	THE JOHNS HOPKINS HEALTH SYSTEM CORPORATION AND THE JOHNS HOPKINS HOSPITAL HUMAN RESOURCES POLICY and PROCEDURE MANUAL	Policy Number	HR611
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POLICY:

Johns Hopkins Health System Corporation (JHHSC) and The Johns Hopkins Hospital (JHH) are committed to providing a safe and secure workplace and an environment free from physical violence, threats and intimidation. Employees are expected to report to work to perform their jobs in a nonviolent manner. JHHSC/JHH believes that violence is a form of serious misconduct that undermines the integrity of the employment relationship. Conduct and behaviors of physical violence, threats or intimidation by an employee may result in disciplinary action up to and including discharge, and/or other appropriate action.

JHHSC/JHH will not permit employment-based retaliation against anyone who, in good faith, brings a complaint of workplace violence or who speaks as a witness in the investigation of a complaint of workplace violence.


DEFINITIONS

Workplace Violence (WPV) is any physical assault, threatening behavior or verbally abusive remark that is made in the workplace and/or effect the workplace behavior of an employee, which includes but is not limited to:

1. **Verbal Abuse:** Any verbal expression issued with the intent of creating fear or intimidation in another individual, or group of individuals, or verbal remarks or comments expressed in a loud, harsh or threatening tone of voice or in a joking manner within the workplace.
2. **Physical Abuse:** Any intentional movement of the body, which may include touching, gestures, pushing, striking, stalking or any unwanted intrusion of "reasonable space" of an employee. Any intentional use of any object toward an individual.
3. **Creating A Hostile Work Environment:** Any intentional nonphysical action that can be considered intimidating, or harassing with the intent of creating an environment that has the purpose or effect of unreasonably interfering with an individual's performance or where behaviors create a hostile or threatening environment.
4. **Risk Assessment Team:** The **Risk Assessment Team** consists of representative(s) from: Department of Human Resources Office of HR Consulting/Labor Relations, Legal/Risk Management, Corporate Security and Faculty & Staff Assistance Program (FASAP). This team will make assessment recommendations to department representative(s) of the department of the employee(s) involved in acts of alleged violence in the workplace.

RESPONSIBILITIES:

1. **Management:** Management will foster an environment that is safe and free from workplace violence and will take action immediately to reduce the effects of workplace violence and/or verbal or physical abuse. Management will contact Human Resources for direction regarding the management of workplace violence incidents.
2. **Employee:** Employees will conduct themselves in such a way to reduce the possibility of any conflicts or acts that would create a violent, abusive or unsafe workplace environment for themselves or others. Employees will notify management of workplace violence incidents, which have occurred on or off-site that has the potential of impacting the work environment. Employees will remove him/herself from any situation that may result in workplace violence. This means that if confronted with a potential situation involving workplace violence, an employee must make a serious attempt to retreat from the situation and report to management.
3. **Human Resources Consulting and Labor Relations : ext 5.6783** An HR Consultant will provide policy guidance to supervisors and managers regarding potential workplace violence situations. This office is to be contacted after a workplace violence situation has been secured and will advise management, based on information provided, if FASAP should be contacted for a WPV assessment. This office will assist in the coordination of the WPV Assessment Team meeting if necessary.

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4. **Corporate Security: ext 5.5585** Corporate Security will provide consultation and assistance to the management of the department where the potential Workplace Violence situation has occurred. Security will dispatch personnel as appropriate and/or as requested by management. This office will assist in conducting the initial investigation with department management and complete reports and document as necessary. The office will provide escort support as necessary and will coordinate with local law enforcement agencies when appropriate.
5. **Legal/Risk Management: ext 5.7949** Legal/Risk Management provides the review and interpretation of all applicable laws, i.e., discrimination, defamation, invasion of privacy and any other applicable law or laws. Legal provides assistance and advice to Human Resources, Security and management as well as providing a legal representation to the assessment team for the purpose of assessing risk and legal advice.
6. **Faculty and Staff Assistance Program (FASAP): ext 5.1220** FASAP provides mental health consultation to the WPV Risk Assessment Team and to management regarding the evaluation of employees referred for a risk assessment following workplace violence situations. FASAP will also provide assistance to employees who are recipients of WPV behavior. Following the referral, management will contact FASAP to schedule the employee for a risk assessment which consists of an interview with the management of the employee(s), written questionnaires completed by the employee(s), psychological testing and a clinical assessment interview. FASAP may refer an employee for additional assessments or outside consultation if appropriate. FASAP will monitor compliance with ongoing treatment recommendations, if they are made, and will periodically report to management about the employee's compliance with treatment. Every effort will be made to safeguard the privacy of all individuals involved in the Risk Assessment situation; however, a waiver of confidentiality will be required in order to disclose the results of the assessment and compliance with ongoing recommendations. Release of information and consent forms will be signed by the employee(s) at FASAP. A union representative can be requested for bargaining unit employees to be present for the signing of the forms.
7. **Health, Safety and Environment: ext 5.5918** Health, Safety and Environment receives, maintains, analyzes and disseminates information from the Workplace Violence Incident Report regarding incidents of Workplace Violence to appropriate sources, i.e., management representatives, OSHA representatives, JCAHO representatives, etc.
8. **Occupational Health Services: ext 5.6212** Occupational Health Services performs tests for unauthorized use of controlled substances and alcohol, as requested by management and the risk assessment team, and communicates test results to management, FASAP and HR Consulting/Labor Relations as appropriate.
9. **Occupational Injury Clinic: ext 5.6433** Occupational Injury Clinic evaluates any employee injured at the work site or injured while performing an assigned job function.

PROCEDURES:

I. EMPLOYEE EXHIBITING THREATENING BEHAVIORS

If a supervisory level or above employee observes an employee exhibiting threatening behaviors on the job, the following procedure should be followed:

1. Management is to immediately investigate allegations of workplace violence. The investigation should answer the questions: Who was involved? What occurred? When did the incident occur? Why did the incident occur? How did the incident occur?
2. Document the workplace violence event using a web based format. Complete the **Management Intake Form** and the **Incident Report**. Information and forms are located at: www.fasap.org If the assessment form is not available, contact FASAP at 410.955.1220 and forms will be faxed to you.

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- a. After the situation has been secured, contact HR Consulting/Labor Relations at 410.955.6783 to explain the situation and to seek guidance of how to proceed. **If after normal (Monday – Friday 8:00 am – 5:00 pm) work hours, leave an urgent message on the voice recorder.**
- b. Contact FASAP at 410.955.1220.
- c. If warranted, follow the existing **HSE029 - Substance Abuse Testing** policy as outlined in the Safety & Emergency Policy and Procedures Manual.
- d. Suspend the employee pending the outcome of the investigation and **Risk Assessment**
- e. Complete **Workplace Violence Incident Report** (see Attachment) immediately and fax copies to HR Consulting/Labor Relations at fax: 410.614.8282 and Health Safety & Environment office at fax: 410.955.5929.

II. AN EMPLOYEE EXPOSED TO A WORKPLACE VIOLENCE INCIDENT ON THE JOB

If an employee is exposed to a workplace violence incident on the job, the following procedure should occur, the employee should:

1. Inform their manager/supervisor of the workplace violence incident, which occurred on or off-site, involving another individual, which may impact the workplace and/or contact HR Consulting/Labor Relations at 410.955.6783.
2. Provide their manager or supervisor with a complete description of the workplace violence behavior or actions, the name of the employee(s) and the department of the threatening individual, if known, as well as any other identifying information.
3. The employee's supervisor/manager should make sure the employee is accompanied to or contact FASAP at 410.955.1221 for assistance, if necessary.

FOR WORKPLACE VIOLENCE COMMITTED BY A VISITOR OR PATIENT NOT INVOLVING AN EMPLOYEE, CONTACT THE SECURITY OFFICE AT 5.5585 OR IF NECESSARY CONTACT 911

REFERENCES:

Federal Occupational Safety and Healthy Administration 29 CFR, 654(a)(1)

JCAHO Standards

Faculty & Staff Assistance Program (FASAP): www.fasap.org

Johns Hopkins Safety Policy & Procedure Manual HSE029-Substance Abuse and HSE030-Workplace Violence

Human Resources Policy & Procedures Manual - HR603-Discipline and HR500-Antidiscrimination/Antiharassment

SPONSOR:

Vice President, Human Resources

REVIEW CYCLE:

3 Years

APPROVAL:



Vice President, Human Resources

Date