

ACME Care Senior Living Workplace Violence Policy

1. Introduction

At ACME Care Senior Living, we are committed to ensuring a safe and secure environment for our employees, residents, and visitors. This policy outlines our commitment to preventing workplace violence, detailing the procedures for recognizing, reporting, and addressing such incidents.

2. Scope

This policy applies to all staff members, contractors, volunteers, residents, and visitors within ACME Care Senior Living premises. It covers all work-related locations and activities, including those occurring on-site, at off-site locations where business is conducted, company-sponsored events, and when 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. This includes but is not limited to:
 - **Physical Assault:** Physical attacks such as hitting, shoving, or pushing.
 - **Threats:** Behaviors or statements that imply an intention to cause harm.
 - **Verbal Abuse:** Insults, offensive language, or swearing.
 - **Bullying:** Repeated, health-harming mistreatment, including verbal abuse, offensive conduct/behaviors, and work interference.
 - **Domestic Violence:** Threats or harm from someone with whom the victim has a personal relationship outside of work.
 - **Stalking:** Persistent, unwanted attention and contact that causes fear or concern for one's safety.
- **Employee:** Any individual employed by ACME Care Senior Living, including full-time, part-time, temporary staff, and volunteers.

4. Roles and Responsibilities

4.1 Management

- **Communication:** Ensure all employees are aware of and understand the workplace violence policy through orientation, regular training sessions, and frequent reminders.
- **Training:** Provide continuous training on recognizing and preventing workplace violence, including conflict resolution and stress management.
- **Incident Handling:** Take all reports of workplace violence seriously and ensure timely and thorough investigations.

- **Enforcement:** Apply this policy consistently across all levels of the organization, ensuring that disciplinary actions are taken when necessary.

4.2 Employees

- **Reporting:** Immediately report any incidents of workplace violence to a supervisor, manager, or human resources.
- **Training:** Participate in all required training sessions on workplace violence prevention.
- **Cooperation:** Assist with investigations related to workplace violence incidents.
- **Behavior:** Maintain professional conduct 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 identify and prevent potential threats.
- **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 Measures

- **Risk Assessments:** Regularly conduct risk assessments to identify potential hazards related to workplace violence. Consider factors such as facility layout, staffing levels, and the presence of high-risk individuals.
- **Security Measures:** Implement and maintain security measures such as surveillance cameras, secure access controls, panic buttons, and adequate lighting.
- **Facility Design:** Ensure workspaces are designed to minimize risks, including secure reception areas and clear exit routes.
- **Communication:** Establish reliable communication systems for reporting and responding to incidents, including emergency communication devices and protocols.

6. Reporting Procedures

- **Immediate Reporting:** Employees should report any incidents of workplace violence immediately to their supervisor, human resources, or through the anonymous reporting system.
- **Detailed Reports:** 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 option to encourage reporting without fear of retaliation, ensuring confidentiality and protecting the reporter's identity as much as possible.

7. Response Procedures

- Immediate Actions: Take immediate steps to ensure the safety of all parties involved, which may include removing the aggressor, providing medical care to injured individuals, and securing the area.
- Law Enforcement: Notify law enforcement if necessary, especially in cases of physical assault, severe threats, or illegal activities.
- Support Services: Provide medical and psychological support to affected individuals through the Employee Assistance Program (EAP) or external resources.
- Investigation: Conduct a thorough investigation to determine the facts and circumstances of the incident, including interviewing witnesses and reviewing security footage.
- Corrective Actions: Based on the investigation's findings, take appropriate disciplinary action, which may include verbal warnings, written reprimands, suspension, termination, or legal action.
- Follow-up: Monitor the situation to prevent recurrence and provide ongoing support to affected individuals, ensuring a safe and supportive work environment.

8. Support for Affected Employees

- Counseling Services: Offer access to counseling services for employees affected by workplace violence through the EAP or external providers.
- Legal Assistance: Provide legal support or referrals for employees dealing with severe cases of violence or harassment requiring legal intervention.
- Work Adjustments: Make reasonable adjustments to work environments or schedules to support employees recovering from violent incidents.

9. Training and Education

- Mandatory Training: Conduct mandatory training sessions for all employees on recognizing, preventing, and responding to workplace violence, including role-playing scenarios and conflict resolution techniques.
- Refresher Courses: Provide regular updates and refresher courses to keep all employees informed of policy changes or new preventive measures.
- Specialized Training: Offer specialized training for managers, supervisors, and security personnel on handling workplace violence incidents and supporting affected employees.

10. Confidentiality

- Confidential Reporting: Handle all reports of workplace violence with strict confidentiality, ensuring that only individuals directly involved in the investigation have access to the information.
- Data Protection: Ensure all records and documents related to workplace violence incidents are securely stored and protected from unauthorized access.

11. Policy Review

- Annual Review: Review this policy annually by the Human Resources Department and the Workplace Safety Committee, updating it as necessary to ensure effectiveness and relevance.
- Employee Feedback: Collect feedback from employees regarding the policy's effectiveness and areas for improvement using surveys, focus groups, and suggestion boxes.

12. Policy Enforcement

- Consistent Application: Enforce this policy consistently across all organizational levels, applying disciplinary actions fairly and uniformly.
- Disciplinary Measures: Non-compliance with this policy may result in disciplinary action, up to and including termination. Actions will be based on the severity and specifics of the incident.

13. Conclusion

ACME Care Senior Living is dedicated to fostering a safe and respectful workplace. By adhering to this policy, we aim to prevent workplace violence and maintain a secure environment for everyone. This commitment reflects our dedication to safety, respect, and the well-being of all employees, residents, and visitors.

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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By adhering to this comprehensive workplace violence policy, ACME Care Senior Living strives to create a safe, respectful, and supportive environment for all employees, residents, and visitors.