

Workplace Incivility

Workplace Violence, Domestic Violence & Abuse



Crouse Health is committed to providing a work environment that is free from violent, threatening, bullying, or intimidating conduct. No individual may engage in any verbal, non verbal, or physical conduct which intimidates or threatens harm to any patient, employee, staff member, or guests. This includes comments made on social media.



Workplace violence refers to any act of intimidation, harassment, bullying, or instance of intentional harm or the threat of harm, including domestic violence. It includes the display of any violent or threatening behavior (verbal or physical) that may result in physical or emotional injury or otherwise place one's safety and productivity at risk.



Lateral violence is violence between and among co-workers. Increasing awareness and understanding the problem can help everyone work together as a team and dissolve barriers which impede communication.



Although **Lateral violence** impacts each of us differently. Typically one may feel:

- Drained of energy
- Inadequate
- Sad or Angry
- An inability to say the right thing
- Overwhelmed
- Scared about confrontational situations
- Intimidated or Threatened



Organizations with lateral violence experience the following:

- Increased absenteeism
- Increased turnover
- Increased costs: EAP programs, retention & recruitment etc.
- Increased risk for accidents/incidents
- Decreased productivity, motivation, & morale
- Reduced corporate image & customer confidence
- Poor customer service



If you experience an incident of workplace or lateral violence, you should report it as soon as possible to any member of leadership, Human Resources or Security.

It does not have to be your direct boss, it can be any member of leadership who you feel comfortable to talk to.

Form #7580 (available on hospital documents area of CNN) will be completed by the member of leadership and submitted to Security prior to review and investigation.



At any time during a patient's course of treatment at Crouse Hospital, it is suspected that a patient may be a victim of abuse/violence/neglect, anyone can contact the Care Coordination Services Department of Case Management to make a Social Work referral. They shall provide resource information to the patient.

Domestic Violence & Abuse



- Suspected cases of Elder Abuse and/or Domestic Violence are not a state mandated report.
- However, these victims should be encouraged to pursue a police report if indicated. Proper handouts telling of services available to them will be given to them, and documentation of such is included in the medical record.



The social worker is then responsible for further investigating and coordinating all psychosocial referrals and follow-up services for this patient.

Please refer to the Victims of Abuse/Violence:
Adult (Including Domestic Violence, Elder
Abuse/Neglect) Policy located in Hospital
Documents



Examples of high risk signs and symptoms

1. Injuries to these sites: face, neck, throat, chest, abdomen and genitals.
2. Evidence of sexual assault.
3. Chronic pain.
4. Injuries during pregnancy.
5. Substantial delay between onset of injury and presentation for treatment
6. Multiple injuries in various stages of healing.
7. Extent or type of injury inconsistent with patient's explanation.
8. Repeated use of emergency services and/or psychosomatic or emotional complaints.
9. Evidence of alcohol or drug abuse.
10. Suicidal ideation or suicide attempts.
11. An overly attentive or aggressive partner accompanying the patient



Calling the Domestic Abuse Hotline

Besides acknowledging the problem, a battered victim's first and most crucial step is contacting a domestic abuse hotline. Begin your journey to recovery with the National Domestic Violence Hotline at 1-800-799-SAFE (7233). You'll speak with hotline advocates who can provide domestic abuse help by assisting with crisis intervention, safety planning, and giving you a local domestic abuse hotline number



Crouse Help People Employee Assistance Program

Confidential Crouse Help People Employee Assistance Program is available, offering day and evening appointments

- Questions and concerns 24/7, please call (315) 470-7447 or toll free (800) 777-6110.

