

<b>Org:</b>	<i>WVU Physicians of Charleston</i>	<b>Policy #:</b>	<i>Safety &amp; Health – Prevention of Violence in the Workplace</i>
<b>Dept:</b>	<i>Administration; Health &amp; Safety Committee</i>	<b>Effective Date:</b>	<i>04-01-2011</i>
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**I. PURPOSE**

To ensure that all WVUPC employees adhere to work practices that are designed to make the workplace more secure, and that they carry out their job responsibilities in such a way as to minimize the likelihood of accidents or injury secondary to workplace violence.

**II. COMMAND & CONTROL**

The individual who discovers or first becomes aware of any situation that reasonably suggests the likelihood of workplace violence must immediately notify the Security Office for the specific clinical location. Clinical locations operated by WVUPC within CAMC facilities must contact CAMC Security. Other WVUPC operated offices or locations should call 911. Supervisors of each WVUPC operated location are responsible for posting relevant emergency numbers at readily visible locations throughout their worksite.

**III. POLICY**

The processes outlined in this Policy shall be followed by all WVUPC personnel in the event of a bomb threat in order to protect the safety and health of all staff, patients and visitors.

**IV. PROCEDURE**

- a. All employees are responsible for using safe work practices, for following all directives, policies and procedures, and for assisting corporate management in maintaining a safe and secure work environment.
- b. Workplace violence may include threatening words or actions, and may be expressed in the form of any unusual or unwelcome display of violence, aggression, abuse or harassment.
- c. Employees should know the signs of potential violence and/or suspicious behavior, such as:
  - i. Pacing and/or restlessness
  - ii. Clenched fists
  - iii. Increasingly loud speech
  - iv. Excessive insistence on a particular course of action
  - v. Threats
  - vi. Cursing
- d. Violent or potentially violent episodes on the part of any individual which are reasonably believed to pose a threat to patients, visitors or staff shall be reported

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immediately to the Security department of the relevant WVUPC worksite location, or by calling 911.

- e. After contacting Security and while awaiting assistance, employees who are communicating with any potentially violent individual should attempt diffuse the situation if possible by
  - i. Maintaining a neutral expression
  - ii. Speaking with the individual calmly and clearly
  - iii. Gaining and maintaining eye contact with the individual
  - iv. Using open ended sentences (i.e. “Can you tell me what is bothering you?” or “How is it that I could help you deal with your frustration?”)
  - v. Providing the individual with appropriate choices that maintain the individual’s autonomy and dignity
  - vi. Avoiding physical confrontation
- f. Administrators and supervisors of clinical locations and other WVUPC worksite locations shall provide training opportunities for departmental supervisors and staff regarding how to deal with potentially violent persons in the workplace.
- g. All incidents of potential violence should be reported to WVUPC administration as specified in the WVUPC Incident Report policy and procedure

**V. AMENDMENT OR TERMINATION OF THIS POLICY:**

This policy may be amended or terminated at any time.

**VI. REFERENCES: Related Policies or Laws**

“Guidelines for Preventing Workplace Violence for Healthcare Workers and Social Workers.” [www.osha.gov/Publications/osha3148.pdf](http://www.osha.gov/Publications/osha3148.pdf).

**VII. QUESTIONS OR PROBLEMS:**

List person responsible for interpretation or maintenance of this policy

Name:	Tiffany Edwards, MBA, FACHE
Title:	WVUPC Security Officer
Phone number:	304-388-4615
Email:	edwardst@rcbhsc.wvu.edu

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**VIII. RESPONSIBILITY:**

List the highest authority, officer or group authorizing this policy:

Name:	WVUPC Health & Safety Committee
Title:	Tiffany Edwards, Safety Officer
Phone number:	304-388-4615