

SUBJECT: **VIOLENCE MANAGEMENT POLICY**

I. POLICY

The Medical Center strives to maintain an educational and working environment free from violence and intimidation. Workplace violence and threats will not be tolerated. Weapons are prohibited on all Medical Center property. Violent acts and/or threatening behavior may result in disciplinary action, termination and legal action.

II. PURPOSE

For the purposes of this policy, workplace violence is defined as: written, verbal and/or nonverbal threats of bodily harm, or intimidation: physical assault and/or battery. These acts can be directed:

- X to an employee from a co-worker
- X to an employee from a supervisor
- X to a supervisor from an employee
- X to an employee from a vendor, patient, visitor, family member or other person
- X to a vendor, patient, visitor or other person from an employee

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Examples of workplace violence include: written, verbal or physical threat to harm, physically touching another in such a way that is unwelcome and/or with intent to cause distress or injury, approaching or threatening another with a weapon, causing or attempting to cause injury or intimidation to another person.

III. PROCEDURE

A. **EMERGENT SITUATIONS REQUIRING POLICE-** If the violence is of such a nature that serious bodily harm is imminent or likely, a call should be placed directly to the XXXX Police Department (911). These incidents include situations involving weapons or extreme force that by its nature would inflict serious bodily harm. As soon as practical after notifying the Police, contact Medical Center Safety/Security (6-3305) so that they can respond and document the incident as well.

EMERGENT SITUATIONS NOT REQUIRING POLICE- This addresses Emergent cases that, require Security response, and making a direct call to Security is dangerous or impractical because the threat is still present: Use the ***Emergency Code-“DOCTOR ARMSTONG***. Call XXX and announce that you need ***Doctor Armstrong*** at your location. This code will indicate that you require immediate assistance without placing you at further risk by announcing the nature of the crisis.

B. In instances where there is not imminent serious bodily harm or the incident has passed or occurred over the telephone, contact Medical Center Safety/Security XXXXX to file a report. Employees should notify their supervisor of any

occurrence in their work area. Supervisors may find it helpful to contact their respective human resource department for guidance on any disciplinary issues arising from a threatening or violent incident. If there is any question if an incident should be reported, call XXXXX for clarification.

- C. All incidents of workplace violence covered under this policy will be reported to Medical Center Safety/Security so that a proper investigation can be conducted. All investigations will be reviewed for completeness, location, persons involved and any other necessary criteria in order to monitor trends and design a more effective program of safety for our employees, patients, and visitors.
- D. Complaints of violence, assault, threats and intimidation will be treated seriously and will be promptly investigated with reasonable steps to protect the safety and confidentiality of all persons involved. Individuals who, in good faith, report these incidents or present evidence in an investigation are protected from any retaliatory actions or any negative administrative or academic action.