

# THE BIG PICTURE

Workplace Safety & Support



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## Creating a Safer, More Supportive Workplace

Over the past several months, there have been many conversations at Alice Hyde and CVPH about workplace violence — not just about the serious incidents we all recognize immediately, but the verbal abuse, intimidation and incivility that can take a toll long after a shift ends. These stories stay with all of us. It's a reminder of how deeply this work affects each of you and how essential it is that you feel safe and supported at work.

We care for people during some of the most stressful moments of their lives. While patient behaviors can sometimes be influenced by illness or circumstance, no one should feel unsafe or disrespected while doing this important work. You deserve support, and we are committed to continuing this work with focus and intention.

### WHERE WE'RE MAKING MEANINGFUL PROGRESS

We've taken important steps forward based on your shared experiences and willingness to speak up:

- Reinforcing our commitment to a safe workplace — all forms of violence, threats and abuse are taken seriously, and we provide guidance and support to respond appropriately while continuing to deliver compassionate care.
- Strengthening our reporting processes so it's easier to speak up and know you'll be heard, while improving follow-up and consistency in how incidents are acknowledged and addressed by leadership.
- Expanding de-escalation and communication training to help staff navigate difficult interactions, safely and confidently.
- Building more trauma-informed support, including access to emotional and recovery resources.

### WHERE WE SEE OPPORTUNITIES AHEAD

There is still work to be done and your voice matters in sharing what comes next:

- Achieving greater consistency across units and departments, so expectations are clear and applied fairly.
- Addressing staff-to-staff incivility, because how we treat one another shapes our culture.
- Strengthening consequences for violent behavior and improving partnerships when outside support is needed.
- Continuing to leverage our core values and speak up, where reporting any concerns is both encouraged and expected.
- Continuing to look at new policies and procedures, as well as new partnerships and opportunities to keep you safe.

### LOOKING FORWARD, TOGETHER

Our organizations differ in size and resources, but your need is the same: safe environments where you feel valued, respected and supported. We will keep listening, learning and improving.

Thank you for the compassion you bring to your work and for the resilience you show every day. Your safety — physical and emotional — remains one of our top priorities.

**Brenda Murphy, BSN, RN**  
Vice President of Quality and Safety, Chief Quality and Safety Officer

**ALICE HYDE MEDICAL CENTER**  
**CHAMPLAIN VALLEY PHYSICIANS HOSPITAL**

### Our Shared Commitment

Safety is a shared effort — between our teams, our leaders, our security staff and the partners who support us across the North Country. When we work together, we strengthen the environment we all rely on.

#### A Culture That Protects Each Other

How we treat one another shapes our work environment. Respect, accountability and kindness are essential to making sure everyone feels safe coming to work.

#### Why This Work Matters

Workplace violence impacts the physical and emotional well-being of our teams as well as the care for our patients. It affects retention and the stability of our rural health care system. Creating safer environments is more than a policy commitment — it's commitment to our patients, people and community.

#### How Reporting Helps

Your reports help us identify trends across our organizations, strengthen our safety practices and make improvements that protect staff and patients. Even when an incident feels small, reporting matters — it's one of the clearest ways we can continue building safer workplaces.



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