

Violence-Free Workplace Policy

Courtesy of a NHA Member Hospital

PURPOSE:

XXX Hospital is committed to maintaining a work environment free of intimidation, threats, or violent acts. These include but are not limited to the following in the workplace: intimidation; threatening or hostile behavior; physical abuse; vandalism; arson; sabotage; use of weapons; possession of weapons of any kind or articles which could be potentially be used as weapons; or any other act which, in the opinion of management, is inappropriate to the workplace and violates the organization's core values. In addition, jokes, offensive comments, bullying, or comments that imply threats of violence are considered violations of this Policy.

COVERAGE/ELIGIBILITY:

This Policy establishes guidelines that apply to internal procedures for addressing violence-related behaviors on the part of individuals performing work for the organization (paid and volunteer). Guidelines concerning violence-related behaviors on the part of patients, visitors, or other individuals in a non-work capacity on the organization's premises are maintained at the local level.

EMPLOYEE RESPONSIBILITIES:

In a non-emergency situation (defined as no imminent threat of bodily injury or property damage, such as intimidation or harassment), employees who feel they have been subjected to any of the behaviors listed above should immediately report the incident to their managers or Human Resources. (Non-employees can report such incidents to any member of management.) Complaints will be investigated and corrective action taken, if appropriate, against the offender. Employees who observe or have knowledge of any act of workplace violence should immediately report the act to management. After hours incidents may also be reported to the house supervisor or administrator on call.

In an emergency situation (which may include but is not limited to possession of a weapon by any person, physical assault by any person, or imminent threats of a violent act), employees should contact Security or the proper local law enforcement authorities immediately if they reasonably believe an imminent, direct threat to the physical safety of themselves or others exists. Management and Human Resources should be notified at the first available opportunity, which may not be until after Security or law enforcement authorities are alerted.

MANAGER RESPONSIBILITIES:

In a non-emergency situation (defined as no imminent threat of bodily injury or property damage, such as intimidation or harassment) or as soon as possible following an emergency situation:

- Contact Human Resources, who will notify other key staff.
- Consult with Human Resources and other key staff to determine who will lead an investigation, if needed, and to ensure appropriate follow-up action is taken.
- Secure all evidence in a safe location.
- Ask all witnesses to document their observations and obtain preliminary statements.
- Document other facts and circumstances, as appropriate.

HUMAN RESOURCES RESPONSIBILITIES:

Act in conjunction with managers (in a non-emergency situation) and with Security or local law enforcement (in an emergency situation) to defuse the situation in a manner that emphasizes separating the risk from employees, patients, and visitors in order to ensure their safety to the fullest extent possible. Notify key staff, including Security and Risk Management representatives. In addition, the Human Resources leader or designee will participate, as appropriate, in immediate investigation of the incident, and assist management in determining appropriate employment action when applicable.

Additional Process Considerations/Reminders:

All employees are to be aware that workplace violence situations can have the following consequences:

- Any employee who refuses to submit to a reasonable search or who is found to be in possession of weapons or articles that could be used as weapons may be subject to corrective action, up to and including separation from the organization.
- Any employee found to have violated this Policy may be subject to corrective action, up to and including separation from the organization, and reported to appropriate boards as permitted by law
- Any employee who knowingly makes a false accusation against another individual in regard to this Policy may be subject to corrective action up to and including separation from the organization.
- Individuals who are not employees and who engage in acts of violence on the organization's premises will be reported to the appropriate law enforcement authorities.
- Off-duty conduct: The employer organization reserves the right to review, investigate, and take employment-related actions based on off-duty conduct that could impact an employee's fitness for duty or could otherwise indicate a propensity for future violence in the workplace.
- The employer organization will abide by the terms of restraining orders that may be issued in situations involving off-duty conduct or violence including but not limited to transferring, suspending, or terminating any employee subject to such an order.
- Accusations of workplace violence under this Policy will be investigated and kept as confidential as reasonably practical given the circumstances.
- No person will be retaliated against for reporting an act of workplace violence or participating in an investigation in good faith.
An employee who believes he/she has been subjected to retaliation should promptly report that to his/her manager, another manager, or Human Resources.
- An employee who files a report of workplace violence or a complaint of retaliation for making such a report will be notified of action taken on such report or complaint, as appropriate, when the investigation is complete