

Version: 1.0
Date of Last Revision:
October 16, 2024
Replaces: N/A
Originally Created:
September 20, 2024

COMMUNITY SOCIAL SERVICES
**Health & Safety
Association of BC**



**VIOLENCE RISK
ASSESSMENT
STANDARD**

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Acknowledgements

Development of the *Violence Risk Assessment Standard* was a project of Provincial Workplace Health Services. We wish to acknowledge the generous support of the following health authorities for their in-kind contribution of subject matter experts in the development and review of this material.

- Fraser Health
- Interior Health
- Island Health
- Northern Health
- Providence Health Care
- Provincial Health Services
- Vancouver Coastal Health

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Throughout the development process, VRA drafts were shared and piloted in the Health Authorities with VRA Teams. Working group members compiled and provided feedback during the development phases that was discussed and incorporated. Additional feedback was requested and incorporated from representatives of Provincial Unions, WorkSafeBC, and PHC Indigenous Wellness, Reconciliation and Partnerships.

This VRA Standard has been tailored to support Community Social Services organizations by CSSHSA and partners.

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1 Purpose

The purpose of this standard is to ensure a harmonized and consistent process when assessing the risk of violence across social services delivery settings in British Columbia's social service agencies and organizations. This process will inform actions to eliminate or minimize the levels of risk for violence in the workplace and be adaptable to meet the unique implementation needs of various social service environments.

Implementation of this standard is expected to have the following benefits:

- Utilization of an inclusive and collaborative approach to provide a broader perspective on risks of violence and potential control measures;
- Reduced risk of violence and reduced potential for worker injury in the workplace;
- Participation of workers;
- Improved work environment, including contributing to respect for diversity and work to combat racism, discrimination and stigma; contributing to culturally safe experiences in the workplace through sharing information to organizational contacts as appropriate;
- Compliance with requirements under the Occupational Health and Safety (OHS) Regulation;
- Improved accreditation outcomes; and
- Positive reflection on the Community Social Services sector in the development and sustainment of a safe workplace.

The intended audience for this document is those that are leading/conducting Violence Risk Assessments (VRAs) and this document will serve as a technical guide.

2 Scope

This standard outlines the minimum requirements for completing a Violence Risk Assessment (VRA). Community Social Service organizations can choose to exceed these requirements. Community Social Service organizations will complete VRAs to align with their individual service delivery models, organizational structure, priorities, and resources.

The Violence Risk Assessment is one of many different types of assessments that are utilized in Health & Safety. After identifying any hazard, it is required that the risk be assessed (likelihood that the event will happen and the severity of the outcome should the event happen).

The VRA augments, complements, and includes the consideration of other assessments such as screening for violent behavior, initial assessment before providing services, and point of care risk assessment, but it does not replace them.

3 Roles and Responsibilities

This standard supports the principle that prevention is everyone's responsibility. Each organization will use a multidisciplinary, collaborative approach to create a report that is informed by multiple perspectives. The standard is written to allow all organizations to implement the VRA process to align with their individual service delivery models. The standard offers each organization the autonomy to identify roles and responsibilities for their different stakeholder groups and to identify appropriate engagement with their local communities including First Nations and urban Indigenous, Métis, and Inuit communities.

Senior leadership

- Provide resources and support to ensure VRAs are conducted and completed in their area(s) of responsibility, as required by this Standard; and
- Provide resources to address action items.

Site managers and supervisors

- Identify where and when VRAs need to occur at the site (in partnership with person responsible for Health and Safety);
- Own and be responsible for all components of the VRA, support employees to participate in VRA;
- Ensure if work conditions change that may affect the VRA, person responsible for H&S is notified as a re-assessment of the VRA may be needed;
- Participate in the VRA process, including worker survey, to ensure their perspectives are included;
- Ensure completion of VRAs;
- Distribute results of the VRA as required;
- Communicate findings of VRA to the program workers; and
- Complete Action Items within prescribed timelines.

Persons responsible for Health and Safety (H&S)

- Be subject matter experts about VRAs and how the OHS regulation applies;
- Support the VRA process based on the service delivery model of the organization;
- Ensure appropriate tools are available for those completing VRAs;
- Work with management and leadership to determine when VRAs should be completed across the organization; and
- Track and report progress towards completion of scheduled VRAs for the organization.

Joint Occupational Health & Safety (JOHS) Committee or Worker Representative

- Participate in the VRA process, per this Standard.

Workers from participating program

- Provide perspectives for the VRA based on their work experiences; and
- Participate in the VRA process by providing input to focus groups and/or surveys and assisting the VRA team when required.

Contracted workers in participating program

NOTE: Contractors have their own legal obligations that they must meet as an employer. This includes compliance with all aspects of the Workers' Compensation Act and OHS Regulation. Contractors must ensure a VRA is completed taking into account the violence related risks to their workers arising out of their employment at the workplace.

Contracted workers, with experience in the workplace where the VRA is being conducted, may, at the discretion of the organization, be provided with opportunities to provide input into the VRA. This involvement may include participating in an environmental walk-through, sharing of reports, etc.

4 Violence risk assessment (VRA) process

4.1 What is a violence risk assessment?

A violence risk assessment is a step-by-step process to gather information about the risks of violence in the workplace (e.g. hazardous conditions, activities or situations), assess those risks and control measures in place, and if required make recommendations to reduce the level of risk. WorkSafeBC's OHS (4.27.1) requires employers to complete a risk assessment regarding the risks of harassment and violence in any workplace where such risks may be present.

4.2 Why do we do VRAs?

OHS Regulation, Section 4.27, states that a VRA must be performed in any workplace in which workers are at risk of injury from violence arising out of their employment.

The benefits of completing VRAs are described in Section 1 Purpose. There is evidence in the literature that strategies including soliciting employee perspectives, completing worksite analyses and structured worksite walkthroughs, and conducting risk assessments to develop prevention strategies can help to reduce and prevent workplace violence (Blouin, 2017; Hamblin, Essenmacher, Luborsky et al, 2017; National Nurse, 2012; Purcell & Drexler, 2018).

4.3 Who is involved in VRAs?

4.3.1 Organizational VRAs

VRAs are completed as a team. The table below describes team members who are involved in the VRA process.

The VRA Lead has considerable experience in successfully managing workplace incidents, in leading teams, and in the organization's work environment and is commonly served by the OHS Officer, Facilities Manager, or Program/Site Manager.

The VRA team is selected by the VRA Lead and is composed of subject matter experts and other relevant personnel as needed. Ideally, representatives from each program, service, and/or organizational function are included to ensure a comprehensive identification and evaluation of a wide range of risks.

Table 1. Sample of Potential Representatives involved in the VRA Team

Role	Responsibilities
VRA Team Lead	Oversee the VRA process, coordinate team activities, ensure compliance with regulations (e.g. Manager or designate).

Person Responsible for H&S	Provide insights on employee concerns, manage training, and policy updates (e.g. HR professional or health and safety advisor).
Program Manager(s)	Identify risks and concerns from staff, specific to program activities.
Facilities Manager	Address physical security risks, implement environmental controls, and manage facility safety.
JOHS Representatives	Report on frontline risks and incidents and provide practical insights on violent prevention.

Additional VRA team members may include JOHS team members, subject matter experts, Protection Services or Security services, Facilities/Maintenance, and others where appropriate.

Apart from those that participated in the worker feedback survey, contributors to the VRA process may be acknowledged as participants (name and/or designation). This information can be recorded on the VRA cover page and/or within the VRA appendices.

4.3.2 Qualified Person

WorkSafeBC’s OHS Regulation (4.27.2) requires risk assessments to be conducted by a qualified person.

The OHS Regulation (1.1) defines a qualified person as someone who is knowledgeable about the work, the associated hazards, and the means to control those hazards, by virtue of their education, training, experience, or a combination of these factors.

4.4 When is a VRA completed?

WorkSafeBC’s OHS Regulation (4.27) requires employers to complete a risk assessment in any workplace where a risk of injury to workers from violence may arise out of their employment.

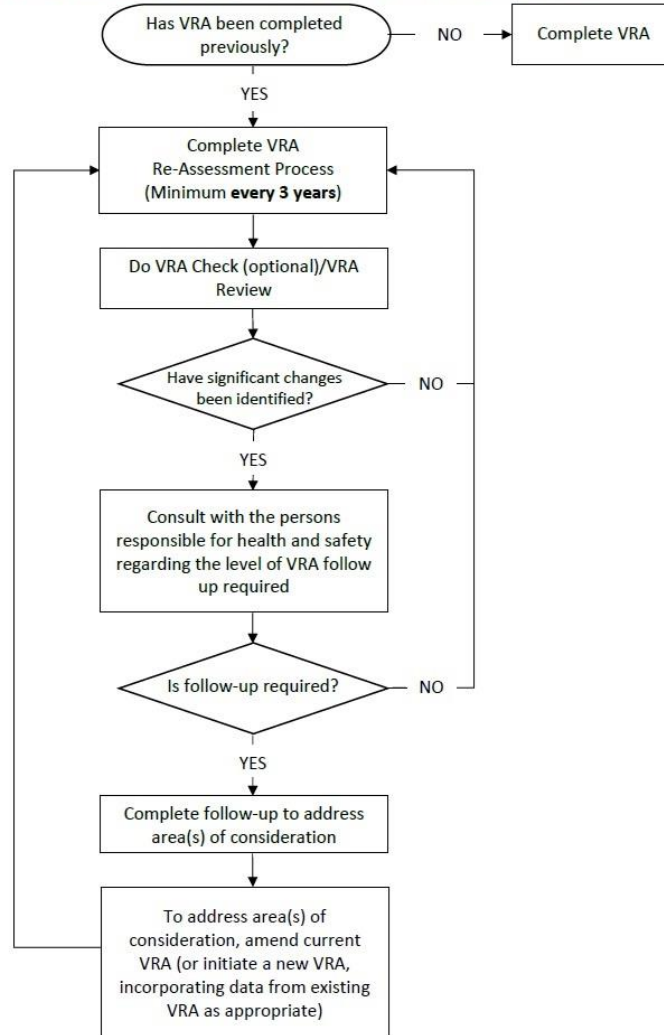
If a VRA has not been completed previously, a VRA is required.

4.5 When is a VRA Re-Assessment completed?

When a VRA has been completed previously, a VRA Re-Assessment is required a minimum of every 3 years to determine if there have been any significant changes which may impact the risk of violence. Organizations are to determine how to complete the VRA Re-Assessment using the VRA Re-Assessment Check (optional) and/or VRA Re-Assessment Review. At the discretion of the organizations, other methods to identify significant changes that may impact the risk of violence may also be utilized. If any significant changes are identified from the VRA Re-Assessment and/or via other methods, consultation

with the persons responsible for health and safety is required to determine what follow up is necessary.

This process outlined in the flow chart below and can be adapted to fit organization-specific process.



If there is a request to complete a VRA from employees (e.g., manager, site leadership, JOHSC):

- Check on the status of the current VRA, ask for clarification as to why the VRA is being requested, and check on the status of action items from that VRA.
- Use the VRA Re-Assessment Review checklist with the individual or group that made the request.

To complete the VRA Re-Assessment, use the tools in Appendix F and Appendix G.

4.6 Pre-Occupancy to Post-Occupancy

Prior to the facility becoming operational (at pre-occupancy) (e.g. during renovation projects, seasonal emergency shelters), the following components of the VRA are conducted, as a minimum:

- Data Review – Own Location (Part A – description)
- Optional: Data Review – Comparison Location (if available at pre-occupancy)
- Policy and Procedure Review, and
- Environmental Walk-Through

Completing these components prior to occupancy ensures the VRA process has been initiated prior to, or at the commencement of operations. If the JOHSC has been established, a JOHSC representative should be involved.

At approximately 6 months after operations begin (post-occupancy), the remaining VRA components are to be completed:

- Worker survey
- Data review – Own location (all parts)
- Data review – Comparison location (if not completed during pre-occupancy)
- Task analysis

The Environmental Walk-Through, Policy and Procedure Review, and Data Review Comparison Location that was completed at pre-occupancy should be reviewed during the post-occupancy phase, with updates/changes made as appropriate and with follow up on any action items identified.

4.7 VRA Process

4.7.1 VRA Process Overview

The VRA process follows the phases of:

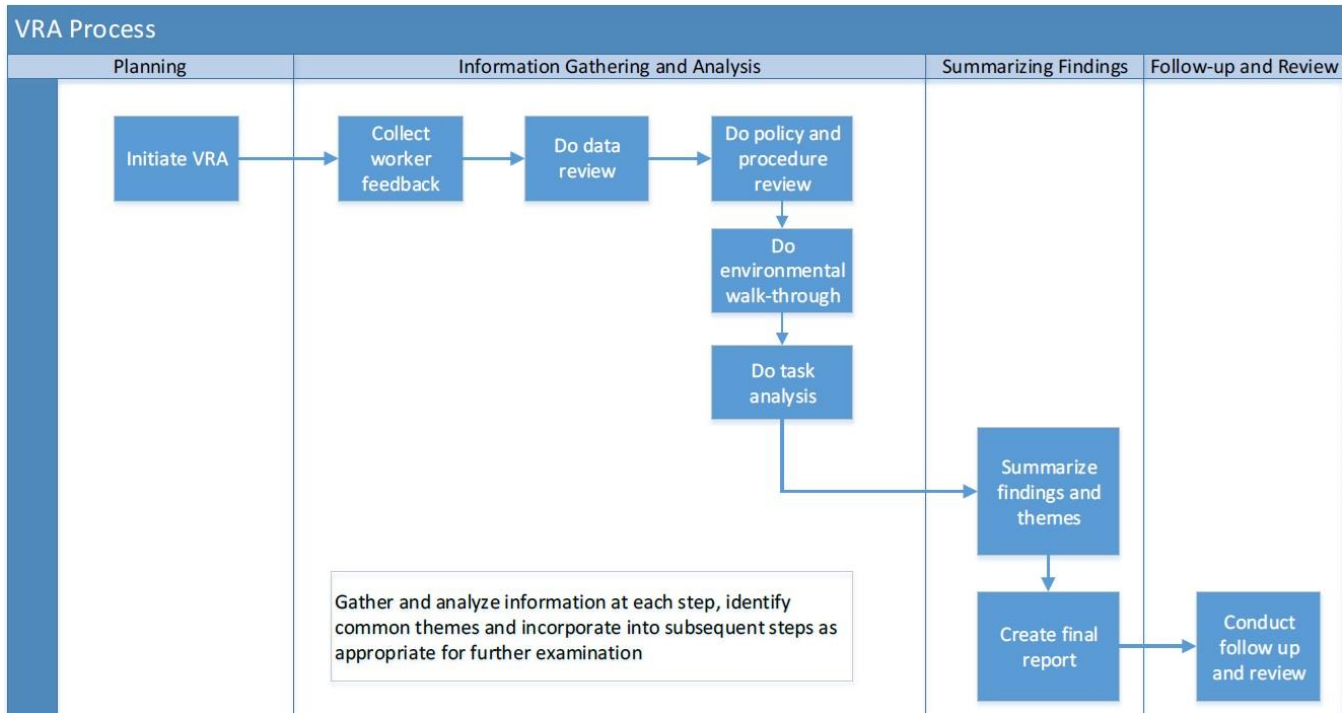
- Planning
- Information gathering and analysis
- Summarizing findings, and
- Follow up and review

The VRA tools used in the information gathering and analysis phase and provided in the appendices are:

- Worker Survey (Appendix A)
- Data Review (Appendix B)

- Policy and Procedure Review (Appendix C)
- Environmental Walk-Through (Appendix D)
- Task Analysis (Appendix E)

The flowchart below outlines the process steps for a VRA.



4.7.2 VRA Process Steps

Details on the steps are provided in this section. Appendix I provides a checklist of process steps (**bolded items are contained within the checklist**). Please refer to the checklist to assign responsibility for steps.

1. Initiate VRA

1.1 Identify VRA Lead based on organizational processes:

- The VRA Lead will be selected as per [Section 4.3.1](#);
- A meeting may be held to confirm the VRA Lead and provide an overview of VRA process; and
- If applicable, the VRA Lead and/or VRA team members may require support of a Health and Safety representative if they are not familiar with the VRA process.

1.2 Assemble VRA team (refer to [Section 4.3](#) for information on who is involved in VRAs). VRA team members should have a good overall knowledge of the site systems, processes, and procedures.

Plan and schedule the VRA with the VRA team. This can include discussion on what team members will be involved in what VRA process steps (depending on scheduling, it may not be possible to involve all VRA team members in all steps).

- This step will be the responsibility of the VRA Lead.
- All VRA team members are responsible to follow VRA processes as outlined in this standard. Supporting educational resources are available (e.g. online learning module, OHS regulation 4.27 and associated policies).

1.3 Hold an initial meeting including the Program Manager(s) and VRA team members (as possible) to provide an overview of the VRA process and determine what documents can be collected for review (e.g., policies, procedures). Further planning and scheduling may also be completed.

2. Collect worker feedback (via survey and/or focus group)

To collect worker feedback via Worker Survey, See Appendix A.

2.1 Provide worker survey to the appropriate contact (e.g., Program Manager or designate, VRA Lead) for distribution to workers. It is recommended that reminders be sent to promote participation, and/or measures are taken to ensure workers can easily access the survey. Have survey available for a minimum of 2 weeks. If more responses are needed, extend timeline or consider doing focus groups.

2.2 Optional: Do focus groups and/or interviews to get more detailed feedback on specific issues. A suggested listing of focus group questions is available in Appendix J. Questions can be asked in a focus group session, at a staff meeting, during individual interviews or can be filled out online. If there are only a few employees working in the program undergoing the VRA, anonymity may not be possible via a worker survey. As an alternative, workers may be interviewed with questions from survey or focus groups. See Appendix J for Focus Group Guidelines.

2.3 Review findings before distribution to ensure identifying information is redacted. Redirect information that is outside of H&S scope of responsibility to the appropriate contacts in the organization. See Appendix K for Summary Report of Worker Feedback Template.

2.4 Review and analyze findings of the worker feedback tools (i.e. survey, focus group, interviews):

- **Identify common themes and incorporate into other tools** as appropriate for further examination (Policy and Procedure Review, Environmental Walk-Through and/or Task Analysis). For example, review the worker survey results to help determine if workers identified any tasks that they feel put them at greater risk of violence and therefore should be added to the task analysis tool.

- Identify any circumstances, situations or tasks that place workers at risk of violence that should be added to the Hazard/Risk Summary table found in Appendix L for further review and assessment.

3. Do data review

Complete a data review for the VRA site, as well as a comparison location: See Appendix B.

3.1 Do Site/Program Description and Data Review – Own Location: Complete Sections A-D; Section E is optional (additional data sources)

3.2 Do Site/Program Description and Data Review – Comparison Location: Identify a comparison location to review comparative data. This may help to identify similarities and differences. For comparison location:

- Look for comparable client population and work environment
- Look for comparable workplace within your organization, or if not available, within the province of BC.
- If a comparison workplace is not available due to the uniqueness of the site/program in question, provide a brief explanation in the final report of why a comparison workplace cannot be found.

3.3 Review and analyze findings of data review:

- **Incorporate relevant findings into other tools** as appropriate for further examination (e.g., Policy and Procedure Review, Environmental Walk-Through, Task Analysis).
- Identify any circumstances, situations or tasks that place workers at risk of violence that should be added to the Hazard/Risk Summary table.

4 Do policy and procedure review

Complete the Policy and Procedure Review: See Appendix C.

4.1 Do Policy and Procedure Review – this may be completed by the Program Manager or their designate, and/or a member(s) of the VRA team.

4.2 Review findings of policy and procedure review:

- **Incorporate relevant findings into other tools** as appropriate for further examination (e.g., Environmental Walk-Through, Task Analysis).

- Identify any circumstances, situations or tasks that place workers at risk of violence that should be added to the Hazard/Risk Summary table for further review and assessment.

5 Do Environmental Walk-Through

Complete Environmental Walk-Through: See Appendix D. This step has flexibility in terms of the sequencing. The VRA team can decide to perform the environmental walk-through or task analysis first. If there is sufficient planning, it is possible to perform both at the same time.

5.1 Determine who will participate in the Environmental Walk-Through, depending on availability of VRA team members and others. As a minimum, ensure site leadership and workers knowledgeable about the work are included. Other participants may include security personnel, facilities/maintenance personnel, JOHSC members and person(s) responsible for H&S.

5.2 **Do Environmental Walk-Through** and record findings.

5.3 **Review findings of Environmental Walk-Through:**

- **Incorporate relevant findings into other tools** as appropriate for further examination (e.g., Task Analysis).
- Identify any circumstances, situations or tasks that place workers at risk of violence that should be added to the Hazard/Risk Summary table for further review and assessment.

6 Do task analysis

Complete task analysis: See Appendix E. Task analysis is completed to review specific tasks where workers may be at risk of violence. See Appendix M for Risks Based on Type of Work.

6.1 Using the task analysis tool, **update task listing** by:

- removing tasks that do not occur in the work area;
- adding tasks identified from the worker survey, data review and/or other information gathering tools; and
- adding any other applicable tasks related to the work that are not on the pre-populated listing in the Task Analysis tool.

6.2 Using the risk matrix, **determine the level of risk for each task.**

6.3 **Review findings of task analysis:**

- Identify any circumstances, situations or tasks that place workers at risk of violence that should be added to the Hazard/Risk Summary table for further review and assessment.

7 Summarize findings and themes

The Hazard/Risk Summary table provides a summary of the findings and action items to correct and/or eliminate the hazards.

7.1 Review and complete hazard/risk summary table:

- In hazard/risk summary table, ensure all *Action items* and corresponding information in columns *Description of hazard/risk*, *Notes: Observations and existing controls*, and *Tool/Resource used* are completed.

7.2 Review and consolidate information in the hazard/risk summary table: Review for repetition, remove duplication, and combine items with same themes.

7.3 Create action plan using hazard/risk summary table by completing remaining columns.

8 Create final report

See Appendix H (Final Report Template).

8.1 Summarize findings into draft VRA final report, including the hazard/risk summary table.

8.2 Send draft VRA final report for review as per organizational process. Completion of the VRA final report is the VRA Lead's responsibility. The VRA Lead should ensure that an opportunity to review the final report before completion is provided to:

- VRA team members;
- Subject matter experts relevant to action items occurs as indicated — for example, consult security personnel on security-related issues and devices;
- Manager of the program/site (as the owner of the VRA, who is responsible for content and action items); if not already complete, the Manager will update the Action Item table with the Person responsible, Start date, Due date; and
- Others who participated (e.g., H&S program reps, JOHSC reps).

8.3 Review feedback, revise as applicable, and finalize report.

8.4 Send copies of the final report to:

- Program manager(s);
- Site leadership (including the Directors and Senior Leadership as applicable);
- JOHS Committee or Worker Representative;

- WorkSafeBC if requested; and
- If there are other requests for reports, they should be directed to the VRA Lead for consideration.

Encourage Program Manager to share VRA findings with workers as appropriate.

8.5 Upload action items and final report to organization intranet for recordkeeping and follow up.

9 Conduct follow up and review

See Appendix F (VRA Re-Assessment Check) and Appendix G (VRA Re-Assessment Review).

- Ensure completion of action items and updates.
 - Completion of action items is the responsibility of Program Managers. This is an ongoing process as action items may take some time to implement.
 - Updates to the status of action items are maintained.
- **Complete VRA Re-Assessment.** Organizations are to determine how to complete the VRA Re-Assessment using the VRA Re-Assessment Check (optional) and/or VRA Re-Assessment Review.
 - When there are no significant changes identified which may impact the risk of violence, no action is required.
 - If any significant changes have been identified:
 - Consult with the persons responsible for health and safety to determine what follow up is required.
 - **If required, further follow up is conducted** to determine what amendments to the existing VRA are required to address area(s) of consideration.

5 Tools and resources

The following resources to support education on the VRA Standard will be available:

- An e-learning course on how to complete a VRA;
- A webinar that serves as an introduction to the VRA process;
- Examples of completed VRAs; and
- Resources for addressing Indigenous-specific anti-racism and cultural safety are available.
 - First Nations Health Authority: <https://www.fnha.ca/what-we-do/mental-wellness-and-substance-use/mental-health-and-wellness-supports>
 - Hope for Wellness Helpline: <https://www.hopeforwellness.ca/>
 - Indigenous Centre for Occupational Health & Public Safety: <https://icohps2023.webflow.io/>
 - National Collaborating Centre for Indigenous Health: https://www.nccih.ca/495/Webinar_Cultural_safety_for_Indigenous_peoples_A_determinant_of_health.nccih?id=162
 - Rise Above Racism: <https://riseaboveracism.ca/>

6 Documentation and Reporting

Completion of the VRA results in the following documentation:

- Final VRA report completed (paper/electronic version available for communication / distribution);
- VRA report uploaded into organization intranet;
- Action items are inputted; and
- Action item status is monitored and updated as required and appropriate.

All VRA reports will be stored in the organization intranet or as per organization process.

7 Monitoring and evaluation

Performance data, including the status of VRA completions and status of action items from VRAs, will be available.

This standard will be reviewed annually to ensure compliance with WorkSafeBC legislated requirements and/or related guidelines, and to ensure compliance with any changes to related standards, guidelines and/or collective agreements.

Recommendations for changes to this standard will be reviewed and approved by CSSHSA Advisory Panel and Organizational Leadership.

8 Definitions

Term	Definition
<i>Action Item</i>	Statement that describes actions planned to reduce identified <i>risks of violence</i> . The <i>Violence Risk Assessment (VRA) Lead</i> writes action items with input from the <i>VRA Team</i> . The manager of the target site/program finalizes the actions items with person(s) responsible for health and safety. These statements describe planned changes to the work practice or instructions to reduce <i>risks of violence</i> in the workplace. <i>Action Items</i> should be <i>SMART</i> : Specific, Measurable, Achievable, Results-oriented and Time-bound.
<i>Contractor</i>	A person or company who undertakes a contract to provide materials or labour to perform a service; To meet this definition, the person or company must (1) operate as a business, (2) receive compensation for their services, and (3) be on-site or in the organization facility performing their work activities.
<i>Control</i>	<i>Controls</i> are means of reducing <i>risk</i> . Within the VRA Standard, a <i>control</i> that is to be put in place is referred to as an “ <i>Action Item</i> ” to reduce the <i>risk of violence</i> . There may also be existing <i>controls</i> in place at the time of the VRA.
<i>Cultural Safety</i>	A culturally safe environment is physically, socially, emotionally and spiritually safe. There is recognition of, and respect for, the cultural identities of others, without challenge or denial of an individual’s identity, who they are, or what they need. Culturally unsafe environments diminish, demean or disempower the cultural identity and well-being of an individual (Source: Turpel-Lafond, 2020; Glossary).
<i>Employee</i>	A worker employed directly by a social service organization. Includes union, non-union employees, volunteers and practicum students. Organizations can determine which term to use in their VRA that fits for their organization.
<i>Environmental Walk-Through</i>	A walkthrough inspection of the site/program layout/ structure to determine <i>hazards/risks</i> , review <i>control</i> measures in place, and identify required action items.
<i>External Harassment and Violence</i>	Includes harassment and violence by someone outside the organization such as a client or visitor.
<i>Hazard</i>	Any source of potential harm to someone under conditions at work.

Term	Definition
<i>Intended Outcome</i>	Statement that expresses the desired state or end goal that we are trying to achieve, of which there may be multiply ways to achieve – i.e., eliminating <i>risk</i> or
<i>Internal Harassment and Violence</i>	Includes harassment and violence by someone within the organization such as an employer, supervisor, or co-worker.
<i>Joint Occupational Health and Safety (JOHS) Committee</i>	The Joint Health and Safety Committee supports the employer’s duty to ensure a healthy and safe workplace. The Joint Committee brings together representatives of the employer and the workers to identify and help resolve health and safety issues in the workplace. See WSBC website for more information.
<i>Lateral Violence</i>	Includes gossip, passive aggressive behaviour, blaming, shaming, demeaning activities, bullying, threatening or intimidating behaviour, verbal and physical assaults, and attempts to socially isolate others (Source: FNHA, n.d.).
<i>Persons Responsible for Health and Safety</i>	<i>Health and Safety</i> employee in each organization identified as a point of contact for the purposes of the VRA.
<i>Racism</i>	<p>A set of mistaken assumptions, opinions and actions resulting from the belief that one group of people categorized by colour or ancestry is inherently superior to another. Racism may be present in organizational and institutional policies, programs and practices, as well as in the attitudes and behaviour of individuals. It results in the inequitable distribution of opportunity, benefit or resources across ethnic/racial groups (Source: Turpel-Lafond, 2020; Glossary).</p> <p>Individual racism lies within individuals, comprises private beliefs and biases about race and racism, influenced by culture</p> <p>Interpersonal racism: Also known as relationship racism, refers to specific acts of racism that occur between people, and may include discriminatory treatment, acts of violence and micro-aggressions</p> <p>Systemic racism: Also known as structural or institutional racism, systemic racism is enacted through routine and societal systems, structures and institutions such as requirements, policies, legislation and practices that perpetuate and maintain avoidable and unfair inequalities across ethnic or racial groups.</p>
<i>Risk Assessment</i>	The process of collecting and analyzing data to identify what in the workplace can cause harm and to determine whether additional precautions are needed to control risks (Source: Public Services Health and Safety Association)

Term	Definition
<i>Risk</i>	The combination of the probability of the occurrence of a harm and the severity of that harm. (Source: CSA Z1002 Standard)
<i>Risk Factor</i>	Any trait, attribute or characteristic that increases the probability of a violent incident. <i>Risk factors</i> are not direct causes of violent incidents. Instead, <i>risk factors</i> can increase the probability that violent incidents may occur.
<i>Task Analysis</i>	A high level breakdown of tasks into components to determine where high incidence/impacts of <i>violence</i> exist.
<i>Tool</i>	See VRA Tool
<i>Violence</i>	Any actions at work or related to work that could reasonably intimidate, humiliate, offend, or cause physical or psychological harm to a worker. Violence also includes any risks to personal safety from aggressive behaviour, discrimination, racism (all types), domestic violence, lateral violence, psychological violence, harassment, bullying, intimidation, and threats and includes any violent behaviour: <ul style="list-style-type: none"> • That is intentional • That is not intentional due to illness/injury • That is not intentional where the aggressor lacks the mental capacity to demonstrate intent, often called aggression. (Adapted from: PVPC Supplementary Manual)
<i>Violence Risk Assessment</i>	A violence risk assessment is a step-by-step process to gather information about the risks of violence in the workplace (e.g. hazardous conditions, activities or situations), assess the risks and control measures in place, and make recommendations if required to reduce the level of risk.
<i>VRA Re-Assessment Check</i>	An optional activity completed as part of the VRA Re-Assessment to determine if there have been any significant changes in the nature of the business or location of the workplace.
<i>VRA Lead</i>	The person who, with the support of the VRA Team, is responsible for planning the VRA process, gathering the necessary information to complete the components of the VRA, and writing the final report.
<i>VRA Re-Assessment</i>	Conducted to determine if there have been any significant changes in an environment which may impact the risk of violence.
<i>VRA Re-Assessment Review</i>	An activity completed to determine and investigate details of what has changed since the last VRA was conducted, and to determine what changes/amendments to the existing VRA are required to

Term	Definition
	address area(s) of consideration. The decision to complete a VRA Re-Assessment Review may be based on the outcomes of the VRA Re-Assessment Check, or when a change has been identified at any time by any means.
<i>VRA Team</i>	Other persons involved in supporting and completing the VRA process.
<i>VRA Tool</i>	An aid such as a survey or checklist that is used to carry out a particular function. In the context of the VRA process the primary tools are: VRA process checklist, Worker Survey, Policy and Procedure Review, Data Review, Environmental Walk-Through and Task Analysis.
<i>Worker Representative</i>	A worker representative on the Joint Occupational Health and Safety Committee, or for workplaces that have more than 9 but fewer than 20 workers, the worker health and safety representative
<i>Working Alone or In Isolation</i>	To work in circumstances where assistance would not be readily available to the worker a) in case of an emergency, or b) in case the worker is injured or in ill health (WSBC).
<i>WorkSafeBC, or WSBC</i>	Provincial statutory agency that assists employers, workers, and other workplace parties to prevent workplace injuries and disease through consultation, education, and enforcement.

9 References

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Appendices

Appendix A: Worker Survey

Appendix B: Data Review (Own and Comparison Location)

Appendix C: Policy and Procedure Review

Appendix D: Environmental Walk-Through

Appendix E: Task Analysis

Appendix F: VRA Re-Assessment Check

Appendix G: VRA Re-Assessment Review

Appendix H: Final Report Template

Appendix I: VRA Process Checklist

Appendix J: Guidelines in Facilitating Focus Group

Appendix K: Summary Report of Worker Feedback Template

Appendix L: Hazard/Risk Summary Table

Appendix M: Sample of Risks Based on Type of Work

Appendix A: Worker Survey

Instructions for Using Survey: The core questions are for all settings, and wording can be adapted to suit the audience (e.g. change client to resident for residential sites) however the intent of the question cannot be changed. Setting specific questions are at the end of the survey and can be adapted as needed.

Introduction for Workers: This is part of a violence risk assessment for your workplace and is used to gather information to inform the risk assessment process and final report. The VRA team will review survey findings. Comments that indirectly or directly implicate or identify persons will be redacted and redirected to appropriate contacts in the organization. Information gathered that is outside of Health & Safety scope of responsibility will be redirected to the appropriate contacts in the organization.

Instructions for Workers:

- **Participation is anonymous and voluntary.**
- Please do not include information that identifies individuals.
- You are not required to complete all questions.

Definition of violence: Incidents where persons are abused, threatened or assaulted in circumstances related to their work, involving a direct or indirect challenge to their safety, well-being or health. Violence also includes any risks to personal safety from aggressive behaviour, discrimination, racism (all types), domestic violence, lateral violence, psychological violence, harassment, bullying, intimidation, and threats and includes any violent behaviour (Reference: PVPC Supplementary Manual).

Site / Location / Work Area:		Department / Program:	
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Occupation:	Work status:	Experience in your occupation:	Experience in your current position:
<input type="checkbox"/> Frontline	<input type="checkbox"/> Full time	<input type="checkbox"/> < 1 year	<input type="checkbox"/> < 1 year
<input type="checkbox"/> Case Manager (One-on-one Support)	<input type="checkbox"/> Part time	<input type="checkbox"/> 1 to 5 years	<input type="checkbox"/> 1 to 5 years
<input type="checkbox"/> Manager / Supervisor	<input type="checkbox"/> Casual	<input type="checkbox"/> > 5 years	<input type="checkbox"/> > 5 years
<input type="checkbox"/> Indirect Support (e.g. food services, facilities)			
<input type="checkbox"/> Admin Support			
<input type="checkbox"/> Prefer not to answer			

Core Questions		
Q#	Question	Response Options
1	How safe do you feel from violence in the workplace?	<i>Select one:</i> Not very safe 1 2 3 4 5 Very safe
2	Where do you believe you are at risk of an aggressive/violent incident at work?	<i>Select all that apply:</i> <input type="checkbox"/> Outdoor public areas (e.g., parking lot, gardens, sidewalks) <input type="checkbox"/> Indoor public/non-secure areas (e.g., waiting areas, hallways, stairwells, elevators, commercial / retail buildings) <input type="checkbox"/> Indoor non-public/secure areas (e.g., office, workroom, behind nursing/care station, behind reception) <input type="checkbox"/> Client/participant rooms or one-on-one areas <input type="checkbox"/> Client/participant residence <input type="checkbox"/> Other (please specify):
3	Who do you believe is most likely to act aggressively/violently towards you at work?	<input type="checkbox"/> Nobody <input type="checkbox"/> Client/participant <input type="checkbox"/> Family member(s) or visitor/friend of client/participant <input type="checkbox"/> Co-worker, other worker or contractor <input type="checkbox"/> Bystander
4	Approximately how many incidents of physical violence have you experienced in the past 12 months while doing your job in your current workplace?	<input type="checkbox"/> None <input type="checkbox"/> 1 to 5 <input type="checkbox"/> to 10 <input type="checkbox"/> to 20 <input type="checkbox"/> More than 20
5	Of these incidents of physical violence, how many had an emotional / psychological impact on you?	<input type="checkbox"/> None <input type="checkbox"/> 1 to 5 <input type="checkbox"/> to 10 <input type="checkbox"/> to 20 <input type="checkbox"/> More than 20
6	Approximately how many incidents of verbal violence have you experienced in the past 12 months while doing your job in your current workplace?	<input type="checkbox"/> None <input type="checkbox"/> 1 to 5 <input type="checkbox"/> to 10 <input type="checkbox"/> to 20

		<input type="checkbox"/> More than 20
7	Of these incidents of verbal violence, how many had an emotional / psychological impact on you?	<input type="checkbox"/> None <input type="checkbox"/> 1 to 5 <input type="checkbox"/> to 10 <input type="checkbox"/> to 20 <input type="checkbox"/> More than 20
8	What types of violent incidents need to be reported? Select all that apply.	<input type="checkbox"/> Physical violence <input type="checkbox"/> Verbal violence <input type="checkbox"/> Psychological violence <input type="checkbox"/> Threats <input type="checkbox"/> Other (please specify): _____
9	How or to whom would you report an incident in which a client/participant or visitor directed violent behaviour (including verbal abuse) toward you? Select all that apply.	<input type="checkbox"/> Manager or supervisor in charge <input type="checkbox"/> Incident Report <input type="checkbox"/> Co-worker, peer or union steward <input type="checkbox"/> Joint occupational health and safety committee <input type="checkbox"/> WorkSafeBC <input type="checkbox"/> Wouldn't report
10a	Have you ever reported an incident of violence?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
10b	If yes, did someone follow up with you on the outcome of the investigation(s)?	<input type="checkbox"/> Never <input type="checkbox"/> Rarely <input type="checkbox"/> Sometimes <input type="checkbox"/> Often <input type="checkbox"/> Always
11	Have you received information and/or communication about outcomes of other investigations related to violent incidents in your department?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
12a	Are you aware of the process to communicate a known risk of violence? Comments:	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
12b	If yes, describe how you communicate a known risk of violence?	
13a	Does behavioural care planning to identify risk factors, triggers, and safety	<input type="checkbox"/> Yes

	<ul style="list-style-type: none">• Providing cultural safety training (including education on the timeline of colonialism)• Refusing requests from client• Enforcing organizational rules (e.g., no smoking policy)• Conducting home visits• Accompanying clients• Taking clients on outings	
19	Please provide any other comments or suggestions related to the risk of violence in your program/department including ways to reduce the risk of violence.	

Appendix B: Data Review

Appendix B1: Site/Program Description and Data Review – Own Location

Facility or location: Completed by (name/position): Date completed:	
ITEM	OWN LOCATION Observations / Findings <i>If you have findings that have action items, transfer to hazard/risk summary table</i>
A. Work site information – Own location Location of the site (surrounding community): Description of site(s): (type of building e.g., stand alone; other programs / services in building, multi-employer): Services provided: Hours of operation, visiting hours: Overview of client population (client profile): Number of beds/clients:	
B. Incident/injury information (period should be at least one year, use 3-year window if available) <i>Examine available data for violence incidents for patterns/trends including, but not limited to:</i> <ul style="list-style-type: none"> • <i>What numbers of violent incidents are verbal? physical?</i> • <i>Are there any trends? e.g. incident counts, claim counts, days lost</i> • <i>What types of contributing factors are most common with incidents involving violence?</i> 	
C. Violence Prevention education and training status and completion levels <ul style="list-style-type: none"> • How many people have completed all their training? • How many are in progress? • How many have not started? 	
D. Staffing <i>Identify staffing structure on different shifts.</i>	
E. Additional sources <ul style="list-style-type: none"> • <i>Are incidents occurring in specific areas?</i> • <i>Are specific tasks common in the data?</i> 	

Appendix B2: Site/Program Description and Data Review – Comparison Location

Facility or location:	
ITEM	OBSERVATIONS / FINDINGS
<p>A. Work site information –Comparison location Location of the site (surrounding community): Description of site(s): (type of building e.g., stand alone; other programs / services in building, multi-employer): Services provided: Hours of operation, visiting hours: Overview of patient/client population (client profile): Number of beds/clients:</p>	<p><i>Provide relevant details pertaining to the department undergoing the review to provide context for the workplace.</i></p>
<p>B. Incident/injury information (period should be at least one year, use 3-year window if available)</p> <p>NOTE:</p> <ul style="list-style-type: none"> Your organization may have other internal reports that can be used to provide this information 	<p><i>Examine available data for violence incidents for patterns/trends including, but not limited to:</i></p> <ul style="list-style-type: none"> <i>What numbers of violent incidents are verbal? physical?</i> <i>Are there any trends? e.g. incident counts, claim counts, days lost</i> <i>What types of contributing factors are most common with incidents involving violence?</i>
<p>C. PVPC education and training status and completion levels</p> <ul style="list-style-type: none"> How many people have completed all their training? How many are in progress? How have not started? 	

Appendix C: Policy and Procedure Review

Instructions: This review checks for documentation that should be in place. Additional setting specific questions may be added.

Consider adding questions to the Environmental Walk-Through to check/verify information is being utilized and/or applied as identified in this review. Transcribe any action items into the hazard/risk summary in the VRA final report.

Please list all Policies, Standards, and Procedures that were reviewed for the purpose of completing this appendix (Optional: Provide listing or attachment of documents reviewed)

Optional: Provide listing of participants:

Item	Yes/No/Not applicable	Document(s) or Resource used (if applicable)	Notes: Observations/Comments <i>Use N/A if not applicable. This information may be used to summarize findings.</i>
1 VIOLENCE PREVENTION			
1.1 Is there a policy that clearly states the organization’s commitment to preventing and addressing workplace harassment and violence?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
1.2 Are there any workplace inspection documents that include a violence prevention component?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
1.3 Have all managers/supervisors received education on their responsibilities related to violence prevention?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
2 ACCESS			
2.1 Is there a process to manage access to the facility (i.e. keys, keypad, access cards)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
3 ASSESSING AND COMMUNICATING RISK OF VIOLENCE			
3.1 Are there procedures in place for requesting information about or communicating risk when client is	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		

Item	Yes/No/Not applicable	Document(s) or Resource used (if applicable)	Notes: Observations/Comments <i>Use N/A if not applicable. This information may be used to summarize findings.</i>
transferred from one sector, location or program, to another?			
3.2 Are there procedures in place for shift handover practices?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
3.3 Is there a policy or procedure for screening of clients/participants for risk of violence?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
3.4 Are there measures in place for addressing cultural safety in the workplace (e.g., Diversity, Equity, Inclusion policy)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
3.5 Is there a policy or procedure for utilizing behavioural care planning?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
3.6 When were the screening/assessment procedures for risk of violence last reviewed?			
3.7 How are workers made aware of procedures for risk of violence and educated about them (know how to use them)?			
3.8 Is there a process for flagging visitors or unknown people for risk of violence?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
4 EMERGENCY RESPONSE PLANS			
4.1 Is there a documented emergency response plan procedure for incidents of violence in place for the site?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
4.2 Is the documented emergency response plan or procedure current? <i>Please note the date of the procedure, or date last reviewed.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
4.3 How are workers educated about the site emergency response plan for violent incidents?			
5 WEAPONS IN THE WORKPLACE			

Item	Yes/No/Not applicable	Document(s) or Resource used (if applicable)	Notes: Observations/Comments <i>Use N/A if not applicable. This information may be used to summarize findings.</i>
5.1 Is there a policy/procedure related to weapons in the workplace? (e.g. discovery in the workplace or in the home)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
5.2 Is the policy on weapons in the workplace current?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
5.3 How are workers made aware of policy/procedures for weapons in the workplace and educated about them (know how to use them)?			
6 Incident Reporting and Investigations			
6.1 Is there a policy/procedure related to reporting of incidents in the workplace?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
6.2 How are workers made aware of and educated about reporting of incidents?			
6.3 Does your process on reporting of incidents include guidance on reporting back to workers after investigation?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
7 ACCOMPANIMENT			
7.1 Are there policy/procedures related to accompanying clients?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
7.2 Are these policy/procedures on client transportation current?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
7.3 How are workers made aware of and educated about transporting clients?			
8 WORKING ALONE OR IN ISOLATION			
8.1 Do you have a process in place to determine if you have situations where workers are working alone?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		

Item	Yes/No/Not applicable	Document(s) or Resource used (if applicable)	Notes: Observations/Comments <i>Use N/A if not applicable. This information may be used to summarize findings.</i>
8.2 Is there a documented check-in/check-out process that ensures the location and expected return time of staff can be determined, and escalation process if staff do not check in at the pre-determined time?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
8.3 Do you have a process for ensuring contact information for employee working alone / in isolation is up to date?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
8.4 If needed, are there processes and/or resources that support safe travel for workers to/from the facility? (i.e. Safe Walk, if issue with targeted violence)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		

Appendix D: Environmental Walk-Through

Use this checklist to record information about site/program violence-related hazards and existing control measures. The questions in this tool direct attention to common hazards and control measures. Each site/ program will need to evaluate each hazard and control measure for applicability to their area. **This is not an all-inclusive list of hazards and control measures.**

Before beginning, please review and analyze findings from other tools and incorporate additional questions at the beginning of this survey as relevant for further examination. This will allow the opportunity to explore any other items that have been identified in relation to the work that employees are doing in their specific setting.

Use the “Notes: Observations / Existing Controls” column to query and comment as to whether what is in place is working. Use the notes section at the end to document any additional hazards/control measures found.

Note: Any Action Items should be transcribed into the Hazard/Risk Summary in the VRA Final Report.

Action Items should be SMART: Specific, Measurable, Achievable, Results-oriented and Time-bound.

Date:			
Site:		Program:	
Optional: Environmental survey participants (e.g., participant name and/or designation)			

Optional: Include description of the site/program and/or photos

Item/Context	Yes/No/NA	Notes: Observations / Existing Controls (<i>query if what is in place is adequate, working</i>)
1 SIGNAGE INSIDE THE SITE		
1.1 Is there posted signage to provide directions / wayfinding?	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Item/Context	Yes/No/NA	Notes: Observations / Existing Controls (<i>query if what is in place is adequate, working</i>)
	<input type="checkbox"/> N/A	
1.2 If yes, is wayfinding signage presented in other languages including the local Indigenous language?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
1.3 Are there any issues with public accessing “staff-only” areas?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
1.4 Is Violence Prevention signage visibly posted in common areas?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
2 SERVICE AREA		
2.1 Is there a physical risk of violence to workers at the reception / service area due to public access, are there adequate control measures in place? (e.g., locked doors, higher counter heights, barriers)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
2.2 Is there the ability for workers to call for help from the reception / service area?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
3 CLIENT ROOMS		
3.1 Can you see enough of the client room, prior to entering the area (e.g., are there good sight lines, mirrors etc.)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
3.2 Are there unnecessary objects present in the client room that could be used as weapons of opportunity?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
3.3 Does a worker, when inside a client’s room, have an easy escape route / means of escape (e.g., are exits blocked by furniture or other items)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
4 COMMON AREAS		

Item/Context	Yes/No/NA	Notes: Observations / Existing Controls (<i>query if what is in place is adequate, working</i>)
4.1 If required, is access controlled in common areas of the site (e.g., keys, keypad, access cards)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
4.2 Are there any common areas at the site that do not have adequate lighting (cannot see the entire space)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
4.3 Are there areas at the site that do not have good sightlines?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
4.4 Are there unnecessary objects present in common areas of the site that could be used as weapons of opportunity?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
4.5 Are all door locking mechanisms working at the site?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
4.6 Is there anything at site that slows or blocks free movement? (e.g., furniture, other objects/items, clutter)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
4.7 Does a worker have an easy escape route / means of exit from the site (e.g., are exits clear of furniture or other items)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
4.8 Do you share the work area with other employers, and if so are potential risks introduced by work, tools or equipment of these employers?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
5 MEANS OF EMERGENCY COMMUNICATION		
5.1 Are workers aware of the emergency phone number to use?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	<i>Ask workers numbers to verify.</i>
5.2 Is there a plan, area or route established for workers who need to seek refuge?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
5.3 Are there methods available for workers to call for help?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>List methods here (internal and external): e.g., phone, PPDs, call bells</i>

Item/Context	Yes/No/NA	Notes: Observations / Existing Controls (<i>query if what is in place is adequate, working</i>)
	<input type="checkbox"/> N/A	
5.4 Are workers trained and educated on methods to call for help?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
5.5 Is there testing completed on communication methods for calling for help?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
5.6 Are testing records for emergency communication methods maintained?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
6 VIOLENCE RISK COMMUNICATION		
6.1 Are there methods to communicate a known risk of violence to workers being used?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	<i>List methods here e.g. care plans; verify what system is being used, and that it is used appropriately</i>
6.2 Are workers trained on the use of communication methods for a known risk of violence?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
6.3 Are other groups/employers who may be present (e.g., cleaners, contracted trades) aware of how a known risk of violence is communicated? If yes, how?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
7 EXTERIOR		
7.1 Are there adequate control measures in place to reduce the risk of violence towards workers outside of the building (e.g., a means of emergency communications)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
7.2 Are there clear sight lines into/exiting from building? (e.g., are the outside exits easily visible from inside the building, have no spots where an individual could hide?)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
7.3 Do the outside areas have adequate lighting (e.g., walkways, parking, entrances)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	

Item/Context	Yes/No/NA	Notes: Observations / Existing Controls (<i>query if what is in place is adequate, working</i>)
7.4 Are there any specific concerns or risks of violence related to this building and/or location?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	<i>Add any additional questions as required to further explore any concerns or risks of violence.</i>
NOTES		
Query if there are any other areas or concerns that have not been reviewed or discussed		
Use this space to identify any additional concerns or issues raised		
Use this space to summarize findings		

Appendix E: Task Analysis

This task analysis is an assessment of the tasks that present risk of violence to workers in the area. Review the list of examples provided in the table below with the VRA team and amend as required to ensure these tasks are reflective of the tasks that are performed in the workplace.

Carefully consider the actual context/environment of the site/program assessed and:

- add relevant tasks if they are not already listed, and
- delete any tasks that do not apply.

With each task, describe the risk, note any existing controls and observations, assign a risk rating using the risk matrix below, and provide an action for those tasks in which existing controls are deemed to be inadequate.

Using a risk matrix

Purpose: A risk matrix will assist in assessing the likelihood (probability) and severity of identified risks, and assign a risk rating. The risk rating can help assess whether current preventative measures are adequate and inform prioritization of action items.

Instruction: Determine the risk rating for each task using the risk matrix below as the intersection of likelihood of occurrence and severity of risk. *Optional:* multiply likelihood of occurrence by severity of risk to determine a numerical risk rating e.g. Unlikely 1 x Minor 1 = Low 1 (*WorkSafeBC, Assessing Risks, 2019*).

		SEVERITY		
		Minor Could require first aid, could cause psychological distress 1	Major Could require medical treatment, need for immediate mental health supports (more than first aid) 2	Permanent Injury or Death Could result in permanent injury or death 3
Likelihood	Unlikely 1	Low 1	Low 2	Medium 3
	Might happen 2	Low 2	Medium 4	High 6
	High likely 3	Medium 3	High 6	Very High 9

Based on CSA Z1002-12, the Work Safe Alberta matrix, and modifications for clarity

Provide actions only for those tasks in which existing controls are deemed to be inadequate. Action items should describe **changes** to reduce risk of injury due to violence in the workplace. Action Items should be SMART: specific, measurable, achievable, results-oriented and time-bound. Copy and paste additional rows to accommodate new tasks as necessary.

Use the risk matrix from Appendix E to apply a degree of risk for identified risks. Use appendix M to identify possible controls.

Task (Amend as required to ensure these tasks are reflective of the tasks that are performed in the workplace)	Description of risk (Describe risks associated with performing the task)	Notes: Existing controls and observations	Risk rating (with existing controls)
COMMUNITY SETTING			
Interacting with clients without knowledge of their history			
Interacting with co-workers			
Interacting with client who displays challenging behaviour and/or may not cooperate with requests from workers Examples: <ul style="list-style-type: none"> • Client displaying problematic sexual behaviour • Client making threatening, sexual or derogatory comments 			
Interacting with clients in their personal space Examples: <ul style="list-style-type: none"> • Providing life skills support 			
Observation of clients who are at risk of self-harm, aggression or violence			
Conducting initial client assessments			

Interacting with client’s family and associates on care-related matters			
Working with clients who may be suffering from an altered mental state (e.g., withdrawal, psychosis, dementia)			
Working alone or in isolation			
Accompanying clients in a vehicle			
Involvement in crisis intervention			
Visiting a client in their place of residence or a community setting			
Imposing or enforcing workplace policies			
Responding to emergencies			
Administering naloxone or other emergency medications			
Asking a visitor or client to leave the premises due to behaviour			

Common Controls

- Use of behavioural care planning
- Use of site emergency response plan
- Entry of aggression or violence issues in client documents
- Use of safety huddles to discuss issues of safety
- Use of team meetings to discuss client behaviours and concerns
- Use of calm, gentle, respectful communication
- Violence prevention online and classroom training, per site requirements

- Use of ALERTs to communicate violence risk
- Use of communication, de-escalation and personal safety skills to minimize risk
- Use of point of care risk assessment
- Ensuring there is adequate support available for known clients/participants with challenging behaviours

Use of least restraint/restraint reduction policy and/or procedure

- Communicate behavioural concerns to care team
- Posting of signage to communicate behavioural expectations
- Discussing expectations of client and workers
- Use of protocol for alcohol withdrawal
- Use of clear procedures on when and how to intervene for purposes of client protection
- Performing an increased level of observation

Appendix F: VRA Re-Assessment Check

Process: Use of VRA Re-Assessment Check is optional. If using, organizations are to determine how to implement the VRA Re-Assessment Check. Organizations have the option to create a supporting document with details on their process.

Options for using:

- The VRA Re-Assessment Check is completed a minimum of every 12 months by person responsible for health and safety in the organization. Any “Yes” answers to question 1 prompts consultation with the person responsible for health and safety representative to determine and confirm if any follow up is required
- Alternatively, components of the VRA Re-Assessment Check may be embedded in another organizational-specific annual process (ensure components of the VRA Re-Assessment Check below are embedded).

1. In the last year, indicate if there have been any significant changes to any of the following that could result in an increased risk of violence:

- a. Has geographic location changed (e.g. has the program moved to a different location?) Yes No
- b. Have there been renovations (not as a result of a previous VRA)? Yes No
- c. Has client profile changed? Yes No
- d. Have services provided changed? Yes No
- e. Have hours of operation changed? Yes No

If you answered “Yes” to any of the above, please consult with your H&S Department representative regarding the level of VRA follow up required.

2. Please review the status of VRA action items. Are all action items completed? Yes No

If no, please provide more information:

Appendix G: VRA Re-Assessment Review

Process: Organizations are to determine how to implement the VRA Re-Assessment Review. Organizations have the option to create a supporting document with details on their process.

The VRA Re-Assessment Review is completed:

- When a significant change has been identified by the VRA Re-Assessment Check, OR at a minimum every 3 years for worksites with a completed VRA; or
- When a significant change has been identified by other means (e.g., organization-specific process, via manager, site leadership, JOHSC).

NOTE: Organizations may opt to complete Part B only if Part A is embedded into an existing organizational-specific process

PART A: Findings (To be completed by Manager and/or Health & Safety rep) Document findings using the tool below. This will help determine what amendments to the VRA may be required to address area(s) of consideration.			
#	Question	Response	Describe change
1	Has the geographic location of the site/department changed (i.e., has the site/department moved locations)?	<input type="checkbox"/> Y <input type="checkbox"/> N	<i>If yes, did this change result in an increased risk of violence? Please explain in the Outcome section below.</i>
2	Have there been significant renovations or other changes to the layout of the site/department?	<input type="checkbox"/> Y <input type="checkbox"/> N	<i>If yes, did this change result in an increased risk of violence? Please explain in the Outcome section below.</i>
3	Has there been a significant change to the client profile?	<input type="checkbox"/> Y <input type="checkbox"/> N	<i>If yes, did this change result in an increased risk of violence? Please explain in the Outcome section below.</i>
4	Has there been a significant change in the services provided and/or hours of operation?	<input type="checkbox"/> Y <input type="checkbox"/> N	<i>If yes, did this change result in an increased risk of violence? Please explain in the Outcome section below.</i>
5	Has there been a significant increase in the number of injuries related to violence in the target site/department in the last 1-3 years, or a significant/critical incident?	<input type="checkbox"/> Y <input type="checkbox"/> N	<i>You may contact your H&S rep if needed.</i>

6	Is there anything else that has changed, potentially resulting in an increased risk of violence?	<input type="checkbox"/> Y	<input type="checkbox"/> N	
---	--	----------------------------	----------------------------	--

PART B: Outcome of review (To be completed by Health & Safety rep, or in conjunction with Health & Safety rep)

Description of change (what)	Analysis of change (may use a risk matrix to assess the impact of the change)	Action to take with VRA (how to address)
		<input type="checkbox"/> Worker Survey <input type="checkbox"/> Data Review <input type="checkbox"/> Policy & Procedure Review <input type="checkbox"/> Task Analysis <input type="checkbox"/> Environmental Walk-Through
		<input type="checkbox"/> Worker Survey <input type="checkbox"/> Data Review <input type="checkbox"/> Policy & Procedure Review <input type="checkbox"/> Task Analysis <input type="checkbox"/> Environmental Walk-Through
		<input type="checkbox"/> Worker Survey <input type="checkbox"/> Data Review <input type="checkbox"/> Policy & Procedure Review <input type="checkbox"/> Task Analysis <input type="checkbox"/> Environmental Walk-Through

From analysis above, identify VRA Tools to use:

- Worker Survey Data Review Policy & Procedure Review Environmental Walk-Through Task Analysis
- Initiate a new VRA, incorporating data from existing VRA as appropriate

Additional comments:

Version: 1.0
Date of Last Revision:
October 15, 2024
Replaces: N/A
Originally Created:
September 26, 2024

COMMUNITY SOCIAL SERVICES
**Health & Safety
Association of BC**



Appendix H: Final Report Template

**VIOLENCE RISK ASSESSMENT
(VRA) FINAL REPORT**

[Organization Name]

Prepared by: [VRA Lead]

[Site/Program Name]

[Address]

[Date of Report]

VRA Team Members: [List of Members]

VRA Distributed To:

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Executive Summary (Optional)

This section provides a brief overview of the report, including the objectives of the VRA process, key findings, and an outline of the recommended actions.

Hazard/Risk Summary Table

Description of Hazard/Risk	Notes: Observations and Existing Controls	Action Item <i>(Optional: To include objective or intended outcome)</i>	Tool//Resource Used	Person Responsible	Start Date <i>Consider urgency/priority of required action item</i>	Due Date
			-Select-		Start Date	Due Date
			-Select-		Start Date	Due Date
			-Select-		Start Date	Due Date
			-Select-		Start Date	Due Date
			-Select-		Start Date	Due Date
			-Select-		Start Date	Due Date
			-Select-		Start Date	Due Date

Description of Hazard/Risk	Notes: Observations and Existing Controls	Action Item <i>(Optional: To include objective or intended outcome)</i>	Tool//Resource Used	Person Responsible	Start Date <i>Consider urgency/priority of required action item</i>	Due Date
			-Select-		Start Date	Due Date
			-Select-		Start Date	Due Date
			-Select-		Start Date	Due Date
			-Select-		Start Date	Due Date
			-Select-		Start Date	Due Date

Summary of Process (Optional)

This section outlines the steps taken during the VRA process, including the methods used to gather data, who was involved, and a summary of the main findings.

Appendices

A. Summary Report of Worker Feedback Findings

- Summary of the feedback gathered from workers, including common themes, concerns, and suggestions.

B. Data Review (Own and Comparison Location)

- Comprehensive analysis of workplace safety regarding harassment and violence, documenting observations and findings across various categories including work site information, incident data, training completion levels, staffing structure, and additional sources of risk.

C. Completed Policy and Procedure Review Tool

- Documentation of the review of current policies and procedures related to harassment and violence prevention.

D. Completed Environmental Walk-Through Tool

- Findings from the physical walk-through of the site, including identified hazards and areas of concern.

E. Completed Task Analysis Tool

- Detailed analysis of specific tasks to identify potential risks of harassment and violence.

List of Contributors (Optional)

[Contributor Name] – [Role/Organization]

[Contributor Name] – [Role/Organization]

Appendix I: VRA Process Checklist

Use the VRA Process Checklist to track progress and assign responsibility.

Steps	Responsible	<input checked="" type="checkbox"/>	Comments	Resources
1. Initiate VRA				
1.1 Assign VRA Lead	Employer	<input type="checkbox"/>		
1.2 Assemble VRA team	VRA Lead	<input type="checkbox"/>		
1.3 Hold initial meeting to plan and schedule	VRA Lead	<input type="checkbox"/>		
2. Collect Worker Feedback – Worker Survey Tool				
2.1 Provide Survey		<input type="checkbox"/>		
2.2 Do focus groups, interviews		<input type="checkbox"/>		
2.3 Review findings of worker feedback tools		<input type="checkbox"/>		
2.4 Identify common themes, incorporate into other tools for further examination		<input type="checkbox"/>		
3. Do Data Review				
3.1 Do Data Review for own and comparison location		<input type="checkbox"/>		
3.2 Review findings of Data Review		<input type="checkbox"/>		
3.3 Identify action items and transcribe into hazard/risk summary table		<input type="checkbox"/>		
3.4 Incorporate relevant findings into other tools for further examination		<input type="checkbox"/>		
4. Do Policy and Procedure Review – Policy & Procedure Review Tool				
4.1 Do Policy and Procedure Review		<input type="checkbox"/>		
4.2 Review findings of Policy and Procedure Review		<input type="checkbox"/>		

Steps	Responsible	<input checked="" type="checkbox"/>	Comments	Resources
4.3 Identify action items and transcribe into hazard/risk summary table		<input type="checkbox"/>		
4.4 Incorporate relevant findings into other tools for further examination		<input type="checkbox"/>		
5. Do Environmental Walk-Through				
5.1 Do Environmental Walk-Through with team members as identified (invite any additional participants i.e. security)		<input type="checkbox"/>		
5.2 Review findings of Environmental Walk-Through		<input type="checkbox"/>		
5.3 Identify action items and transcribe into hazard/risk summary table		<input type="checkbox"/>		
5.4 Incorporate relevant findings into other tools for further examination		<input type="checkbox"/>		
6. Do Task Analysis – Task Analysis Tool				
6.1 Update task listing		<input type="checkbox"/>		
6.2 Determine the level of risk for each task		<input type="checkbox"/>		
6.3 Review findings of Task Analysis		<input type="checkbox"/>		
6.4 Identify action items and transcribe into hazard/risk summary table		<input type="checkbox"/>		
7. Summarize findings and themes – Hazard/Risk Summary Table				
7.1 Review and complete hazard/risk summary table		<input type="checkbox"/>		
7.2 Consolidate information in hazard/risk summary table if necessary		<input type="checkbox"/>		
7.3 Create action plan		<input type="checkbox"/>		

Steps	Responsible	☒	Comments	Resources
8. Create final report – Final Report Template				
8.1 Summarize findings into draft report		<input type="checkbox"/>		
8.2 Send draft report for review		<input type="checkbox"/>		
8.3 Review feedback, revise, and finalize report		<input type="checkbox"/>		
8.4 Send out copies of final report		<input type="checkbox"/>		
9. Conduct follow up and review activities – VRA Check & VRA Review				
9.1 Ensure completion of action items and updates		<input type="checkbox"/>		
9.2 Complete VRA Re-Assessment		<input type="checkbox"/>		
9.3 If needed, complete follow-up and amend current VRA to address areas of consideration		<input type="checkbox"/>		

Appendix J: Guidelines in Facilitating Focus Group

Guidelines for Facilitating the Focus Group

1. **Create a Safe Space:** Ensure that the environment is comfortable and confidential. Arrange seating in a circle or a way that promotes open communication. Be sensitive to participants' needs and provide options for breaks if needed.
2. **Use Trauma-Informed Language:** Approach each question with care, avoiding language that could be triggering or distressing. Acknowledge and validate experiences without pushing participants to share more than they are comfortable with.
3. **Encourage Participation:** Use open-ended questions to allow participants to share their thoughts and experiences freely. Be mindful of non-verbal cues and ensure that quieter participants have the opportunity to speak.
4. **Maintain Flexibility:** Be prepared to adapt the discussion based on participants' responses and needs. Allow the conversation to flow naturally while keeping it focused on the topic.
5. **Provide Support:** Have resources available for participants if discussions bring up difficult emotions. Ensure that participants know how to access additional support if needed.

Materials and Supplies for Focus Group

- Sign-in sheet
- Consent forms (Provide one copy for each participant)
- Pads and pencils for each participant
- Refreshments

Introduction Script

Hello everyone, and thank you for joining us today. My name is [Your Name], and I'm the Violence Risk Assessment Lead at [Organization's Name]. I'm grateful for your time and participation in this important focus group.

The purpose of today's discussion is to gather valuable insights from all of you about our current practices and experiences related to workplace harassment and violence. As you know, our organization provides vital services to individuals facing significant challenges, and it's crucial that we ensure our work environment supports everyone's safety and well-being.

Before we dive in, I'd like to outline a few key points to make our discussion as productive and respectful as possible:

1. **Confidentiality:** Everything shared in this room today will remain confidential. Our goal is to create a safe space where everyone feels comfortable sharing their thoughts and experiences.
2. **Respect and Inclusivity:** We encourage open and honest communication, but please respect each other's opinions and experiences. Everyone's perspective is valuable.
3. **Voluntary Participation:** Feel free to share as much or as little as you are comfortable with. You can pass on any question or take a break if needed.
4. **Focus on Solutions:** While we'll discuss the challenges and risks, our main aim is to identify constructive ways to improve our practices and policies to ensure a safer and more supportive work environment for everyone.
5. **Logistics:** Our focus group will last about [] hour(s). We'll start with some general questions to understand your experiences and perspectives.

Please speak openly and honestly, and if you need any clarification or wish to elaborate on a point, don't hesitate to do so. Again, thank you for being here and for your valuable contributions. Let's begin with our questions.

Closing Script

Provide a recap of the discussion and the next steps to conclude the focus group.

Thank you all for your time and participation today. Your insights and experiences have been incredibly valuable, and we appreciate your openness in sharing them with us.

- **Summary of Discussion:** *We've gathered important feedback on our current practices, identified key risks and challenges, and explored potential improvements for our Violence Prevention Program. Your input will help shape effective strategies and resources to enhance workplace safety.*
- **Follow-Up:** *We will compile and analyze the information from today's discussion along with the data from the questionnaires. The findings will be used to develop actionable recommendations and resources tailored to workers' needs.*
- **Continued Engagement:** *If you have any additional thoughts or would like to provide more feedback after today, please feel free to reach out to me directly. Your ongoing input is always welcome.*
- **Support:** *If today's discussion brought up any difficult emotions or if you need additional support, please let us know. We can connect you with resources and support services.*
- **Confidentiality:** *As a reminder, everything discussed here will remain confidential. We respect your privacy and appreciate your contributions.*
- **Feedback:** *If you have any feedback about today's focus group or suggestions for improving our processes, we'd love to hear it.*

Appendix J2: Focus Group Consent Form

Title of Study: Workplace Harassment and Violence Risk Assessment Focus Group

Facilitator: [Your Name]

Organization: [Organization's Name]

Contact Information: [Your Email Address / Phone Number]

Purpose: To gather insights and feedback on workplace safety, specifically regarding harassment and violence, to identify risks, and to improve policies and safety procedures.

Procedure

As part of violence risk assessment, you will be placed in a group of [redacted] individuals. The focus group will last approximately [redacted] hour(s). During this time, a facilitator will ask questions and will discuss various topics related to workplace safety, harassment, and violence.

Please note that there are no right or wrong answers to focus group questions. [Organization's Name] would like to hear many varying viewpoints and would like for everyone to contribute their thoughts. Out of respect, please refrain from interrupting others. However, feel free to be honest even when your responses counter those of other group members.

All information provided during the focus group will be kept confidential. No identifying information will be included in any reports or publications.

Voluntary Participation

Your participation in this focus group is completely voluntary. You are free to choose whether or not to participate, and you may withdraw from the discussion at any time without any negative consequences.

Risks: Discussing sensitive topics such as harassment and violence may evoke emotional responses. Support and resources will be available if needed.

Benefits: Your feedback will help us understand the current challenges and improve our workplace policies and safety practices. This, in turn, aims to create a safer and more supportive work environment for all staff.

Consent

By signing this consent form, you acknowledge that you have been informed about the nature and purpose of the focus group, understand your rights as a participant, and agree to take part in the discussion.

I have read and understood the information provided above. I consent to participate in the focus group.

Participant's Name	Signature	Date

Appendix J3: Focus Group Discussion Questions Sample

1) What does a supportive and safe work environment look like to you?

Notes

Facilitator Comments

2) What situations or tasks present the most risk for harassment and violence that you've observed or experienced?

Notes

Facilitator Comments

3) How do these risks impact your daily work and well-being?

Notes

Facilitator Comments

4) What measures or policies does the organization currently have in place to address harassment and violence? How effective do you find them?

Notes

Facilitator Comments

5) Can you share any specific examples where these measures have worked well or where there were gaps?

Notes

Facilitator Comments

6) What types of additional resources or supports would help you and your colleagues feel safer and more supported?

Notes

Facilitator Comments

7) Are there specific areas where you feel additional training or information would be beneficial?

Notes

Facilitator Comments

8) What challenges or barriers have you encountered when trying to implement or follow existing safety protocols?

Notes

Facilitator Comments

9) Are there any systemic issues that make it harder to address harassment and violence effectively?

Notes

Facilitator Comments

**10) How do you feel about the current methods for reporting and addressing safety concerns?
What improvements could be made?**

Notes

Facilitator Comments

11) In what ways can we better involve staff in creating and refining our safety policies?

Notes

Facilitator Comments

12) Are there particular risks or safety concerns that are unique to your role or department? How can we address these effectively?

Notes

Facilitator Comments

13) What support do you need from management to help you address and prevent workplace harassment and violence?

Notes

Facilitator Comments

14) Is there anything else you'd like to share about your experiences or suggestions for improving workplace safety?

Notes

Facilitator Comments

15) Do you have any additional thoughts on how we can create a more supportive and safe environment for everyone in the organization?

Notes

Facilitator Comments

Version: 1.0

Date of Last Revision:

October 15, 2024

Replaces: N/A

Originally Created:

September 26, 2024

Appendix K: Summary Report of Worker Feedback Template

[Organization Name]

Prepared by: [VRA Lead]

[Site/Program Name]

[Date of Report]

Introduction

This report summarizes the feedback gathered from workers regarding workplace harassment and violence as part of the Violence Risk Assessment (VRA) process. The purpose of this feedback is to identify areas of concern, assess the effectiveness of current prevention measures, and inform the development of action items to enhance workplace safety.

Methodology

1. Feedback Collection Period: [Start Date] to [End Date]
2. Method of Collection: [Surveys, Interviews, Focus Groups, etc.]
3. Number of Participants: [Total Number]
4. Participant Demographics: [Roles, Program, etc., if applicable]

Key Themes and Findings

1. Prevalence of Harassment and Violence

- [Summary of reported incidents, frequency, and types of harassment or violence experienced or witnessed by workers.]
- [Identified areas or situations where harassment and violence are most likely to occur.]
- [Any specific groups (e.g., front-line workers, specific shifts) that are more vulnerable to harassment and violence.]

2. Perceptions of Safety

- [Workers' general feelings of safety in the workplace, including any notable differences by role or program.]
- [Summary of workers' confidence in the reporting process and their comfort level in bringing forward concerns.]

3. Effectiveness of Current Controls

- [Level of awareness among workers regarding existing policies and procedures related to harassment and violence.]

- [Feedback on the effectiveness of training programs and the adequacy of support provided by the organization.]
- [Workers' perceptions of how effectively the organization responds to reported incidents of harassment and violence.]

4. Suggestions for Improvement

- [Worker recommendations for improving existing policies or developing new ones.]
- [Suggestions for additional or more effective training programs.]
- [Ideas for changes in the physical environment or operational practices to reduce risks.]
- [Recommendations for additional support services or resources for workers.]

Conclusion

[This section provides a brief summary of the main findings and emphasizes the importance of addressing the identified issues. It may also include a statement of commitment from management to act on the feedback received.]

Next Steps

[Outline the next steps for addressing the issues raised in the worker feedback, including any planned meetings, further consultations, or actions that will be taken as part of the VRA process.]

Appendices (Optional)

- Raw Data Summary: [If applicable, a brief overview of the raw data collected, such as survey results.]
- Detailed Feedback: [If applicable, detailed worker comments or specific examples of feedback.]

Appendix L: Hazard/Risk Summary Table

The Hazard/Risk Summary Table is used to provide a summary of risks found during the Violence Risk Assessment.

Description of Hazard/Risk	Notes: Observations and Existing Controls	Action Item <i>(Optional: To include objective or intended outcome)</i>	Tool//Resource Used	Person Responsible	Start Date <i>Consider urgency/priority of required action item</i>	Due Date
			-Select-		Start Date	Due Date
			-Select-		Start Date	Due Date
			-Select-		Start Date	Due Date
			-Select-		Start Date	Due Date
			-Select-		Start Date	Due Date
			-Select-		Start Date	Due Date

Description of Hazard/Risk	Notes: Observations and Existing Controls	Action Item <i>(Optional: To include objective or intended outcome)</i>	Tool//Resource Used	Person Responsible	Start Date <i>Consider urgency/priority of required action item</i>	Due Date
			-Select-		Start Date	Due Date
			-Select-		Start Date	Due Date
			-Select-		Start Date	Due Date
			-Select-		Start Date	Due Date
			-Select-		Start Date	Due Date
			-Select-		Start Date	Due Date

Appendix M: Sample of Risks Based on Type of Work

Type of Work	Description of Risks (Harassment and Violence)	Common Existing Controls
<p>Community Outreach Workers</p>	<ul style="list-style-type: none"> • Encounter individuals in unstable environments. • May experience verbal harassment, including derogatory comments, threats, or intimidation, particularly in cluttered or chaotic environments. • Respond to crisis without immediate access to backup or support, increasing the risk of harm. • May encounter insufficient exit options in the locations where they conduct their outreach. • Are exposed to unpredictable visits which increase the risk of unexpected encounters. • Encounter inconsistency in client support among workers, leading to clients feeling scared and reacting negatively including fleeing or exhibiting violent behaviour especially when interacting with unfamiliar casual staff. 	<ul style="list-style-type: none"> • Onboarding: Orientation for new employees with program details and individuals they are supporting. • Behaviour Support Plans: Individualized strategies for each client. • Continuous Review: Regularly assess individualized plans in staff meetings. • Buddy System: Whenever possible, work with a partner or inform a colleague of your visit details and location. • Safety Training: Training on environment assessment and conflict de-escalation. • Emergency Numbers: Accessible in vehicles and provided to staff. • Safety Plans: Develop personalized safety plans for outreach visits, including routes and emergency contacts. • Community Outing: Created and reviewed for each individual. • Area Safety Assessment: Staff assess area upon arrival.
<p>Residential Workers</p>	<ul style="list-style-type: none"> • Encounter inconsistency in client support among workers, leading to clients feeling scared and reacting negatively including fleeing or exhibiting violent behaviour especially when interacting with unfamiliar casual staff. 	<ul style="list-style-type: none"> • Onboarding: Orientation for new employees with program details and individuals they are supporting.

	<ul style="list-style-type: none"> • May face physical or verbal aggression from residents, as well as potential harassment among staff. • Often work alone with residents, increasing feelings of vulnerability. • Encounter residents who may be under the influence of substances can lead to unpredictable situations. • May come across accessible tools, knives, and sharp objects within the homes that could be used as weapons. 	<ul style="list-style-type: none"> • Pre-Visit Assessment: Evaluate the resident’s condition before entering the unit and consider if it’s safe to proceed. • Communication Device: Ensure that you have a two-way radio before going to the resident’s unit. • Buddy System: If possible, bring a colleague along or inform someone of your location and the situation. • Safety Training: Ensure you have training in conflict resolution and crisis management to handle potential aggression. • Personal Protective Equipment (PPE): Use gloves and protective clothing when cleaning to minimize exposure to bed bugs and contaminants. • Emergency Plan: Have a clear plan for exiting the situation quickly if necessary and know how to contact emergency services. • Hazardous Materials: Secure potentially hazardous cleaners and tools.
<p>Case Managers (Social Workers)</p>	<ul style="list-style-type: none"> • May become the object of frustration with circumstances and perceived lack of resources. • Encounter clients whose needs are unmet and who have complex health issues, leading to unexpected behaviours. • May be expected to do more than what is professional appropriate due to boundary issues. 	<ul style="list-style-type: none"> • Thorough Risk Assessment: Before meeting clients, assess their current situation and potential triggers. Complete a behavioural care plan when necessary. • Safety Plans: Develop personalized safety plans for outreach visits, including routes and emergency contacts. • Buddy System: Whenever possible, conduct outreach with a colleague or inform someone of your visit details and location. • Training: Participate in training for conflict de-escalation, recognizing signs of agitation, and managing aggressive behavior.

		<ul style="list-style-type: none"> • Clear Communication: Set clear expectations with clients regarding available resources and services to mitigate frustration.
<p>Child and Youth Workers</p>	<ul style="list-style-type: none"> • May experience bullying or aggressive behavior from youth. • Respond to mental health crisis or substance abuse episodes. • May face verbal abuse from clients and parents especially in emotionally charged situations. 	<ul style="list-style-type: none"> • Onboarding: Orientation for new employees with program details and individuals they are supporting. • Comprehensive Intake Assessments: Conduct thorough assessments of each child's situation, history, and needs before initiating services to identify potential risks and triggers. • Individualized Care Plans: Develop personalized care plans that address the unique needs and strengths of each child or youth, incorporating input from the child, family, and other professionals. • Safety Protocols: Establish safety protocols for interactions, including strategies for managing challenging behaviors and emergency procedures for crisis situations. • Training in Trauma-Informed Care: Participate in ongoing training focused on trauma-informed practices, conflict resolution, and recognizing signs of emotional distress to enhance responsiveness.
<p>Mental Health Support Workers</p>	<ul style="list-style-type: none"> • May experience physical aggression from clients experiencing mental health crisis. • May have limited access to emergency support in crisis situations, increasing risk. • May experience manipulation and intimidation. 	<ul style="list-style-type: none"> • Onboarding: Orientation for new employees with program details and individuals they are supporting. • Training in De-escalation Techniques: Participate in ongoing training focused on de-escalation

		<p>strategies, recognizing signs of distress, and managing aggressive or challenging behavior.</p> <ul style="list-style-type: none"> • Safety Protocols for Home Visits: Implement safety protocols for home visits, including risk assessments of the environment and strategies for managing potential dangers. • Engagement and Rapport-Building Techniques: Use effective communication and engagement strategies to build trust and rapport with clients, fostering a supportive and open therapeutic relationship. • Collaboration with Multidisciplinary Teams: Work collaboratively with other healthcare professionals, social services, and community resources to ensure comprehensive care and support for clients.
<p>Frontline Workers / Harm Reduction Workers</p>	<ul style="list-style-type: none"> • May deal with clients who are in crisis, leading to potential threats or aggressive behavior. • Are exposed to confrontations working in areas with high rates of substance use and homelessness especially when resources are limited and disputes arise among clients. • Are at high risk of physical altercations due to clients acting unpredictably. • Are exposed to volatile situations due to the presence of substances. 	<ul style="list-style-type: none"> • Regular Supervision and Team Debriefings: Engage in regular supervision and team meetings to discuss challenging cases, share experiences, and provide emotional support to staff. • Training in Conflict De-escalation: Participate in ongoing training focused on de-escalation techniques, recognizing signs of agitation, and managing aggressive behaviors in clients. • Crisis Response Protocols: Develop clear protocols for responding to crises, including access to emergency services and strategies for managing high-risk situations.

<p>Shelter Workers</p>	<ul style="list-style-type: none"> • Enforce policies and may have to remove residents who violate shelter policies, potential leading to potential conflict or confrontations. • Encounter aggressive behavior from clients due to mental health issues, substance use, or trauma, particularly in high-stress situations. • Night shifts face increased risks due to lower staffing levels and heightened tensions among residents. 	<ul style="list-style-type: none"> • Client Intake Assessments: Conduct comprehensive assessments during intake to understand clients' needs, risks, and any potential triggers for conflict or distress. • Personalized Service Plans: Develop individualized service plans that address the specific needs of each resident, including goals for housing stability, health, and well-being. • Staffing Ratios and Coverage: Maintain appropriate staffing levels to ensure that workers can effectively monitor and support residents, especially during high-traffic times. • Clear Communication with Residents: Set clear expectations regarding shelter policies and available resources to minimize misunderstandings and frustration among residents.
<p>Elder Care Workers</p>	<ul style="list-style-type: none"> • May encounter aggressive behavior due to cognitive impairments, dementia, or mental health issues, leading to verbal or physical outbursts. • Experience high-stress situations when managing difficult behaviors, particularly during personal care tasks or medical interventions. • May potentially be exposed to tensions or disagreements among family members, leading to confrontational situations, especially regarding care decisions. 	<ul style="list-style-type: none"> • Training in Dementia and Behavioral Management: Provide ongoing training in dementia care, recognizing and managing challenging behaviors, and effective communication techniques. • Safety Protocols: Establish clear safety protocols for handling emergencies, falls, and other incidents, including procedures for reporting and responding to safety concerns. • Clear Communication with Families: With the consent of the client, maintain open lines of communication with families to discuss care

	<ul style="list-style-type: none"> • May be targets of inappropriate comments or advances from some seniors, leading to uncomfortable situations. 	<p>plans, expectations, and any changes in health status.</p>
<p>Homeless Outreach Workers</p>	<ul style="list-style-type: none"> • May encounter aggressive behavior from individuals experiencing mental health crises, substance use, or extreme stress, leading to potential verbal or physical confrontations. • Are exposed to areas with high concentrations of homelessness, conflicts between individuals can arise, which may escalate into violence, impacting workers present during these situations. • May experience verbal harassment from clients or community members who are frustrated with their circumstances or the services available. • May attempt to intimidate workers to gain favors or express dissatisfaction with the services offered. 	<ul style="list-style-type: none"> • Comprehensive Client Assessments: Conduct thorough assessments to understand each client’s housing needs, barriers, and strengths, facilitating tailored support. • Individualized Housing Plans: Develop personalized housing support plans that outline specific goals, action steps, and resources available to clients. • Regular Supervision and Support: Ensure regular supervision and team meetings to discuss cases, share insights, and provide emotional support to housing workers. • Safety Plans: Develop personalized safety plans for outreach visits, including routes and emergency contacts.