**PURPOSE:**

Healthcare workers have faced a significant risk of job-related violence and violence continues to increase. This Hospital will provide a means of addressing workplace violence.

**POLICY:**

* The safety and security of Hospital personnel, patients and visitors is of vital importance. Therefore, acts or threats of physical violence, including intimidation, harassment or coercion, which in your judgment affects the Hospital or which occurs on Hospital property will not be tolerated.
* This prohibition against threats and acts of violence applies to all persons involved, including but not limited to Hospital personnel, contract and temporary personnel, patients and visitors. Therefore, violations of this policy by any individual on Hospital property is considered misconduct and will lead to disciplinary and/or legal action as appropriate.
* No reprisals will be taken against any employee who reports or experiences workplace violence.

RESPONSIBILITY FOR A WORKPLACE FREE FROM ACTS AND THREATS OF VIOLENCE:

* All Hospital personnel must refrain from engaging in acts of violence and are responsible for maintaining a work environment free from acts or threats of violence.

PREVENTION PROGRAM FOR WORKPLACE SECURITY:

* A prevention program for workplace security will include the following:
* Complete a security and safety assessment of hospital;
* Sufficient trained personnel to provide security;
* Controlling access and freedom of movement;
* Ensuring adequate security systems including door locks, security windows, physical barriers and restraint systems;
* Employee training;
* Effective systems to warn others of a security danger or to summon assistance (i.e., panic buttons);
* Adequate employee escape routes;
* Buddy system for specified emergency events.

THE MANAGEMENT RESPONSE TEAM:

* This Hospital has established an incident response team which is responsible for the overall implementation and maintenance of the Hospital's Workplace Violence Prevention Plan. Management response team members are management level representatives from the following departments:
* Human Resources
* Safety
* Security Department
* Risk Management
* Corporate Council
* Administration
* The management response team is headed by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. He/she can be contacted by dialing "0" (Hospital Operator).
* The management response team’s duties include, but are not limited to, improving the Hospital's readiness to address workplace violence by:
* Reviewing past incidents of violence at the Hospital.
* Reviewing Hospital’s readiness to respond to issues of workplace violence.
* Developing an expertise among management response team members and other appropriate members of management regarding issues of workplace violence.
* Establishing liaison with local law enforcement and emergency services.
* Training Hospital personnel.
* Initial appropriate pre-employment screening of potential Hospital personnel in order to minimize the likelihood of hiring an individual with violent propensities.
* Establishing and maintaining policies and procedures for dealing with issues of workplace violence among contract and temporary personnel.
* The management response team may assign all or some of these tasks to other individuals within the Hospital. Nevertheless, the management response team remains ultimately responsible for implementing and maintenance of the Hospital's Workplace Violence Prevention Plan.

MANAGERS AND SUPERVISORS SHALL BE RESPONSIBLE FOR THE FOLLOWING:

* Workplace violence prevention training for personnel under their supervision.
* Assisting management response team with implementing and maintaining the workplace violence program.
* All Hospital personnel shall obey all approved workplace violence prevention policies.
* Managers, supervisors and all employees shall be held accountable for reporting all incidents and following-up on violence related reports.

REPORTING REQUIREMENTS:

* Hospital Personnel:
* Personnel shall report immediately any acts or threats of violence occurring on Hospital premises to the Security Department, their supervisor, a management response team member or to the Human Resources Department. No employee will be disciplined or discharged for reporting any threats or acts of violence.
* Supervisor:
* Supervisors shall report immediately any acts or threats of violence to the Security Department, their immediate supervisor, management response team member or the Human Resources Department. Supervisors/Managers are additionally required to report the occurrences of each warning sign of violence that they observe (i.e., verbal abuse, aggressive behavior, loitering).
* Contract Services:
* Third parties working on Hospital premises, shall be informed of Workplace Violence Prevention requirements by contracting department prior to doing any actual work on Hospital premises.

MEDICAL MANAGEMENT:

* Employees, who are victims of violence, will be provided with medical and emotional treatment. Employees who are abused by patients, visitors, clients and so on, may experience long- and short-term psychological trauma, post traumatic stress, anger, anxiety, irritability, depression, shock, disbelief, self-blame, fear of returning to work, disturbed sleep patterns, headaches and changes in relationships with family and coworkers.
* Employees, who have been the victims of violence will receive immediate physical evaluations, be removed from the worksite and treated for acute injuries. Additionally, referrals shall be made for appropriate evaluation, treatment, counseling and assistance both at the time of the incident and for any follow-up treatment necessary.

RECORDKEEPING:

* Recordkeeping should be used to provide information for analysis, evaluation of methods of control, severity determinations, identifying training needs and overall program evaluations.
* Recordkeeping includes the following:
* Entry of injury on the OSHA Injury and Illness Log. Injuries that must be recorded include the following:
* Loss of consciousness
* Restriction of work or motions
* Transfer to another job or termination of employment
* Medical treatment beyond first aid.
* All incidents of abuse, verbal attacks or aggressive behavior;
* Recording and communicating mechanism so that all staff who may provide care for an escalating or potentially aggressive, abusive or violent patient will be aware of the patient’s status and of any problems experienced in the past;
* Gathering of information to identify any past history of violent behavior, incarceration, probation reports or any other information that assists employees to assess violent status;
* Emergency Department personnel are encouraged to obtain and record information regarding drug abuse, criminal activity or other relevant information;
* Workers’ Compensation and insurance records;
* Safety Committee Minutes and inspections are kept in accordance with requirements; and
* Training program contents and sign-in sheets of all attendees are maintained.