

POLICY AND PROCEDURES
Mille Lacs Health System

Title: Violence-Free Workplace Policy	Review Responsibility: Human Resources
Policy No. (if any):	Pages: 3
Last Revised: 7/03, 3/10, 3/11, 6/12 By: Human Resources	Last Reviewed: 7/03, 3/10, 3/11, 6/12 By: Human Resources
Approved:	

A. POLICY STATEMENT:

Mille Lacs Health System is committed to providing employees a work environment that is free of violence. All staff is expected to work toward this goal. This policy is intended to establish a procedure that prohibits violence in the work place. Workplace harassment of or violence toward or by employees, coworkers, management and third parties including non-employees such as patients, residents, visitors, relatives, acquaintances strangers, or vendors, will not be tolerated. Any behavior that constitutes violence for any reasons, for example, statements or behavior based on race, color, religion, gender (sexual harassment), national origin, age, size, sexual orientation, genetic information or disability, will not be tolerated in our workplace.

B. OVERVIEW:

No individual may engage in any verbal or physical conduct which causes or threatens to cause harm to persons or property. This includes conduct which has the effect of threatening others, regardless of the intent of the individual.

B. APPLICABLE TO: All employees and non-employees

C. DEFINITIONS:

Workplace Violence: Any physical assault or other unacceptable physical contact, threatening behavior or verbal abuse occurring in the workplace by employees or third party non-employees. It includes, but is not limited to, hitting, beating, stabbing, suicide, shooting, rape, attempted suicide, psychological trauma such as threats, obscene phone calls, and intimidating presence, and harassment of any nature such as stalking, shouting or swearing in person or on the telephone.

PROHIBITED ACTIONS:

Prohibited conduct includes, but is not limited to:

- injuring another person physically;
- engaging in behavior that creates a reasonable fear of injury to another person;
- engaging in behavior that subjects another individual to extreme emotional distress;
- threatening, obscene, or harassing phone calls, voicemails or e-mail messages depicting or threatening violence
- possessing, brandishing, or using a weapon while on the MLHS premises or engaged in MLHS business;
- intentionally damaging property;

- threatening to injure an individual or to damage property;
- committing injurious acts motivated by, or related to, domestic violence or sexual harassment;
- retaliating against any employee who, in good faith, reports a violation of this policy;
- and
- any other conduct or acts which management believes represents an imminent or potential danger to workplace safety/security.

PROCEDURE FOR VIOLENCE IN PERSON

1. Refer to “Code Green” Policy located in the S:\Policies\Master Policy Index by Dept.

PROCEDURE FOR VIOLENT PHONE CALLS

1. The employee taking the call will attempt to diffuse or resolve the problem at the lowest level of intervention possible including speaking slowly in a low, calm voice.
1. If the situation continues, staff will tell the caller to stop the offensive conduct or communication.
3. If the offending behavior continues after you have asked them to stop, staff will ask them to call back when they have calmed down and hang up.
4. Any repeated harassing phone calls will receive the same message. Staff will ask the person to call back when they can discuss their request in a non-threatening manner.
5. The employee needs to document the incident in writing. This document will be reviewed by the manager for the appropriate action.
6. If a caller threatens violence and the staff believes there is a possibility of imminent danger, the employee is required to report the situation immediately to their manager or law enforcement.

REPORTING CONTENT

1. Report any acts of violence immediately to your Supervisor or the Human Resource representative. (**You may also contact Security as necessary based on scheduled availability during the hours of 8:00 p.m. to 4:00 am M-F. On weekends security is available from Friday 8pm to Monday morning 8am. You may page or phone for security during these hours. The phone number is 320-360-3606.
2. Things to report include:
 - a. Statements or communications by others that imply physical harm
 - b. Harassing, obscene phone calls
 - c. E-mail messages which are violent or offensive
 - d. Weapons or discussions about weapons
 - e. Pushing, shoving or horseplay
 - f. Suspicious or unfamiliar people in your work area who don't appear to have any reason to be there
 - g. Trespassers or solicitors

INVESTIGATION OF COMPLAINT

Allegations of workplace violence, harassment, or disrespectful statements or behavior will be forwarded to the manager or supervisor.

Any reported incident will be investigated. The investigation will normally include an interview with the employee making the allegations, the individual who is subject of the investigation, and other appropriate witnesses. All determinations will be made on a case-by-case basis

Complaints and actions taken to resolve complaints will be handled as confidentially as possible, given

the MLHS' obligation to investigate and act upon reports violence.

Retaliation of any kind against an employee who reports a suspected incident of harassment is prohibited. An employee who violates this policy or retaliates against an employee in any way will be subject to disciplinary action up to and including termination.

*This policy may be changed or modified by the employer at any time.