change to the program, a risk factor, or work control. Required training topics are listed in the Training Outline in Appendix 3.

Recordkeeping Requirements

The record keeping requirements outlined in 12 NYCRR Part 801, Recording and reporting Public Employees' Occupational Injuries and Illnesses (DOSH 900), must be used to document recordable injuries sustained during workplace violence incidents.

In addition to Part 801, all incidents will be investigated and documented to ensure that all threats and workplace violence incidents are reported to management. These reports will provide written notification when a violence incident occurs so that management can develop an appropriate response. The Incident Report will also create a historical record that can be used in the annual review and program update. (A sample incident reporting form is attached as Appendix 4 of this document)

Program Review

Local Education Agency (LEA), WPV Coordinator, with the Authorized Employee Representatives, shall evaluate the effectiveness of this Workplace Violence Prevention Program and reports submitted, at least annually or after any serious incident.

Review of Incident Reports

Each incident report must be investigated by the employer (or the employer's designated WPV team) when the incident occurs.

An annual review of the incident reports collected shall be reviewed by the Local Education Agency (LEA), Designated Workplace Violence Administrator/Officer, and Authorized Employee Representative(s). A report that provides only a summary or statistics is not acceptable per the regulation.

Program Review

Review of the program, where the mitigating actions taken in response to any incident, shall be reviewed at least annually and the review will need to focus on trends, addressing root cause, and the effectiveness of the control measures in place or the need to make changes. The review will also assess whether the reporting and record keeping systems have been effective in collecting all relevant information. Appendix 5 will be updated with titles of those who perform the review.

Following the submission of a written notice of concern regarding the employer's workplace violence program or that an imminent danger exists, the employer must be afforded a reasonable opportunity to address the reported concern. If the employee or authorized employee representative believes that the reported concern has not been resolved and a serious violation of the District workplace violence prevention program still exists, the employee or authorized employee representative may request an inspection by notifying the Commissioner of Labor.

For additional information on recordkeeping or workplace violence prevention, or to request free and confidential consultation assistance, please use the contact information on the Consultation Fact Sheet available here: https://dol.ny.gov/workplace-safety

Workplace Violence Prevention Policy Statement

New Hartford Central School District is committed to the safety and security of our employees. Workplace violence presents a serious occupational safety hazard to our agency, staff, clients, and students. Workplace Violence is defined as any physical assault or act of aggressive behavior occurring where a public employee performs any work-related duty in the course of his or her employment including but not limited to an attempt or threat, whether verbal or physical, to inflict physical injury upon an employee; any intentional display of force which would give an employee reason to fear or expect bodily harm, intentional and wrongful physical contact with a person without his or her consent that entails some injury; or stalking an employee with the intent of causing fear of material harm to the physical safety and health of such employee when such stalking has arisen through and in the course of employment.

Acts of violence against the District employees where any work-related duty is performed 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 practices, 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 12 NYCRR 800.6 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 risks of workplace violence to which our employees could be exposed.

Authorized Employee Representative(s) will, at a minimum, be involved in:

- evaluating the physical environment;
- developing the Workplace Violence Prevention Program and;
- reviewing workplace violence incident reports at least annually to identify trends in the types of incidents reported, if any, and reviewing the effectiveness of the mitigating actions taken.

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. All 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.

Workplace Violence Coordinator Contact:

	Primary Contact		Secondary Contact
Name	Jennifer Russ	Name	Allen Hyde
Title	Labor Relations Associate	Title	Assistant Superintendent for
			Curriculum and Instruction
Department	Human Resources/Labor Relations	Department	Curriculum and Instruction
Phone	315-624-1019	Phone	315-624-1274
Location	33 Oxford Rd, New Hartford	Location	8635 Clinton St., Orchard Hill, New
			Hartford

New Hartford Central School District Site Risk Assessment (Sample)

Facility Name: Date of Survey: Facility Address:		
Names/Titles/Orga	ganization for those conducting assessment:	
Employer Rep's: _		
Employee Rep's:		

Avec Accessed	V	NI-	Comment (if not applicable indicate with an N/A)
Area Assessed	Yes	No	Comment (if not applicable indicate with an N/A)
General:			
Employees work in public setting			
Employee work late at night or early			
morning hours			
Employees work alone or in small			
numbers			
Employees exchange money as part			
of job			
Employees work in location with			
uncontrolled public access			
Employees work in area of previous			
security concerns			
Employees work with public			
Employees work in high crime area			
Employees work with volatile persons			
Does facility have posted evacuation			
plan/map			
Does facility conduct routine			
evacuation/fire drills			
Are electric panels locked to prevent			
unauthorized access			
ls shrubbery, trees and landscaping			
maintained to minimize obstructions to			
entrances and exits			
Security:			
Does the facility use Resource			
Officers? If yes, # R.O. per facility			

Is security or law enforcement present	
at this location? If yes list # present	
per shift:	
Is security/law enforcement posted at	
entrances If yes, list entrances	
Do security/law enforcement	
personnel patrol facility	
Are I.D. badges required to be worn	
by all personnel	
Are students required to use school	
issued I.D. badges when on premises	
ls card reader or equivalent required	
for entry to facility	
Is facility equipped with metal	
detectors	
Is facility equipped with security	
cameras	
Is facility equipped with panic buttons	
Are visitors permitted to enter facility	
Are visitors required to wear visitor	
I.D. badges	
Are emergency contact names and	
phone numbers posted in each	
occupied room	
Is each room equipped with a	
telephone or radio to call for help	
when needed	
Parking Lots:	
Are parking areas protected with	
security/ law enforcement personnel	
Are parking areas patrolled by	
security/law enforcement personnel	
Are parking areas equipped with	
security cameras	
Are parking areas equipped with lights	
Offices:	
Do office areas have controlled	
access	
Is office area separated from entrance	
with privacy glass	
Is office area equipped with panic	
alarm	

Are offices equipped with telephones	I	
to call 911		
Are telephones or radios used to		
communicate with facility personnel		
Are office doors equipped with door		
locks to prevent unauthorized access		
Do employees receive De-escalation		
training		
Classrooms:		
Are evacuation maps posted in each		
classroom		
Are classroom doors equipped with		
locks to restrict access		
Are classrooms equipped with		
telephones		
Are classroom personnel equipped		
with radios		
Is personal protective equipment		
provided to all classroom personnel		
as needed		
Are classroom personnel exposed to		
violent behavior from students		
Do classroom personnel receive De-		
escalation training		
Are classroom personnel informed of		
students with behavioral issues prior		
to student placement in classroom		
Have classroom personnel been		
provided with training on working with		
students with behavioral issues		
Are windows locked to prevent uncontrolled access		
Is availability to items that can be		
used as weapons by students minimized		
Are classrooms equipped with		
security cameras		
Cafeteria:		
Is access restricted to authorized		
personnel only		
Does cafeteria personnel exchange		
money with students and staff		
money with students and stan		

Are cafeteria personnel provided with	
necessary personal protective	
equipment	
Is cafeteria equipped with security	
cameras	
Is cafeteria locked when not in use	
Is cafeteria staff provided with	
telephones and/or radios	
Are evacuation maps posted at all	
exits	
Auditorium:	
Are all entrances kept locked when	
not in use	
Is auditorium, stage, back stage	
equipped with security cameras	
Is auditorium, stage, back stage	
equipped with security lighting	
Is backstage entrance restricted to	
authorized personnel only during	
events	
Are catwalks, light towers, etc.	
restricted to authorized personnel only	
Is auditorium patrolled by security/law	
enforcement during events	
Gymnasium:	
Does gymnasium have exterior	
lighting around all entrances and exits	
Are locker rooms locked or monitored	
to prevent unauthorized entry	
Is the area patrolled by security/law	
enforcement during events	
Is gymnasium equipped with security	
cameras	
Athletic fields	
ls security/law enforcement present	
for all sporting events home & away	
Are athletic fields protected from	
unauthorized entry with fences	
Are athletic fields equipped with	
security/event lighting	
Are I.D.s required to be worn by	
school personnel at sporting events	
Bus Garage & busses	

Are all busses equipped with radios	
Are all busses equipped with security	
cameras	
Is somebody available to respond to	
all radio calls from drivers that are on	
road	
Are I.D.s required by individuals	
getting on busses	
Do all bus runs have two employees	
on board for each run	
Are busses secured or locked when	
not in use	
Is bus garage equipped with security	
cameras	
Is bus garage locked when vacant	
Field trips:	
Do school personnel have a copy of	
emergency contact names and	
numbers for administration	
Does school personnel verify I.D. of	
each student at beginning and end of	
trip	
Do chaperones receive security	
briefings prior to trip	
Building & Grounds:	
Are buildings equipped with security	
cameras	
Are buildings equipped with security	
lighting	
Are buildings/rooms locked when not	
in use	
Are employees provided with radios	
Is equipment locked up when not in	
use	
Staff Meetings & Conferences:	
Do security/law enforcement	
personnel patrol facility during these	
events	
Do school personnel receive de-	
escalation training	
Are metal detectors utilized for after	
hour activities such as conferences &	
meetings	

Assessment Completed By:		
Name(s) & Title(s):		
Signature(s):		

Identified Risks and Control Methods (Sample Form)

Risks identified in the hazard assessment and corresponding control methods to reduce those risks, are shown in the tables below for each of our facilities:

Bradley Elementary - Identified Risk	Selected Control(s)	Comments
Hughes Elementary - Identified Risk	Selected Control(s)	Comments
Myles Elementary - Identified Risk	Selected Control(s)	Comments
Perry JR High - Identified Risk	Selected Control(s)	Comments
Senior High - Identified Risk	Selected Control(s)	Comments
Bus Garage - Identified Risk	Selected Control(s)	Comments
Facilities Office - Identified Risk	Selected Control(s)	Comments
Business Office - Identified Risk	Selected Control(s)	Comments

Workplace Violence Prevention Training Outline

Information and training for all employees:

- I. Overview of Requirements of the Workplace Violence Regulations
- A. Development of a written policy statement employers must develop a written policy statement about the employer's workplace violence prevention program goals and objectives and provide for full employee participation through an authorized employee representative. The policy statement must be posted where notices to employees are normally posted.
- B. Communication regarding the risk evaluations conducted employers must examine their workplace to determine if existing or potential risk factors exist that might place employees at risk of occupational assaults or homicides.
- C. Development of a workplace violence prevention program employers must develop a program, with input from employees or an authorized employee representative, that, among other things, includes the following: risk factors identified through the risk evaluation; how the identified risks will be addressed; the methods that will be used to try to prevent workplace violence incidents; a system to report and record any workplace violence incidents may occur in the workplace; a written outline or lesson plan for employee program trainings; and a plan to review and update the program at least once a year.
- D. Provision of training and information for employees employers must provide each employee with information and training on the risks of workplace violence in their workplace(s) at least once a year and any time significant changes are made to the workplace violence prevention program.
- II. Risk factors and measures that were identified in the risk evaluation
- A. Site Specific findings for each building will be provided to staff
- B. Measures that employees can take to protect themselves from the identified risks including specific procedures that the employer has implemented such as:
- i. Incident alert and notification procedures
- ii. Appropriate work practices
- iii. Emergency procedures
- iv. Use of security alarms and other devices
- v. Other existing policies, procedures and work practices relevant to WPV
 - vi. Procedures to report incidents of workplace violence
- III. Location of the written workplace violence prevention program and how to obtain a copy
- IV. Privacy Concerns
- A. How will sensitive information be handled?

Note: Information otherwise kept confidential for security reasons does not have to be disclosed to all employees. Examples of confidential information include but are not limited to information that would interfere with law enforcement investigations or judicial proceedings, would deprive a person of a right to a fair trial, would identify a confidential source or disclose confidential information relating to a criminal investigation, would reveal criminal investigative techniques or procedures except routine techniques and procedures, or would endanger the life or safety of any person.

WORKPLACE VIOLENCE INCIDENT REPORT

1.	Date of Incident:
2.	Time of day when the incident occurred:
3.	District location where incident occurred:
4.	Provide a detailed description of the incident below.
NaNaNaNaNaNaNa	cription to include the following: ame of employee reporting the incident (unless a "privacy concern case"); ames and job titles of involved employees; ame or other identifier of other individuals involved; ature and extent of injuries arising from the incident; ames of witnesses; and vents leading up to the incident and how the incident ended.

Note: If the case is a 'privacy concern case,' remove the name of the employee who was the victim of the workplace violence and enter "PRIVACY CONCERN CASE" in the space normally used for the employee's name. Privacy concern cases include cases involving:

- Injury or illness to an intimate body part or the reproductive system;
- Injury or illness resulting from a sexual assault;
- Mental illness;
- HIV infection;
- Needle stick injuries and cuts from sharp objects that are or may be contaminated with another person's blood or other potentially infectious material; and
- Other injuries or illnesses, if the employee independently and voluntarily requests that his or her name not be entered on the report.

Approved by the Superintendent: 01/23/24

[1] New York State Department of Labor Workplace Violence Prevention for Public Employers – Appendix 5

Workplace Violence Program Maintenance and Review

Program review (annual) completed on:			

Workplace Violence Committee - Stakeholders and authorized employee representatives:

John Banek, Building Principals, Representatives from New Hartford Teachers' Association Administrators Group, New Hartford Teachers Association, New Hartford Employees Union

Plan and Contact information:

The most current version of this plan will be made available to employees, their authorized representatives, and to representatives of the NYS Department of Labor by contacting or visiting the District website https://www.newhartfordschools.org/.

Workplace Violence Coordinator Contact:

Primary Contact		Secondary Contact	
Name	Jennifer Russ	Name	Allen Hyde
Title	Labor Relations Associate	Title	Assistant Superintendent for Curriculum and Instruction
Department	Human Resources/Labor Relations	Department	Curriculum and Instruction
Phone	315-624-1019	Phone	315-624-1274
Location	33 Oxford Rd. New Hartford	Location	8635 Clinton St. Orchard Hill, New Hartford