



DMC HARASSMENT PREVENTION PROGRAM

Our Values...The Way We Work



Harassment Prevention Program:

This module covers harassment based on sex, race, color, religion, sexual orientation, national origin, age, disability or other classifications protected by law or DMC policy.



Learning Objectives:

After completing this training module you should know:

- 1. The Detroit Medical Center's (DMC) policies on harassment prevention including sexual harassment.**
- 2. Behaviors that constitute harassment.**
- 3. Resources available to assist you in addressing harassment concerns.**

Training Questions:

For more information or to discuss any part of the Harassment Prevention training module, please contact:

Human Resources – Call (313) 578-3547

or

Corporate Audit & Compliance – Call (313) 993-0317



General Information:

Harassment is prohibited in the DMC workplace by:

- * **Federal and State Law**
- * **DMC Code of Conduct – Standard # 6**
- * **DMC policies 1 HR 504 and 1 HR 511**



Code of Conduct – The Nine Standards:

1. Quality of care and services
2. Privacy and confidentiality
3. Coding/billing integrity and record keeping
4. Customer service
5. Compliance with laws and regulations
6. *Workplace conduct and employment practices*
7. Research
8. Conflicts of interest
9. Protecting property, assets and information

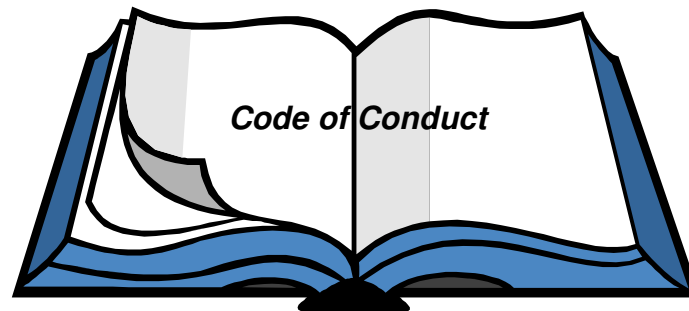
Code of Conduct



Code of Conduct – Compliance Program:

The Code of Conduct emphasizes common shared values that guide our actions and help resolve questions about inappropriate conduct in the workplace. This is covered in Standard 6, Workplace Conduct and Employment Practices:

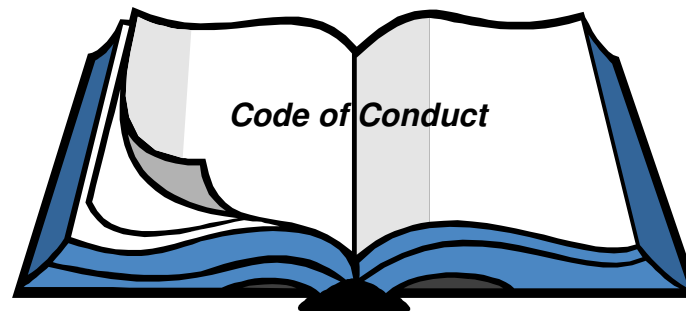
“We are committed to creating a work environment in which employees, physicians, and others are treated respectfully and afforded the opportunity for professional development.”



Code of Conduct – Compliance Program:

In particular, this module focuses on the DMC’s zero tolerance for all conduct that is harassing, abusive or offensive toward our employees, medical staff, affiliated persons, patients and visitors:

“As part of our commitment to provide a safe workplace, we will maintain a work environment free of misconduct that harasses, disrupts, or interferes with an individual’s work performance or creates an intimidating, offensive, or hostile environment...”



Compliance and HR Policies:

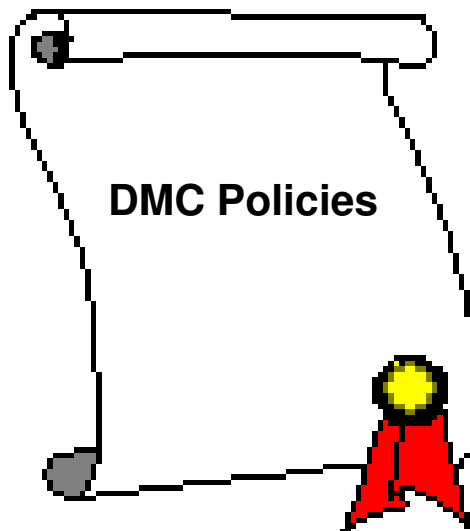
Policies available on the DMC Intranet/DMC Policies

<u>Policy Name</u>	<u>Summary</u>
Harassment & Discrimination <i>DMC policy 1 HR 504</i> Sexual Harassment <i>DMC policy 1 HR 511</i>	Establishes guidelines to ensure a work environment free from harassment. Provides a way to assist those who believe that they have been subjected to harassment in violation of the policy.
Non-Retribution <i>DMC policy 1 CG 011</i>	Establishes DMC commitment to assure that employees can identify and report problems without fear of retaliation.
Employee Hotline Operation <i>DMC policy 1 CG 012</i>	Establishes an anonymous way to report suspected criminal activity, and illegal or unethical conduct.
Progressive Discipline <i>DMC policy 1 HR506</i>	An employee who violates a DMC policy or who participates in misconduct will receive discipline in proportion to the magnitude of the infraction.

DMC Policy:

Two policies on harassment are part of this training:

- **Harassment and Discrimination (DMC policy 1 HR 504)**
- **Sexual Harassment Policy (DMC policy 1 HR 511)**



Harassment Policies:

- **Covers employees of the DMC and its subsidiaries, as well as students, medical, and house staff, visitors, patients, volunteers, vendors, agents and persons affiliated with the DMC**
- **The above groups are expected to conduct themselves in a manner that will provide a positive work environment free of any harassment**
- **Recognizes that harassment is a serious form of misconduct for which an employee can be disciplined up to and including termination**

Harassment and Discrimination Policy:

- **DMC prohibits and will not tolerate harassment or discrimination of any employee**
- **DMC will maintain a work environment free from harassment and discrimination**



Examples of Harassment Behaviors:

- **Slurs and jokes about a class of persons (for example, those who are disabled, homosexual or a member of a minority group)**
- **Derogatory remarks about a person's national origin, race, language or accent**
- **Display of explicit or offensive calendars, posters, pictures, drawings or cartoons which reflect negatively upon a person's class or a particular person**
- **Disrespectful comments even if unrelated to a person's race, color, national origin, religion, age, disability or sexual orientation**
- **Teasing or references to an individual's age or disability**

Sexual Harassment Policy:

- It is the policy of the DMC to maintain a work environment free of sexual harassment, including harassment based upon a hostile work environment
- DMC will **NOT** tolerate sexual harassment of its employees by supervisors, co-workers, physicians, visitors, or other persons affiliated with the DMC
- Sexual harassment of non-employees by any DMC employee is **NOT** allowed

Sexual Harassment Examples:

- The following examples could be considered sexual harassment or part of a pattern of sexual harassment. The examples are not a complete list of all the ways in which sexual harassment may occur:
 - Requests for sexual favors
 - Jokes of a sexual nature
 - Suggestive remarks
 - Displaying pictures, posters or cartoons of a sexual nature
 - Displaying pornographic material
 - Making sexually derogatory sounds and comments
 - Whistling
 - Unwelcome touching
 - Sharing sexually suggestive e-mail messages

Did You Know...

- **Statements such as “I didn’t mean anything by it” or “I was just joking” or “She can’t take a joke” are neither excuses or defenses. Under the law, actual intent is irrelevant. *What is relevant is the impact of the behavior on the recipient.***
- **Harassing behavior can be verbal, non-verbal, or physical. “Offensive” is in the eye of the beholder or the recipient of the behavior. What is **NOT** offensive to one person may be offensive to another, despite the intent of the alleged offender. Severe acts may be judged based on a single act. Less severe acts may constitute harassment if repeated and persistent.**

Your Role:

Preventing harassment in the workplace depends upon everyone's participation for its continued success. To fulfill your role, you must complete *four* actions:

- 1. Know the DMC's Harassment Policies: Harassment and Discrimination 1 HR 504 Sexual Harassment 1 HR 511.**
- 2. Conduct yourself in a professional manner.**
- 3. Be aware of how your behavior may impact others.**
- 4. Report problems immediately if you experience improper behavior or are aware of another's concern.**

Monitoring and Reporting:

- **Individuals who have been sexually harassed experience a myriad of emotions. If you think you have been harassed:**
 - Do not blame yourself
 - Do not delay in reporting your concern
- **If you have a concern, contact any of the following to report a problem:**
 - Your manager/supervisor or their supervisor/manager
 - Human Resources Department
 - Corporate Audit and Compliance Department
 - DMC Compliance Hotline

Resources and Contact Numbers:

DMC Human Resources:
Children's, Detroit Receiving,
Harper University/Hutzel Womens,
Rehabilitation Institute, DMC Parent and
DMC University Laboratories
(313) 578-3547

Sinai-Grace Hospital
(313) 966-3101

**The Michigan Orthopaedic Specialty Hospital
(MIOSH)**
(248) 733-2331

Huron Valley-Sinai Hospital
(248) 937-4040

**Other DMC Sites: Call one of the numbers
listed above.**

DMC Compliance Hotline
(888) 484-9200

- Available 7 days a week/24 hours a day
- Can remain anonymous
- Toll free

**DMC Corporate Audit and Compliance
Department**
(313) 993-0317

DMC Employee Assistance Program
(313) 745-1900 or toll free at
(877) 789-3271

DMC Legal Affairs
(313) 966-2080



Investigations:

All reported concerns will be reviewed. A suspected violation brought to the attention of management will be reviewed promptly and reported to the appropriate parties. These parties will assist in resolving the problem.



Two Important Concepts:



Confidentiality:

All information will be handled with sensitivity and shared only with those individuals involved in the investigation or who have a need to know



Non-Retaliation:

Retaliation will not be tolerated against any individual who in good faith raises a concern about an alleged sexual harassment situation

Additional Resources: Sexual Harassment Brochure

Message from Michael E. Duggan President and CEO, Detroit Medical Center

“The DMC is committed to creating an environment in which all persons are treated respectfully and fairly...The DMC will not tolerate sexual harassment of its employees by supervisors, co-workers or others; nor will harassment of non-employees by any DMC employee be condoned. This reinforces the DMC’s zero tolerance of sexual harassment as a violation of the Code of Conduct.”

Preventing Sexual Harassment Brochure:

Copies of the brochure are available at:

- HR forms racks at each hospital
- HR website:
 - **Click on HR Main Links**
 - **Select Sexual Harassment**
- **See copy of “Information on Preventing Sexual Harassment” brochure on the the following two screens**





DMC Harassment Prevention Program



Q: Can a person be sexually harassed even if he/she is not the target of the harassing behavior?

A: Yes, even though not the target, a person could be subjected to seeing, hearing or experiencing things or behaviors that may cause them to feel uncomfortable or threatened.

Q: If I am a manager, what should I do if I receive a sexual harassment complaint from one of my employees?

A: Contact your Human Resources Department and they will work with you directly. Do not make a determination on the complaint until you talk with Human Resources. They will assist in conducting a thorough and confidential investigation.

Q: If I am an employee and I file a complaint, will the complaint be handled confidentially?

A: Confidentiality in the reporting and investigation of complaints is important to the DMC. We shall strive to complete each investigation in a private and confidential matter. Confidentiality will be maintained except when it cannot be protected due to a subpoena or outside intervention or when the investigation requires notice to other individuals.

Q: Could I be subject to retaliation if I report an incident of sexual harassment?

A: No. As stated in the DMC Sexual Harassment Policy, no retaliation will be tolerated against any individual who in good faith raises a concern or makes a complaint about behavior that may violate this policy.

Q: Why can't I have sexually suggestive posters, calendars or pictures in my work area?

A: First, the items are unprofessional and inappropriate in a work environment. Second, the items can be seen by another employee, patient/family member or others who are uncomfortable with them.

IMPORTANT TELEPHONE NUMBERS

Human Resources Department
 Children's, Detroit Receiving, Harper University, and Hutzel Women's Hospitals, Rehabilitation Institute, DMC Parent, DMC University Laboratories (313) 578-3547
 Huron Valley-Sinai Hospital (248) 937-4040
 Michigan Orthopaedic Specialty Hospital (MIOSH) (248) 733-2331
 Sinai-Grace Hospital (313) 966-3101

Other DMC Sites: Call one of the numbers listed above.

DMC Employee Assistance Program
 (313) 745-1900
 (877) 789-3271 Toll Free

DMC Compliance Hotline
 (888) 484-9200 Toll Free

Sponsored by:
The DMC Human Resources Department

INFORMATION ON PREVENTING SEXUAL HARASSMENT

For DMC Employees, Agents, Students, Medical and House Staff, Visitors, Patients, Vendors, Volunteers and Persons affiliated with the DMC



DMC Harassment Prevention Program

A message regarding DMC's Policy Prohibiting Sexual Harassment...

DMC's Commitment

The DMC is committed to creating an environment in which all persons are treated respectfully and fairly. It is the policy (HR #511 and CG 018) of the Detroit Medical Center ("DMC") to maintain a work environment free of sexual harassment, including harassment based upon hostile work environment. The DMC will not tolerate sexual harassment of its employees by supervisors, co-workers or others; nor will harassment of non-employees by any DMC employee be condoned. This reinforces the DMC's zero tolerance of sexual harassment as a violation of the Code of Conduct.

Standards

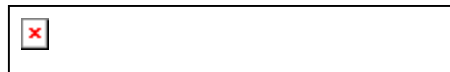
We are all expected to conduct ourselves so as to maintain an environment that is free of harassment. Sexual harassment is a serious form of misconduct for which discipline up to and including discharge may occur. Harassing behavior will not be tolerated by any individual.

No Retaliation

No retaliation or reprisals will be tolerated against any individual who in good faith raises a concern or makes a charge about behavior that may violate this policy. Nor will there be tolerance of any form of retaliation against an individual who participates in the investigation of any incident of alleged sexual harassment.

What to do

Any person who believes he/she is being subjected to sexual harassment should immediately notify his/her direct supervisor, the Human Resources department or the DMC Compliance Hotline. All complaints of sexual harassment will be investigated confidentially and appropriate action will be taken.



Michael E. Duggan
President and Chief Executive Officer
Detroit Medical Center

What Are Examples of Sexual Harassment?

Examples include unwelcome behavior, such as:

- Unwanted, unsolicited or offensive sexual advances and requests for sexual favors.
- Touching and physical contact of a sexually inappropriate nature.
- Display or use of posters, calendars and pictures of a sexually inappropriate nature in any work area.
- Making comments or jokes of a sexual nature.
- Gestures, whistling or other similar behavior of a sexually inappropriate nature.
- Use of e-mail or Internet to send messages or materials of a sexually inappropriate nature.

If You Think You Have Been Subjected to Sexual Harassment...

- Don't Delay. Immediately report your concerns. Contact your manager or his/her boss. There are other contact persons available:
- The Human Resources Department for your operating unit.
- The DMC Compliance Hotline toll free at (888) 484-9200.

A Reminder to DMC Employees on Consequences for Contributing to or Creating a Sexually Harassing Environment

The DMC prohibits any of its employees from engaging in any form of sexually harassing behavior directed to other employees, patients, visitors, physicians or other persons affiliated with the DMC. All allegations of sexual harassment will be investigated. Sexual harassment by an employee is a serious form of misconduct for which an employee may be disciplined, up to and including discharge, in accordance with the progressive discipline/corrective action policy.

Questions and Answers

- Q:** Does sexual harassment only happen to women?
- A:** No, men can also be the recipients of sexual harassment.
- Q:** Is sending e-mails of a sexual suggestive nature in violation of the DMC Sexual Harassment Policy?
- A:** Yes, sending sexually suggestive e-mail is inappropriate in the workplace.

Summary:

We hope this NetLearning course has been both informative and helpful.

Feel free to review this course until you are confident about your knowledge of the material presented.

Click the Take Test button on the left side when you are ready to complete the requirements for this course.

Click on the My Records button to return to your CBL Courses to Complete list.

Click the Exit button on the left to close the Student Interface.