

CORPORATE POLICY

SUBJECT: Workplace Violence Prevention	CATEGORY: Human Resources
	ORIGINAL DATE: November 7, 2001
	REVIEWED DATE: January 28, 2026
	REVISION DATE: January 28, 2026

I. POLICY:

Lake County Health Department and Community Health Center (LCHD/CHC) is committed to providing a safe environment that minimizes workplace violence or other security risks. It is the objective of this policy to reduce the potential for violence in and around the workplace, to encourage and foster a work environment that is characterized by respect and healthy conflict resolution, as well as mitigating the negative consequences for employees who experience or encounter violence in their work lives. Violence in the workplace poses a threat to the physical and psychological safety of employees and the public and affects productivity. All employees are responsible for minimizing workplace violence. This policy establishes procedures that minimize the threat of violence in the workplace and provides guidelines for responding promptly and effectively to workplace violence.

II. SCOPE:

All Lake County Health Department and Community Health Center (LCHD/CHC) employees, visitors, contracted vendors and clients. This policy applies not only during working time and at specific work locations, but also to any activities on and off LCHD/CHC premises that could reasonably be associated with the workplace (e.g., business travel, social events, etc.), or in any location related to the work of the organization.

III. DEFINITIONS:

Workplace Violence is defined as: An act or threat occurring within the workplace environment or during workplace business activities or social events related to the workplace that can include any of the following: Verbal, written, or physical aggression; intimidation/harassment, humiliating words or actions; bullying, sabotage, sexual harassment; or physical assaults involving staff, clients, contracted vendors, or visitors; as well as any form of retaliation against employees who report incidents or participate in investigations.

Violent actions on Health Department property, in LCHD/CHC facilities or while on LCHD/CHC business, will not be tolerated. Persons engaging in violent behaviors as defined above are subject to disciplinary action up to and including termination of employment, disqualification from service and/or civil and criminal action as specified by local, state, or federal ordinances and statutes.

IV. PROCEDURE:

- A. Any employee must report threatening behaviors or situations involving employees, visitors or clients to their supervisor and/or Human Resources (HR) in accordance with LCHD/CHC procedures (see Incident Injury Reporting Policy). If a violent act occurs and constitutes an emergency, employees will respond promptly in accordance with LCHD/CHC procedures contained in the Emergency Action Plan

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(Combative Person).

- B. Clients or visitors should report incidents of workplace violence to staff who must then ensure they are documented in the SafetyZone portal.
- C. The LCHD/CHC is interested in the resolution of employee disputes and will not take disciplinary actions against individuals making volunteer requests for assistance in raising such concerns.
- D. HR is responsible for promptly responding to incidents of workplace violence, and in the event of a violent act, HR coordinates all responses to the incident. Human Resources will cooperate with the Lake County Sheriff's Department, local police, and the Lake County State's Attorney's Office in all incidents that involve criminal acts, when necessary. HR is responsible for evaluating an incident and making recommendations regarding the need to conduct an investigation.
- E. The Safety Specialist is responsible for tracking and monitoring workplace violence incidents and trends seen and reported in the SafetyZone portal. The Safety Specialist will ensure follow-up is performed and documented in the SafetyZone portal within 30 days of submission. The Safety Specialist analyzes incidents and trends quarterly and annually and will report these findings to the Incident Review Committee, Safety Committee, and Environmental Health and Safety Committee.
- F. LCHD/CHC program leadership and management are responsible for modeling and fostering a respectful environment, intervening early in conflicts, assisting in the resolution of employee disputes, and providing support and resources for staff, visitors, and clients both during and after the reporting and investigation of workplace violence incidents. This may include referring staff to the Employee Assistance Program (EAP), and ongoing monitoring and follow-up of affected employees. Clients must be supported with crisis intervention services as needed as well as ongoing support through counseling and case management.
- G. Executive leadership are responsible for providing avenues of resources, oversight, and visible commitment to maintaining a violence-free workplace.
- H. All LCHD/CHC employees are responsible for participating in de-escalation training at designated intervals, including scenario-based training on workplace violence prevention, de-escalation techniques, and reporting procedures. Workplace violence incidents are required to be reported in the SafetyZone portal within 24 to 72 hours. LCHD/CHC encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or HR before the situation escalates into potential violence.
- I. Security Guards are responsible for maintaining a physical presence at designated LCHD/CHC sites and to serve as a deterrent to workplace violence. When requested by staff, Security Guards will assist in de-escalating volatile situations, and participate in incident reporting, as necessary. They also conduct periodic foot patrols of buildings and adjacent areas.
- J. External Law Enforcement may be called to intervene when workplace violence situations cannot be de-escalated by staff or security, or the threat of violence is apparent.
- K. Support for victims and witnesses affected by workplace violence, including trauma and psychological counseling, if necessary, will be provided to employees via the Employee Assistance Program (EAP) and to clients via their program staff.

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- L. The LCHD/CHC Safety Specialist in conjunction with members of the Environmental Health and Safety Committee will conduct an annual worksite analysis, or Risk Assessment of the risk of workplace violence or other physical and environmental security risks that exist within the work and physical environment of LCHD/CHC. A completed written report of the risk assessment and recommendations shall be submitted to the Environmental Health and Safety Committee for review.
- M. Employee training includes the roles and responsibilities of leadership, clinical staff, security personnel, and law enforcement. Training also includes skills and de-escalation strategies to incorporate into problem solving and decision making when faced with challenging and disruptive situations.
- N. The Clinical Risk Manager will provide an annual EHS (Environmental Health and Safety) update to Governing Council, which will include WPV (Workplace Violence) Assessment.

V. REFERENCES:

Emergency Action Plan, Lone Worker Policy, Harassment Policy, Incident Injury Reporting Policy, Code of Conduct, Discipline Policy

VI. AUTHORS/REVIEWERS:

Designated Review Team, Executive Director, Deputy Executive Director, and Lake County Board of Health Personnel Committee

VII. APPROVALS:

Lake County Board of Health President

Signature: _____ Date: _____