

Appendix A

Board of Directors Statement
Harassment, Abuse, and Threats

BOARD OF DIRECTORS STATEMENT HARASSMENT, ABUSE AND THREATS

All individuals have the right to be safe and protected from harassment, abuse and threats. It is the responsibility of those who own, manage and provide professional services in dialysis centers to safeguard the health, welfare, and rights of their patients, employees, medical staff, and visitors.

The following actions are intolerable if they result in real or perceived harm to the victim, bystanders and witnesses:

- Acts of physical violence
- Actual or implied threats
- Sexual or emotional harassment

Prompt recognition and response by the Medical Director and/or Chief Executive Officer is critical to protect all concerned individuals and the orderly provision of dialysis services.

The Board of Directors of the Southern California Renal Disease Council, Inc. recommends that dialysis facility management provide the following:

- Organizational commitment to a policy of zero tolerance for workplace violence, verbal and nonverbal threats, and related actions
- A policy on prohibition of weapons and firearms
- Dissemination of such policies to staff and patients/patient representatives
- Initial orientation and ongoing training for all staff in violence prevention programs
- Guidelines for patient rights/responsibilities that establish clear behavioral expectations
- Guidelines for procedures not to initiate treatment, to terminate treatment and/or to terminate the relationship with violent/abusive patients
- Procedures to summon local police or private security personnel when appropriate

OSHA provides voluntary, generic safety and health programs management guidelines for all employers to use as a foundation for their safety and health programs, which should include a work place violence prevention program. *OSHA Guidelines for Preventing Workplace Violence for Health Care and Social Service Workers, US Department of Labor, Occupational Safety and Health Administration. OSHA 3148, 1996.

Medicare regulations address patient transfers and discharges: 42 C.F.R. 405. 2138(b)(2) "All patients treated in the facility...are transferred or discharged only for medical reasons or for the patient's welfare, or that of other patients, or for nonpayment of fees (except as prohibited by title XVIII of the Social Security Act), and are given advance notice to ensure orderly transfer or discharge."