

## Calgary Student Run Clinic Policy – Violence and Safety Policy

Effective May 3, 2019

Revised April 29, 2019

**Purpose:** To foster a safe and secure work environment for SRC clinicians and outline protocols for maintaining safety and reporting workplace violence.

**Scope:** This policy applies to all SRC Clinicians

**Definitions:**

- SRC is Student Run Clinic

- AHS is Alberta Health Services

- UME is Undergraduate Medical Education and the University of Calgary Cumming School of Medicine

**Policy:**

It shall be the policy of the Student Run clinic that clinicians will adhere to the AHS Violence Policy and the UME student safety policy, both of which are found in the SRC Policies and Procedure Google Drive.

The important points of these policies will be summarized here. Clinician safety and security are top priority for the Student Run Clinic.

**Workplace Violence and Harassment:**

1. Clinician safety is the priority of the SRC. If you feel unsafe in a situation with a patient, you may refuse to provide that patient care and report the incident to your preceptor or police. If it is an emergency – get to a safe place and call 911.
2. Every clinician has the right and responsibility to report an incident to the police or other law enforcement agency, should they see fit.
3. Every clinician has the right and responsibility to report inappropriate or suspicious behaviour from a patient, colleague, preceptor or any person in their workplace. This behaviour includes any action by a person that makes a clinician concerned for their physical or psychological well-being.
4. All incidents of workplace violence must be reported back to the preceptor, the SRC Executive team and the UME. Please contact the SRC Executive team directly rather than through the Clinician Surveys. The executive team will assist you in reporting the incident to UME.
5. In the event that the complainant's supervisor/preceptor was the offender, please report the incident to the next party (in this case the SRC Executive team). If an executive team member is the offender, you may choose to report the incident to a different member of the executive team or the UME.
6. Confidentiality surrounding a workplace violence incident will be maintained, except when required by law, to conduct an appropriate investigation, to protect the safety of clinicians and to appropriately report the incident to the UME, should they need to be involved.

7. Following an incident, the SRC executive team has the responsibility to find an appropriate way to allow the complainant clinician to continue to participate in the SRC if they desire.
  - a. Clinicians have the right to refuse service to a patient who was violent towards them or harassed them in the past
  - b. Clinicians who have had preceptors harass or be violent towards them have the right to refuse to work with the preceptor. The SRC will defer to UME and AHS policies to deal with accusations towards a preceptor.
8. Every clinician has the right and responsibility to inform patients or clients that the SRC is committed to a safe working environment
9. Investigation of any incident will be followed as per the UME human resources protocol.

#### Emergency and Disaster Response (adapted from UME)

1. BEFORE YOU SAVE OTHERS, SAVE YOURSELF FIRST
  - a. ACTS OR THREATS OF VIOLENCE
    - i. Personal safety (lock your door, hide, distance yourself)
    - ii. Alert others, if possible and safe
    - iii. Call 911
    - iv. Stay calm and if required to speak to the individual – main goal is to HELP them, not hinder them
  - b. SHOOTING/ARMED ASSAILANT
    - i. Personal safety (lock your door, hide, distance yourself)
    - ii. Alert others, if possible and safe
    - iii. Do not go to an open area
    - iv. Call 911
    - v. Only fight as you last resort
  - c. BOMB/PHONE/ON PROPERTY THREATS/SUSPICIOUS ITEMS
    - i. BY PHONE:
      1. Remain calm
      2. Do not interrupt the caller; keep them on the phone; obtain as much information as possible – note phone number from call display
      3. Have colleague call 911
    - ii. ON PROPERTY:
      1. Tell someone, Call 911
    - iii. SUSPICIOUS ITEMS
      1. Do not move, touch, open or disturb the item
      2. Turn off all cell phones and pagers – as they could accidentally set the device off.
      3. Call 911 from a landline. If no landline available, move to a point far from the device and instruct others to do the same in order to use a cell phone to call 911
  - d. FIRE/EXPLOSION
    - i. Know the location of the fire exits of the building in which you are working
    - ii. Be aware of the assembly point on the facility
    - iii. Follow directions of the fire wardens of the facility, in any

- iv. If working with another SRC clinician, confirm their location after you have evacuated the building
- e. LOCKDOWN
  - i. Run – Hide – Fight
  - ii. Call or 911
  - iii. If possible, alert others
  - iv. Safety first
  - v. If the fire alarm sounds – do not leave your hiding place
- f. SEVERE WEATHER (FLOODS etc.)
  - i. AT HOME:
    - 1. Listen to the radio/media for updates and closures
    - 2. Listen to instructions from the media
    - 3. Do not attempt to come to the clinic
    - 4. Be safe
    - 5. Wait for further information
  - ii. AT WORK:
    - 1. Go to a safe room in the lowest building level
    - 2. Go to a closet or interior hallway (create a distance from windows, doors and outside walls)
    - 3. If you are outside – go to a low, flat location and lie down
    - 4. Do not go under a bridge or walk way
- g. HAZARDOUS MATERIALS SPILL
  - i. DON'T RUSH, DON'T WORK ALONE, AND DON'T CLEAN UP ANY SPILL UNTIL YOU ARE FAMILIAR WITH THE PROPERTIES OF THE CHEMICAL
  - ii. Leave the area
  - iii. Call 911
- h. EVACUATION PROCEDURES:
  - i. Activate the NEAREST fire alarm pull station
  - ii. If immediately available, take your coat, keys and identification
  - iii. Evacuate building – DO NOT USE ELEVATORS
  - iv. Close all doors along your exit route
  - v. Follow wardens instructions
  - vi. Proceed to Assembly Point
  - vii. Call 911

IF ANY OF THESE PROCEDURES CONTRADICT THOSE OF THE FACILITY IN WHICH YOU ARE WORKING, FOLLOW THE PROCEDURES OF THAT FACILITY.