

ABUSIVE AND INAPPROPRIATE BEHAVIOURS

*Information for everyone who works at,
is a patient in,
or visits our hospitals.*



London Health Sciences Centre (LHSC) is committed to providing a healthy and safe environment; one that is free of discrimination and harassment, and one in which all individuals are treated with respect and dignity.

All individuals are expected to take responsibility and accountability for their behaviours and to maintain an environment that is free of abusive, aggressive, bullying, violent or other inappropriate behaviours. Therefore, any persons on LHSC premises must act in a civil manner, treating others with consideration and observing all applicable hospital rules and regulations.

Abusive, Aggressive, Violent or Other Inappropriate Behaviours

Inappropriate behaviours may be overt or subtle and take many forms:

Bullying

Involves persistent, demeaning and degrading behavior through vicious words and cruel acts such as belittling, correction, threatening, intimidation, undermining staff or colleagues, blaming, fear and professional humiliation that gradually undermines confidence and self esteem devaluing the worth of others.

Financial

Actions that take advantage of another person's finances may include misuse of power of attorney, stealing of money or property, or cases of trickery or fraud.

Neglect

Failure to provide the basic needs of a person, either on purpose or due to indifference, and includes actions such as not providing proper food, personal care, or necessary supervision.

Physical

The communicated intent or intentional act of willful infliction of physical pain or injury such as slapping, hitting, punching, biting, scratching, shoving, burning, kicking, pinching, choking, stabbing, and/or shooting. It also includes force feeding and improper use of restraints.

Psychological/emotional

Words or behavior intended to control, frighten, or make a person feel worthless. This includes instances of humiliation, intimidation, forced confinement, or threats to hurt a person.

Sexual

Sexual activity with a person without consent, such as unwanted touching, kissing, fondling, grabbing, or forcing of sexual acts.

Spiritual

Actions of a person or group who are in a position of authority to control, force, or manipulate another person or persons on the basis of spiritual or religious beliefs.

Verbal

The use of comments known, or ought to be known, to be unwelcome, embarrassing, offensive, threatening or insulting to another person.

As a patient or family member, you may be experiencing stress and anxiety associated with an illness and may direct frustration, anger or aggression towards others. While staff are sensitive to the emotional strain patients and families are under, inappropriate behaviours are unacceptable in any circumstance.

Your Rights

All individuals have the right to work in or to visit the hospital without being subjected to inappropriate behaviours.

If you think you are being treated inappropriately or witnessed someone else being treated inappropriately, please speak to your immediate supervisor or health care provider. You have the right to make a report and/or participate in an investigation without fear of punishment. All investigations will be thorough, fair, and sensitive to the privacy of everyone involved.

Your Responsibilities

LHSC expects all individuals working in or visiting the hospital to:

- Treat all people with dignity and respect and avoid any behavior that could be thought of as inappropriate
- Immediately report incidents of inappropriate behaviours to a health care provider, Security and/or LHSC leadership

Inappropriate behaviours are unacceptable not only on hospital premises, but anywhere hospital business is conducted, including during travel, training and social functions. LHSC's Managing Abusive and Inappropriate Behaviours policies apply to all circumstances.

If your safety or the safety of others is threatened, call or ask your health care provider to call LHSC Security.

South Street Annex	52281
University Hospital	32281
Victoria Hospital	52281

If you are at an LHSC satellite site or off hospital property, call the Police (911) for immediate assistance.