

 Kaleida Health POLICY	Title: Violence in the Workplace	# HR.19
	Owner: Human Resources	Issued: 7/2/99
Keywords: WPV, Harassment, Violence		

I. Statement of Purpose

Kaleida Health practices a no tolerance philosophy with regards to any acts or threats of violence by any employee or former employee against any other employee in or about Kaleida’s facilities or elsewhere at any time. Kaleida Health prohibits any acts or threats of violence against its employees, patients, or visitors by any individual on the company’s premises at any time or while they are engaged in business with or on behalf of Kaleida Health, on or off the company premises.

This document sets forth the Kaleida Health policy on Workplace Violence and its procedure for crisis intervention.

II. Audience

All employees of Kaleida Health as well as former employees, patients or visitors

III. Instructions – (Outline necessary steps for consistent completion of process/ procedure)

- A. To support the company’s objectives to provide a safe and healthy work environment, Kaleida is committed to the following:
1. Taking prompt remedial action, up to and including immediate termination, against any employee who engages in any threatening behavior or acts of violence or who uses any obscene, abusive, or threatening language or gestures. Such actions may include notification of law enforcement agencies.
 2. Taking appropriate action against former employees, visitors or patients who engage in such behavior. Such action may include notifying the police or other law enforcement agencies and prosecuting violators of this policy to the maximum extent of the law.
 3. Prohibiting employees, former employees, patients, and visitors from bringing unauthorized firearms, explosives, weapons or any item that could be construed as a potential weapon onto the company’s premises.
 4. Maintaining practical security measures to ensure that the company’s facilities are safe and secure to the maximum extent possible and to deal properly with access to company facilities by the public, off-duty employees, and former employees.
- B. **Employee Assistance Program**
Any employee who displays a tendency to engage in violent, abusive, or threatening behavior or who otherwise engages in behavior that management deems offensive or inappropriate; may be required to attend EAP for counseling or other appropriate treatment as a condition of employment. Such employees may also be subject to corrective action, up to and including termination.

C. Duty to Warn

In furtherance of this policy, employees have a duty to warn their supervisors, security personnel, or Human Resources representatives if they are aware of or suspect any problematic workplace activity, situations, or incidents that involve other employees, former employees, patients, or visitors. This would include, for example, threats, acts of violence, aggressive behavior, or threatening or offensive acts or comments. Employee reports made in good faith pursuant to this policy will be held in confidence, to the maximum possible extent. Kaleida Health will not condone any form of retaliation against any employee for making a report under this policy.

D. Physical Hostile Actions

Physical hostile actions that may be considered endangering or life-threatening by or against any employee or individual on Kaleida property, or while an employee is off-premises engaged in business; should be responded to by calling the site's security staff. Upon such notification, the following procedure will be observed:

1. Security will take appropriate action to prevent or address the hostile action including, if warranted, notifying the police. Security will also notify Human Resources.
2. Human Resources will review the incident with Security, department managers and legal representatives (if appropriate) to determine what employment related actions may be appropriate. Physical hostile actions or threats by an employee require immediate suspension. Law enforcement may also be required.

E. Threats against Individuals or Kaleida Health

Managers should contact Site Security immediately (or 911) whenever there is a threat of physical violence. Confrontational threats while at work should be dealt with in the following manner:

1. The supervisor and/or a member of Human Resources or Security will immediately meet with the individual or individuals involved.
2. Depending on the seriousness of the threats, managers should suspend the employees(s) involved (to allow time for gathering additional facts). Further corrective action may be taken if deemed appropriate.
3. For employees suspended, Security must be notified, the employee's badge retrieved and canceled, and the individual escorted out of the building.

F. Workplace Violence Committee

Kaleida Health will assemble a multi-disciplinary team to address workplace violence and act as a threat assessment team.

The purpose of this committee will be to:

1. Identify employees at most risk for workplace violence.
2. Identify the locations where violence is most likely to occur.
3. Identify risks for home healthcare workers.
4. Identify the risk factors for violence.
5. Identify the effects and consequences of violence.
6. Identify prevention strategies such as education and training.
7. Review existing policies.
8. Thoroughly investigate and document all reported incidents of workplace violence.

- G. **Communications with News Media**
All communications with the press and other news media about a violent workplace incident will be handled by Public Relations, in coordination with the Senior Vice President of Human Resources and legal counsel.
- H. Managers should prepare a written summary of events as soon as possible, including the names of witnesses, if any. It is critical that any material or evidence relevant to the incident be maintained by Human Resources/or Security until Human Resources decides on its proper disposition. Chain of custody procedures should be followed, as appropriate, for any evidence collected.

In all circumstances, Human Resources will maintain a complete and detailed log of events that will be reviewed as needed.

- IV. **Approved by - (Include date)**

Security	8/16
Corporate Policy Approval Committee	8/12/16

- V. **References (Include evidence based research, Kaleida Health policy, and regulation as applicable)**
 - [HR.3](#) - Harassment
 - [HR.8](#) - Problem Resolution
 - [HR.15](#) - Standards of Personal Conduct
 - [IT.5](#) - Internet Access Policy
 - [LE.5](#) - Code of Conduct and Business Ethics
 - [MED.9](#) - Disruptive Medical Staff Member Policy

Version History:

Effective Date:	Reviewed/ Revised
8/29/16	Revised
6/12	Revised
9/07	Reviewed no changes
1/05	Reviewed no changes
12/01	Reviewed no changes

Kaleida Health developed these Policies, Standards of Practice, and Process Maps in conjunction with administrative and clinical departments. These documents were designed to aid the qualified health care team, hospital administration and staff in making clinical and non-clinical decisions about our patients' care and the environment and services we provide for our patients. These documents should not be construed as dictating exclusive courses of treatment and/or procedures. No one should view these documents and their bibliographic references as a final authority on patient care. Variations of these documents in practice may be warranted based on individual patient characteristics and unique clinical and non-clinical circumstances. Upon printing, this document will be valid for 12/28/2017 only. Please contact Taylor Healthcare regarding any associated forms.