

Steps for Conducting a Violence Risk Assessment

1. The Game Plan

- A. Meet with stakeholders - manager, employees, OHS committee chairs
- B. Gather a team of dedicated individuals (consider worker rep from safety committee)
- C. Decide what information you want to gather and how it will be gathered
- D. Set realistic timelines as a guide for your team
- E. Set dates in advance for benchmarking/group meetings

2. Information Gathering

- A. Previous experience in your workplace - close calls and injuries
- B. Similar workplaces - who does the same (similar) work as you do?
 - collect information through interviews, documentation, phone calls
- C. Location and Circumstance of your work
 - types of interactions (ex. providing medical assistance, resident-manager, facility maintenance (buildings and grounds), security, etc.)
 - what is the service provided? (ex. medical, security, housing, etc.)
 - who are the clientele? (ex. residents, public, clients, patients, etc.)
 - what causes clientele to be angry? (ex. tenant - tenant interaction, off meds, on meds, other?)
 - is money involved?

3. Summarizing Findings (the Report)

- A. Enter the information on the Hazard/Risk/Control Table
- B. For single worksite, complete the Overview report
- C. For multiple worksites, complete a separate Hazard/Risk/Control Table for any common issues.

4. Addressing Issues

- A. Write an action plan to address risks (implementating recommendations).
- B. Start to implement recommendations
- C. Review on a regular basis the status of the risk assessment and action plans.

-> over ->

To complete parts 2 and 3 above, use the following documentation or methodology:

Documentation / Methodology

Information Gathering	
Questionnaire (link to this document on website)	Provides an idea on perception and possible problem areas, interactions with clientele or members of public
Interview	Allows for more detailed information and resolution of unanswered questions in the questionnaire. Allows employees to explain in greater detail than is sometimes possible on paper.
Site Inspection Datasheet/Work Environment Checklist (link to this document on website)	Allows for a comprehensive look at the work tasks and the work environment. Information is compiled in summary format on this document from the questionnaires, interviews and site visit.
Summarizing Findings (the "Report")	
Hazard/Risk/Control Table (link to this document on website)	Summarizes all hazards, risks and controls currently in place. Can be amended with a Recommendations column to allow solutions to be written into the table. This can also be completed for common issues for an employer with multiple worksites.
Overview (link to this document on website)	Provided as a summary document which identifies the location, the work types, the history of incidents and the general risk level.

Location:

Date of Survey:

Workgroup:

Survey Prepared by:

HAZARD	RISK	CONTROLS	RECOMMENDATIONS
	Degree of Risk: High <input type="checkbox"/> Moderate <input type="checkbox"/> Low <input type="checkbox"/>		
	Degree of Risk: High <input type="checkbox"/> Moderate <input type="checkbox"/> Low <input type="checkbox"/>		
	Degree of Risk: High <input type="checkbox"/> Moderate <input type="checkbox"/> Low <input type="checkbox"/>		

This questionnaire has been designed to assist departments in conducting a Workplace Violence Risk Assessment to determine Violence Prevention Program requirements. All information provided on this form is anonymous and the employees are not required to provide their name.

Please fill in the information where applicable. Your response to any questions is optional.

Employee Profile:

A) What is your current position? _____

B) What is your regular worksite? _____

C) How long have you been employed in your current position? _____

D) Sex: MALE FEMALE

E) What age group do you belong to?

15-19 20-29 30-39 40-49 50-59 60+

Workplace Violence: *The attempt or actual exercise by a person, other than a worker, of any physical force so as to cause injury to a worker, and includes any threatening statement or behavior which gives a worker reasonable cause to believe that he or she is at risk of injury.*

(BC Occupational Health and Safety Regulation Definition 4.27)

A threat against a worker's family may be considered a threat to the employee where the threat rises out of the course of the worker's employment.

1) Have you experienced verbal abuse or the threat of physical violence while an employee with us?

YES

NO

*If yes, how many times in the **LAST 2 YEARS?***

A) Verbal Abuse 0 1 to 5 6 to 10 11 to 20 more than 21 #_____

B) Verbal Threats (where you **DID NOT** feel at risk of injury) 0 1 to 5 6 to 10 11 to 20 more than 21 #_____

C) Serious Verbal or Physical Threats (where you **DID** feel at risk of injury) 0 1 to 5 6 to 10 11 to 20 more than 21 #_____

D) Physical Violence 0 1 to 5 6 to 10 11 to 20 more than 21 #_____

If you experienced **SERIOUS VERBAL THREATS (C)** or **ACTUAL PHYSICAL VIOLENCE (D)**, please answer the following questions, relating to C and D, above:

- Did you report the incident(s)? YES NO
- If yes, how did you report the incident(s)? WRITING VERBALLY
- To whom did you report the incident(s)? _____
- If no, why didn't you report the incident? _____

Was the incident you reported followed up appropriately? Please describe the follow-up.

What was the relationship of the aggressor to you? (customer, client, contractor, public, volunteer, patron, tenant, etc)

Please give a brief description of incident(s):

2) Is there a written procedure in place to report an incident of workplace violence?

- YES NO

3) Do you know how to report an incident of workplace violence?

- YES NO

4) Do you feel you are at risk for workplace violence in your current position?

- YES NO

If yes, what situations could cause anger with customers/clients/members of the public to be violent or threatening?

5) Are you aware of any incidents of workplace violence involving others in your workplace or similar workplaces?

- YES NO

If yes, please provide details:

6) Have you received any training that assists you in dealing with hostile/abusive/violent clients?

YES

NO

If yes, please list courses and dates taken:

7) What measures do you currently take to minimize your exposure to violent incidents?

8) Does your work area have adequate lighting and security provisions? (i.e. locked doors, security staff, access to parking, etc.)

9) At your present workstation or location, what changes could be implemented to make your job safer? (Physically, procedurally, training, etc...)

10) Have you experienced any work related serious verbal threats or physical violence while off-site of your workplace?

11) Do you have any additional feedback or comments not already asked on this questionnaire?

Thank you for your feedback!

*Remember: All safety issues are to be reported to your Supervisor. If your Supervisor does not adequately address the issue, you should report the issue to your OH&S Committee or Worker Representative.

Violence Risk Assessment

Location: XYZ Residence

Date of Survey: August 2006

Workgroup: SRO & Building Services

Survey Prepared by: John Safety

HAZARD	RISK	CONTROLS	RECOMMENDATIONS
<p>Serving a low income population in a large downtown centre where some people overuse alcohol or abuse illegal drugs, or have a history of mental illness. This is amplified on social assistance or check day and the four days following, until the funds are spent.</p>	<p>Degree of Risk: High <input checked="" type="checkbox"/> Moderate <input type="checkbox"/> Low <input type="checkbox"/></p> <p>The behaviour of tenants, tenant's guests, loiterers and un-authorized people in the residences can be very unpredictable given any circumstance they are presented with.</p> <p>The risk is greater between the hours of noon and midnight, when the people are awake and coming in and out of the building.</p>	<ul style="list-style-type: none"> • New employee orientation. • Violence Prevention Training. • Hiring Practices - familiarity with type of clientele in the neighbourhoods where the SRO's are situated. 	<ul style="list-style-type: none"> • Improved new employee orientation, including information on the effects of certain drugs and alcohol. • Violence Prevention Policy from the Director. • Signage about the policy, visible to tenants. • Consider the addition of extra staff in the higher risk locations on check day and four days following. • Continue to strengthen hiring practices, focussing on communication and violence prevention skills.
<p>Enforcing House Rules</p>	<p>Degree of Risk: High <input checked="" type="checkbox"/> Moderate <input checked="" type="checkbox"/> Low <input type="checkbox"/></p> <p>Depending on the situation and mental state of the person being dealt with, verbal abuse can occur and lead to physical violence if not handled appropriately.</p>	<ul style="list-style-type: none"> • New employee orientation. • Violence Prevention Training. • Risk of eviction for non compliance that tenants are made aware of upon renting a suite. 	<p>Posted signage of the house rules and expectations.</p>
<p>Asking loiterers outside the residences to move on.</p>	<p>Degree of Risk: High <input type="checkbox"/> Moderate <input checked="" type="checkbox"/> Low <input type="checkbox"/></p> <p>Depending on the situation and mental state of the person being dealt with, verbal abuse can occur and lead to physical violence if not handled appropriately.</p>	<ul style="list-style-type: none"> • New employee orientation. • Violence Prevention Training. • Safe Operating Procedure for Dealing with Loiterers. 	

Violence Risk Assessment

HAZARD	RISK	CONTROLS	RECOMMENDATION
<p>Asking disruptive people or unauthorized people inside the building to leave the premises.</p>	<p>Degree of Risk: High <input checked="" type="checkbox"/> Moderate <input type="checkbox"/> Low <input type="checkbox"/> Depending on the situation and mental state of the person being dealt with, verbal abuse can occur and lead to physical violence if not handled appropriately.</p>	<ul style="list-style-type: none"> • New employee orientation. • Violence Prevention Training. 	<p>Create and implement a safe operating guideline for each building outlining what steps staff must take when asking a person to leave from inside the building. If another worker is to assist, it must be recognized in the procedure.</p>
<p>Working Alone -</p> <ul style="list-style-type: none"> • Manager • General staff • Custodial worker 	<p>Degree of Risk: High <input type="checkbox"/> Moderate <input checked="" type="checkbox"/> Low <input type="checkbox"/> In the case of a disabling injury, or other misfortune resulting from a violent incident, the worker might not be able to secure assistance.</p>	<p>New procedures about to be implemented within the entire department.</p>	
<p>Commuting from one building to another to do building checks.</p>	<p>Degree of Risk: High <input type="checkbox"/> Moderate <input checked="" type="checkbox"/> Low <input type="checkbox"/> Depending on the location and time of the commute, and the situation, verbal abuse can occur and lead to physical violence if not handled appropriately.</p>	<ul style="list-style-type: none"> • Buddy system for calling-in as you leave a building. • Violence Prevention Training. • Loiterers procedure 	
<p>"Dead" spaces with the use of the mike/cell phones.</p>	<p>Degree of Risk: High <input type="checkbox"/> Moderate <input type="checkbox"/> Low <input checked="" type="checkbox"/> If calling for assistance on the cell/mike phone and the requesting staff person happens to be in a dead space, they may not be heard by their colleagues.</p>	<p>Cell phone can be used in the dead spaces.</p>	<ul style="list-style-type: none"> • Manager to identify the dead spaces in their building. • Make it visible and known to staff. • Include the knowledge of dead spaces in the new employee orientation for specific buildings.

Violence Risk Assessment

HAZARD	RISK	CONTROLS	RECOMMENDATION
Lack of common style and consistency dealing with tenants amongst the numerous staff.	<p>Degree of Risk: High <input type="checkbox"/> Moderate <input checked="" type="checkbox"/> Low <input type="checkbox"/></p> <p>Depending on the situation and mental state of the person being dealt with, verbal abuse can occur and lead to physical violence if not handled appropriately.</p>	<ul style="list-style-type: none"> • House rules in orientation • Manager intervention. 	<ul style="list-style-type: none"> • Post the house rules • Staff meetings & regular communication on how to deal with known problematic tenants.
Casual staff working in multiple buildings don't have the advantage of knowing the history of specific tenants and possible problematic behaviours, risk factors, triggers to frustration, etc...	<p>Degree of Risk: High <input type="checkbox"/> Moderate <input checked="" type="checkbox"/> Low <input type="checkbox"/></p> <p>Depending on the situation and mental state of the person being dealt with, verbal abuse can occur and lead to physical violence if not handled appropriately.</p>	<ul style="list-style-type: none"> • Shift cross meeting with the staff going off duty, communication any problems during their shift. • Staff are expected to review: <ul style="list-style-type: none"> • entries in the log book at the start of shift. • End of Tenancy notices • Barred list and memos relating to unauthorized people. • Unusual Occurrence Forms. 	<ul style="list-style-type: none"> • Write a procedure identifying shift cross procedures • Adopt a common style for log book entries • Create a system for identifying and notifying staff of people with a known history of violence.
Taking garbage outside during the evenings/nights - can encounter people outside.	<p>Degree of Risk: High <input type="checkbox"/> Moderate <input checked="" type="checkbox"/> Low <input type="checkbox"/></p> <p>Depending on the situation and mental state of the person encountered, verbal abuse can occur and lead to physical violence if not handled appropriately.</p>	Some buildings don't require garbage to be taken out at night. Some buildings have security cameras.	Write and implement a procedure for taking garbage out at night.

Violence Risk Assessment

<p>Staff meeting with tenants over issues/complaints, etc</p>	<p>Degree of Risk: High <input checked="" type="checkbox"/> Moderate <input checked="" type="checkbox"/> Low <input type="checkbox"/> Depending on the situation and mental state of the person encountered, verbal abuse can occur and lead to physical violence if not handled appropriately.</p>	<p>Staff who will be conducting an interview generally know their tenants.</p>	<p>A procedure needs to be developed and implemented which outlines the safest method to for staff to conduct interviews with tenants. The procedure should identify how to assess a tenant for violence, where to conduct the interview, situations that require a second interviewer and when to safely disengage.</p>
<p>Cash Handling- Some tenants pay their rent in cash.</p>	<p>Degree of Risk: High <input type="checkbox"/> Moderate <input type="checkbox"/> Low <input checked="" type="checkbox"/> Staff people could be robbed for the cash that is taken for rent.</p>	<ul style="list-style-type: none"> • When money is taken from a tenant, it is counted in front of the tenant, as a witness and then delivered to ABC. <p>The collection and delivery of funds is very random, without a recognizable pattern.</p>	<ul style="list-style-type: none"> • Evaluate whether or not creating a no-cash policy is feasible. • Implement robbery prevention procedures.
<p>Staff generally work alone in the daytime.</p>	<p>Degree of Risk: High <input type="checkbox"/> Moderate <input type="checkbox"/> <input type="checkbox"/> Low <input checked="" type="checkbox"/> In the case of a disabling injury, or other misfortune resulting from a violent incident, the worker might not be able to secure assistance.</p>	<ul style="list-style-type: none"> • The building is busy with tenants coming and going during the daytime. • Communication devices readily available. <p>New working alone procedure to be implemented.</p>	<p>Review the working alone procedures to ensure that workers are checked on (and recorded) on an adequate basis.</p>

Violence Risk Assessment Overview
XYZ Residence
00 Downtown Vancouver

Location

The XYZ residence is located on FGH Street in Vancouver, in the LMNOP Neighbourhood. The access to the building is by a small door from the street, which opens into a lobby area (visible from the street, through large windows). A small staff office is located on the main floor and has two doorways - one that opens to the lobby and one that opens to the adjacent business, a coffee shop.

At the entrance to the residence, there is a staircase which leads down to the laundry room and storage. The residents have a key for the laundry room and the door is secured at night, with a deadbolt lock by the staff. The staff member has alternate access to the basement through the adjacent business. This access is not accessible to the tenants.

Tenants

There are 60 rooms of single occupancy, spread over 5 floors with shared bathroom and private cooking facilities. Tenants must be 60 years or older. Tenants may be younger if they have a demonstrated disability such as mental health, for example.

Generally speaking, the tenants at the XYZ residence are high functioning. There have been few problems and the tenant's are described as being "quite good." Although some of the tenant's and their guests deal with drug and alcohol addiction, welfare check issue week does not pose much of a problem.

Staffing

The building is staffed 5 days per week by a staff member from 7:30am - 4:00pm, Monday through Friday. The building is managed by a staff member who manages (and works out of) the ABC residence. Building checks at the XYZ Residence are done by a manger, when a staff member is not on duty, in the daytime (Saturday and Sunday), evenings and night time.

A custodian works in the building on day shift, cleaning the common areas and rooms once they are vacated two days per week - on Thursday and Sunday afternoons. There is good communication between the custodian and staff, however an official worker check is not documented.

The daytime staff members at QRS residence and from XYZ check on each other's well being on an hourly basis through a radio check. There is a written procedure for what steps to follow in the event that one of the RA's does not respond.

Building Specifics

The general feeling of the XYZ Residence is that it is a quiet building with few issues. In the last three years, the staff has not experienced any significant incidents.

The review of documented incidents from 2002 through 2005 revealed that very few incidents have occurred. The following table summarizes the type and number of incidents recorded:

Physical Assault Tenant(public)to Tenant(public)	Physical Assault Tenant(public) to staff	Threats of a serious nature	Significant Property Damage
0	0	1	1

Security cameras are in place and are monitored from ABC Residence. The camera's monitor outside the main entrance, the front lobby and there are two for the fire escape, which was previously a problem area.

Level of Risk

The overall level of risk for workplace violence at this location is **LOW to MODERATE**. The site inspection document dated January 5, 2008 and violence risk assessment document dated February 2008 detail the specifics.

example

SITE INSPECTION DATA SHEET

For use in conjunction with the Violence Prevention Program (VPP) Work Environment Checklist

Location: _____ Date: _____

Department: _____ Number of staff: _____

Supervisor: _____

A. Job descriptions within the department

1. _____
2. _____
3. _____

B. Tasks involving public interaction

- | | Risk of Confrontation |
|----------|---|
| 1. _____ | <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low |
| 2. _____ | <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low |
| 3. _____ | <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low |
| 4. _____ | <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low |
| 5. _____ | <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low |
| 6. _____ | <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low |
| 7. _____ | <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low |

C. Events that cause anger with the customer / client

1. _____
2. _____
3. _____

D. Is there staff that work alone within the department? Yes No

If yes, who, when, where and for how long?

1. _____
2. _____
3. _____

E. Are there panic buttons? Yes No

If yes, where and what happens when pressed?

1. _____

F. Safe Work Procedures

Are all staff members familiar with the following safe work procedures?

- | | | | |
|----------------------|---|-----------------------------|---|
| Working alone | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A | Panic button | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A |
| Emergency procedures | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A | Reporting violent incidents | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A |
| Other: _____ | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A | Other: _____ | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A |

WORK ENVIRONMENT CHECKLIST

Work Environment Arrangement	Adequate		Location	Requirements / Comments
	Yes	No		
Lighting / Visibility				
Is the indoor lighting appropriate?	<input type="checkbox"/>	<input type="checkbox"/>		
Is the outdoor lighting appropriate?	<input type="checkbox"/>	<input type="checkbox"/>		
Are bushes and shrubs pruned enough to reduce the hiding places for an assailant?	<input type="checkbox"/>	<input type="checkbox"/>		
Is your work environment clear of physical objects / structures that obstruct your view?	<input type="checkbox"/>	<input type="checkbox"/>		
Access Controls				
Is access to the worksite controlled?	<input type="checkbox"/>	<input type="checkbox"/>		
Are offices designed / arranged so that public and work area spaces are easily distinguished?	<input type="checkbox"/>	<input type="checkbox"/>		
Do the width / height of the counter / desk provide an adequate barrier?	<input type="checkbox"/>	<input type="checkbox"/>		
Are workstations designed with the ability to get away quickly?	<input type="checkbox"/>	<input type="checkbox"/>		
Security Systems				
Are personal alarms or panic buttons available where required? (i.e. reception area, etc)	<input type="checkbox"/>	<input type="checkbox"/>		
Are there security guards or buddy systems available if required?	<input type="checkbox"/>	<input type="checkbox"/>		
Are emergency contact numbers and communication devices readily available?	<input type="checkbox"/>	<input type="checkbox"/>		
Parking Lots				
Does staff park vehicles during evening or night shifts?	<input type="checkbox"/>	<input type="checkbox"/>		
Does security staff patrol the parking lot?	<input type="checkbox"/>	<input type="checkbox"/>		
Is access to the parking area visible and well lit?	<input type="checkbox"/>	<input type="checkbox"/>		

WORK ENVIRONMENT CHECKLIST

Work Environment Arrangement	Adequate		Location	Requirements / Comments
	Yes	No		
Washrooms				
Are there separate washrooms for staff?	<input type="checkbox"/>	<input type="checkbox"/>		
Do locked doors control staff washrooms?	<input type="checkbox"/>	<input type="checkbox"/>		
Is public access to staff washrooms controlled?	<input type="checkbox"/>	<input type="checkbox"/>		
Reception Area				
Is the reception area clearly marked?	<input type="checkbox"/>	<input type="checkbox"/>		
Does the layout of the reception area allow staff to greet the public and make sure they are seen in proper order?	<input type="checkbox"/>	<input type="checkbox"/>		
Does the layout of the reception area make it easy to observe the incoming public?	<input type="checkbox"/>	<input type="checkbox"/>		
If required, are cash handling procedures in place?	<input type="checkbox"/>	<input type="checkbox"/>		
Is the area clear of tools, equipment or objects that could be used as weapons?	<input type="checkbox"/>	<input type="checkbox"/>		

example