

ACME West Orthopedics Workplace Violence Policy

1. Objective

The primary goal of ACME West Orthopedics is to ensure a safe and secure environment for our employees, patients, and visitors. This policy aims to prevent workplace violence and provide clear guidelines for identifying, reporting, and addressing incidents effectively.

2. Applicability

This policy is applicable to all employees, contractors, volunteers, patients, and visitors at ACME West Orthopedics. It encompasses all work-related settings and activities, including those occurring at the facility, off-site locations where business is conducted, company-sponsored events, and while using company-owned or leased property.

3. Terminology

- **Workplace Violence:** Any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that takes place at the work site. This includes:
 - **Physical Assault:** Actions such as hitting, shoving, pushing, or other forms of physical attacks.
 - **Threats:** Behaviors or statements that imply an intention to cause harm.
 - **Verbal Abuse:** Use of offensive language, insults, or swearing.
 - **Bullying:** Persistent, health-damaging mistreatment, including verbal abuse, offensive conduct, and work interference.
 - **Domestic Violence:** Harm or threats from someone with whom the victim has a personal relationship outside of work.
 - **Stalking:** Repeated, unwanted attention and contact by another individual that instills fear or concern for one's safety.
- **Employee:** Any individual employed by ACME West Orthopedics, including full-time, part-time, temporary staff, and volunteers.

4. Duties and Responsibilities

4.1 Management

- **Policy Dissemination:** Ensure all employees understand the workplace violence policy through orientations, annual training sessions, and regular communication.
- **Training Programs:** Offer continuous training on recognizing and preventing workplace violence, as well as conflict resolution and stress management.
- **Incident Handling:** Address all reports of workplace violence with seriousness and conduct thorough investigations.
- **Policy Enforcement:** Implement and consistently enforce this policy across all organizational levels, ensuring disciplinary actions are taken when necessary.

4.2 Employees

- Incident Reporting: Promptly report any incidents of workplace violence to a supervisor, manager, or human resources.
- Training Participation: Engage in all required training related to workplace violence prevention.
- Cooperation: Assist with any investigations related to workplace violence incidents.
- Professional Conduct: Maintain professionalism 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.
- Incident Response: Quickly respond to reports of violence, ensuring the safety of all individuals involved.
- Collaboration: Work in close coordination with management and law enforcement to resolve incidents of workplace violence.

5. Prevention Measures

- Risk Assessments: Perform regular risk assessments to identify potential hazards associated with workplace violence. Assessments should consider factors like facility layout, staffing levels, and high-risk individuals.
- Security Enhancements: Implement security measures such as surveillance cameras, secure access controls, metal detectors, and panic buttons where necessary. Regularly maintain and test all security systems.
- Facility Design: Design workspaces to minimize risks, including secure reception areas, adequate lighting, and clear exit routes.
- Communication Protocols: Establish reliable communication systems for reporting and responding to incidents, including emergency communication devices and procedures.

6. Reporting Mechanisms

- Immediate Reporting: Employees should immediately report any incidents of workplace violence to their supervisor, human resources, or through the anonymous reporting system.
- Comprehensive Reports: All reports should detail the date, time, location, individuals involved, and a description of the incident. Utilize the Workplace Violence Incident Report Form (Appendix A) for standardized documentation.
- Anonymous Reporting: Provide an anonymous reporting option to encourage employees to report incidents without fear of retaliation, ensuring confidentiality and protecting the reporter's identity as much as possible.

7. Response Protocols

- **Immediate Actions:** Take immediate steps to secure the safety of all involved parties. This may include removing the aggressor from the premises, providing medical care to injured individuals, and securing the area.
- **Law Enforcement Notification:** Notify law enforcement if necessary, especially in cases of physical assault, severe threats, or illegal activities.
- **Support Services:** Offer medical and psychological support to affected individuals through the Employee Assistance Program (EAP) or external resources.
- **Thorough Investigation:** Conduct a detailed investigation to uncover the facts and circumstances of the incident, including interviewing witnesses, reviewing security footage, and documenting findings.
- **Corrective Measures:** Based on investigation findings, take appropriate disciplinary action, which may include verbal warnings, written reprimands, suspension, termination, or legal action.
- **Ongoing Monitoring:** Monitor the situation to prevent recurrence and provide continuous support to affected individuals. Ensure the workplace remains safe and supportive.

8. Support for Affected Staff

- **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 Awareness

- **Mandatory Training:** Conduct mandatory training for all employees on recognizing, preventing, and responding to workplace violence, including role-playing scenarios, conflict resolution, and stress management strategies.
- **Refresher Training:** Provide regular updates and refresher courses to keep all employees informed of policy changes or new preventive measures. Promote 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 Assurance

- **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 Security:** Protect all records and documents related to workplace violence incidents from unauthorized access.

11. Policy Evaluation

- 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 about 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. Commitment

ACME West Orthopedics 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, patients, and visitors.

Contact Information for Reporting:

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

By adhering to this comprehensive workplace violence policy, ACME West Orthopedics strives to create a safe, respectful, and supportive environment for all employees, patients, and visitors.