

# Responding to Violence in the Clinical Environment

## The Goal

Providence is committed to providing a safe and secure environment for all persons, employees, physicians, students, contract and temporary staff, volunteers, patients, members and visitors.

- The objective is to reduce the potential for violence in and around the clinical environment, encourage and foster an environment that is characterized by respect and healthy conflict resolution and to mitigate the negative consequences for those who experience or encounter violence in the clinical environment.
- Acts or threats of physical violence, including intimidation, harassment or coercion, both verbal and written, which occurs on Providence property will not be tolerated from anyone.

## Reporting

- Students should report any incident or threat of violence, including intimidation, harassment and coercion, both verbal and written, promptly to his or her instructor and the unit's charge nurse/supervisor/manager.
- Students can raise concerns and make reports without fear of reprisal.
- Reports of patient assault must be directed to Employee Health.

## Unsafe clinical environment

- If a student is assigned to a work area in which they feel unsafe because of the potential for violence, the student should notify his or her instructor and the unit's charge nurse/supervisor/manager immediately. The unit leadership will work with Security and Human Resources to review safety issues and make recommendations.

## Patient or Visitor Incident

- If the incident involves a patient or visitor, complete the Unusual Occurrence Report (UOR) form.