



Policy & Procedure

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<input checked="" type="checkbox"/>	GSRMC	<input checked="" type="checkbox"/>	SNLH
<input checked="" type="checkbox"/>	SAGH	<input checked="" type="checkbox"/>	SPCH

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Owner: Human Resources	Authorized by: Sheryl Helms, Vice President HR
Workplace Safety and Violence Reduction	

APPLICATION

All employees of Samaritan Health Services (SHS) and affiliated organizations.

POLICY

Samaritan Health Services is committed to providing a workplace that is free from acts of violence or threats of violence. In keeping with this commitment, Samaritan has established a policy that provides “zero tolerance” for actual or threatened violence against co-workers, patients, or any other persons who are either on our premises or have contact with employees in the course of their duties.

Security and safety in the workplace is every employee’s responsibility. Compliance with this workplace safety policy is a condition of employment and will be evaluated, together with other aspects employee performance. Employees who engage in or contribute to violent behavior, or who threaten others with violence may be subject to corrective action, up to and including termination.

Examples of prohibited conduct include the following:

- ❖ Attempted or actual attack(s)
- ❖ Bringing any type of weapon on to the premises (including the parking lot)
- ❖ Threats of harm
- ❖ Aggressive conduct (such as throwing things or damaging property)
- ❖ Abusive language or gestures.

To promote efforts to provide a safe and secure workplace that is free from violence, Samaritan Health Services has established security measures and practices. It provides programs to train and retrain employees as appropriate. Samaritan Health Services will remedy problems and workplace security hazards that are identified to prevent injuries.

Employees are required to report any incident involving a threat of violence or act of violence immediately without fear of retaliation.

All reported incidents will be investigated by the appropriate person(s) dependent on the circumstances of the incident (see SHS Human Resources Policy Employee Corrective Action Guide). In addition, certain actions may cause the employee to be held liable under state and/or federal law.

PROCEDURE

1. Any employee who has been victimized in any way should immediately report the alleged incident to his or her manager, supervisor, or the nursing supervisor. Fill out a Security Incident Report.

- ❖ If the manager is the source of the alleged incident, the employee should report the problem to another available supervisor, manager, Vice President, or Director of Human Resource.
 - ❖ Depending on the nature of the incident it may be appropriate to report the incident to the local law enforcement agency.
 - ❖ If an employee is injured as a result of an incident, the employee should follow by seeking medical treatment and filing an 801 form (workers' compensation).
2. Managers who receive a complaint involving violence, destruction and/or misuse of hospital assets, resources, and property should report the complaint to administration.
 3. Complaints relating to any form of Harassment should be reported to a manager, Director of Human Resources, or a Vice President.

Investigation

1. All complaints will be investigated thoroughly by the appropriate party, dependent on the circumstances, questioning both the complaint and the alleged perpetrator. The complaint, investigative steps and findings must be documented. All documentation, including names, will be held confidential and reported on a "need to know" basis only.
2. Employees who are dissatisfied with the resolution of an incident may file a complaint according to the human resources grievance policy.

Special Considerations

Safety Protection:

1. Take precautions to protect yourself and others
2. Know the signs that precede violence
3. Use common sense- be careful not to stereotype or make snap judgments
4. Think prevention
5. Never approach a potentially violent situation or person by yourself. Get help immediately
6. Utilize Code 5 or **Call 911 if police involvement is indicated**
7. Do not invade the person's private space
8. Drop what you are doing and give the individual your full attention
9. Make eye contact; speak in a calm voice, work to build trust
10. Diffuse the situation
11. Let the person talk about what is bothering them
12. Listen carefully, paying close attention to body language and behavior
13. Help define the problem by asking for examples of what the person means
14. Explore solutions by asking open-ended questions
15. Provide clarification and non-judgmental feedback

Remember: SAFE

Situation and Surrounding; maintain awareness.

Attend to people; identify their needs.

Find help; don't enter a violent situation alone.

Employee reporting; contact your manager.

DEFINITIONS:

None.

IMPLEMENTATION:

None.

REFERENCES

- Security Incident Report

REVIEW/REVISION HISTORY

Dates Reviewed	03/01/06 eff, 07/01/06, 10/28/11, 01/02/12
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Rev #	Date	Changed By	Revision Description
0-1	History	Human Resources	Historical Review Dates: 03/01/06 eff, 07/01/06
2	10/28/11	S. Helms	Reviewed, put into new format
3	01/02/12	S. Helms	Annual Review