

See something? Say something!

Providence is committed to providing a safe, secure environment. We will not tolerate any act of violence toward patients, guests or caregivers.

To effectively prevent and respond to workplace violence, we rely on caregivers to report any incident or condition that creates an unsafe, hostile or uncomfortable work environment.

If you're the victim of workplace violence, including bullying, you need to report it. We have resources to help you cope with and resolve the situation. Don't be afraid to report it. We will not tolerate any form of reprisal against you if you report an incident.

If you're a core leader and you see or become aware of an act of violence, you must report it.

Providence takes every report seriously. We conduct prompt, thorough investigations. (We report incidents to Cal/OSHA as required per regulations.)

Depending on the incident, follow-up may include:

- Development of a security plan
- Law enforcement involvement
- Caregiver support
- Corrective and/or disciplinary action against the abuser

Contact your local security department for immediate assistance. A security officer along with someone from Employee Health, Risk Management and/or Human Resources will talk with you to finalize the investigation, create an action plan and provide support.

Caregiver resources

Providence Holy Cross Medical Center

Security: 818-496-1282
Caregiver/Employee Health:..... 818-496-4760

Providence Little Company of Mary Medical Center San Pedro

Security: 310-832-3311 ext. 7233
Caregiver/Employee Health:..... 310-514-5209

Providence Little Company of Mary Medical Center Torrance

Security: 310-540-7676 ext. 37233
Caregiver/Employee Health:..... 310-303-6720

Providence Saint John's Health Center

Security: 310-829-8730
Caregiver/Employee Health:..... 310-829-8873

Providence Saint Joseph Medical Center

Security: 818-577-0865
Caregiver/Employee Health:..... 818-847-3739

Providence Tarzana Medical Center

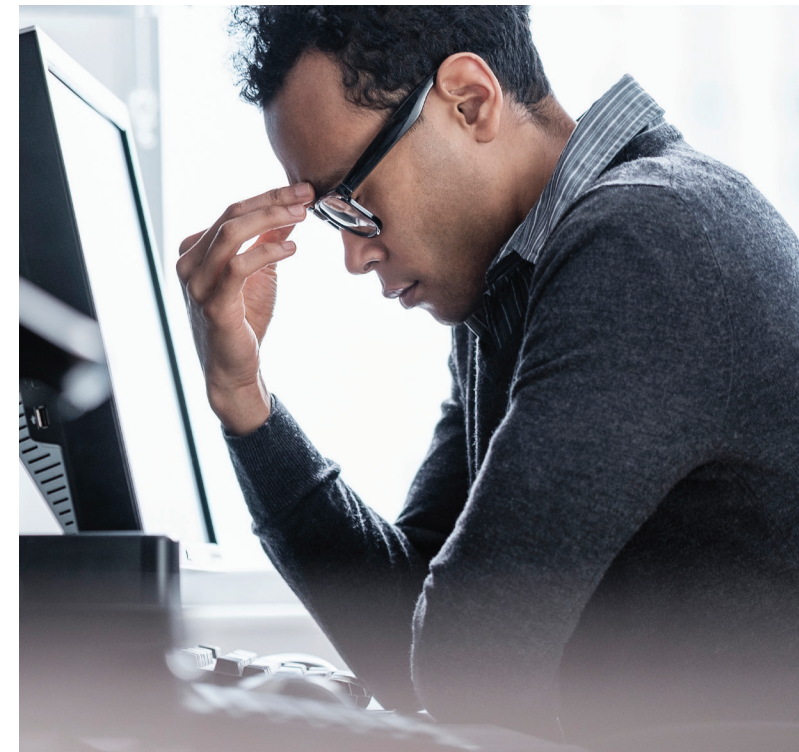
Security: 818-708-5643
Caregiver/Employee Health:..... 818-708-5043

Providence.org/california



Providence Health & Services, a not-for-profit health system, is an equal opportunity organization in the provision of health care services and employment opportunities.

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Workplace Violence

Take all threats seriously

An emotionally charged environment

Health care environments, such as hospitals and clinics, are highly emotional settings. People who work in health care must have the knowledge and training to respond to potentially violent encounters.

Did you know ...

- Nurses and direct care providers have the highest rate of nonfatal workplace violence events
- Bullying can be a form of workplace violence
- New Cal/OSHA rules, which began in April 2017, require California employers to track and report incidents of workplace violence

Our policy on workplace violence

Providence California policy and guidelines surrounding workplace violence apply to all of our caregivers, medical staff, students, contractors, vendors and volunteers.

Aligned with our Mission and core values, Providence California is committed to providing a safe and secure working environment for caregivers and all who enter our doors. In keeping with this commitment, our policy and guidelines prohibit actual or threatened acts of violence by caregivers against others, and promote workplace safety and security by identifying and addressing areas where violence is most likely to occur, including situations where an outside individual could enter the workplace and engage in violence that could threaten caregiver and/or patient safety.

Definitions of workplace violence

Workplace violence can include:

- The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma or stress, regardless of whether the employee sustains an injury
- An incident involving the threat of or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury

• Four types of workplace violence:

Type 1: Violence committed by a person who has no legitimate business at the work site, including violent acts by anyone who enters the workplace with intent to commit a crime

Type 2: Violence directed at caregivers by customers, clients, patients, students or others who provide services

Type 3: Violence against a caregiver by a current or former caregiver or supervisor

Type 4: Violence committed in the workplace by someone who does not work there but who has, or is known to have had, a personal relationship with a caregiver

Report all threats of violence as well as actual violence. Your local workplace violence team will contact Cal/OSHA as required.

Bullying

Bullying can escalate into workplace violence. The Joint Commission characterizes bullying as "...offensive, abusive, intimidating, insulting behavior that can include abuse of power or unfair sanctions that make recipients feel upset, humiliated, vulnerable or threatened, creating stress and undermining self-confidence..."

If you or other caregivers experience bullying, do not suffer in silence. It is critical that you report the behavior to management and/or Human Resources.

Recognizing workplace violence

Situational awareness is a term used by the military and law enforcement to identify a state of heightened awareness of your surroundings so that you are ready to react and retreat from a hazardous or escalating situation.

Tips on situational awareness:

- Trust your instincts if something does not feel right.
- Always remain aware of your surroundings.
- Never isolate yourself with anyone whose behavior causes you concern.
- Keep an open path to an exit.
- Be aware of potential weapons or hazards.

Signs of escalating behavior:

- Extreme frustration and increasing belligerence
- Intimidation, harassment or bullying
- Abusive language and inappropriate yelling
- Destruction of property belonging to the organization or to someone else
- Signs of domestic violence or stalking
- Possession of a firearm or other weapon(s)
- Talk of harming others or of using weapons to harm others

Ways to handle a violent interaction:

- Treat the escalating individual with dignity and respect.
- Listen actively for context and understanding.
- Speak clearly and directly but softly. Do not argue with or challenge the person.
- Communicate delays and plans to swiftly address the concern.
- Acknowledge the person's feelings. Speak sincerely.
- Recognize inappropriate behaviors. Ask respectfully for the person to stop these behaviors, e.g., "I will be able to help you, but I will ask you to sit down so we can discuss the matter," and "I can help you, but I will ask you to lower your voice and not yell or threaten me."

Options for handling an interaction that turns violent:

- Disengage from the situation and get help.
- Contact Security.
- Activate the emergency plan (e.g., code gray, code silver).
- Seek safety for yourself, patients, visitors and staff.

If you experience, witness or become aware of an incident that may be considered workplace violence, report it to Security and/or the house supervisor immediately! Even if you're not sure whether it qualifies as workplace violence, report it.

Security and/or the house supervisor will address the immediate threat and collect information required for follow-up and reporting, as required by Cal/OSHA.