Position Statement and Philosophy on:  
Disruptive Conduct and Workplace Violence Prevention

The School of Nursing is a community of staff, faculty and students that is committed to a respectful, safe and protected environment, founded in civility and free from violence, in which all can work and learn. The SON operates in accordance with UNC-CH Violence in the Workplace Policy (http://hr.unc.edu/Data/SPA/employeerelations/harassment/violence). Acknowledging that workplace violence falls on a continuum from civility through physical violence, the School of Nursing requires that all members of our community value and respect each other. As a community, the School will make every effort to discourage incivility and protect its individual members from all forms of unacceptable interpersonal aggression including, but not limited to, verbal, written, physical, or any other forms. All members of the School of Nursing will strive to maintain an environment that is free from violence, threats of violence, harassment, intimidation, and other disruptive behavior. Additionally, as part of a larger university campus, the open nature of the building presents many challenges to maintaining a safe environment. Furthermore, the School of Nursing often has faculty, staff, and students who are working and studying beyond the normal operating hours. Members of the School of Nursing community will not tolerate inappropriate interactions from each other or from outside persons. All incidents will be taken seriously and will be dealt with promptly and appropriately. The School of Nursing, in conjunction with the University, will provide support and resources to all to ensure that this safe and protected environment happens.

All who participate in or engage with this community will abide by these guiding principles:

1. We value differences among individuals and, in that spirit, require that all treat each other with respect. Interactions in the School of Nursing are expected to be courteous, respectful, and professional.
2. Individuals are responsible for their own behavior and will be held accountable for that behavior.
3. Inappropriate and unacceptable behavior may be a warning sign of impending hostility or violence and will be reported and dealt with in accordance with the policies outlined below.
4. When inappropriate behavior occurs, members of the School of Nursing community are empowered and expected to deal with the situation according to the established UNC-CH Violence in the Workplace Policy (http://hr.unc.edu/Data/SPA/employeerelations/harassment/violence).
5. Individuals are expected to keep their own personal safety foremost in their plans and actions and to support others in doing the same.
6. Unacceptable behavior will be dealt with so that the message of zero tolerance is consistent and clear.
7. The School of Nursing will orient and inform all members of the School on the University policy and how to carry out their role in maintaining a safe environment by placing materials on the orientation website and on the ground floor bulletin board near room 003.

If a situation of violence is currently in progress, please call 911 immediately.

When inappropriate behavior occurs, the School of Nursing will:

1) Respond promptly to immediate interpersonal dangers to staff, faculty and students in the school in accordance with the established UNC-CH Violence in the Workplace Policy (http://hr.unc.edu/Data/SPA/employeerelations/harassment/violence).
2) Facilitate the investigation of threats and other reported incidents, and file necessary reports per University policy with the Employee Services Office of the Human Resources Department.
3) Respond to each report objectively, seriously address any allegations, even those that may appear frivolous, thus taking threats and threatening behavior seriously and ensuring that SON members feel safe in sharing their concerns.
4) Take disciplinary actions under the University’s disciplinary policy when warranted.
5) Support victims and affected workers after an incident.

Definitions

Definitions of key terms can be found in the UNC-CH Violence in the Workplace Policy (http://hr.unc.edu/Data/SPA/employeerelations/harassment/violence). In addition:

Inappropriate and prohibited behavior is behavior that can serve as a warning sign of potential hostility or violence. Examples of these kinds of behaviors of interpersonal aggression include but are not limited to:

1. unwelcome name-calling
2. rude* or uncivil (e.g. slamming doors in angry response, making disparaging comments about another worker, purposefully blocking someone’s view or path, harshly criticizing a subordinate in public, vulgar or obscene words or actions, either written or verbal, including email, voice messages, and graffiti.
3. acts of abuse (e.g. verbal statements, including tone of voice, or physical act which may be construed as a derogatory, intimidating, bullying or psychologically or emotionally disturbing (from Canadian teachers assoc)
4. intimidation through direct or veiled verbal threats
5. throwing objects regardless of size or type or whether a person is the target of a thrown object
6. physically touching another employee in an intimidating, malicious or sexually harassing manner
7. physically intimidating others including such acts as obscene gestures, fist-shaking, or “getting in your face” types of gestures stalking, either in Carrington Hall or off campus.

Each member of the School of Nursing community is responsible for upholding the values and actions embodied in this position statement. The School of Nursing Dean’s office is responsible for oversight of these principles and key aspects of the position statement.

All School of Nursing students, staff and faculty members are responsible for:

- Completing required orientation materials,
- Maintaining awareness in general knowledge and skills related to workplace safety practices and violence prevention principles and strategies

The experience of interpersonal hostility and violence can be extremely upsetting. Such incidents should not be experienced in isolation. Persons with these experiences are encouraged to seek support from individuals within the School of Nursing such as a direct supervisor or Human Resource Manager or Director, Office of Multicultural Affairs, who will provide active listening, advice, coaching as the situation dictates.

**Reporting Procedure:**

Any situation that exemplifies inappropriate and prohibited behavior must be reported on a formal basis by the individual speaking with their direct supervisor or the Assistant Dean, Administrative Services and/or the Office of Human Resources, Employee & Management Relations Division (EMR) (843-3444).

All reports shall be made in good faith, and detail the incident thoroughly and accurately. In turn, the person making the report shall be assured of a confidential process, with information released only on a “need-to-know” basis, and that no act of retaliation or discrimination shall result from reporting an occurrence.

The University’s Workplace Violence Reporting Form (located at http://hr.unc.edu/Data/SPA/employeerelations/harassment/violence) must be completed and forwarded to appropriate parties as specified. Information related to the investigation and actions taken are promptly forwarded per University policy. All members of the School of Nursing community are expected to **report violent situations currently in progress by calling 911 immediately.**
The Workplace Violence Prevention Committee chaired by the Assistant Dean, Administrative Services, or designee will be appointed by the Dean’s Cabinet to review and trend data on workplace concerns reported on a periodic basis. Each reported allegation shall be thoroughly investigated by the direct supervisor in conjunction with the Assistant Dean, Administrative Services, and involve all appropriate parties in the process. This review includes, but is not be limited to, an evaluation of all aspects of the alleged incident to ascertain how such occurrences may be prevented, how well faculty/staff/students managed the occurrence, effectiveness of the interventions utilized, and whether modifications to the School position statement, orientation materials, and whether an intervention is warranted.

**Training Program:**

Reference materials are available on the orientation website and on the ground floor bulletin board near room 003.
Assess situation on case-by-case basis

VERBALLY HOSTILE?

Will not calm down

Hostility directed at someone?

no

yes

Protect self

• Get assistance
• Notify a supervisor &/or a person of authority
• Provide description

Calms down

Discuss with individual, or with supervisor

VERBALLY HOSTILE?

Will not calm down

Hostility directed at someone?

no

yes

Protect self

• Get assistance
• Notify a supervisor &/or a person of authority
• Provide description

May notify police (911) or 962-8100 or 962-6565
Assess situation

VERBALLY THREATENING?  
To someone or something?  
Making demands?  
Threatening consequences?

Yes to any of above?

SAFE
(S) Notify a supervisor &/or person of authority  
(A) activate alarm,  
(F) phone &/or  
(E) email  
faculty & staff

Post incident counseling as per university

Protect self  
Do not be a hero

Call police (911) or  
962-8100 or  
962-6565

Provide description of person
Assess situation

**PHYSICALLY THREATENING?**
Reason to believe violence will occur?

- Last chance to escape
  - Get out of area if possible
  - Protect self
  - Do not be a hero!

  **If yes...**

  - SAFE
    1. Notify a supervisor &/or a person of authority
    2. Activate alarm
    3. Phone &/or
    4. Email faculty staff

    - Call police (911) or 962-8100 or 962-6565
      - Provide description of person

      - Notify employee relations 843-3444
      - Notify student??

      - Post incident counseling as per university
Assess situation

PHYSICAL VIOLENCE OCCURS

Get out of area if possible
Protect self
Do not be a hero

***Call police (911) or 962-8100 or 962-6565

Provide description of person

SAFE
(A) Activate alarm,
(F) phone &/or
(E) Email faculty/staff
(S) Notify a supervisor &/or
a person of authority

Evacuate to safety
Get students out of building

Notify employee relations 843-3444
Notify student relations

Post incident counseling through university support