

KATERI MEMORIAL HOSPITAL CENTRE  
ADMINISTRATIVE POLICY AND PROCEDURE

<b>Prepared by:</b> Management Team  <b>Approved by:</b> KMHC Board of Directors	<b>Department</b>  Administration	<b>Effective Date:</b>  April 26 <sup>th</sup> , 2012
<b>Policy:</b> X  <b>Procedure:</b> X	<b>SUBJECT:</b>  Workplace Violence Prevention <b>Policy A – 32.0</b>	<b>Review Date:</b>  January 30, 2013  May 25, 2016

**Purpose:**

The Kateri Memorial Hospital Centre (KMHC) maintains a zero tolerance standard on violence in the workplace. Zero tolerance signs will be predominately displayed to make all aware. This policy will provide KMHC employees guidance insuring an environment, building, property and events that are free of violence and/or the threat of violence.

Education is provided to assist employees to recognize violence triggers and to prevent or deescalate potentially violent situations.

**Policy:**

KMHC has zero tolerance for violence - verbal, written, physical violence or threats:

1. Type I (Criminal Intent): Perpetrator has no relationship to the workplace.
2. Type II (Client): A client, visitor or family member of a client at the workplace becomes violent toward a worker or another client.
3. Type III (Worker-to-Worker): Perpetrator is an employee or past employee of the workplace.
4. Type IV (Personal Relationship): Perpetrator has a relationship with an employee (e.g. domestic violence in the workplace).

- Depending on the severity of the violent behavior, an employee may be reported to the Kahnawa:ke Peacekeepers, be subject to criminal prosecution and be subject to disciplinary action, up to and including dismissal.
- Depending on the severity of the violent behavior, a non-employee may be reported to the Kahnawa:ke Peacekeepers and be subject to criminal prosecution. He may also receive a letter from the KMHC Director of Operations indicating there is zero tolerance on the behavior he exhibited; that on his next visit to the hospital he must present himself to KMHC Security before admittance and that his visit will be monitored until further notice.

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- KMHC will investigate all complaints filed internally and will also investigate any possible violation of this policy of which it is made aware.
- Retaliation against a person who makes a complaint regarding violent behavior or threats of violence made to him is prohibited.

### **Definitions:**

Zero-tolerance - A standard that establishes that any behavior, implied or actual, that violates the policy will not be tolerated.

Court Order - An order by a court that specifies and/or restricts the behavior of an individual. Court Orders may be issued in matters involving domestic violence, stalking or harassment, among other types of protective orders, i.e. temporary restraining orders.

Workplace Violence - Incidents in which a person is threatened, abused or assaulted in the workplace. Workplace violence includes acts committed by clients (or their families), staff and service providers, domestic violence and random violence that occurs as the result of a criminal act.

Threat - The implication or expression of intent to inflict physical harm or actions that a reasonable person would interpret as a threat to physical safety or property.

### **Prohibited Behavior:**

Violence in the workplace may include, but is not limited to, the following list of prohibited behaviors directed at or by a co-worker, supervisor or member of the public:

1. Direct threats or physical intimidation
2. Implications or suggestions of violence
3. Stalking or harassment
4. Possession of weapons of any kind on KMHC property, including satellite offices, parking lots, other exterior premises or while engaged in activities for KMHC in other locations or at KMHC-sponsored events, unless such possession or use is a requirement of the job, e.g., filleting knife when taking clients fishing.
5. Assault of any form; verbal, physical, mental or sexual assault
6. Physical confinement
7. Dangerous or threatening horseplay
8. Loud, disruptive or angry behavior or language that is clearly not part of the typical work environment

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9. Blatant or intentional disregard for the safety or well-being of others
10. Commission of a violent felony or misdemeanor on KMHC property
11. Making threatening phone calls
12. Domestic violence
13. Any other act that a reasonable person would perceive as constituting a threat of violence
14. Inappropriate use of electronica and social media venues (e.g. Facebook, Twitter, emails).

**Procedure:**

An employee within KMHC who:

- Is the victim of violence, or
- Believes he has been threatened with violence, or
- Witnesses an act or threat of violence towards anyone else

shall take the following steps:

1. If an emergency exists and the situation is one of immediate danger, the employee shall contact the Peacekeepers, 450.632.6505, and may take whatever emergency steps are available and appropriate to protect himself from immediate harm, e.g. leave the area, call a Code White.
2. If the situation is not one of immediate danger, the employee shall report the incident to the appropriate Manager as soon as possible and complete a Staff Accident form. If a visitor or client is the victim, the appropriate Incident and Accident form, shall be completed, i.e. AH223 or the KMHC Risk Management Form for Non-clinical Events.

N.B. Employees who have signed and filed a restraining order, temporary or permanent, against an individual due to a potential act of violence, who would be in violation of the order by coming near the employee at work, shall immediately supply a copy of the signed order to his Manager. The Manager shall provide copies to the Department Director, Human Resources, Security and the Kahnawa:ke Peacekeepers.

**Incident Investigation:**

Acts of violence or threats will be investigated immediately in order to protect employees from danger, unnecessary anxiety concerning their welfare and the loss of productivity. The employee's Manager will initiate an investigation into potential violation of the policy.

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Procedures for investigating incidents of workplace violence include:

- Visiting the scene of an incident as soon as possible
- Taking photos of the scene, if appropriate
- Interviewing injured and threatened employees and witnesses
- Acquiring signed statements
- Examining the workplace for security risk factors associated with the incident, including any reports of inappropriate behavior by the perpetrator
- Determining the cause of the incident
- Possibly referring the matter to the Kahnawa:ke Peacekeepers for their review of potential violation of civil and/or criminal law.

### **Training and Instruction:**

KMHC's Human Resources Department shall be responsible for ensuring that all employees are provided training and instruction on general workplace security practices. Managers shall be responsible for ensuring that all employees are provided training and instruction on job-specific workplace security practices, e.g. Security personnel on Code White Team.

Training and instruction shall be provided as follows:

- To all employees
- To affected employees whenever Management is made aware of a new or previously unrecognized hazard.

Workplace security training and instruction includes, but is not limited to, the following:

- ❖ Preventive measures to reduce the threat of workplace violence, including procedures for reporting workplace security hazards
- ❖ Methods to diffuse hostile or threatening situations
- ❖ Escape routes
- ❖ Explanation of the policy.