

CSSHSA Point of Service Risk Assessment

Understanding Point-of-Service Risk Assessments

A point of service risk assessment is an informal evaluation conducted by the worker to analyze the level of risk present within the workplace for themselves, their colleagues and their clients. These assessments consider risks present within the workplace environment, the tasks at hand, the supported person's current condition, and the worker's own readiness to perform their work safely.



When Should It Be Done?

It is performed both prior to and during person's care. Any equipment or support plans must be checked prior to attending the person to ensure it matches the current support plan. If any changes occur during care, another assessment must be done to confirm the task is still safe to perform.

Why It Matters

Work in health and social services is dynamic and conditions can change quickly. Risk assessments are important as they can be used to reduce the risk present to the worker and the supported person. The scope of the work can change suddenly due to changes within the environment, task, supported person or worker. For example, a person who can support transfers earlier in the day may not have the energy to do so later on. An assessment must be done prior to any transfer as the person's abilities change. By understanding the level of risk, you can take action to reduce it.

Key Focus Areas

Ask yourself reflective questions:



The Environment

- Is the area clean, well-lit, and free from hazards?
- Is there enough space to move safely?
- Where are my exit points in case of emergency?



The Person Supported

- Has their condition changed since your last assessment?
- Are they alert, cooperative, or showing signs of distress?
- Do their capabilities match their care plan?



Yourself

- Are you feeling well and capable of performing the task safely?
- Do you need assistance or support?
- Were you adequately trained for this task?



The Task

- Does it involve lifting, assisting, or other physical effort?
- Is equipment functioning properly and within reach?
- Is there any PPE required?

By answering these questions, you can determine how safe the task is and if there is a safer approach you can take. For sample questions, please see the attached graphic.

What Should I Do If Person's Care Is Unsafe?

If supported person care cannot be provided safely, evaluate whether immediate measures can be taken to make it safer. If not, ensure supported person's safety and immediately report the issue to your direct supervisor. They can work with you to determine an alternative solution. Follow your organization's reporting process for unsafe work and if necessary, review and revise the support plan with a safer approach.

Responsibility of the Employer

The responsibility of the employer is to train workers on the usage of the PSRA method. This includes the process, questions workers can ask themselves, how to report unsafe conditions and actions to take when supported person's care is unsafe. Employers are responsible for addressing concerns brought up by workers and reducing risk to the lowest practical level with the Hierarchy of Controls.



Point of Service Risk Assessment

A point of service risk assessment is a tool social services workers can use to assess the risks present when working with supported person. These are to be conducted before and during supported person care. The following questions are questions that can guide the worker through the assessment:

Am I in a safe environment?

Environment

- Do I have the right equipment for the job?
- Is everything set up to support my work safely?
- Are there dangers present in the work area?
- Is there space for me to safely care for the client?



Supported Person

- Is the person ready to receive care? Can they follow directions?
- Are there any risks associated with this person?
- What level of movement can they handle?



- Am I physically capable of performing task?
- Am I calm and settled?
- Do I have enough time to do the task safely?
- Am I moving safely while performing the task
- Can I call for help if I need it?



Worker



- Do I understand the task?
- Does the task need to be done right now?
- Have I checked the care plan for information and changes?

Task

