

# ACME Healthcare Workplace Violence Policy

## 1. Purpose

ACME Healthcare is committed to maintaining a safe and secure environment for all employees, patients, and visitors. This policy aims to prevent workplace violence, provide guidelines for recognizing and responding to incidents, and ensure prompt, effective responses to any incidents that may occur.

## 2. Scope

This policy applies to all employees, contractors, volunteers, patients, and visitors at ACME Healthcare. It covers all work-related settings and activities, including those occurring on ACME Healthcare premises, off-site locations where business is conducted, company-sponsored events, and while using company-owned or leased property.

## 3. Definitions

- Workplace Violence: Any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. It includes but is not limited to:
  - Physical Assault: Hitting, shoving, pushing, or other physical attacks.
  - Threats: Statements or behaviors that convey the intention to harm.
  - Verbal Abuse: Insults, swearing, or offensive language.
  - Bullying: Repeated, health-harming mistreatment, such as verbal abuse, offensive conduct/behaviors, and work interference.
  - Domestic Violence: Situations where an individual may be harmed or threatened by someone with whom they have a personal relationship outside of work.
  - Stalking: Repeated, unwanted attention and contact by another individual that causes fear or concern for one's safety.
- Employee: Any individual employed by ACME Healthcare, including full-time, part-time, temporary staff, and volunteers.

## 4. Responsibilities

### 4.1 Management

- Policy Communication: Ensure all employees are aware of and understand the workplace violence policy through orientations, annual trainings, and regular communications.
- Training: Provide ongoing training on recognizing and preventing workplace violence, conflict resolution, and stress management.

- Incident Management: Take all reports of workplace violence seriously and ensure they are investigated promptly and thoroughly.
- Policy Enforcement: Implement and enforce this policy consistently across all levels of the organization. Ensure disciplinary actions are taken when necessary.

#### 4.2 Employees

- Incident Reporting: Report any incidents of workplace violence immediately to a supervisor, manager, or human resources.
- Participation in Training: Participate in all required training related to workplace violence prevention.
- Cooperation: Cooperate with any investigations related to workplace violence incidents.
- Conduct: Maintain professional behavior and adhere to the company's code of conduct at all times.

#### 4.3 Security Personnel

- Monitoring: Conduct regular patrols and monitor security systems to detect and deter potential threats.
- Incident Response: Respond promptly to any reports of violence, ensuring the safety of all individuals involved.
- Collaboration: Work closely with management and law enforcement to address and resolve incidents of workplace violence.

### 5. Prevention Strategies

- Risk Assessments: Conduct regular risk assessments to identify potential hazards related to workplace violence. Assessments should consider factors such as facility layout, staffing levels, and the presence of high-risk individuals.
- Security Measures: Implement security measures such as surveillance cameras, secure access controls, metal detectors, and panic buttons where necessary. Ensure all security systems are regularly maintained and tested.
- Environment Design: Design workspaces to minimize risks, including secure reception areas, adequate lighting, and clear exit routes.
- Communication Systems: Establish reliable communication systems for reporting and responding to incidents, including emergency communication devices and procedures.

### 6. Reporting Procedures

- Immediate Reporting: Employees should report any incidents of workplace violence to their immediate supervisor, human resources, or through the anonymous reporting system immediately.
- Detailed Reports: All reports should include details such as the date, time, location, individuals involved, and a description of the incident. Use the Workplace Violence Incident Report Form (Appendix A) for consistent documentation.

- **Anonymous Reporting:** Provide an anonymous reporting mechanism to encourage employees to report incidents without fear of retaliation. Ensure confidentiality and protect the identity of the reporting individual as much as possible.

## 7. Response Procedures

- **Immediate Safety Measures:** Take immediate steps to ensure the safety of all parties involved. This may include removing the aggressor from the premises, providing medical care to injured individuals, and securing the area.
- **Law Enforcement:** Notify law enforcement if the situation warrants it, especially in cases of physical assault, serious threats, or any illegal activities.
- **Medical and Psychological Support:** Provide medical care or psychological support to affected individuals through the Employee Assistance Program (EAP) or external resources.
- **Investigation:** Conduct a thorough investigation into the incident to determine the facts and circumstances. This should include interviewing witnesses, reviewing security footage, and documenting findings.
- **Corrective Actions:** Based on the investigation's findings, take appropriate disciplinary action, which may include verbal warnings, written reprimands, suspension, termination of employment, or legal action.
- **Follow-up:** Monitor the situation to prevent recurrence and provide ongoing support to affected individuals. Ensure the workplace environment remains safe and conducive to recovery.

## 8. Support for Affected Employees

- **Counseling Services:** Provide access to counseling services for employees affected by workplace violence, either through the Employee Assistance Program (EAP) or external providers.
- **Legal Support:** Offer legal support or referrals for employees dealing with severe cases of violence or harassment that may require legal intervention.
- **Work Adjustments:** Make reasonable accommodations or adjustments to the work environment or schedules to support employees recovering from a violent incident.

## 9. Training and Education

- **Mandatory Training:** Conduct mandatory training sessions for all employees on recognizing, preventing, and responding to workplace violence. Include role-playing scenarios, conflict resolution techniques, and stress management strategies.
- **Refresher Courses:** Provide regular updates and refresher courses to ensure all employees are informed of any changes to the policy or new preventive measures. Encourage ongoing education on related topics such as de-escalation techniques and cultural sensitivity.

- **Specialized Training:** Offer specialized training for managers, supervisors, and security personnel on handling workplace violence incidents and supporting affected employees.

## 10. Confidentiality

- **Confidential Handling:** All reports of workplace violence will be handled with the utmost confidentiality. Only individuals directly involved in the investigation and resolution will have access to the information.
- **Data Protection:** Ensure that all records and documents related to workplace violence incidents are securely stored and protected from unauthorized access.

## 11. Policy Review

- **Annual Review:** This policy will be reviewed annually by the Human Resources Department and the Workplace Safety Committee. Updates will be made as necessary to ensure it remains effective and relevant.
- **Employee Feedback:** Solicit feedback from employees regarding the policy's effectiveness and any areas for improvement. Use surveys, focus groups, and suggestion boxes to gather input.

## 12. Enforcement

- **Consistent Enforcement:** Ensure consistent enforcement of this policy across all levels of the organization. Apply disciplinary actions fairly and uniformly.
- **Disciplinary Actions:** Failure to comply with this policy may result in disciplinary action, up to and including termination of employment. Actions taken will be based on the severity and circumstances of the incident.

## 13. Conclusion

ACME Healthcare is dedicated to providing a safe and respectful workplace. By working together, we can prevent workplace violence and ensure a secure environment for everyone. This policy reflects our commitment to safety, respect, and the well-being of all employees, patients, and visitors.

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### Contact Information for Reporting:

- **Immediate Supervisor:** [Insert Contact Information]
- **Human Resources Department:** [Insert Contact Information]
- **Anonymous Reporting System:** [Insert Contact Information]
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