

# Creating a Positive Workplace

This course is part of a series of regulatory requirements for New Caregiver Orientation

- ≡ Introduction
- ≡ Harassment and Other Inappropriate Behavior
- ≡ Workplace Violence Prevention

# Introduction

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Welcome!



**Upon completion of this course, learners will be able to:**

- Recognize and appropriately respond to harassment
- Implement safety measures to reduce the risk of workplace violence

- Report workplace violence incidents via the appropriate method(s)
- Identify the early warning signs of violent behavior
- Anticipate how to respond in an active shooter situation

**CONTINUE**

# Harassment and Other Inappropriate Behavior

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**Our organizational values set our course. They provide a solid foundation to work from, and serve as our “north star” when we are looking for guidance on how to act.**



## PSJH Policy

**As an expression of our value of Dignity, we respect the inherent worth of every person.**

We demonstrate behaviors that create a supportive and inclusive work environment, and we share responsibility for maintaining a positive workplace.

We are committed to ensuring equal employment opportunities for all caregivers and prospective caregivers, consistent with our mission and core values.

As such, we will maintain a workplace free of discrimination and harassment based on race, color, gender, disability, genetic information, veteran status or military status, religion, age, creed, national origin, gender identity or expression, sexual orientation, marital status, or

registered domestic partner status or any other applicable legally protected status.



We also expect all caregivers, volunteers, vendors and affiliated individuals of our community will maintain a positive workplace free from any unacceptable conduct which creates an intimidating, hostile, or offensive work environment.

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## Harassment Definition

Unwelcome or unwanted conduct that denigrates or shows hostility or an aversion toward another person on the basis of any characteristic protected by law

Can be verbal, physical, or sexual in nature

Conduct is unwelcome if the caregiver did not solicit, instigate or provoke it, and the caregiver regarded the conduct as undesirable or offensive

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**It's important to remember that IMPACT DETERMINES  
HARASSMENT.**

- ⓘ It doesn't matter whether you meant a particular joke or comment to be offensive; it's how that joke or comment was felt by the person who heard it.**

## **Summary of Title VII – Definition of Sexual Harassment**

### **Sexual Harassment actions**

- Sexual advances
- Request for sexual favors
- Other sexual conduct (verbal, written or physical)

### **When these actions are unwelcome and:**

- Affect job status
- Interfere with work performance
- Create a hostile work environment



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## **Impaired Professional Staff**

It is everyone's responsibility to keep our patients and caregivers safe. If you suspect a coworker is impaired (for any reason), report immediately to the Nursing Supervisor or house/administrative supervisor who will implement the appropriate response as identified in ministry policies.



### Signs of Impairment:

- Slurred/incoherent speech
- Uncharacteristic moodiness
- Undue aggressiveness or disruptive conduct
- Lack of dexterity
- Dizziness
- Alcohol on breath

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**Caregiver Responsibility**

*Click the plus signs (+) below to learn more.*

## **Report Harassment**

Harassment should be reported to your core leader or Human Resources. Reports may also be made to your core leader's manager or to the Integrity Hotline. Confidentiality will be maintained as much as possible consistent with legal obligations.

## **Immediately Investigated**

All allegations of discrimination, harassment, or disruptive behavior will be immediately investigated.

## **Report Potential Harassment**

All caregivers who suspect workplace harassment (to themselves or others) should report to your core leader or Human Resources.

Reports may also be made to your core leader's manager or to the Integrity Hotline.

## **No Retaliation for Cooperation**

Retaliation for good faith reports of suspected workplace harassment is prohibited.



Complete the content above before moving on.

# Workplace Violence Prevention

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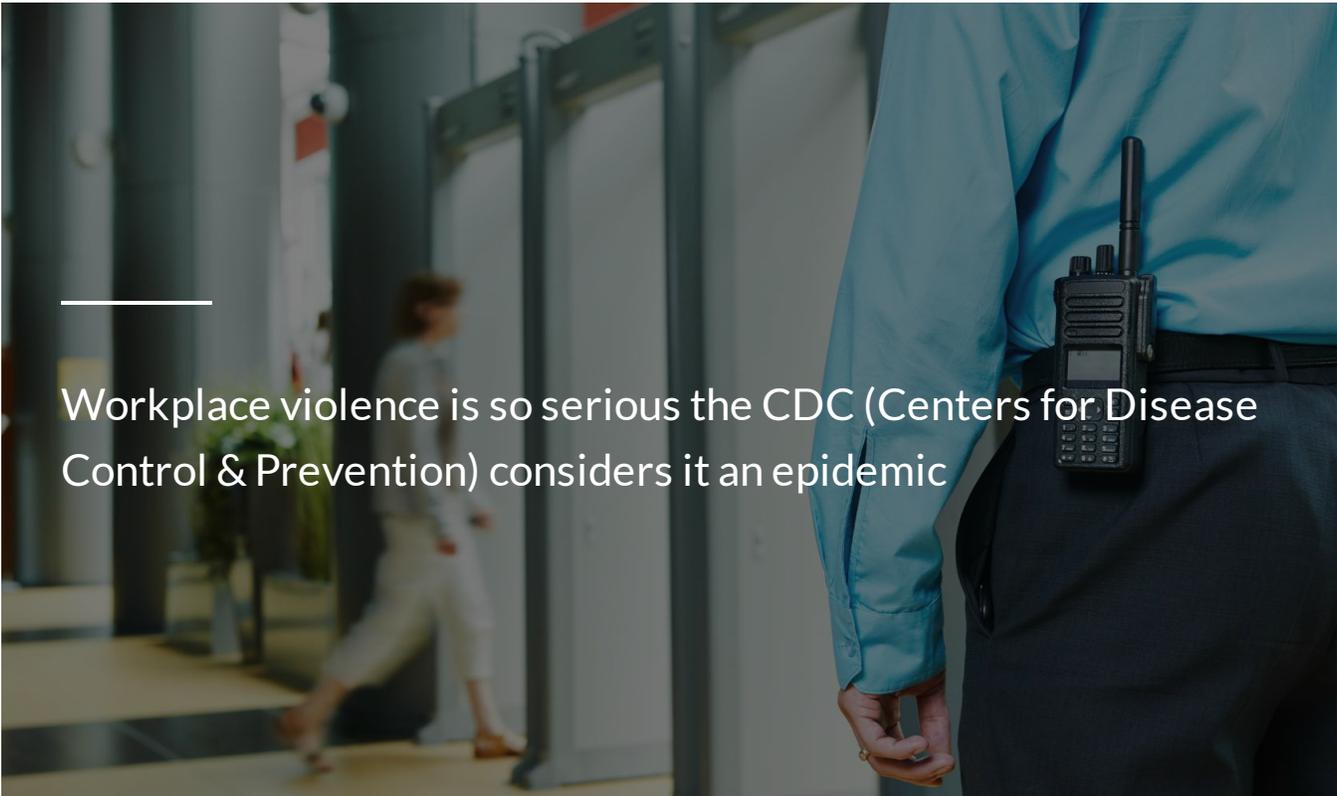
## What is Workplace Violence?

The Occupational Safety and Health Administration defines workplace violence as "any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the worksite."

## Four Types of Workplace Violence

	Type of Violence	Description	Example Scenarios
I	Criminal Intent	Perpetrator has no association with the workplace or caregivers.	A person with criminal intent commits armed robbery in a hospital parking garage.
II	Customer/Client	Perpetrator is a customer or patient of the workplace or caregivers.	<ul style="list-style-type: none"><li>• Intoxicated patient throws an object at phlebotomist</li><li>• Patient's family member punches a nurse</li><li>• Visitor verbally threatens front desk caregiver</li></ul>

	Type of Violence	Description	Example Scenarios
III	Worker-on-Worker	Perpetrator is a current or former caregiver of the workplace. Also commonly referred to as “lateral” or “horizontal violence.”	<ul style="list-style-type: none"> <li>• One caregiver is bullying another caregiver at work</li> <li>• Recently fired caregiver assaults a former supervisor</li> </ul>
IV	Personal Relationship	Perpetrator has a personal relationship with caregiver(s), none with the workplace.	Ex-husband assaults ex-wife at her place of work.





Incidents of workplace violence have been on the rise over the years, yet they remain severely under-reported



To encourage reporting, Providence St. Joseph Health maintains a firm policy against retaliation for reporting or cooperating in the investigation of a workplace violence incident



Together, we can create and maintain a safe environment for our patients, our visitors, and our co-workers

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**The safety of caregivers, patients and all of those we serve is our first and foremost responsibility. Safety of everyone is very important.**

**Let's look at some key items to keep in mind.**

- Take threats seriously and report them
- Be aware of your environment and any possible dangers
- Stay alert and observe what goes on around you and with your co-workers
- Report any concerns (even hunches or gut feelings) immediately
- Know the hospital codes and expectations surrounding each



## Warning Signs of Violent Behavior – Early Signs

One (or more) of these signs doesn't necessarily mean that an individual will be violent, however, they should cause you to increase your attention to the situation. Being alert to these signs, and trying to understand why people may be behaving a certain way, helps us prevent a situation from escalating.

- Depression/Withdrawal
- Desperation/Hopelessness
- Paranoia
- Significant Decrease in Appearance/Hygiene
- Misuse of Alcohol/Drugs
- Harassing Behavior or Stalking
- Pre-Occupation With Weapons
- Frequent Use of Abusive Language
- Threatening Gestures
- History of Violent Behavior
- Agitated Behavior
- Irrational or Uncontrollable Anger, Rage
- Other Dramatic Behavior Changes

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## Trauma & Workplace Violence

Have you ever wondered why a person is behaving a certain way?

 A person's thoughts, emotions, and behaviors may be related to their experience with trauma.

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Trauma refers to a "single event, multiple events, or a set of circumstances that is experienced by an individual as physically and emotionally harmful or threatening..."

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## Trauma & Healthcare

## What might activate a person's past history of trauma while accessing health care services?

- **Loss of Control.** For example, patients may not be able to control something simple such as when and what they eat.
- **Pain.** For example, the condition a patient has and/or the treatment they under go may cause them pain.
- **Uncertainty.** For example, patients may not know what their diagnosis is or whether they can afford their treatment.
- **Lack of sleep.** For example, due to the need for frequent monitoring a patient's sleep may need to be interrupted.
- **Lack of privacy.** For example, a patient may not be able to have a private room or may only be separated from others by a curtain while undergoing a procedure.
- **Changes in body image.** For example, a person may undergo an amputation or have scarring that alters the way their body looks.
- **Decreased mental clarity and flexibility.** For example, the medications a patient is taking may alter their cognitive status.

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## Steps to You Can Take to De-Escalate a Situation

*Click the plus signs (+) below to learn more about how to protect yourself from violence.*

### Plan

Mentally prepare yourself for different types of situations. Having a plan of action in advance allows you to respond automatically and appropriately.

## Identify

Recognize non-verbal signals of anxiety, aggression and imminent attack.

## Act

Respond non-verbally, verbally or physically to people who are upset, verbally aggressive and/or physically assaultive.



Complete the content above before moving on.

We learned the importance of Plan, Identify, and Act. However there are more steps to keep in mind when dealing with upset, aggressive people.

1

Remain calm. Pause and breathe, speak softly, and don't argue.

2

Listen and validate the person's distress as a normal reaction to a stressful situation.

3

Focus on the person's need and not the behavior - comply with requests when possible and offer alternatives.

4

Show that you care. Give your full attention and reassure the person you are here to help.

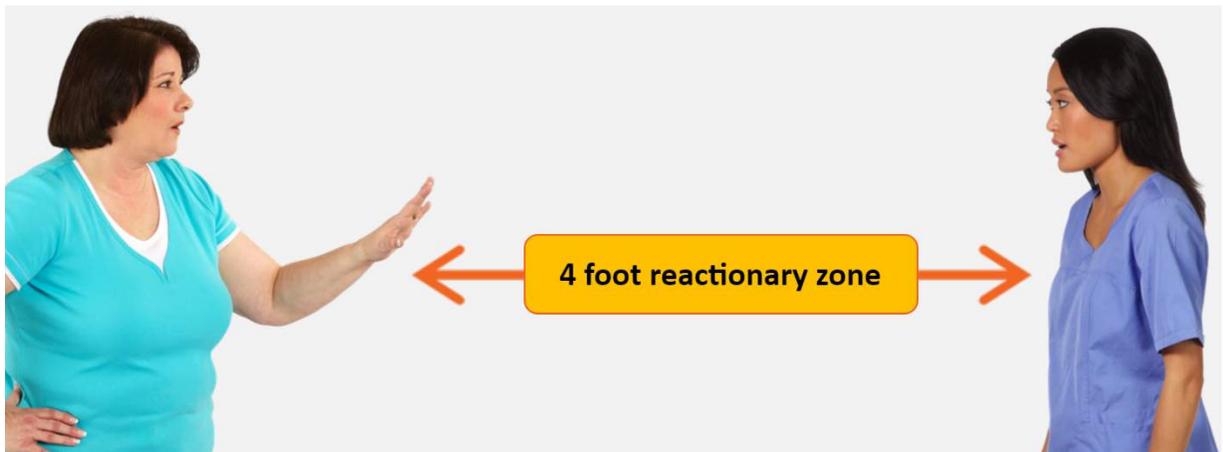
5

Stay positive. "I want to help you" or "What can I do to help you feel more comfortable right now?"

6

Respect personal space.

**Respect personal space, and stay outside of the 4-foot reactionary zone when someone is upset, agitated, or becoming aggressive**



**When efforts to diffuse a situation don't work:**

- Get help from a colleague
- Call a Code Grey or the appropriate Plain Language code
- Keep an exit path open

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**Surviving an Active Shooter in a Healthcare Environment**

Sometimes unexpected events happen, so it's even more important to be prepared and know what to do. What if there aren't any signs? Sadly shootings can happen any time, any place. That means we **ALL** have to be prepared.

Homeland Security has produced a video on how to be prepared and react to an active shooter situation: [Surviving an Active Shooter in Healthcare Environment](#).

Pay close attention to Homeland Security's recommendation to: RUN...HIDE...FIGHT...



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Thank you for reviewing this information on how we can help avoid and respond to violent situations in the workplace. Together, we can create and maintain a compassionate, trauma-informed safe environment for our patients, our visitors, and our co-workers.

### **Local Resources**

Click the button to the right to review local resources related to Workplace Violence.

RESOURCES

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**Congratulations! You have completed this eLearning module. Click the Exit Course link above to return to HealthStream.**