

Everyone deserves a workplace free of violence to preserve the safety and security of patients and our local communities. Violence in Emergency Departments (EDs) or any other healthcare workplace should never be tolerated. Collectively we must work towards minimizing all safety hazards in the ED environment. A coalition of New York College of Emergency Physicians (NYACEP), the New York State Emergency Nurses Association (NYSENA) and the American Nurses Association of New York (ANA-NY) support the following principles:

- EDs (including waiting rooms) should establish '**Violence Free Zones**' with appropriate **signage** in all designated areas.
- Resources and new **funding** mechanisms should be developed to provide hospitals with adequate security personnel, training, technology, and other resources to prevent violence in the ED.
- All staff should be supported when **raising or reporting** safety concerns even when it may involve fellow colleagues.
- Secure, confidential **reporting mechanisms** should be developed for employees and patients involved with workplace incivility, inappropriate behavior, and other violent events.
- Safety and incident reporting **data** should be consistently collected, analyzed and available for all stakeholders to justify new departmental **interventions** and avert future events.
- A **culture** of civility and respect should be required at every ED facility across New York State.
- **Policies and procedures** should be implemented at all institutions outlining proper policies, procedures, and rights to support all victims of violence.
- All staff should be encouraged to complete **training** on harm prevention and de-escalation.
- A **zero-tolerance policy should be instituted** for employees, patients, visitors, and families that engage in violent or threatening behavior that jeopardizes the safety of others.
- Community **partnerships** should be established between EDs, hospital systems, and other local organizations for compiling resources and developing new strategies for preventing violence.



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