

Regulation(s): OSHA Act Section 5(a)(1)
L-Tag(s): None

POLICY: Lifesong Hospice and Palliative Care provides a safe environment for all employees and volunteers, free from violence or intimidation.

PROCEDURE:

1. Lifesong Hospice and Palliative Care does not tolerate any type of workplace violence committed by or against employees, patients, families, visitors, and/or vendors. Employees are prohibited from making threats or engaging in violent activities.
2. Examples of conduct that is prohibited includes, but is not limited to:
 - a. causing physical injury to another person;
 - b. making threatening remarks (either in person or in electronic form, including social media);
 - c. aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress;
 - d. intentionally damaging employer and/or employee property;
 - e. possession of a weapon while on company property or while on company business; and
 - f. committing acts motivated by, or related to, sexual harassment and/or domestic violence.

Reporting Procedure

1. Any potentially dangerous situations must be reported immediately to a supervisor or the Administrator.
2. Reports can be made anonymously, through the compliance hotline or by other means, and all reported incidents are investigated.
3. Reports or incidents warranting confidentiality are handled appropriately and information is disclosed to others only on a need-to-know basis.
4. All parties involved in a situation are counseled and the results of investigations are discussed with them as appropriate. Lifesong Hospice and Palliative Care actively intervenes at any indication of a possible hostile or violent situation.

Created:	Reviewed:	Revised:	Effective:
8/18	2/19		4/2019
Reviewed:	Reviewed:	Reviewed:	Reviewed:

Risk Reduction Measures

1. Hiring: Reasonable measures are taken to conduct background investigations to review candidate backgrounds and reduce the risk of hiring individuals with a history of violent behavior.
2. Safety: The hospice conducts annual inspections of the premises to evaluate and determine any vulnerabilities to workplace violence or hazards. Necessary corrective action is taken to reduce all risks.
3. Individual situations: Employees are expected to exercise good judgment and to inform their supervisor or the Executive Director if any employee exhibits behavior which could indicate a potentially dangerous situation. Such behavior includes, but is not limited to:
 - a. discussing weapons or bringing them to the workplace;
 - b. displaying overt signs of extreme stress, resentment, hostility, or anger;
 - c. making threatening remarks;
 - d. sudden or significant deterioration of performance; and
 - e. displaying irrational or inappropriate behavior.

Dangerous/Emergency Situations

1. Employees who confront or encounter an armed or dangerous person should not attempt to challenge or disarm the individual. Employees should remain calm, make constant eye contact and talk to the individual.
2. If a supervisor can be safely notified of the need for assistance without endangering the safety of the employee or others, such notice should be given. Otherwise, cooperate and follow the instructions given.

Enforcement

1. Threats, threatening conduct, or any other acts of aggression or violence in the workplace are not tolerated by Lifesong Hospice and Palliative Care.
2. Any employee determined to have committed such acts is subject to disciplinary action, up to and including termination.
3. Non-employees engaged in violent acts on the hospice's premises are immediately reported to the proper authorities and fully prosecuted.

Created:	Reviewed:	Revised:	Effective:
8/18	2/19		4/2019
Reviewed:	Reviewed:	Reviewed:	Reviewed: