

Workplace Violence Assessment Tools – Acute or Long Term Care Work Environments

Background

Violence or harassment in the workplace is an issue that can touch all business sectors and occupations. Customers, clients, patients, residents, friends, family members, or other workers may assault workers while they are working. Employers need to prevent and control workplace violence, whenever it may occur. In Ontario, the *Occupational Health and Safety Act* requires employers to assess the risks of workplace violence as often as necessary to ensure their policy and program protects workers from workplace violence and to put in place measures and procedures regarding workplace violence and workplace harassment. It is recommended that a violence risk assessment be completed at least annually. A copy of the assessment must be provided to the Joint Health and Safety Committee (JHSC). The Health Care and Residential Facilities Regulation requires consultation with the JHSC or Health and Safety Representative (HSR) to develop establish and implement measures, procedures and training and educational programs for health and safety. This Workplace Violence Risk Assessment Tool has been developed to assist Ontario hospitals and Long Term Care facilities to meet these requirements.

Risk Analysis

Every actual or potential situation for workplace violence should be assessed for both probability and severity.

Ranking or prioritizing the risk factors is one way to help determine which the most serious safety hazards are so they can be addressed first. Priority is usually identified by taking into account how much or how often a worker is exposed to the situation or conditions, and the potential for harm. Assigning priority to the risks creates an action list.

The workplace violence risk assessment scale is one way to determine the level of risk. Ranking hazards requires the knowledge of the workplace activities, urgency of situations and, most importantly, objective judgment. The risk matrix can help guide you in choosing the appropriate level for each specific risk.

A comprehensive workplace violence risk assessment should encompass all four types of violence listed at the beginning of the tool and include:

- Past incidents of workplace violence in the organization
- Workplace violence risks specific to your workplace or sector and physical location
- Employee perception of workplace violence and harassment
- Concerns about workplace violence and harassment raised to supervisors and JHSCs
- Environmental factors
- Work setting, clients and work practices

To access the electronic Workplace Violence Risk Assessment Tool for Long Term Care –

<http://pshsa.servehttp.com/wvrat/index.php?sid=27294&lang=en>

To watch a webcast on how to use the tool – https://pshsa.adobeconnect.com/_a973006583/p6ess6mhllh/

Completing the risk assessment

- Before you start to complete the assessment decide who will complete the assessment. Think about the knowledge this person should have. This tool was designed to be completed by department managers who are encouraged to involve employees, joint health and safety committees, and/or unions in this process. There are 3 sections or hazard categories in the tool. Suggestions for completing the sections of the tool are below.

Hazard Category 1- **Physical Environment Risk Assessment: Exterior and General Worksite**- To be completed by department/ management and/or any of the following:

- security,
- environmental services/maintenance/facilities,
- members of the JHSC or
- the workplace violence committee.

Hazard Category 2- **Work Settings and Conditions**- To be completed by ALL departments/unit managers.

Hazard Category 3- **Direct Resident/Patient Care or Interaction** - To be completed by managers of departments/units where patient/resident care or services are provided.

- Determine the risk rating (High, Moderate, Low or Very Low) for **each** hazard in the tool utilizing the Risk Assessment Scale and Risk Matrix. You only need to identify a risk rating for specific hazards that are relevant to your specific jobs or locations. If the hazard does not apply/exist, check the N/A (not applicable) box.
- All identified hazards must have a control measure implemented. The potential solutions listed are considered best practices found in risk assessment tools and the literature. (Workplaces are not required to use all or any of the examples of controls. There may be other controls that are more suitable to the circumstances of your workplace and to controlling the risks of workplace violence that you identify). Some interventions may require more detailed planning and further assessment. Timelines can be determined by using the Effort vs. Impact scale at the end of the action plan.
- Once completed, review the action plan and assign times lines for items that you have the ability to complete and/or notify the most appropriate person/department to seek their assistance to implement the control measure(s). You have the ability to add

comments to the assessment and as well print the final document to retain for your records and to share with your JH&SC/HSR as required by the OHSA.

- You can save your results as a PDF or CSV export.
 - “PDF export” will open the report as a PDF that you can save with any filename you like. You can also print from this PDF. You will not be able to make additions to this PDF.
 - CSV export” will open the report in a format compatible with Excel and many other spreadsheet programs. You can save the report with any filename you like and print. You can also make additions in this format.

Thank you for using the Workplace Violence Risk Assessment E-Tool for Acute or Long Term Care Environments, provided to you by the Public Services Health and Safety Association.