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



**VIOLENCE RISK
ASSESSMENT
STANDARD**

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- 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.

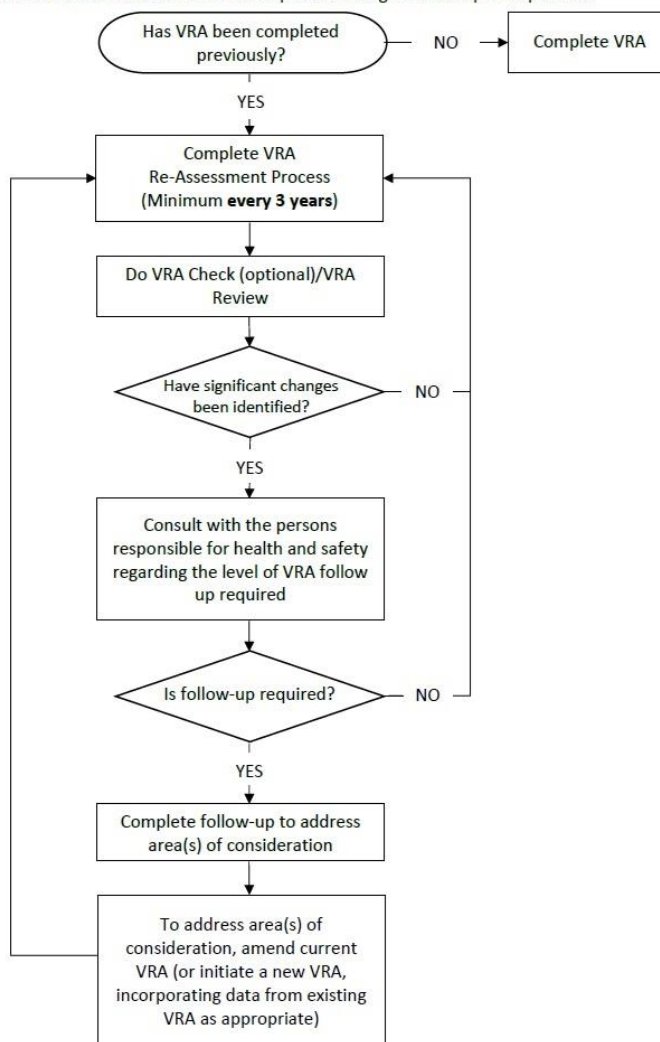
If a VRA has not been completed previously, a VRA is required.

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
- 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
- Task analysis

The Environmental Walk-Through, Policy and Procedure Review, and Data Review 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:

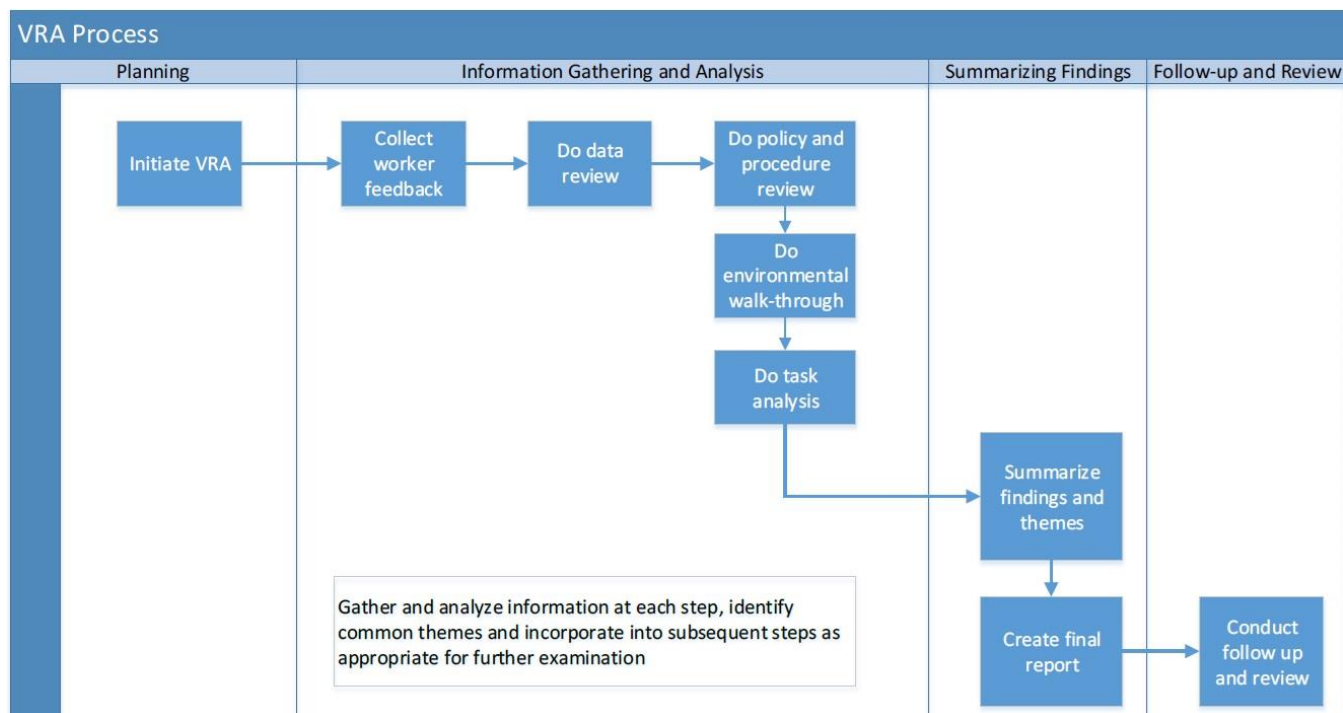
- Planning
- Information gathering and analysis
- Summarizing findings, and
- Follow up and review

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: See Appendix B.

3.1 Do Site/Program Description and Data Review.

3.2 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_det_terminant_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.

Term	Definition
<i>Hazard</i>	Any source of potential harm to someone under conditions at work.
<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>

Term	Definition
<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)
<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>	<p>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:</p> <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. <p>(Adapted from: PVPC Supplementary Manual)</p>
<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.

Term	Definition
<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 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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