

Policy Title: Safe, Secure and Respectful Environment – Code of Conduct	Policy Number: SC.HPHO.029
Regional Business Owner Title: SVP Operations, COO, KFHP/H; COO, SCPMG	
Regional Custodian Title: VP, Support Services, KFHP/H	Original Effective Date: 04/02/2019
Medical Center Business Owner Title: MCAT/MSAAT	
Medical Center Custodian Title: Assistant Administrator, Support Services (OSSG Leader)	Revision Effective Date:
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1.0 Policy Statement

Kaiser Permanente (KP) takes reasonable preventive measures to provide a safe, secure and respectful environment for everyone on KP premises and in KP working environments. KP has zero tolerance for acts or threats of violence, sexual harassment, and/or intimidation that involve, or affect KP work or occur on KP premises. Anyone engaging in conduct that violates this policy shall be subject to remedial action.

2.0 Purpose

The purpose of this policy is to: safeguard all covered persons, members, patients, and visitors to KP premises and KP working environments from violence, threats, sexual harassment and/or intimidation by addressing threats and aggressive behavior at the earliest stage; define and mitigate inappropriate and unacceptable behavior; and establish effective process(es) for preventing, responding to, managing, and reporting acts or threats of violence or aggressive behavior.

3.0 Scope/Coverage

3.1 This policy applies to all employees and providers who are employed by any of the following entities (collectively referred to as "Kaiser Permanente"):

3.1.1 Kaiser Foundation Health Plan, Inc. and Kaiser Foundation Hospitals (together, KFHP/H);

3.1.2 KFHP/H's subsidiaries;

3.1.3 Southern California Permanente Medical Group (SCPMG)

3.2 This policy applies to all members, patients and visitors.

4.0 Definitions

See Appendix A – Glossary of Policy Terms

5.0 Provisions/Procedures

5.1 Expected Behavior: Members, patients and visitors are expected to behave in accordance with the Patient Rights and Responsibilities section as stated in the Member Guidebook and KP.org: *"Being considerate of others. You are responsible for treating physicians, health care professionals, other Kaiser Permanente employees and your fellow Kaiser Permanente members with courtesy and consideration. You are also responsible for showing respect for the property of others and of Kaiser Permanente"* All employees, staff and physicians should refer to the Principles of Responsibility (POR) code of conduct as the primary guide to appropriate behavior in the KP workplace.

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5.2 Prohibited Behavior: All covered persons are required to follow this policy that specifically prohibits the following behavior related to threats of violence and violence:

- 5.2.1** Bringing a weapon to or carrying a weapon at: any KP premises or KP working environment. (For more detail and applicability regarding firearms, see also *Prohibition of Firearms, NATL.ESS.001*);
- 5.2.2** The use or brandishing of any weapon or instrument to threaten or assault anyone on KP premises or in a KP working environment;
- 5.2.3** Any act or threat of violence, or intimidation by means of an act or threat of violence, or behavior that would reasonably be interpreted as an act or threat of violence; and
- 5.2.4** Engaging in behavior that would reasonably be interpreted as abusive or aggressive, inappropriate, disruptive or uncivil in a manner that would reasonably be interpreted as threatening harm to someone in the workplace.
- 5.2.5** Engaging in behavior that would reasonably be interpreted as sexual harassment
- 5.2.6** Engaging in behavior that would reasonably be interpreted as gender, racial, cultural, or sexual orientation bias in a manner that would reasonably be interpreted as threatening harm to someone in the workplace.

5.3 Identification/Notification of Prohibited Behavior and Risks

- 5.3.1 Imminent Danger:** 911 and/or Security should be called first for all incidents that pose immediate danger of physical harm.
- 5.3.2 Observations and Reporting of Prohibited Behavior:** Covered persons are required to notify the Department Manager (or immediate manager) and/or Security of any conduct that violates Section 5.2 of this policy immediately upon observing or otherwise learning of such conduct by any person working for KP, on KP premises, in a KP working environment, using KP services, or that could reasonably be believed to affect KP premises or a KP working environment. Please refer to *Prohibition of Firearms, NATL.ESS.001* for noncompliance related to firearms.
- 5.3.3 Members, patients or visitors** on KP premises or in KP working environments are encouraged and assisted in notifying Security or a Supervisor when they have observed or otherwise learned of conduct prohibited by this policy.
- 5.3.4 Follow-Up:** All notifications are evaluated and managed promptly, according to the Regional and local threat management workflows, security policies and

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procedures and local Prevention of Workplace Violence Plan and procedures (see attachment 1). Remedial actions occur in a timely manner, prioritized by severity and in compliance with state regulatory requirements.

5.3.5 Permission: All covered persons are required to allow individuals to:

5.3.5.1 Report in good faith acts or threats of violence, abusive, aggressive, inappropriate, disruptive or uncivil behavior, sexual harassment, or gender-racial-cultural-sexual orientation bias to, or seek assistance and intervention from internal KP resources, local emergency services or law enforcement; or

5.3.5.2 Participate in any procedures or investigations (internal or external) related to such acts or threats.

5.3.6 Non-Retaliation: All covered persons are prohibited from taking punitive or retaliatory action against individuals who take actions described in 5.3.5.1 and 5.3.5.2, above.

5.3.7 Confidentiality: Information about any policy violation and investigation is limited to those persons who have a need to know.

5.4 Incident Documentation and Reporting

5.4.1 Security Report: All episodes of violent, abusive, aggressive, inappropriate, disruptive or uncivil behavior, sexual harassment, gender-racial-cultural-sexual orientation events are to be reported through the Regional and local threat management workflows, security policies and procedures and local Prevention of Workplace Violence Plan and procedures (see attachment 1).

6.0 References/Appendices

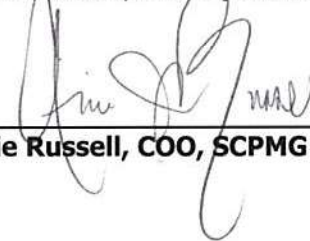
- 6.1 [Kaiser Permanente’s Principles of Responsibility](#)
- 6.2 [National Environmental, Health and Safety, NATL.EHS.001](#)
- 6.3 [Threats and Violence in the Workplace: Prevention and Management NATL.ESS.002](#)
- 6.4 [Prohibition of Firearms, NATL.ESS.001](#)
- 6.5 [KP.org Patients Rights and Responsibilities](#)
- 6.6 [Threat Management: Requests for Combative Patient Alert Flag \(CPA\) and kp.org Access Removal SCR.HPHO.010](#)
- 6.7 Member Guidebook

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7.0 Signature Lines

Include the signature(s) of the senior regional leader(s) that approved the document being submitted in accordance with the SCAL Regional Policy and Procedure Toolkit.

Signature:  Date: 4-2-19
Gerald McCall, SVP Operations, COO, KFHP/H

Signature:  Date: 4/1/19
Annie Russell, COO, SCPMG

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APPENDIX A

Glossary of Policy Terms

- 1. KP Premises** - Any building or space, including parking lots, for which Kaiser Foundation Health Plan, Kaiser Foundation Hospital or a subsidiary is the private property owner or in legal control of the property through a lease, contract or any other agreement.
- 2. KP Working Environment** - any location where a KP entity has established a business presence or conducts KP-sponsored activities or events.
- 3. Remedial Action** – Includes but is not limited to: corrective action/discipline up to and including termination of employment (employees); criminal and/or civil prosecution if the conduct involves a violation of law (member, patient or visitor) and/or member disenrollment; and civil restraint from entry onto specific KP facility or KP property generally.
- 4. Threat of Violence** - Any actions, statements or other intimidating conduct that gives reasonable cause to believe that the personal safety of an individual or group of individuals may be at risk of violence (as defined herein).
- 5. Violence** –The use of physical force that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether an injury is sustained. Includes any incident involving the use of a firearm or other dangerous weapon, regardless of whether an injury is sustained.
- 6. Weapon** – Includes any instrument, article, object, or substance which, under the circumstances, could reasonably be used to cause physical injury or death, such as firearms, knives, clubs, stun guns, nun chucks or incendiary devices.
- 7. Covered Persons** – All Kaiser Permanente members, patients, visitors, physicians, providers, healthcare teams and employees.