WORK PLACE CIVILITY POLICY
Questions and Answers

Q. What does Workplace Civility mean?
A. BWH’s Workplace Civility policy sets forth our desire to create and maintain a workplace environment free from disruptive, threatening, violent, inappropriate or intimidating behavior for our employees to work and be productive.

Q. What are some examples of disruptive behavior that would be viewed as violating this policy?
A. Examples of disruptive behavior include but are not limited to: yelling, using profanity or vulgarity, verbally abusing others, making inappropriate demands for time and attention; making unreasonable demands for action (demanding an immediate appointment or a response to a complaint on the spot) or refusing a reasonable request for identification when asked.

Q. What are some examples of threatening behavior that would be viewed as violating this policy?
A. Examples of threatening behavior include, but are not limited to: behavior that includes physical actions short of actual contact/injury; oral or written threats to a person or property, whether in person, over the telephone, by email or through other means of communication.

Q. What are some examples of violent behavior that would be viewed as violating this policy?
A. Examples of violent behavior include, but are not limited to, behavior that a reasonable person would interpret as being violent, (e.g. throwing items, pounding on a desk or door, or destroying property); and specific verbal or other types of threats to inflict physical harm.

Q. How do I report incidents of inappropriate behavior?
A. Incidents of inappropriate behavior under this policy may be reported to the BWH Security Department, the immediate supervisor, the Human Resources Consultant or the Vice President for the area.

Q. How are reports or complaints of inappropriate behavior handled?
A. All reports or complaints under this policy will be investigated by Human resources in conjunction with BWH’s Security Department and will be handled confidentially, involving only the individuals on a need to know basis. Once an investigation is complete, a recommendation on how to rectify/resolve the complaint will be submitted to the appropriate area for disposition and proper follow up.
Q. What should I expect if I lodge a complaint or participate in an investigation under this policy?
A. Reasonable action will be taken to ensure that persons involved in an investigation, or in providing information during an investigation do not suffer any form of retaliation because of their good faith participation. Steps to avoid retaliation may include placing a party to the investigation on administrative leave or other reasonable action. As circumstances dictate, additional steps may also be taken to address workplace safety issues.

Q. What resources are available through BWH when it is necessary to deal with incidents of violent, inappropriate or intimidating behavior?
A. BWH has established teams composed of mental health professionals and members of the Hospital community trained in working with issues related to violence and the appropriate handling of on-going emergencies. These teams are available to assist individuals or departments, as appropriate. Team members may include representatives from Security, EAP, Legal, Passageway and BWH Human Resources.

Q. Are all employees who violate this policy subject to discipline?
A. Yes. Employees who violate this policy are subject to discipline up to and including immediate termination.

Q. Are physicians subject to this policy?
A. Yes. As members of the BWH community, Physicians are held to the same standard of conduct while working in the hospital and therefore are subject to the conforming to the requirements under this policy.