



<b>Classification:</b> Human Resources	<b>YALE NEW HAVEN HEALTH POLICY &amp; PROCEDURES</b>		
<b>Title:</b> Workplace Aggression and Violence Prevention			
<b>Date Approved:</b> 05/05/2016		<b>Approved by:</b> System Operating Committee	
<b>Date Effective:</b> 06/01/2016		<b>Date Reviewed/Revised:</b> 04/12/2017	
<b>Distribution:</b> HR policy standardization update to YNHHS managers. Additional communication by respective HR team to managers. MCN Policy Manager		<b>Policy Type (I or II):</b> Type I	
<b>Supersedes:</b> Non-Discrimination, Anti-Harassment, Non-Retaliation (BH B:24), Workplace Aggression (GH:G8), Workplace Nonaggression (HSC II.D.7); Workplace Aggression (Grimes Center G:2); Workplace Aggression (YNHH G:2)			

## PURPOSE

It is the goal of the employer to ensure and maintain an environment for employees, patients, and visitors which is safe from threats, acts of violence, acts of aggression and any behaviors intended to intimidate or create fear. This policy shall not interfere with or impede employees in the exercise of their rights under the National Labor Relations Act, including their right to engage in protected concerted activity.

## APPLICABILITY

This policy shall apply to the Yale New Haven Health System (YNHHS), its parent and subsidiary corporations, including but not limited to its Delivery Network hospitals (Bridgeport Hospital, Greenwich Hospital, and Yale New Haven Hospital), Northeast Medical Group, Yale New Haven Care Continuum (d/b/a Grimes Center), Corporate Professional Business Services (CPBS), each of their respective parent and subsidiary corporations, and each affiliated entity owned by or under common ownership and control with any of the foregoing, with the exception of Lawrence + Memorial Hospital, Westerly Hospital and VNA of Southeastern Connecticut.

This policy is applicable except where it is expressly superseded by collective bargaining unit agreements.

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### **POLICY**

- A. It is the policy of the employer to expressly prohibit acts of aggression, threats, or violence against any individual in the workplace or YNHHS-owned, leased or maintained properties. YNHHS does not condone acts of aggression, threats, or violence by anyone engaged in business with or on behalf of the System, on or off the premises. Violation of this policy will result in disciplinary action up to and including termination of employment or cancellation of business agreement. Criminal prosecution may result if federal, state or local laws are violated.
- B. In keeping with the spirit and intent of this policy and to ensure the employer's objectives in this regard, Yale-New Haven Health System is committed to the following:
1. Working actively to eliminate the potential of aggression or violence and to provide a safe and secure work environment;
  2. Taking prompt remedial action up to and including immediate termination of any employee who engages in threatening behavior or acts of violence or who uses obscene, intimidating, or threatening language or gestures;
  3. Taking appropriate action when dealing with patients, non-employees, or visitors who engage in such behavior.
  4. Prohibiting anyone from bringing firearms or other weapons onto YNHHS owned, leased or maintained premises. The possession of firearms or any weapon by an employee on YNHHS owned, leased or maintained property, except where expressly permitted for the appropriate conduct of an employee's duties, may result in immediate termination.
  5. Establishing viable security measures to ensure YNHHS facilities are safe and secure to the maximum extent possible for access to YNHHS by the public.
- C. Depending upon the circumstances, management will refer an employee who displays a tendency toward violent, abusive, or threatening behavior to Employee and Family Resources for counseling or other appropriate intervention. Similarly, employees who engage in such threats or behavior may be subject to disciplinary action up to and including discharge.
- D. Employees have a duty to alert their supervisor, uniformed security personnel, or Human Resources of any workplace activity, situations, or incidents they observe or become aware that cause concern for the safety and well-being of patients, visitors and staff. This includes, but is not limited to, threats or acts of violence, aggressive behavior, offensive acts, or threatening remarks. Employee reports made pursuant to this policy will be held in confidence to the maximum extent possible. Disclosure of identities will only be to those individuals with a need to know.

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### PROCEDURES

#### A. Definitions

An act of aggression or violence is defined as any action or comment, when interpreted under the circumstances that constitutes a threat and/or causes fear, intimidation, coercion or harm. This includes any verbal threat or physical action or threat of action, directed against patients, visitors, employees, contract personnel, Medical Staff, or YNHHS owned, leased or maintained property.

1. Protective Services/Security will respond and follow-up with a verbal and written report to Human Resources and appropriate manager(s);
2. Human Resources will respond to the incident and, if appropriate, confer with members of the threat assessment team to determine the appropriate action and next steps which may include the immediate removal of the party or parties from the YNHHS owned, leased or maintained property.

#### B. Responsibility

1. All employees, including contract personnel and Medical Staff, are responsible for conducting themselves in a manner consistent with applicable Employee Conduct and Discipline policies, and to avert the potential or provocation of threatening behavior.
2. It is the responsibility of all employees, as outlined in this policy, to immediately report threats, acts of aggression, or acts of violence in which they are involved or observe. Such incidents must be reported to a supervisor, the organization's Protective Services/Security department and/or Human Resources. Failure to report activities that represent a significant threat to individuals or property may result in disciplinary action.
3. The administration/enforcement of this policy is the responsibility of the appropriate management staff in consultation with Human Resources. Issues of interpretation are the responsibility of Human Resources in conjunction with the Legal department and Protective Services/Security.

#### C. Process

1. Threat assessment  
In the event of aggression, threats or violence against individuals or property, time permitting, the situation will be reviewed by a threat assessment team comprised of representatives from Human Resources, Protective Services/Security, and Legal Services. When deemed appropriate, local management, administration, Occupational Health Services/Employee Health, or other advisors may be consulted. The threat assessment team will determine the severity of the threat and course of action.
2. Physically hostile actions  
Physically hostile actions are those situations that may be considered endangering or life-threatening. Any physically hostile actions made by or against persons or property by anyone on work premises should be immediately reported. On (hospital) campus

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locations should dial 155. Satellite locations should call 911 for response by local police.

### 3. Other threats against individuals

Acts of aggression, or threats against individuals regardless of how they are transmitted (written, verbally, electronically) should be immediately reported to Protective Services/Security and/or Human Resources.

a. Factors to consider will include the intent and nature of the aggression or threat, the need for immediate action, and the circumstances preceding the threat. Human Resources will confer with members of the threat assessment team to determine the appropriate action.

### 4. Protective and restraining orders

Any employee who applies for and/or obtains a protective or restraining order that lists YNHHS owned, leased or maintained locations as being protected areas must provide a copy of the following to Protective Services/Security and his/her manager:

- The petition and declarations used to seek the order,
- Any temporary protective or restraining order which is granted,
- And any protective or restraining order that is made permanent.

When the circumstances warrant, Protective Services/Security may also require the petition underlying the restraining order.

The employer understands the sensitivity of the information requested and maintains strict confidentiality in respecting the privacy of the reporting employee. If an employee has concerns regarding a personal situation, he/she may confer directly with Human Resources.

## REFERENCES

N/A

## RELATED POLICIES

N/A