1. INTRODUCTION

The University of Maryland Medical Center has a 'zero' tolerance for workplace violence. Workplace violence at University of Maryland Medical Center is defined as "*any* physical assault, threatening behavior or verbal abuse occurring in the work setting".

There are four broad categories of workplace violence:

Type 1   Violence by strangers/individuals who have no other connection with the workplace.

Type 2   Violence against workers by patients, customers, or others with a business relationship.

Type 3   Violence against co-workers, managers or supervisors by a current or former worker.

Type 4   Violence in the workplace by an individual who does not work there but has a personal relationship with the worker (such as abusive spouse or domestic partner).

2. PURPOSE

Create an environment that prevents violence from by non-UMMC members and intervenes at the earliest opportunity to address potential, actual or threatened violence by UMMC members.

3. SCOPE

This policy applies to all workers at the University of Maryland Medical Center.

4. RESPONSIBILITY

It is the responsibility of all workers to individually and jointly act to prevent actual or threatened violent behavior at work.

5. PROCEDURE

5.1. Reporting

5.1.1.   If you feel you are in imminent danger or a physical assault has occurred report immediately to 8-8711.

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Graduate Medical Education Committee: 6/24/05

5.1.2.   It is the responsibility of all workers to:

- Be proactive in preventing physical violence at work by immediately reporting verbal harassment or manipulation (i.e., bullying or unduly influencing), or other intimidation (whether to himself/herself or others) to a Manager/Immediate Supervisor
- Immediately report incidents to Security at 8-8711 if a Manager/Immediate Supervisor is not available.
- If a worker does not feel immediately physically threatened but is harassed or otherwise intimidated by anyone in the workplace, and does not want to call Security, he/she should contact the appropriate Human Resource (HR) Generalist at 8-1796 *(Note: after hours, leave a message with your name and number).*

5.1.3.   It is the responsibility of the Manager/Immediate Supervisor to immediately notify Security, then Human Resources.

5.1.4.   It is the responsibility of Security to immediately respond to any report of workplace violence (including verbal harassment or manipulation), defuse all incidents, assist in intervention until resolution (i.e., until the victim feels safe). It is Security's responsibility to conduct an investigation and submit a Security Workplace Violence Report (see attachment A) to Human Resources before the end of his/her shift by fax at 8-8834.

5.1.5.   It is the responsibility of the Crisis Management Team (which includes the Director of Security {Chair} or designee, a representative from Risk Management, Human Resource Generalist, Employee Health professional, Behavioral Health Manager, Employee Assistance Program (EAP) specialist and the Manager/Immediate Supervisor) to meet timely after the event for all incidents to which security has responded to or at the request of Human Resources, review the Security Workplace Violence Report and provide written recommendations using the Crisis Management Report (see attachment B) to Human Resources to eliminate and/or reduce threat to the targeted individual and eliminate and/or reduce risk to the UMMC community from similar incidents.

5.1.6.   In addition, in conjunction with the Safety Director, the Crisis Management Team will periodically perform a walk-through of high-risk areas (defined by actual incidents in the facility or areas reported to be of high risk in published papers) to inspect the environment (including alarm systems and physical configuration) and interview workers and Managers/Supervisors to determine the need for preventive interventions. Written recommendations will be provided to Human Resources.

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5.1.7. It is the responsibility of appropriate Manager(s) working with Human Resources to review and implement (to the extent possible) the recommendations of the Crisis Management Team, and to have procedures in place for worker counseling and/or corrective action.

5.1.8. No worker, acting in good faith, who reports actual or threatened violent behavior, will be subject to retaliation or harassment based upon the report.

5.2. Investigation

5.2.1. Security will immediately conduct an investigation, utilizing the Security Workplace Violence Report, whenever a Manager/Supervisor, worker or any other individual reports an occurrence of workplace violence (including verbal harassment or manipulation, or other intimidation).

5.2.2. Security will maintain a database of all incident reports. If a criminal act occurs, a criminal citation will be written or arrest made by the UMMC Special Police, Campus Police, or Baltimore City Police as appropriate.

5.2.3. It is the responsibility of the Director of Security to prepare, on a quarterly basis, a composite summary document that reports incidents and trends (such as characteristics of violent individuals, victims, location, and other metrics).

5.2.4. It is the responsibility of the Director of Security to comment and make recommendations based on these reports to the Environment of Care Committee, Human Resources and the Performance Improvement Committee. Feedback obtained from such reporting will subsequently be communicated by the Director of Security to the Crisis Management Team.

5.3 Resolution

5.3.1. Human Resources will work with each respective Manager/Immediate Supervisor to determine whether corrective action is necessary.

5.3.2. Human Resources will offer the victim the assistance of Employee Health or the Adult Emergency Department for injury, and the Employee Assistance Program for counseling. Counseling will be made available whenever a worker is threatened or assaulted.

5.3.3. Supervisors and Human Resources will insure education for all staff for any new workplace violence procedures implemented.

5.3.4. Return to work evaluations for both the victim and aggressor (if he/she is an UMMC employee) will be performed by Employee Health Services.

5.3.5. The Crisis Management Team may make recommendations that the involved individual(s) be referred to EAP for evaluation/management.

6. PROTECTIVE MEASURES FOR VICTIMS

6.1. Victims of domestic violence are encouraged to report incidents to their local jurisdiction. Victims may also notify UMMC Police/Security of any domestic violence issues and seek their advice and assistance.

6.2. Victims should obtain an escort by calling Security, when needed.

6.3. Victims may relocate their parking sites by contacting Guest Services.

Attachments
   A. Security Workplace Violence Report
   B. Crisis Management Report
   C. UMMC Visitor's Code of Conduct

References
   1. Occupational Safety and Health Administration (OSHA)
   2. National Institute for Occupational Safety and Health (NIOSH)
   3. Department of Justice (DOJ)

Security Workplace Violence Report (Police/Security complete ASAP and fax to Human Resources at 8-8834)

Police/Security Officer completing form_____   Date completed_____
Report Complaint Number _____

Victim's name_____   Age___   Sex   M/F
Victim's home address_____   Home Phone number_____
Victim's work location_____   Work phone number_____

Aggressor's name or description_____
Aggressor's age range_____Sex M/F _____
Did the victim have previous contact with the aggressor?__Maybe   __No   __Yes

Relationship of victim with aggressor (choose all that apply)
__Patient   __Hospital staff
__Family Member   __Spouse/significant other
__Visitor   __Co-worker
__ Supervisor   __Stranger
__Acquaintance   __other (describe)_____

Date of incident_____   Time of start of incident_____
Location of incident
        __Emergency Room
        __Psychiatric Inpatient Unit (floor and room number) _____
        __Addiction Treatment Unit (floor and room number) _____
        __Non-psychiatric inpatient room (floor and room number)_____
        __Outpatient Clinic (building, floor and room number)_____
        __Parking Garage (Garage and specific location) _____
        __Social work office (building and room number) _____
        __Other (full description)_____

How security was notified (more than one may apply). Security notified: Date:_____Time: ____
        __Code Green (combative person)
        __Code Purple (security response only)   Security notified by:
        __Verbal summons   __Victim
        __Telephone call   __Manager/Supervisor
        __Panic button, alarm system   __Coworker
        __Human Resources   __other (describe)_____

Type of incident (more than one may apply)   Describe the physical injury (may be several)
__verbal harassment/manipulation/intimidation __kicked   __stabbed
__verbal threat of physical assault   __spit upon   __shot
__physical assault   __bitten
__self injury (describe)_____   __punched/hit
__damage to property   __sexual assault
__other (describe)_____   __other (describe)_____
Was a weapon used? __Unsure __No   __Yes (describe)_____

Type of violence (one category is most appropriate)
__Type 1 (Violence by strangers/individuals who have no other connection with the workplace.)
__Type 2 (Violence against workers by patients, customers, or others with a business relationship.)
__Type 3 (Violence against co-workers, managers or supervisors by a current or former worker.)
__Type 4 (Violence in the workplace by an individual who does not work there but has a personal relationship with the worker –
    such as an abusive spouse or domestic partner)

__Type TBD (all other categories)

Level of distress of the victim
__no distress
__mild distress
__moderate distress
__extreme distress

Medical treatment received by the victim? __Unsure   __No   __Yes (describe)_____
Medical treatment received by the aggressor? __Unsure __No   __Yes (describe)_____

Victim referred? __Unsure   __No   __Yes
__Emergency Room
__Employee Health
__Employee Assistance Program
__Rape counseling
__other (describe) _____

Had the victim received formal training in managing aggressive/violent behavior?
__n/a (not an employee)
__No
__Yes (when?)_____

Was a peace order in place? __Unsure   __No   __Yes

Were criminal charges issued? __ Unsure __ No __ Yes

Please fully describe the incident below:

_____
Signature of Security Supervisor

Crisis Management Report

Date of report_____
Report Complaint Number _____
Date of incident_____
The Crisis Management Team (CMT) has reviewed the Workplace Violence Report on the following case:
_____
_____

_____has been assigned as the Action Officer from the CMT.

The CMT recommends the following actions to be completed by the Action Officer (Check all that apply):

__The information received was inadequate for us to make any determinations related to this violent incident. Please provide additional documentation (reports of contact, injury forms, police reports, as appropriate) so this committee can make recommendations.

__Information was not provided in a timely manner, thereby making it difficult to make appropriate recommendations.

__This case will be entered into the Risk Management database and tracked

Individual
__The following individuals should be evaluated at the Employee Assistance Program (names):

__The following individuals should receive information on Domestic Violence (names):

__Employee Health should evaluate the following individuals for fitness for work (names):

__The following individuals should be referred to Human Resources for worker counseling and/or corrective action:
_____

Group
__Co-workers should receive training to reduce, or eliminate, likelihood of another incident

Organization
__A workplace assessment should be done

Hazard Prevention and Control
Engineering Controls
__Building and room designs that ensure the safety of the staff, control access
__Security equipment (locks, barriers, etc.)
__Metal detectors
__Bulletproof glass in appropriate areas
__"Drop safes" for cash and valuables
__Alarm system, panic buttons, or other means of requesting help
__Video camera or closed circuit TV in high-risk areas
__Adequate lighting to see clearly (both inside and outside the building)
__Other_____

Administrative and Work Practice Controls
__Adequate staffing levels to meet security needs. Details: _____
__Training that allows workers to recognize the warning signs of potential violence and choose an appropriate response
__Policy against working alone
__Specified procedures to handle and/or report threatening or violent situations, escape plans
__Reporting of all threats of violence and assaults
__Revision of work hours (late-night, evening)
__Other_____

Protective Devices

__Should be considered (specifically)_____

UMMC Visitors' Code of Conduct

In an effort to provide a safe and healthy environment for patients and their families, the University of Maryland Medical Center counts on visitors to comply with the following:

- Observe visiting hours, as well as any restrictions posted on a patient's door.

- Limit the number of visitors to a room at one time and be aware of the noise level.

- Do not sleep in a patient's room or a waiting area unless you have permission.

- Respect a patients' right to privacy. Federal law requires that hospitals comply with strict laws to protect patients' privacy. Staff can only provide condition updates to a designated family member.

- Do not visit if you are sick or have an illness that could be transmitted to a patient.

- Children should be supervised at all times.

- Children must be 12 years old to visit patients. This rule may vary based on an individual situation.

- Be respectful and courteous of both patients and Medical Center staff. Also, be respectful of the property of other people and the Medical Center.

- Wear a visitor's badge at all times.

The following are prohibited at the University of Maryland Medical Center:
- Taking pictures without the consent of the person you are photographing.
- Wearing apparel with obscene language
- Drinking alcoholic beverages
- Using disruptive or violent behavior
- Smoking anywhere besides the designated areas outside
- Possession and use of street drugs and/or weapons

Visitors who do not comply with the Visitors Code of Conduct will be asked to leave the Medical Center and may be escorted off hospital grounds by Security.

Thank you for your cooperation.

Additional resources are available through an on-campus phone at:
- Pastoral Care at 8-HOLY (8-4659),
- Social Work at 8-6700
- Patient Advocate 8-0770
- Security at 8-8711