
 HAWAII HEALTH SYSTEMS CORPORATION <i>Quality Healthcare for All</i> PROCEDURE	Department: Human Resources	Procedure No. HR 0004B
		Supersedes Procedure No.
Subject: Workplace Violence/Abuse No-Tolerance	Approved By:  By: Linda Rosen, M.D., M.P.H. Its: President & CEO	Approved Date: January 27, 2022
		Last Reviewed: October 22, 2021

I. PURPOSE:

To establish guidelines and procedures to administer Hawaii Health System Corporation's (HHSC) Workplace Violence/Abuse No Tolerance Policy.

II. GENERAL GUIDELINES

The following are examples of the types of conduct prohibited under this policy:

- Aggressive conduct (e.g., cornering, stalking, punching or slamming doors, counters, or desktops).
- Instances of Assault (e.g, fighting, punching, shoving, pinching, slapping, kicking, choking).
- Verbal intimidation, abuse, or Bullying (e.g., challenging someone to a fight, yelling, screaming, taunting, provoking).
- Threatening behavior (writing or sending threatening notes, letters, e-mails)
- Any other physical or verbal conduct that is threatening or intimidating to others.

The following activities or situations are also prohibited by this policy because of their potential for Workplace Violence:

- Off-duty fighting between employees.
- Dangerous weapons brought to the work site. HHSC prohibits, for safety reasons, the presence of any weapon on company property, in company vehicles, or in vehicles or other employee property that is brought onto company property.
- Behavior of a co-worker that clearly indicates that he or she might be a danger to himself/herself or others. Angry or Aggressive behavior can frequently be observed before a violent incident.

Any threats received as a result of domestic disputes. Any employee who has obtained a Restraining Order against another person must report that fact to his/her supervisor or Human Resources. **Procedures to follow in Specific Situations.**

Threatening or Hostile Situations

In a threatening or hostile situation, another management employee should be present with the supervisor if it is anticipated that there 1) may be a need for a witness later, 2) is a potential for a misconduct charge, or 3) is the possibility of violent verbal or physical behavior.

Violent Situations

If a violent situation arises for which law enforcement personnel are being called, the following information shall be provided at the time of the call:

- The location of the incident.
- The nature of the incident.
- A physical description of the perpetrator.
- Descriptions and license numbers of any vehicles involved.
- The name of the individual who will meet/escort the law enforcement personnel when they arrive at the location.

After law enforcement personnel have been called, a determination must be made whether to evacuate the facility. If the situation allows, the supervisor should contact the following to aid in the evacuation decision:

- Building security, if available.
- A higher-level manager responsible for the facility.
- Human Resources.

Hostage Situations

If a hostage has been taken or the perpetrator is armed, employees must not attempt to 1) disable or disarm the perpetrator, 2) negotiate, or 3) set off any audible alarms. Employees must prevent entrance to the facility or area by others, if possible. Law enforcement personnel will assume control of the situation upon their arrival and will establish a command post in or near the facility.

III. REPORTING PROCESS

Depending on the severity of the threat, management must determine a course of action from the following list (not necessarily in the order presented):

- Report the incident to Human Resources, then, after conferring, settle the matter locally.
- Contact the next level of supervision for discussion and resolution.
- In emergency situations, contact:
 - Security guards for the building, if available, for assistance.
 - Outside law enforcement agencies for assistance.

In all cases, all incidents shall be reported to Human Resources and to the Regional CEO's/Administrator's Office.

IV. INVESTIGATION PROCESS

When incidents of Workplace Violence or threats of Workplace Violence occur, once it is safe to do so, management shall do an initial review to establish if there is sufficient cause for Human Resources to conduct a detailed investigation. This includes obtaining and/or determining the following:

- The exact statements (threats) or misconduct of the involved parties.
- Identities and statements of witnesses.
- The victim's version of the incident.
- The offender's version of the incident.
- The offender's past overall record.
- Any mitigating circumstances.
- Any aggravating circumstances.
- The offender's intent.
- Who in the workplace best knows the offender.
- The victim's past record, if any, of making unsubstantiated complaints.

- The overall context in which the statement and/or activity occurred.
- Any pertinent additional facts.

If any employee is suspended or terminated, his or her supervisor must retrieve all HHSC property in the employee's possession. The employee must be escorted off company property by management personnel.

V. REPORTS OF RETALIATION

Reports of retaliation against an individual who has made a complaint of Workplace Violence or threats of Workplace Violence, has provided information related to such complaints, is a witness to instances of Workplace Violence or threats of Workplace Violence, or participated in an investigation of Workplace Violence or threats of Workplace Violence, shall be made in accordance with the reporting procedures in section III above.

VI. TRAINING

HHSC's Workplace Violence policy includes training and education of leadership, staff, and licensed practitioners.

- A. Training is provided at the time of hire, annually, and whenever changes to the policy occur.
- B. Management will determine what aspects of training are appropriate for individuals based on their roles and responsibilities.
- C. The training will address prevention, recognition, response and reporting as follows:
 - Definition and examples of Workplace Violence
 - Education on the roles and responsibilities of leadership, clinical staff, security personnel, and external law enforcement.
 - Training and de-escalation, nonphysical intervention skills, physical intervention techniques, and response to emergency incidents.
 - The reporting process for Workplace Violence incidents.

VII. ANNUAL WORKSITE ANALYSIS

HHSC will conduct an annual worksite analysis related to its Workplace Violence prevention program, and actions will be taken to mitigate or resolve the Workplace Violence safety and security risks based upon findings from the analysis. The annual worksite analysis will include a proactive analysis of the worksite, an investigation of HHSC's Workplace Violence incidents, and an analysis of how the program's policies and procedures, training, education and environmental design reflect best practices and conform to applicable laws and regulations.

VIII. RESPONSIBILITIES

A. Regional CEO/Facility Administrator's Office

The Regional CEO/Facility Administrator's Office retains overall responsibility for administering this policy to ensure that it is consistently applied throughout HHSC's operations.

B. Human Resources Department

In conjunction with the Regional CEO/Facility Administrator's Office, the Human Resources Department and/or Regional CEO's/Facility Administrator's Office is responsible for administering this policy to ensure that it is consistently applied throughout HHSC's operations.

Each region will follow their own policies and procedures to ensure physical and environmental safety and security within their regions. This includes collecting data related to Workplace Violence incidents to identify risk factors and implement environmental controls, education, and other mitigation strategies.

C. Management (Manager, Supervisor) Responsibilities

All levels of management are responsible for enforcing company policies related to Workplace Violence. Additionally, management shall:

- Not tolerate the types of offensive behavior outlined in this policy.
- Act immediately and consistently to correct such behavior.

D. Victims and Witnesses of Workplace Violence and threats of Workplace Violence

Employees have a duty to report any instances of Workplace Violence incidents or threats of Workplace Violence that are directed toward the employee or that occur in their presence, to his or her supervisor, Human Resources, or Facility Administrator.

E. All Employees

It is the responsibility of all employees to be aware of how their behavior, physical and verbal, is affecting the people with whom they work. Employees must eliminate behavior (including teasing and joking) that a reasonable person would find intimidating, hostile, or offensive.

All employees must cooperate in investigations conducted by HHSC regarding Workplace Violence, threats of Workplace Violence, and potential Workplace Violence.

IX. ATTACHMENT(S):

None