

Humility of Mary Health Partners Policy and Procedure

HR-67
Region

Workplace Violence

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Effective Date: 6/01/2000

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Policy Statement:

To ensure our commitment to our values Sacredness of Life and Human Dignity, Humility of Mary Health Partners (HMHP) strives to promote a safe, secure and healthy environment for patients, physicians, visitors and employees, and one that is conducive to the provision of health care and related services. To this end, HMHP has a zero tolerance for any forms of intimidation, threats, or acts of violence of aggression or threats that affect its employees or serve in any way to compromise its level of patient care. In order to protect patients, visitors, physicians, and employees, the following procedures are to be followed in the event that any patient, visitor, physician or employee feels threatened or assaulted. This policy covers any form of violence that occurs between two or more individuals. Employee Assistance Program services are available to employees to discuss the after effects of any workplace violence, regardless of the severity.

Procedure:

Definition:

Workplace violence is any inappropriate behavior taking place in the workplace that involves a substantial risk of physical or emotional harm, injury, or threat of injury. Aggressive behavior in the workplace includes, but is not limited to, abusive language, harassment, assault, intimidation, battery and threats.

Immediate violence:

Employees should practice precautions for violence, expecting that it can occur, but avoiding it or mitigating it through preparation and proper response.

- In an effort to deal with actual or potential violent situations, HMHP must first be aware of the situation. In the event that an employee is threatened or assaulted, Protective Services must be notified immediately. At HMHP, Protective Services may be contacted by dialing "9-1-1".
 - a. Remain calm and state the location and description of individual involved.
 - b. Try to seek assistance from other staff members.
- Persons must be aware of warning signs and escalation of behavior that may lead to a violent act. Persons may also witness confrontations that could lead to a violent act. In such cases, persons should immediately contact Protective Services at the above number.

Education:

- HMHP endeavors to educate its employees regarding Workplace Violence and to avoid initiating or escalating violent or potentially violent situations, and to withdraw from such situations if at all possible. Training is given during Orientation and Mandatory Training Sessions and employees are encouraged to attend additional in-service training programs.
- Employees, within the scope of their job, are expected to:
 - Avoid initiating or escalating violent or potentially violent situations.
 - Use the least amount of force necessary to stop violence or restrain the individual.
 - Withdraw from violent or potentially violent situations, if possible.

Process:

- All complaints of intimidation, threats or acts of violence will be treated seriously and will be investigated by the Protective Services Department. In cases where employees are involved, Human Resources will assist in that investigation. Situations involving a member of the medical staff will include the Medical Director as part of the process.
- In the case of violence in the workplace, every employee has an obligation to immediately report any situation to one of these areas even if no injuries occur. In any case of an actual violence in the workplace, the employee should immediately report the incident to the manager and/or Human Resources. Employees who make knowingly false reports will be subject to corrective action.
- Co-workers who become aware of the potential for the manifestation of domestic violence in the workplace should encourage the employee to use the above-mentioned resources. However, in the case of an employee who does not self-refer, HMHP encourages neutral parties (i.e., manager or co-worker) to refer the employee to Human Resources, Protective Services, and/or Medical Director, if applicable. In addition, the employee should report actual or potential domestic violence to law enforcement or other appropriate community agency due to HMHP's limited ability to become involved in domestic issues.
- Once Human Resources, Protective Services, and/or Medical Director, if applicable, is contacted, they will assess the situation, identify internal and external services that can assist the employee, and which will protect the workplace, and develop a plan of action to protect the employee. HMHP may help an employee obtain any one or more of the following:
 - counseling and critical incident stress debriefing sessions
 - legal advice
 - law enforcement services
 - safe shelter
 - workers' compensation and medical benefits.
- This list is not exhaustive and HMHP will utilize appropriate internal employee services depending on the situation, i.e., EAP. Humility of Mary Health Partners will also cooperate and coordinate, as best it can, with any external agencies used by the employee.

- In the case where an employee is involved, corrective action will be taken. Such corrective action will be up to and including dismissal in accordance with HMHP work rules, based upon the investigation findings. If appropriate, filing of criminal charges is possible.

Confidentiality:

- The privacy of employees who have been identified or have identified themselves as victims of violence will be fully respected. Participating in the violence intervention program will not jeopardize an employee's job security, promotional opportunities or reputation.
- Records and discussions of personal problems are confidential and will not become part of the employee's personnel files. Only the Vice President of Human Resources and authorized staff members will have access to any such records. In the case of an employee who has been referred, the referring party will be notified only that employee has been contacted. All details of treatment or other services used will remain confidential.
- Unless requested by law enforcement personnel in furtherance of an investigation, no information will be released without the written consent of the employee.

For your further protection, employees and visitors are encouraged to use escort services available through Protective Services to get to their cars late at night when such cars are parked in distant locations.

Workplace security is everyone's responsibility.

APPROVED BY: _____
Sr. Vice President of Human Resources & Organizational Development Date