

ZERO HARM ZERO TOLERANCE

FOR WORKPLACE VIOLENCE

Edward-Elmhurst Health is committed to fostering a safe, respectful culture and work environment for its patients, visitors, guests, employees, physicians and volunteers. Through our **Road to Zero Harm** initiative, many processes have been put in place to protect our patients. **Zero Harm, Zero Tolerance** takes this initiative to the next level by supporting a safe workplace for our staff as well.

How we define Workplace Violence?

Workplace violence is defined as any act or threat of physical injury, violence, harassment, intimidation or other threatening or disruptive behavior that occurs at the workplace. It can range from threats and verbal abuse to physical assault or worse.

What does our Workplace Violence policy include?

Edward-Elmhurst Health is committed to providing a safe and respectful work environment for all of our staff and patients. We have a **zero tolerance policy** regarding physical aggression, abuse, harassment or intimidation of any kind.

This includes:

- ▶ Physical injury to another person
- ▶ Verbal or written threats
- ▶ Aggressive or hostile behavior
- ▶ Intentionally damaging property
- ▶ Possession of weapons
- ▶ Sexual comments or gestures
- ▶ Retaliatory actions against an individual who reported a workplace violence incident

OUR PROMISE to our patients and their families

- ▶ To keep you safe by adhering to guidelines regarding infection control, security, and clinical best practices
- ▶ To provide clear, concise, and consistent communication
- ▶ To care for everyone with compassion and empathy
- ▶ To treat everyone with courtesy, respect, and provide individualized care
- ▶ To promote a healing and caring environment

OUR EXPECTATIONS of our patients and their families

- ▶ Support a healing environment and interact with employees, physicians and staff with courtesy and respect
- ▶ The following behaviors will not be tolerated:
 - ▶ Foul or inappropriate language
 - ▶ Yelling or verbal abuse
 - ▶ Physical abuse or unwanted contact of any kind