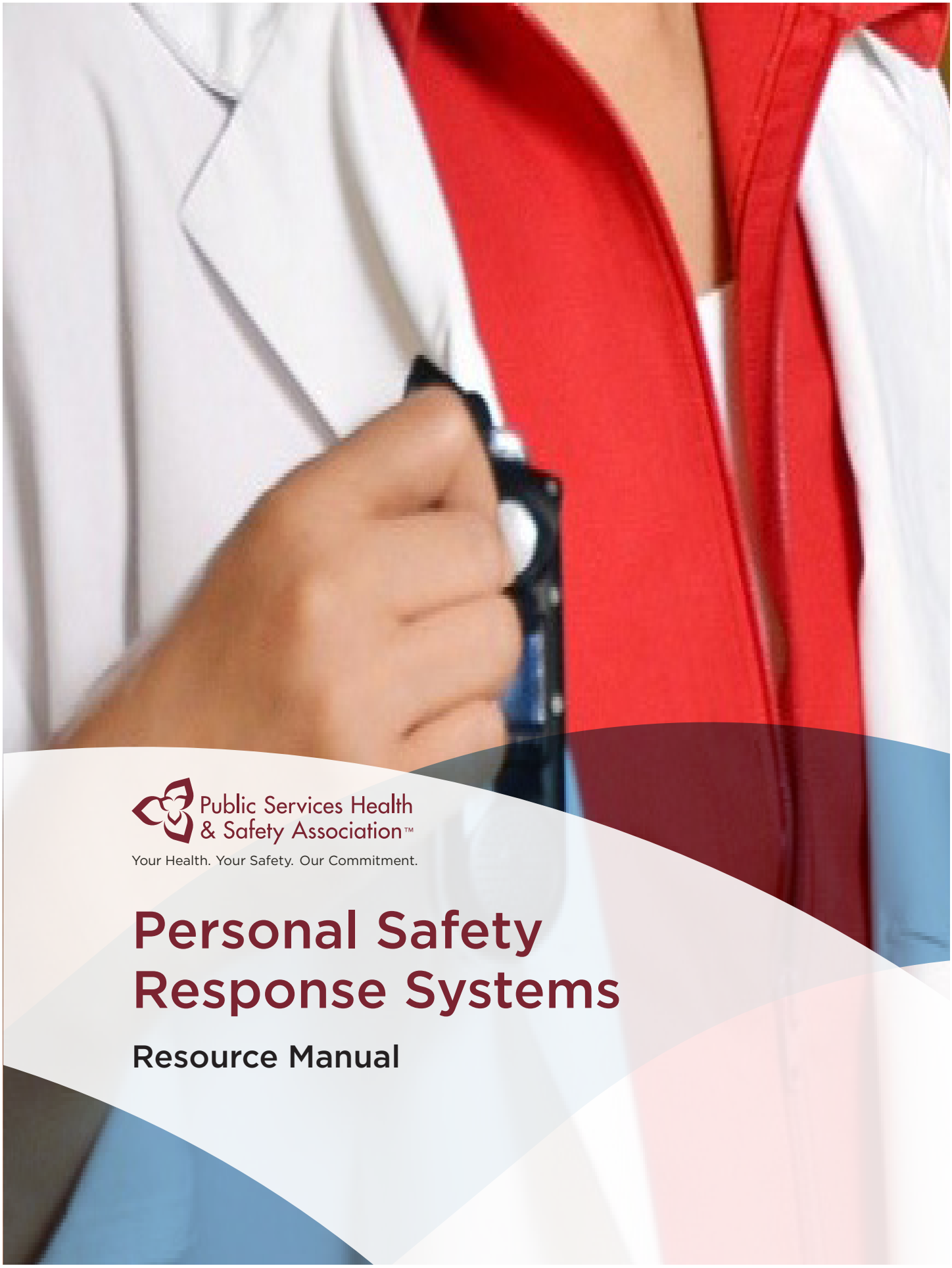

Public Services Health & Safety Association™

Your Health. Your Safety. Our Commitment.

Personal Safety Response Systems

Resource Manual

Personal Safety Response Systems

Copyright © 2017

Product Code: VWVMNEEN1117

Public Services Health and Safety Association (PSHSA)
4950 Yonge Street, Suite 1800
Toronto, Ontario M2N 6K1
Canada
Telephone: 416-250-2131
Fax: 416-250-7484
Toll Free: 1-877-250-7444
Web site: www.pshsa.ca

Connect with us:
@PSHSAca

Please note that all information provided in this toolkit is general in nature and may not be appropriate for particular situations or circumstances. The toolkit is not intended to provide legal advice or replace the Occupational Health and Safety Act (OHSA), its regulations or other relevant legislation that may apply to your work setting. Under no circumstances shall Public Services Health & Safety Association (PSHSA) be responsible for any damage or other losses resulting from reliance upon the information given to you, and all such liabilities are specifically disclaimed to the full extent permitted by law.

All material copyright 2017 Public Services Health & Safety Association. You may make no claim to copyright in any materials incorporating or derived from these materials.

All other rights reserved.

Terms of Use

By accessing or using these Public Services Health & Safety Association (PSHSA) resource materials, you agree to be bound by these terms and conditions.

Content: Although PSHSA endeavors to ensure that the information provided within these resource materials is as accurate, complete and current as possible, PSHSA makes no representations or warranties about the information, including in respect of its accuracy, completeness or currency. PSHSA assumes no responsibility for any loss or damage to you or any other person, howsoever caused, that is in any way related to the information found within these resource materials or your use of it.

Intent: The content within these resource materials is provided for educational and general informational purposes. It should not be considered as solicitation, endorsement, suggestion, advice or recommendation to use, rely on, exploit or otherwise apply such information or services.

Copyright: These resource materials and their content are protected by Canadian and international intellectual property laws, regulations, treaties and conventions. The content of this document, in whole or in part, may be reproduced without permission for non-commercial use only and provided that appropriate credit is given to PSHSA. No changes & / or modifications other than those required to reflect the utilizing organizations structure and terminology can be made to this document without written permissions from PSHSA. These Terms of Use must be retained and communicated in full on any permitted reproductions, disseminations and work products.

Other intellectual property rights: No permission is granted for the use of any other intellectual property right, including official marks or symbols, trademarks, logos, domain names or images.

Document Name: Personal Safety Response System V1.2 VWVMNEEN1117

Product Code: VWVMNEEN1117

Version Date: 2017.11.17

Disclaimer

Please note that all information provided in this toolkit is general in nature and may not be appropriate for particular situations or circumstances. The toolkit is not intended to provide legal advice or replace the Occupational Health and Safety Act (OHSA), its regulations or other relevant legislation that may apply to your work setting. Under no circumstances shall Public Services Health & Safety Association be responsible for any damage or other losses resulting from reliance upon the information given to you, and all such liabilities are specifically disclaimed to the full extent permitted by law. Any products that may be referenced in this document are only proposed suggestions and do not insinuate or imply the endorsement of the Public Services Health & Safety Association.

Terms of Use

© Public Services Health and Safety Association

Introduction

About PSHSA

Public Services Health & Safety Association (PSHSA) provides occupational health and safety training and consulting services to various Ontario public sectors. These include healthcare, education, municipalities, public safety and First Nations communities.

As a funded partner of the Ministry of Labour (MOL), we work to prevent and reduce workplace injuries and occupational diseases by helping organizations adopt best practices and meet legislative requirements. To create safer workplaces, employers and employees must work together to identify potential hazards and eliminate or control risks before injuries and illnesses occur.

Workplace Violence in Healthcare

Violence in the workplace is a complex issue. It's also one of the top health and safety concerns facing Ontario's healthcare sector today. Research shows that workplace violence is three times more likely to occur among healthcare workers than any other occupation, including police officers and prison guards (International Council of Nurses. (2001); Kingma, 2001).

Each year, Ontario's Workplace Safety & Insurance Board (WSIB) allows more than 600 violence-related lost time claims involving healthcare workers. While this number is alarming, many more cases go unreported (Findorff, Wall, & Gerberick, 2005). Healthcare staff work hard to keep others healthy and safe, yet their work can put them at risk and leave them with debilitating physical and psychological trauma.

Legislative changes in Ontario have broadened our awareness of workplace violence, and have strengthened our understanding that it cannot be considered part of the job. Under the law, employees have the right to a workplace that is safe and free of violence. Employers must ensure that risks are identified and that every reasonable precaution in the circumstances is taken to protect workers from harm.

Violence can occur at any time. Effective prevention efforts must include response planning. Workers must be able to identify the onset of violence and must be provided with a mechanism to summon immediate assistance when violence occurs or is likely to occur. One way employers can do this is through the use of a Personal Safety Response System (PSRS). A PSRS can leverage technology and procedural best practices to effectively manage a violent event and limit the extent of harm. Many types of personal safety response systems are available to protect workers, making it essential that employers select the right devices and processes to:

- enable early identification / notification;
- facilitate rapid response; and
- foster time for safe egress

© Public Services Health and Safety Association

The Five PSHSA Toolkits

Public Services Health & Safety Association (PSHSA) has created five toolkits to help healthcare organizations protect staff from workplace violence (WPV), and meet legal responsibilities for ensuring healthy and safe workplaces. The toolkits are:

1. Workplace Violence Risk Assessment (WPVRA)
2. Individual Client Risk Assessment (ICRA)
3. Flagging
4. Security
5. Personal Safety Response System (PSRS)

© Public Services Health and Safety Association

Acknowledgements

PSHSA acknowledges and appreciates the time and expertise of the many healthcare professionals, organizations, frontline staff and labour unions that participated in the guidance and development of this toolkit. PSHSA members included Olena Chapovalov, Frances Ziesmann, Tina Dunlop and Tegan Slot.

Working Group Members and Reviewers*

Name	Organization
Erna Bujna*	Ontario Nursing Association (ONA)
Dave Eales	Grand River Hospital
Dr. Andreanne Chenier*	Canadian Union of Public Employees (CUPE)
Janis Klein	Southlake Regional Health Centre
Jason Barrett	Bruyère Continuing Care
Karen Smith	Community Living Algoma
Nancy Pridham	OPSEU
Rachel Bredin*	Ontario Hospital Association
Rhonda Lammert	Home Care Ontario
Sandra Smith	Southlake Regional Health Centre
Scott Hebert	Waterloo Wellington Community Care Access Centre
Shannon Stronach	Chartwell Retirement Residences
Shawn Rouse	Unifor

© Public Services Health and Safety Association

Table of Contents

Terms of Use i
Disclaimer ii
Introduction iii
About PSHSA iii
Workplace Violence in Healthcare iii
The Five PSHSA Toolkits iv
Acknowledgements v
About the PSRS Toolkit 1
Legislative Requirements and Standards 2
Legislation 2
Canadian Standards Association 3
What is a Personal Safety Response System (PSRS)? 4
Definitions: 4
Why is a PSRS Important and How Does it Work? 5
How does PSRS fit into Emergency Management and a Workplace Violence Prevention Program? 8
How does an Occupational Health and Safety Management System (OHSMS) Approach Help Develop and Implement a PSRS Framework? 9
Plan-Do-Check-Act for PSRS 10
PSRS Devices 14
Selecting and Evaluating PSRS Devices 30
Device Selection 30
Device Evaluation 31
PSRS Policy, Measures and Procedures 32
PSRS Training 35
Important considerations 35
Training Framework 36
PSRS Awareness Communication 39
Summary 40
Appendix A: PSRS Legislation Checklist 42
How to use this tool 42
Appendix B: PSRS Gap Analysis and Action Plan Tool 55
How to use this tool 55

© Public Services Health and Safety Association

Appendix C: Device Needs Assessment Tool 61
How to use this tool 61
Appendix D: Overview of PSRS Device Options and Features Tool 66
How to use this tool 66
Appendix E: PSRS Device Needs Assessment Summary Tool 71
How to use this tool 71
Appendix F: PSRS Device Strengths, Weaknesses, Oppertunities and Threats (SWOT) Analysis Tool 74
How to use this tool 74
Appendix G: PSRS Policy and Procedure Guideline 78
How to use this tool 78
Appendix H: PSRS Training Considerations and Evaluation 87
How to use this tool 87
PSRS Training Considerations 88
PSRS Training Evaluation 90
Appendix I: Personal Safety Response System Awareness Fast Fact 93
How to use this tool 93
References 97

© Public Services Health and Safety Association

About the PSRS Toolkit

This toolkit is designed to help health and community organizations establish an effective PSRS. It aims to describe the PSRS, how the PSRS is a component of existing programs, processes and frameworks within an organization, and the need to consider PSRS as a system and not merely devices. The tool kit provides practical information that includes:

1. Legislative requirements related to PSRS
2. Definition of a PSRS and PSRS devices
3. Alignment of PSRS to emergency management and a workplace violence program
4. A systematic approach to developing and implementing a PSRS using Plan-Do-Check-Act
5. The importance of PSRS devices, procedures and training programs
6. General description of PSRS devices
7. Tools to assist organizations to:

    - Check legislative compliance
    - Assess PSRS gaps and develop an action plan
    - Assess and determine their PSRS device needs
    - Evaluate selected PSRS devices
    - Develop PSRS policy, procedures and training
    - Create awareness

It is important to acknowledge that although the PSRS toolkit supports workplace preparedness and critical response activities. The scope of this document does not include the development and implementation of a complete emergency measures response or program for workplace violence.

© Public Services Health and Safety Association

Legislative Requirements and Standards

Legislation

Under Ontario's Occupational Health and Safety laws, workplaces must protect workers from injury and illness. Organizations must comply with the Occupational Health and Safety Act (OHSA) and its regulations. Organizations governed under the Healthcare and Residential Facilities Regulation or HCRFR (e.g., Hospitals, Long-Term Care Homes, Supported Group Living Residences and other facilities) must comply with sections 8, 9 and 10 of this regulation. It is important to note that not all community and healthcare organizations are governed by this regulation. Workplaces must determine how they will meet the requirements of the law. Key sections of the OHSA and its regulations that workplaces need to consider with regards to PSRS include but are not limited to:

- Duties of employers and other persons for instance board of directors, employer, supervisor, worker and others, OHSA Sections 25, 27 and 28
- Role of the Health and Safety Representative (HSR), and the Joint Health and Safety Committee Health (JHSC), OHSA Sections 8 and 9
- Workplace Violence and Harassment, OHSA Sections 32.0.1-32.0.7
- General duty to establish measures and procedures to protect workers, Healthcare Residential Facilities Regulation (HCRFR) 67/93 Section 8 and 9 (for those governed by this regulation)
- Personal Protective Equipment, HCRFR 67/93 Section 10 (for those governed by this regulation)
- Equipment, HCRFR 67/93 Section 44 (for those governed by this regulation)

Good To Know

Everyone has responsibilities for health and safety including workplace violence prevention. However, employers have the greatest responsibility

It is critically important that workplaces understand that everyone has responsibilities under the Occupational Health and Safety Act and Regulations with regards to occupational health and safety hazards and prevention.

These responsibilities extend to workplace violence hazards and PSRS. It is important that organizations consider their responsibilities when developing their PSRS. Although all workplace parties have responsibilities for health and safety it is the employer that carries the greatest responsibility.

Appendix A: PSRS Legislation Checklist highlights the legislation to consider when developing a PSRS. This legislation checklist has been developed to help organizations identify areas that may require further development to meet compliance with health and safety law, and to provide considerations regarding how to operationalize the legislation at their workplace.

© Public Services Health and Safety Association

Canadian Standards Association

The Canadian Standards Association Standard CSA Z1000 for occupational health and safety management systems, identifies a continuous quality improvement framework for health and safety programming. It also emphasizes the inclusion of stakeholders and worker participation in health and safety. Although this standard is not the law, the standard encourages and supports collaboration and cooperation amongst workplace parties not unlike the role of the JHSC. This is relevant to the development of the PSRS since all workplace parties and stakeholders have knowledge and information to share that could optimize the PSRS success and sustainability. Although there are many acceptable occupational health and safety system frameworks, PSHSA has applied the Plan Do Check Act approach and many principles from this standard in the development of the PSRS toolkit.

In addition, the Canadian Standards Association has developed an Occupational Health and Safety Training Standard, CSA Z1001-13. This standard provides a step by step framework to help ensure training such as PSRS is effective. There are various training standards, however, PSHSA has adopted the principles of this standard in the PSRS training section of this toolkit.

© Public Services Health and Safety Association

What is a Personal Safety Response System?

Definitions:

There are no formal definitions for PSRS or PSRS devices. Definitions for these have been developed for clarification purposes for this PSHSA toolkit. To understand what a PSRS is, it is important to review a few key definitions.

- Personal safety can be defined as a person's freedom from physical and/or psychological harm (Thompson Rivers University, 2017).
- Response are actions taken to respond to an emergency or disaster (Ontario Ministry of Community Safety and Correctional Services, 2016)
- System is defined as a set of principles or procedures according to which something is done; an organized scheme or method (Oxford Dictionary, n.d.) and/or a set of connected things or devices that operate together (Cambridge Dictionary, n.d.)

If applied to workplace violence, a PSRS can be defined as:

The means or methods of communication and actions to manage an emergency such as a workplace violence occurrence or incident. It includes measures such as PSRS devices, and procedural best practices or steps that operate together to help protect a worker(s) from physical and/or psychological harm.

A PSRS device can be defined as:

Equipment (measure) that can be used to summon immediate assistance when violence occurs or is likely to occur, or when other emergencies occur that threaten a worker's health and safety.

These definitions highlight that a PSRS is not just about devices to summon help. The PSRS is a system that includes devices, response structures, written procedures and safe work practices. It should include assignment of roles and responsibilities so everyone knows what to do when using, testing and maintaining the devices and how to respond appropriately. A lack of procedures and clarity of roles and responsibilities when using devices may lead to confusion, inappropriate emergency response or complacency. All workers using a PSRS should be prepared and ready for the unexpected. Knowing how to use devices effectively and how to respond can protect the health and safety of workers, clients, patients, residents, visitors and others in the community and healthcare workplaces and environments.

A PSRS may:

- Alert and summon others immediately to respond and help
- Deter a potential perpetrator
- Monitor or locate lone workers
- Support information collection, analysis and reports

© Public Services Health and Safety Association

Why is a PSRS Important and How Does it Work?

PSRS devices and procedures are important in situations where workers are exposed or potentially exposed to workplace violence, imminent danger or an emergency in the workplace. This is specifically important for workplace violence although they can be used for other emergencies.

The devices allow a worker to use an alert to signal and summon immediate help. The alert triggers a prompt and immediate incident or emergency response to help protect a worker or others from harm.

Good To Know

PSRS is a method of communication and actions to signal help is needed for an impending workplace violence event or an incident in progress.

There are active and passive alert signals. An alert signal is considered "active" when the worker activates the alert and "passive" when it is the PSRS device or 'device monitoring personnel' that identifies a worker may require assistance for example, a "no motion" detector on a remote lone worker device. The devices may be electronic in nature such as panic button or a two-way voice communication badge for instance or manual such an audible sound maker. The alert signals may be visual, auditory, voice mediated or a combination of these. In some instances the device can also be used to deter a potential perpetrator by making noise causing them to flee. More detailed information including device descriptions, advantages and disadvantages is provided in the PSRS devices section.

A key consideration in the development and implementation of a PSRS is having people available to receive the alert signal for immediate assistance and to ensure an effective response. A rapid response provides time is needed for workers and responders to react to dangerous situations and it supports safe egress and/or rescue of the worker(s) and any other persons involved. Early identification and notification is extremely important. Suitable and effective devices must also be available and used as indicated by the manufacturer for the PSRS to worker effectively. See the devices section for more information.

The incident response is the physical response to the initial alert and includes the activation of defined protocols and sequence of steps to respond to an emergency or incident e.g., code white response, security response and/or police response etc. Each organization needs to develop clear emergency measures, responses, and related training programs, however this is not within the scope of this document.

The following outlines the sequence of events:

1. Imminent Danger Incident, WPV in progress or another Emergency
2. Alert Signal - A trigger mechanism for summoning immediate assistance when violence occurs or is likely to occur
3. An Incident/Emergency Response.

See Figure 1.

© Public Services Health and Safety Association

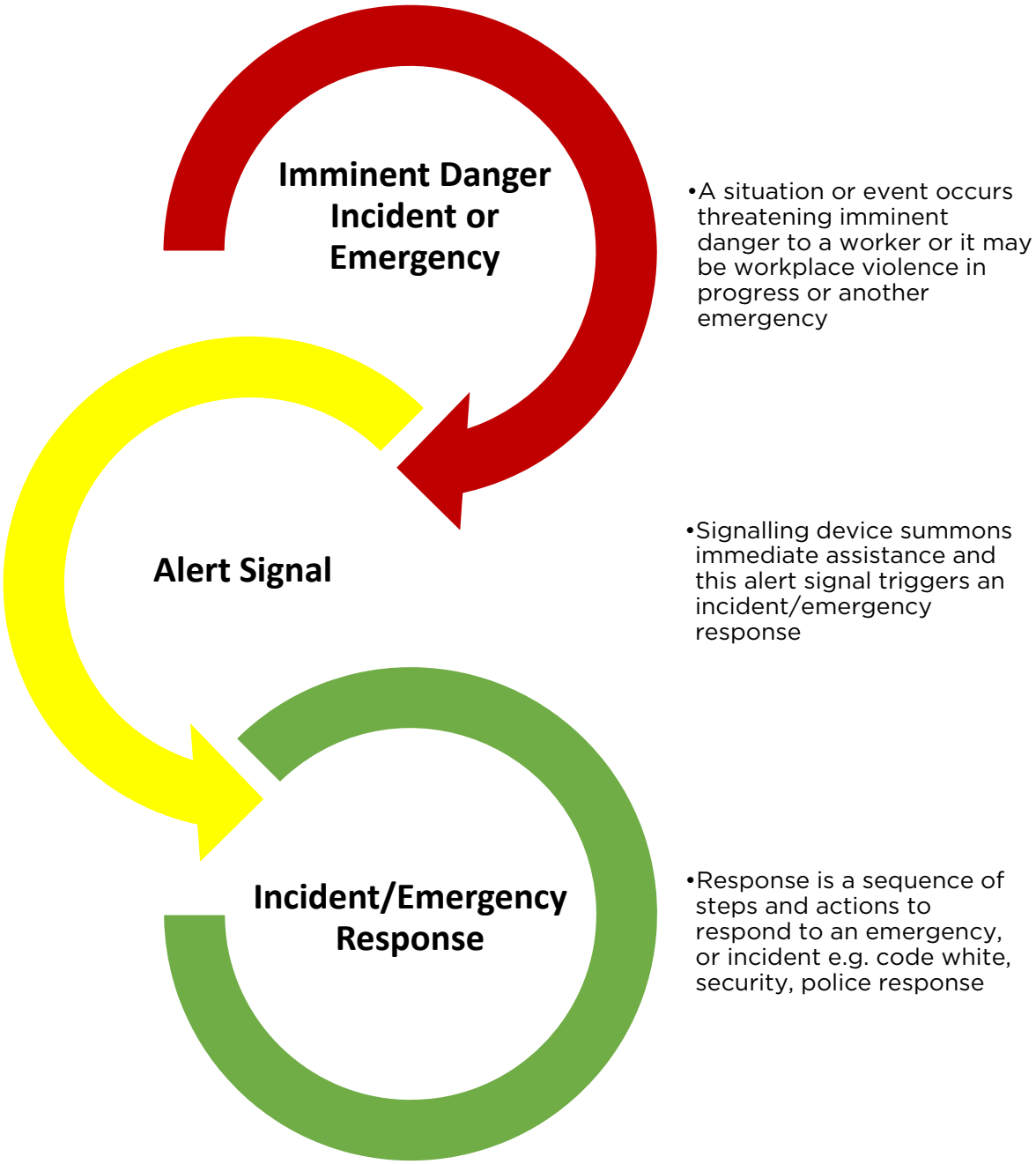

Figure 1: PSRS Sequence of Events

© Public Services Health and Safety Association

Putting our Knowledge to Work

The following workplace violence scenarios are examples of the PSRS sequence of incident, alert signal and incident response in community and healthcare environments

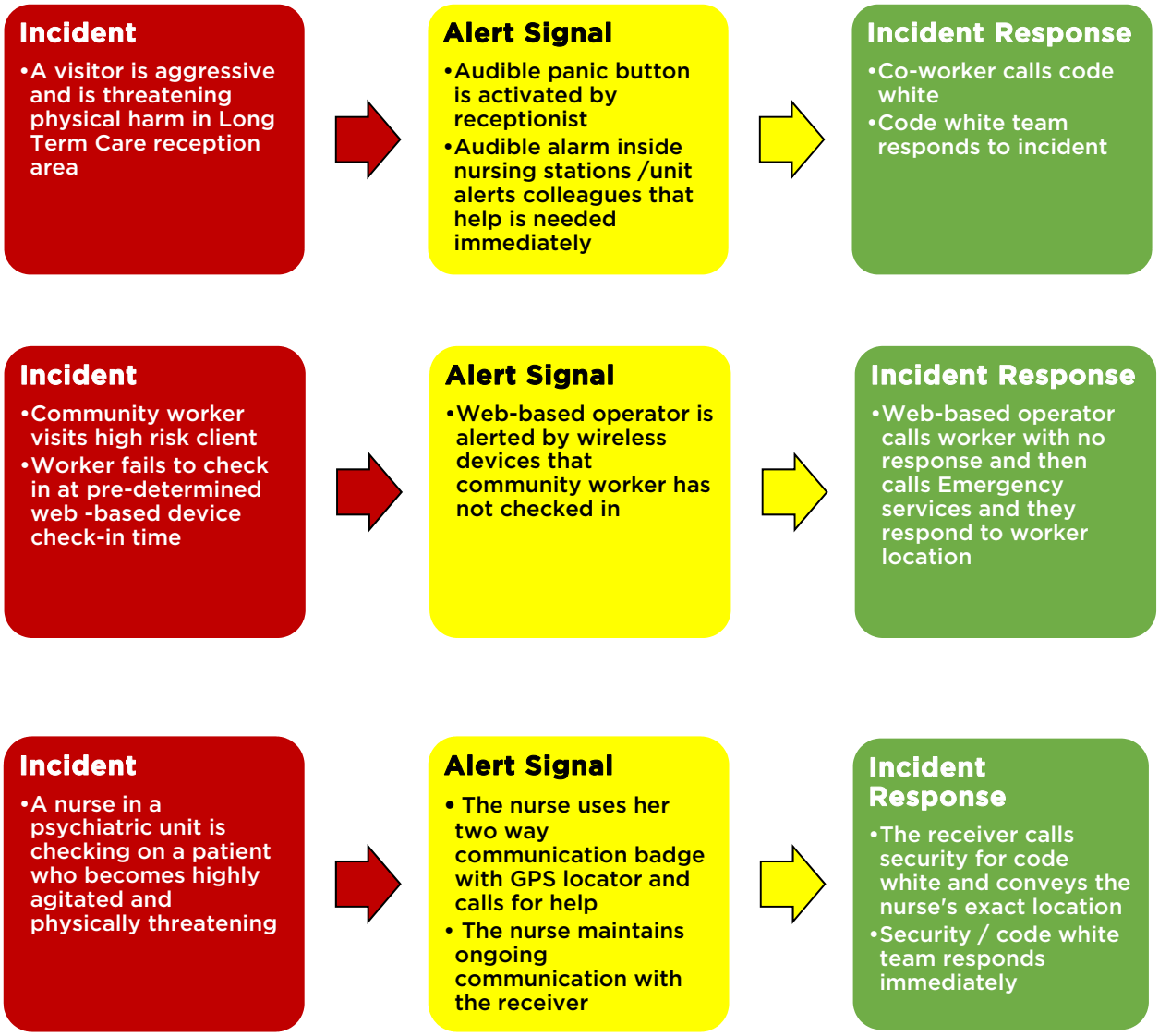

Figure 2: Sample PSRS sequence of incident, alert and incident response in Hospitals, Long-term Care and Community Care

© Public Services Health and Safety Association

How does PSRS fit into Emergency Management and a Workplace Violence Prevention Program?

A Personal Safety Response System (PSRS) is typically part of a larger workplace violence prevention strategy.

It should function alongside a series of other control measures and procedures that reflect the unique needs of the workplace, such as crisis interventions training and/or code white response to aggressive or responsive behaviours

Good to Know

PSRS should be integrated into an organization's Emergency Management System and Workplace Violence Prevention Program.

The PSRS should complement and be integrated into an organization's Emergency Management System, in particular emergency preparedness and response. The following provides a review of the Ontario Emergency Management System cycle.

Prevention: Actions taken to prevent an emergency or disaster

Mitigation: Actions taken to reduce the effects of an emergency or disaster

Preparedness: Actions taken prior to an emergency or disaster to ensure an effective response

Response: Actions taken to respond to an emergency or disaster

Figure 3: Components of the Emergency Management System *(Ontario Ministry of Community Safety and Correctional Services, 2016)*

© Public Services Health and Safety Association

How does an Occupational Health and Safety Management System (OHSMS) Approach Help Develop and Implement a PSRS Framework?

A systems approach to developing, implementing and maintaining a PSRS framework has been adopted in this toolkit. Prior to initiating the development and implementation of PSRS devices, procedures and training, an organization should consider developing a PSRS planning committee or working group that includes JHSC/HSR to oversee the development and implementation of the system.

Good To Know

A systematic approach to developing and implementing a PSRS framework facilitates sustainability and quality improvement.

The committee should be multidisciplinary in composition and a lead should be appointed who has decision making authority. The committee could be an existing workplace violence committee or sub-committee, JHSC or a working group that reports to these committees. Using an OHSMS approach to developing and implementing the PSRS can be helpful in the development of a sustainable PSRS and it also promotes continuous quality improvement. A common format in achieving this is Plan-Do-Check-Act (PDCA) or Plan-Do-Study-Act (PDSA) cycle approach. See Figure 4. This is a typical framework used for occupational health and safety (OHS) management systems which can be defined as "deliberate linking and sequencing of processes to achieve specific objectives and to create a repeatable and identifiable way of managing OHS" (Bottomly, 1992). This same type of framework is supported by the Canadian Standards Association for managing occupational health and safety, and it or other management systems can be used to complement existing community and healthcare organization's continuous improvement processes.

The Plan-Do-Check-Act steps apply a systematic approach to a PSRS and they can be used as a guide by organizations for developing and implementing a successful PSRS framework. The steps are outlined below.

© Public Services Health and Safety Association

Plan-Do-Check-Act for PSRS

PLAN

1. **Establish Senior Management Commitment**
   - Establish a PSRS committee or working group that includes JHSC/HSR
   - Appoint a leader to oversee PSRS development and implementation
   - Ensure human and financial resources are available
   - Set PSRS goals and objectives
2. **Identify legal requirements such as the Occupational Health and Safety Act (OHSA) and Health Care and Residential Facilities Regulation (HCRFR) for example:**
   - Workplace Violence Risk Assessment (WPVRA);
   - Measures and procedures to summon immediate assistance when violence occurs or is likely to occur;
   - Workplace party duties and responsibilities;
   - Due diligence; and
   - Consultation with JHSC/HSR etc.

   Also see Appendix A: PSRS Legislation Checklist.
3. **Ensure joint health and safety committee (JHSC)/health and safety representative (HSR), worker and stakeholder participation; and promote a culture of safety**
4. **Conduct a Workplace Violence Hazard Identification and Workplace Violence Risk Assessment (WPVRA) – Here is the link to the PSHSA Workplace Violence Risk Assessment.**

DO

5. **Manage risks and develop preventative controls considering WPVRA findings for example:**
   - Conduct a PSRS device needs assessment (See Appendix C: PSRS Device Needs Assessment Tool) and consider completing an inventory of any existing devices.
   - Identify and select PSRS measures e.g., devices, that meet organization needs (See tools in Appendix D: Overview of PSRS Device Options and Features Tool, Appendix E: PSRS Device Needs Assessment Summary Tool, and Appendix F: PSRS Device SWOT Analysis Tool.)
   - Develop PSRS measures and procedures and corresponding written documents e.g., policies/measures/procedures including testing and use of devices as per manufacturer guidelines and consider existing emergency

© Public Services Health and Safety Association

response procedures (See Appendix G: PSRS Policy and Procedure Development Guidelines.)

- Develop roles and responsibilities for workplace parties
- Conduct a PSRS training needs assessment and establish a PSRS training program in consultation with the JHSC/HSR
- Ensure legal requirements are met (Appendix A: PSRS Legislation Checklist)

6. Implement PSRS

- Implement measures such as devices and procedures in consultation with JHSC/HSR
- Implement training e.g., schedule and train workplace parties on roles/responsibilities, devices and related procedures, and update training
- Monitor and ensure ongoing readiness, preparedness and adherence to PSRS procedures and devices
- Ensure integration of PSRS device, measure and procedure into emergency response system for risk of violence/imminent danger/incidents and workplace violence prevention programming

CHECK/STUDY

7. Evaluate PSRS

- Identify a team or individual(s) to monitor and evaluate the PSRS including training
- Identify PSRS quality indicators and metrics (See Appendix B: PSRS Gap Analysis and Action Plan - Section 7 Evaluation, Appendix G: PSRS Policy and Procedure Development Guidelines – Sample Policy and Procedure Evaluation Section, Appendix H: PSRS Training Considerations and Evaluation)
- Evaluate the PSRS after emergency/incidents have occurred and at least annually e.g., evaluate and audit, review PSRS device use, measures, procedures, compliance / enforcement, training and revise if necessary (Appendix H: PSRS Training Considerations and Evaluation)
- Identify PSRS gaps, corrective actions and opportunities for improvement
- Consult JHSC and/or HSR and stakeholders on the evaluation
- Make recommendations for improvement to the employer
- Provide any reports on the PSRS to the JHSC/HSR as required under the OHSA

© Public Services Health and Safety Association

ACT

8. **Organization has implemented PSRS quality improvements**
    - Act on approved continuous improvements for PSRS
    - Document and communicate continuous quality improvements to management, workers, JHSC/HSR and others as required
    - Repeat Plan-Do-Check-Act cycle or similar improvement processes to sustain the PSRS

A PSRS gap analysis and PSRS action plan tool has also been developed to assist organizations to:

- Identify and evaluate the elements of the PSRS framework they have in place
- Identify PSRS gaps; and
- Develop a PSRS action plan.

See Appendix B: PSRS Gap Analysis and Action Plan Tool and the instructions on how to use the tool. This tool also mirrors the Plan-Do-Check-Act model. It can also be used to make recommendations to senior management on next steps.

Good To Know

Using a PSRS assessment tool can help identify gaps, develop action plan and make recommendations to management

© Public Services Health and Safety Association

Figure 4, below, provides a diagram of a sample PSRS Plan-Do-Check-Act framework and ongoing continuous quality improvement.

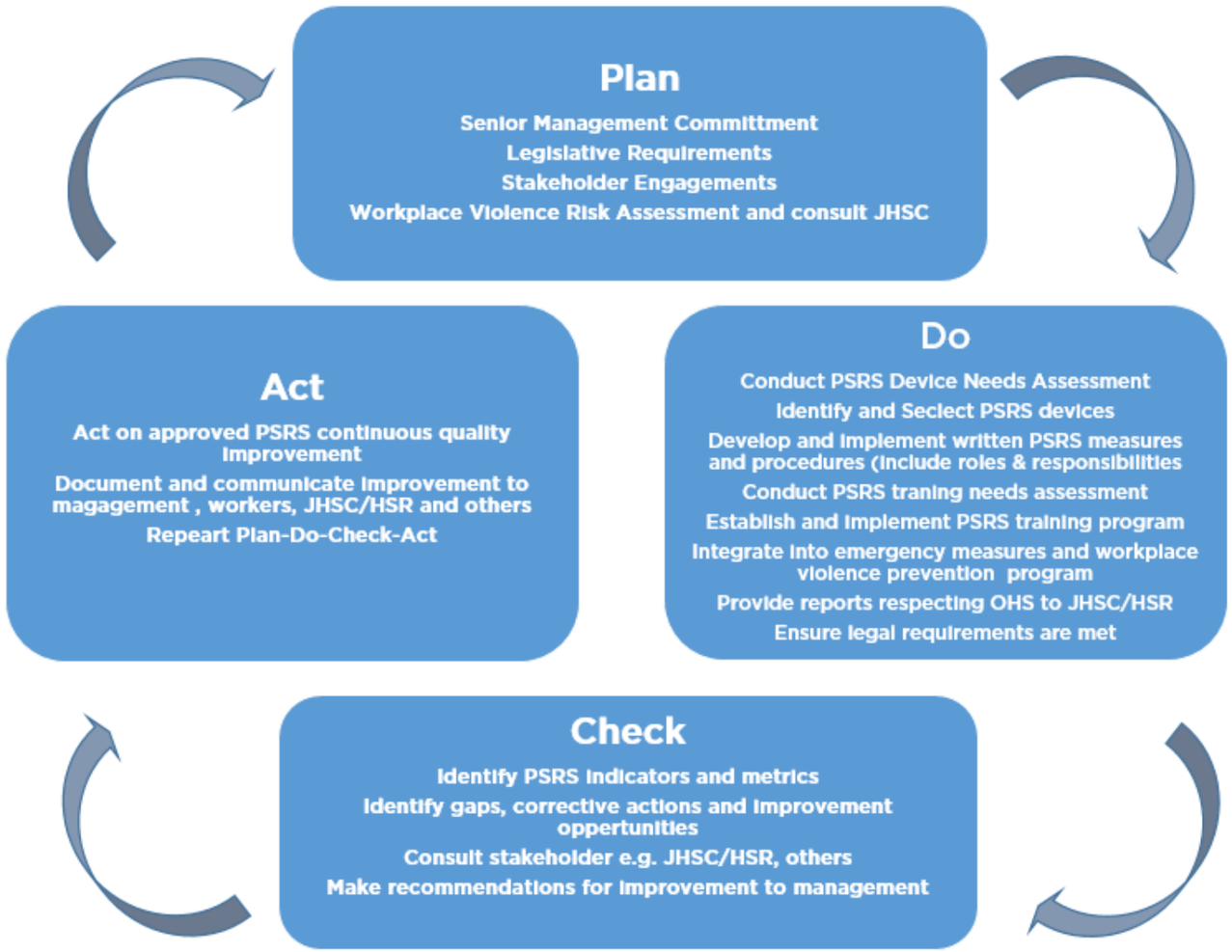

Figure 4: PSRS Plan-Do-Check-Act Framework

© Public Services Health and Safety Association

PSRS Devices

There has been considerable advancement of PSRS devices over the last several decades. According to Maycock (2010) there are three generations of notification or alert devices. The earliest generation of alert systems are typically location-specific. These devices provide primarily one-way alerting within the workplace, with limited or generalized messages such as warning alarms, flashing lights and speakers. These alert systems are categorized as physical alarms and they still are important today, e.g., hard-wired panic button.

Second generation technology is referred to telephony which includes two-way communications such as radios, pagers and telephones e.g., both landlines and early cellular phones with optional texting features. Messaging with these systems can be more specific to a selected audience. This type of messaging and alerting system extends the reach beyond the physical location.

More recently third generation technology has evolved that includes net-centric or internet-based solutions. These systems can provide more detailed information beyond notification or alerts. They can extend geographic reach due to the internet and satellite technology and they can be integrated with many other generations of devices. Net-centric alert and notification systems can enhance response time and provide alert consistency (At-hoc, 2011). Wireless Wi-Fi systems allow for increased mobility e.g., wireless personal panic alarm badges (HCPro, 2016) and two way communication devices.

Note that many PSRS technologies may also work alongside security measures such as closed circuit television (CCTV) and monitoring that can enhance emergency responses. For more information on security refer to the PSHSA Security Toolkit.

All systems have advantages and disadvantages depending on the situation, location and environment; and technologies are constantly changing. Table 1 below provides an overview of common PSRS devices including:

- description of the device
- main features, options or considerations; and
- potential advantages, disadvantages and limitations.

Good to Know

Hospitals, Long-Term Care Homes and Community Care organizations may require a combination of PSRS devices to meet their needs. Employers must ensure that the device(s) with the procedures is able summon immediately assistance where WPV is to occur or likely to occur in each individual work setting.

© Public Services Health and Safety Association

The list of devices will provide organizations with an indication of the breath and diversity of products available. The devices in Table 1 are listed in a general hierarchy from net-centric to telephony to physical alarms and are in general listed from more complex to less complex. Each workplace is encouraged to determine their own unique needs as to which PSRS devices will protect their workers in consultation with the JHSC/HSR. Keep in mind that the OHSA requires employers to have measures such as devices and procedures in place to summon immediate assistance when violence is occurring and when it is likely to occur. One size does not fit all - in many cases community and healthcare organizations may require multiple devices to meet their needs and legal requirements. Organizations may require time and capital planning to implement the appropriate devices and also ensure interim measures to protect workers as required under the OHSA. Organizations may also find taking an inventory of their existing PSRS, if any, helpful in assessing their current state.

© Public Services Health and Safety Association

Table 1. PSRS Devices

<table>
<tr><th>Device Category</th><th colspan="2">Information</th></tr>
<tr><td rowspan="2">Wireless Internet Based Communication Platform Technology e.g., Vocera</td><td colspan="2">Description/Purpose
This is a secure and integrated voice and text messaging communication platform with extensive functionality. It utilizes WiFi and can only be used within an organization. It is owned and operated by the employer. The system serves a dual purpose such that it has capacity for robust two-way communication for workplace safety and for patient care/operational duties and/or patient calls for help or assistance. Badges can be worn and used by staff to summon immediate assistance. Other various devices can be integrated such as smartphones, tablets, headsets, desktop personal computers and many patient clinical systems and monitors. This technology is also used for:
• Patient care communications e.g., it can integrate into patient call bell technologies and alarms making it an efficient option
• Workplace communications e.g., call to other professionals and departments etc.
System and battery test functions are required to ensure equipment is operational. Administrative management such as performance testing and maintenance are required.</td></tr>
<tr><td>Advantages
• Research has suggested that systems such as the Vocera communication badges have improved public safety response times (Joslin et al, 2016)
• Integrates with other in-house communication systems e.g., landline, cell phone, tablets, patient call bell, emergency response and other clinical systems and monitors
• Ability to enhances both patient and worker safety and other efficiencies as mentioned above
• Reduces healthcare alarm fatigue
• Some device systems have the capacity to develop analytics and reports
• 24/7 coverage
• Call for help may be immediate
• GPS locator
• Ability to include all security personal who can better assess the situation as they respond</td><td>Disadvantages/Limitations
• Internet – power outages could affect system
• Operates on site only
• Ongoing maintenance and operating costs required
• Higher Cost (e.g. devices, required infrastructure and/or human resources)
• Dead zones e.g. stairwells, underground areas
• May require additional measures and devices to offset dead zones and areas within the organization where it does not work
• High level of user pre-inspection and maintenance required</td></tr>
</table>

© Public Services Health and Safety Association

<table>
<tr><th>Device Category</th><th colspan="2">Information</th></tr>
<tr><td rowspan="2">Standalone – Lone Worker Communication Devices e.g., Blackline Safety, Safety Line, Lone Alert, Connexion2</td><td colspan="2">Description/Purpose
These are primarily lone worker devices that can be carried by the worker (Silliker, 2014). Standalone devices can work without the need of another devices, computer or connection. They can be monitored by a service provider either internally or externally (Silliker, 2014). Depending on the device selected and location of the worker, different communication technologies may be applied e.g., WiFi, Blue Tooth, Cell or Satellite etc. Employers can select the device and features that meets their needs and determine who is to be summoned. An important option is an emergency button or latch on the device to summon help in the case of an emergency that bypasses any password requirements. System and battery test functions are required to ensure equipment is operational. Administrative management such as performance testing and maintenance are required.</td></tr>
<tr><td>Advantages
Devices with many options for a variety of work locations e.g., onsite, offsite and remote
Many features are offered such as two-way voice communication, GPS, man-down or no motion detection (with accelerometer / gyroscope technology), fall detection, beacon location and other integrated technologies
Other integrated options can include email, SMS texting and web portal notifications so that workers and managers can be notified of an emergency by more than one means.
Some devices can pair with smart phones or tablets; and some have interactive SOS and/or check-in features
Some devices can operate in many countries for those that travel
Organizations can select the options they want</td><td>Disadvantages/Limitations
Some locations may have dead zones where communications may be interrupted so it is important that the employer ensure that the technology selected provides the coverage needed to protect workers wherever they work.
Call for help may be immediate however those working remotely may have a long response time due to geographic location
Internet – power outages could affect system
Ongoing maintenance and operating costs
High cost (e.g., devices and/or infrastructure, operating costs and/or human resources)</td></tr>
</table>

© Public Services Health and Safety Association

<table>
<tr><th>Device Category</th><th colspan="2">Information</th></tr>
<tr><td rowspan="2">Security Badge with GPS Options for two-way camera and two-way communications e.g., Identicom</td><td colspan="2">Description/Purpose
This badge is an identification badge with a built-in security alert system. When a button within the badge is pressed, the device works like an emergency call button and the signal is relayed to a central location where a response is activated e.g., in-house security department or team that can provide/dispatch assistance to the user's location. This device is primarily used by security personnel or staff in a security role, but may be used by others. The security badge device can include off-site monitoring. It also has GPS and SPOT (satellite) capabilities. Monitoring server or a network links to a central service or in-house security is required. Hardware and software infrastructure, and mobile phone network is also required. Ongoing administrative management for device inventory and maintenance is needed. Devices require batteries.</td></tr>
<tr><td>Advantages
Ease to use and easily accessible
Capability to access 911
Can be used on site, off site and remotely due to cell and satellite capabilities
Allows 24/7 coverage
Two-way camera options
Two way voice communication</td><td>Disadvantages/Limitations
Requires adequate staff and collaboration among management, several programs and department e.g., maintenance, distribution, logistics, IT and security
Internet – power outages could affect system functions
Does not automatically connect to municipal emergency services
Higher cost (e.g., devices, and/or infrastructure or operating costs)</td></tr>
</table>

© Public Services Health and Safety Association

<table>
<tr><th>Device Category</th><th colspan="2">Information</th></tr>
<tr><td rowspan="2">Alerting Button Devices with 911 direct-line</td><td colspan="2">Description and Requirements
A 911 direct-line device is directly linked to 911 emergency services. It is available in pendant and clip to pocket attachment. The device has an embedded microphone and speaker. The speaker is typically in the base station. It allows two-way communication between the end user and emergency personnel. The device is activated by pressing a single button which automatically dials local 911 dispatch. Once connected with emergencies services, the user can verbally communicate with emergency dispatch to provide details of the situation and location. It can be used by any sector. System and battery test functions are required to ensure equipment is operational. Administrative management such as performance testing and maintenance are required.</td></tr>
<tr><td>Advantages
• Ease of use and accessibility
• Can be used onsite and offsite
• Works where there is cell phone coverage
• Can be used in many settings
• Allows 24/7 response</td><td>Disadvantages/Limitations
• Radio waves and other communication signals may interfere with two-way communication and/or ability to contact 911
• Base unit must be located near the person using the system in order to allow two-way communication
• Remote areas with poor cell phone coverage
• Immediate assistance such as police may not be able to attend and provide immediately assistance
• Moderate to high cost (e.g., devices, and/or infrastructure and/or human resources)</td></tr>
</table>

© Public Services Health and Safety Association

<table>
<tr><th>Device Category</th><th colspan="2">Information</th></tr>
<tr><td rowspan="2">Alert Button Devices and Options e.g., sound burst, microphone such as ADT, Medical Guardian, Rescue Alert, Life Line</td><td colspan="2">Description and Requirements
Wearable button or badge that when pushed summons assistance. Common for falls prevention with seniors. Can be worn in various ways such as a pendant, wrist band, key ring etc. The technology can be designed to call pre-programmed emergency personnel e.g., hospital, security or emergency services as designated by the user or organization. The alarm is linked to a dispatch station, where personnel assess and identify the location of the situation by speaking with the user via microphone hence two way communication system is used. If necessary the appropriate personnel are then dispatched to the location. Administration management of the device and maintenance is required e.g., battery and monitor checks. Tethers can be used to connect mobile phones or computers to the internet.
Example options include:
Alarm with sound burst – when alarm button is pressed, a high-decibel sound is emitted with the intention of immediately de-escalating a situation and summoning assistance
Alarm button with a microphone and fall detection – when the alarm button is pressed and/or the device drops a certain height (e.g., PSRS users falls to the ground), an electronic alarm is activated)</td></tr>
<tr><td>Advantages
Easy to use and quick accessibility
Can be used onsite and offsite
Can be used in many settings e.g., hospital, long term and community care
Allows 24/7 response and support</td><td>Disadvantages/Limitations
Requires adequate staffing levels and collaboration among management, programs and department including maintenance, distribution, planning, IT and security etc.
Range-reception may be a problem in cellular “dead zones” where service is interrupted
Some devices have a limited range e.g. 25 to 50 feet from the central transmitting and receiving device in the workplace
Not automatically linked to local emergency services
Immediate assistance such as police may not be able to attend and provide immediately assistance
Moderate to high costs (e.g. devices, infrastructure etc.)</td></tr>
</table>

© Public Services Health and Safety Association

<table>
<tr><th>Device Category</th><th colspan="2">Information</th></tr>
<tr><td rowspan="2">Cellular Phone Application (App) e.g. ProTELEC CheckMate, Black Line Safety</td><td colspan="2">Description and Requirements
This is a cell/mobile phone app designed for worker safety purposes. The worker must have a compatible device. An emergency panic button or numeric code on most smart phone can send out an emergency (SOS) distress signal that is sent to an emergency monitoring centre e.g., security department, call centre off site etc. Some devices provide a `loner duo` which is an accessory device with a latch that can be paired to the phone. A worker can have their phone in a pocket or purse and then call for help by flipping the latch on the accessory device. No phone password is required.
Many safety options may be offered depending on provider:
Emergency button or accessory with an emergency latch
Motion detection or man down monitoring
Management of check ins – ensure all check in calls are made as scheduled
GPS tracking of location
Automatic two-way calling to monitoring personnel
May be offered on other devices e.g., tablet depending on the provider selected. GPS technology may have the ability to be linked to an organization’s security department or personnel or emergency services depending on the provider.</td></tr>
<tr><td>Advantages
No hardware or software required
Flexible and customizable
Ability to audit calls
24/7 monitoring
Good for lone workers working onsite or offsite
Easy to use
Possible to bypass password protection e.g. press power button to initiate a distress signal or use an accessory device available that is paired with phone.</td><td>Disadvantages/Limitations
Service costs can vary
Cellular span of coverage may have poor reception in some facilities, dead zones and remote locations
Batteries can fail
If a password is required in an emergency there may be little time to open the phone and activate emergency button
Moderate to higher cost such as devices and/or infrastructure</td></tr>
</table>

© Public Services Health and Safety Association

<table>
<tr><th>Device Category</th><th colspan="2">Information</th></tr>
<tr><td rowspan="2">Cellular Mobile Phone</td><td colspan="2">Description and Requirements
The cell phone is a two-way communication device that works in a geographical area that is covered by a cell network. The user has a wireless radio frequency connection between the cell phone and a transmitter. A transmitter facility is called the cell site. Many cells create a system. User can roam between cell sites.
Computer servers can be integrated with an organization’s email and scheduling software. Phone will have warrantees and require battery. Network access needed e.g., WiFi, cable, fibre etc. If the phone is not a personal phone, administration management is required e.g., inventory, maintenance and hardware replacement by the employer.
It may be difficult to synchronize software and hardware installation with computer services. It may require adequate staffing and collaboration among several programs or departments such as logistics, IT and security. This technology requires additional planning in order to link with emergency services.</td></tr>
<tr><td>Advantages
Applies to any workplace sector
User can work onsite or offsite
GPS technology options
More data can be sent and received by a phone user versus traditional phones</td><td>Disadvantages/Limitations
Cellular span of coverage may have poor reception in some facilities, dead zones and remote locations
Batteries can fail
In an emergency there may be little time to use a password to open the phone and dial for help
May not summon immediate assistance if the responder does not receive call for help
Moderate to Higher cost (e.g. devices, services etc.)</td></tr>
</table>

© Public Services Health and Safety Association

<table>
<tr><th>Device Category</th><th colspan="2">Information</th></tr>
<tr><td rowspan="2">Phone – Digital / Internet Protocol (IP) e.g., VTech, AT&T, Panasonic etc.</td><td colspan="2">Description and Requirements
Digital phone is a communication device where sounds are transmitted across computer network (voice over the internet protocol). This system has high capacity. It is replacing traditional phone networks rapidly.</td></tr>
<tr><td>Advantages
Common and easy to use to alert others or call emergency services 911
Can be integrated with other technologies
Options include cord or cordless (very short wireless connection)
Cost effective</td><td>Disadvantages/Limitations
Phone ceases to function during power outage
Must be close to phone to use it
May require digital-to-analog adapters for some equipment
May not summon immediate system when violence occurs if the responder is not reached or available
Cordless digital phone have a limited range and can fail if batteries are not charged
Moderate to Higher cost (e.g., devices and/or required infrastructure and/or human resources)</td></tr>
</table>

© Public Services Health and Safety Association

<table>
<tr><th>Device Category</th><th colspan="2">Information</th></tr>
<tr><td rowspan="2">Phone - Analog Landline</td><td colspan="2">Description and Requirements
Traditional telephone is a communication device that allows use by two or more users via analog technology. It converts human voice into electronic signals and is transmitted via cables or other methods for long distances. Can be used to summon assistance where workplace violence is to occur or is likely to occur.</td></tr>
<tr><td>Advantages
Quality of sound is better than digital
Common and easy to use to call emergency services 911
Traditional phones will work during a power outage
Can be used in any sector
Could be linked to internal emergency responders e.g. code white team, security</td><td>Disadvantages/Limitations
Must be close to device to use it
Must have someone to answer emergency call
Use available only at the location of the device
May not be linked to emergency responders
May not summon immediate assistance when violence occurs</td></tr>
</table>

© Public Services Health and Safety Association

<table>
<tr><th>Device Category</th><th colspan="2">Information</th></tr>
<tr><td rowspan="2">Pagers</td><td colspan="2">Description and Requirements

Pagers can be one or two-way communication devices. Some offer texting options. They can be used to mobilize personnel on-duty to respond to events and to send critical alerts. General maintenance and testing is required. They may be integrated into third generation communication systems to optimize alerts and notifications. It requires batteries</td></tr>
<tr><td>Advantages

• Can be used in any sector
• Easy use and to carry
• Accelerates response time
• Able to reach many personnel
• Sound or vibrate mode
• Cost is typically moderate</td><td>Disadvantages/Limitations

• Worker may not have time to access and use the pager, and a responder may not receive the page to respond immediately.
• May not summon immediate assistance when violence is occurring or is likely to occur
• Batteries can fail if not charged
• Moderate to high cost (e.g., devices and/or required infrastructure and human resources)</td></tr>
</table>

© Public Services Health and Safety Association

<table>
<tr><th>Device Category</th><th colspan="2">Information</th></tr>
<tr><td rowspan="2">Two way radio or Walkie Talkie</td><td colspan="2">Description and Requirements

A walkie-talkie is a hand-held, battery-powered, two-way radio. Each walkie-talkie contains a transmitter / receiver and antenna; a loudspeaker that also functions as a microphone; and a button that is pushed to talk. For walkie-talkies to communicate with each other, they must be set to the same frequency band or channel. Two or more users are equipped with walkie-talkies. One user pushes / holds the push-to-talk button and speaks, while the other user(s) listens. The device can be equipped with ear pieces. It requires batteries and general maintenance.</td></tr>
<tr><td>Advantages

• Allows two-way communication
• Can be used during emergency power outages, telephone line interruptions and for emergency response
• Works well for security personnel
• Cost in general is low to moderate</td><td>Disadvantages/Limitations

• Limited number of users
• Must have someone to receive call
• May be cumbersome to carry and to use for some workers
• May have limited range and frequencies
• May not summon immediate system when violence is occurring or is to occur because worker needs time to access and use it and limited number of users</td></tr>
</table>

© Public Services Health and Safety Association

<table>
<tr><th>Device Category</th><th colspan="2">Information</th></tr>
<tr><td rowspan="2">Public Address (PA) OR Intercom system</td><td colspan="2">Description and Requirements

This intercommunication system is a voice communication system used within a building or a small collection of buildings. Intercom systems typically function independently of the telephone network and is part of the building infrastructure. Some systems are hardwired while some may be wireless. Some can be integrated with phone functions. Intercom systems can include a master or base station and various sub-stations or wall-mounted stations. The master station controls the system — it can initiate messages with individual stations, as well as allow announcements to be made across the whole system. These can be hard-wired or wireless. Sub-station or wall-mounted stations are capable only of initiating calls with the master station. Wall-mounted sub-stations can be placed in various locations throughout the building(s). The sub-station has a built-in loudspeaker with a push-to-talk button, enabling users to communicate with the master or base station. Audio and/or visual systems are available. Some systems can be integrated with other technologies. General maintenance, testing and training is required.</td></tr>
<tr><td>Advantages

• Common within many organizations
• Can be used reach a large groups of people especially for emergency purposes e.g., emergency codes or responses
• May be used for two-way communication
• Can be integrated with other technologies such as telephones
• Can be an important adjunct that works well with other PSRS devices in an integrated response system</td><td>Disadvantages/Limitations

• Reception range may be a problem in “dead zones” where service is interrupted or speakers are not available
• Worker may not be able to reach intercom to summon immediate assistance and may rely on others to make the call for help e.g. call an emergency code
• Not usually linked to emergency services automatically
• May not function outside facilities
• Cost can vary from moderate to high (e.g. system components and/or required infrastructure)</td></tr>
</table>

© Public Services Health and Safety Association

<table>
<tr><th>Device Category</th><th colspan="2">Information</th></tr>
<tr><td rowspan="2">Physical Alarms

Hardwired Panic Button, Alarm, Siren or Strobe e.g., AARtech Canada</td><td colspan="2">Description and Requirements

These hardwired devices allow a worker to summon help from others and/or security personnel when working alone providing there is someone to respond immediately to the distress alarm. Alerts can be visible and silent such as a strobe and flashing light, or audible such a siren or other alarm. Organization will be required to determine who will receive and respond to silent alarms. General maintenance and testing is required. These are typically used at a work location, client or patient rooms or areas etc.</td></tr>
<tr><td>Advantages

• Easy to use
• Silent alarm panic buttons can summon help without alarming patients or perpetrators
• Strobe can alert those with impaired hearing
• May be automated and integrated into building infrastructure
• Loud alarms attract attention and may deter perpetrators causing them to flee
• Can be used in any sector and in areas such as reception, medication rooms, nursing stations, stairwells, activity rooms or isolated locations
• Moderate cost</td><td>Disadvantages/Limitations

• Alarm fatigue due to multiple facility alarms
• Worker must have immediate access and be positioned well to access the fixed alarm button or device
• Workers responding must be within hearing distance to respond
• Silent alarm may not distract perpetrators to disengage
• Does not have GPS capability in the event the worker who activates the alarm moves from the location
• May not always ensure worker is able to summon immediate assistance if workplace violence is to occur or is not likely to occur</td></tr>
</table>

© Public Services Health and Safety Association

<table>
<tr><th>Device Category</th><th colspan="2">Information</th></tr>
<tr><td rowspan="2">Personal Noise Makers</td><td colspan="2">Description and Requirements

<u>Whistle</u>: A whistle emits a clear, high-pitched sound when air is blown into it. It alerts others within hearing distance. A sound is emitted and may alert others within hearing distance to of the user's need for assistance.

<u>Audible Personal Alarm or Screamer</u> An audible personal alarm, also known as a "screamer", is a small device that emits an extremely loud sound when activated. It is typically battery operated. Activation alerts others within hearing distance of the user's need for assistance.</td></tr>
<tr><td>Advantages

• Simple device that is easy to carry and use
• Requires minimal training
• Inexpensive and very available
• May be used as an interim measure while implementing other systems that meets legislative requirements
• May deter perpetrators
• No infrastructure or technological requirement
• Can be used onsite and offsite</td><td>Disadvantages/Limitations

• Dependent on adequate staffing levels in area of work where an alarm is activated or may be activated at all times
• No GPS so responders must follow the noise
• Responders must be within hearing range to be effective
• Dependent on others to respond and having access to immediate emergency services
• May agitate patient, resident, clients etc.
• May not be effective for those working in the community if no one is able to hear or respond to the device</td></tr>
</table>

© Public Services Health and Safety Association

Selecting and Evaluating PSRS Devices

Device Selection

Before selecting PSRS devices, organizations should review their Workplace Violence Risk Assessment (WPVRA) to identify areas and situations of risk to workers and the level of risk e.g., high, moderate, low or very low risk. For instance, if a worker is or can be exposed to a patient with a history of violent behaviour they would require a means to summon immediate assistance when violence occurs or is likely to occur. It is also important that organizations conduct an in-depth assessment to further determine their PSRS device needs and meet legislative requirements.

Without "adequate" assessment, the devices chosen may not meet legislative compliance for summoning immediate assistance. Appendix C: PSRS Device Needs Assessment provides a set of key primary and secondary questions to assist Hospital, Long-Term Care Homes and Community Care organizations in determining their PSRS needs based on the of workers work situation and working environment.

Good To Know

Conduct a workplace violence risk assessment and a PSRS needs assessment to select the right PSRS devices to protect everyone's safety and to summon immediate assistance when WVP occurs or is likely to occur.

Key primary questions to ask about the devices are who, what, why, when, where and how:

- Who will: use it, hear it, and respond to it?
- What will it be used for?
- Why will it be used?
- When will it be used?
- Where will it be used?
- How will it be used?

Once organizations have completed their WPVRA and identified PSRS device needs they can review PSRS devices features and options to determine what types of devices might meet their needs. In many cases organizations may select a number of devices. Note each situation is unique and organizations must consider the applicability and feasibility of using different devices in their own environment. Table 1 provides general information on PSRS device categories including advantages, disadvantages and limitations. Appendix D: Overview of PSRS Device Options and Features Tool provides a one page snapshot of devices and their key features and options. Organizations can compare their PSRS needs to available devices and their features in the chart. Appendix E: PSRS Device Needs Assessment Summary is a chart for organizations to document and list the devices they are interested in investigating and evaluating further. Decisions should be guided by the employer obligations under the OHSA and Health Care and Residential Facilities Regulation.

© Public Services Health and Safety Association

Device Evaluation

Unfortunately there is minimal research on the evaluation of PSRS devices, however organizations can use management best practice processes that can help organizations make decisions when evaluating PSRS devices. One commonly used management strategy tool is the Strengths, Weakness, Opportunities and Threats (SWOT) Analysis (van Vliet, 2013). It can be used for strategy or project purposes. After choosing a device that an organization is interested in, the organization can investigate the product in more detail using the SWOT analysis and specified criteria. This will help the organization to determine whether the device is a good fit, appropriate and whether it supports compliance with the health and safety legislation. See Appendix F: PSRS Device SWOT Analysis Tool.

© Public Services Health and Safety Association

PSRS Policy, Measures and Procedures

Under the OHSA, organizations are required to put an occupational health and safety workplace violence policy, program, measures and procedures in place to protect worker's safety. Additionally under the HCRFR, healthcare organizations are required to develop, establish and put into effect measures and procedures and to reduce them to writing. It is therefore important to develop written PSRS policies, measures and procedures. This must be done in consultation with the JHSC or health and safety representative (in workplace with 6-19 workers). Many organizations have their own policy and procedure format or template and this can be followed, however, it is important that the document include the necessary information. It is important for workplaces to understand the difference between a policy, measure and procedure. These all help control health and safety hazards. The following provides basic definitions.

Policy

- A policy can be defined as a set of principles, specific decision or set of decisions, rules or guidelines that are developed and adopted by an organization with the expectation that they will be carried out.

Procedure

- Procedures are specific steps or methods used to carry out the policy in day to day operations. It describes how the policy will be put into action and which document(s) or resource(s) to use. It is the "how to" do it.

Measure

- A measure is a thing such as a device(s), action(s), rule(s) and/or legislation that is put in place to protect a worker`s health and safety.

A PSRS policy demonstrates an organization`s commitment to worker safety and provides a framework for establishing and maintaining a PSRS. A PSRS may not require a separate PSRS policy but rather PSRS policy elements may be part of the workplace violence prevention, security and/or emergency measures policy. If an organization chooses to include PSRS as part of another policy, it is important that the policy address the legal requirements for the employer to provide a worker with a means of "summoning immediate assistance when violence occurs or is likely to occur" in the case of workplace violence. Written procedures will be required including procedures for each device that is in use. Where organizations decide to have a separate PSRS policy, cross referencing this policy with the workplace violence prevention and other relevant policies is very important. For workplaces such as Hospitals, Long-term Care Homes and Group Homes, the JHSC must be consulted. For all other workplaces consultation with the JHSC is highly recommended.

© Public Services Health and Safety Association

PSRS Procedures

Procedures need to address how workers are to "summon immediate assistance when violence occurs or is likely to occur. Communicating potential and/or imminent danger due to workplace violence effectively using PSRS and having a clear PSRS and emergency response procedures can prevent harm to workers and others.

Good To Know

Written procedures need to address how to use PSRS devices and how a worker is to "summon immediate help when violence occurs or is likely to occur".

PSRS procedures should include topics such as:

- Administration of the program;
- Measures for summoning immediate assistance;
- Selection and evaluation of PSRS devices;
- Safe use, care, maintenance of devices and their limitations (e.g. dead zones, limited battery supply);
- PSRS communications;
- PSRS training;
- Mock drills and testing;
- PSRS evaluation; and
- Cross-referencing to other relevant policies and procedures such as emergency measures and codes, security, workplace violence and flagging.

Workplaces can utilize the PSRS device manufacturer guidelines to address the necessary information for safe use, maintenance and testing. To enhance written PSRS procedures organizations may consider adding decision trees, algorithms and step-by-step checklists to help users visualize the process for each type of PSRS. Ensure that procedures include daily or every-shift testing of alarm systems, along with documentation of all charging / changing of batteries (including expected battery life). Ensure procedure includes worker`s roles and responsibilities and the manager's roles and responsibilities in monitoring and ensuring compliance. Note that battery failure is an issue that can hinder a worker from summoning help. Refer to the manufacturer's guidelines for further information and ensure the procedure is reflective of these guidelines and limitations. PSRS procedures can be developed by an organization that also explains how they will collect and analyze PSRS device usage data if it is available and appropriate to do so. Tracking and analyzing data is important in evaluating the effectiveness of the procedures and the devices, in addition to identifying any potential improvements. Some advanced PSRS devices provide electronic reports on usage to make data collection easier.

Workplaces will also need to develop their own emergency response or emergency measures and procedures based on their workplace violence risks; existing or potential workplace situations and environment; and/or other hazardous exposures. Emergency procedures and codes are beyond the scope of this document but should be cross referenced in the PSRS policy and procedures.

© Public Services Health and Safety Association

In summary, having written policies, measures and procedures helps organizations to demonstrate due diligence under the occupational health and safety legislation and it helps clarifies PSRS requirements for all workplace parties. Under the HCRFR these documents require annual review and revisions where necessary so it is important that a process to do this is also in place.

Appendix G: PSRS Policy and Procedure Development Guidelines may prove helpful in crafting a PSRS policy and procedure, or excerpts to be included in another policy and procedure. A sample policy and procedural elements is also provided in the appendix. The sample can be modified and customized as an organization sees fit.

© Public Services Health and Safety Association

PSRS Training

There is a legal requirement for employers to ensure that information, instruction and supervision is provided to a worker to protect them. In the HCRFR section 9 it also states that the employer, in consultation with the JHSC or HSR, must develop, establish and provide training and education to protect worker health and safety. PSRS training is an important component of an organization's emergency measures and workplace violence prevention training requirements.

It is recommended that stakeholder's at all organizational levels including the JHSC and/or HSR, are consulted in training curriculum development.

Good To Know

PSRS training/educational programs must meet legal requirements and be comprehensive to protect workers.

Important considerations

- Training content should include the legal requirements for summoning immediate assistance when violence occurs or is likely to occur and any other legal responsibilities noted in this tool.
- There should be a consistent definition of PSRS and PSRS devices in the training program
- All management and employees/contract workers, physicians and others (e.g., those providing services who are exposed or likely to be exposed to workplace violence)require training
- Roles and responsibilities of all workplace parties should be clearly indicated and explained
- All parties should be trained on the care, use, maintenance and limitations of devices (e.g., battery limitations, dead zones, scope of coverage)
- If dead zones are an issue the employer must train workers on what measures they must take to summon immediate assistance when in these dead zones and how to identify the dead zones (e.g., from the organizational risk assessment)
- If the devices are an interim measures this should be identified with a date for the implementation of a more reliable and effective system that meets the legal requirements of summoning immediate assistance
- Training content and intensity should be customized to various worker roles e.g., security, frontline workers, management etc.
- Resources and infrastructure necessary for training should be identified
- Where applicable and possible, training partnerships should be developed with external stakeholders such as device/system vendors, police and other responders etc.
- The training plan should be reviewed and revised by the organization annually or more often as needed, in collaboration with the JHSC/HSR and with input from stakeholders including employees and management

© Public Services Health and Safety Association

- Workplaces should consider adopting a framework such as the Canadian Standards Association Occupational Health and Safety Training standards framework (CSA Z1001-13) to help select and provide appropriate training and training evaluation to protect worker health and safety.

Training Framework

Training is considered a preventive and protective measure as well as an administrative risk control. With reference to the Plan-Do-Check-Act process training is part of the "Do" step, however the "Plan" phase that includes hazard and risk identification and assessment should inform the organization of the need for PSRS training. All health and safety training including PSRS training should be part of an organization's health and safety management system. The following outlines an overview of a PSRS training framework adapted from the CSA Z1001-13 standard. The PSRS training system framework based on the CSA standard should include the following components:

Management and Administration of PSRS Training

Overall an organization is required to determine how all PSRS training program elements will be managed and administered. Elements should include:

- Assignment of management and oversight of PSRS training
- Defining PSRS training roles and responsibilities
- Determining training needs and objectives processes
- Establishing the PSRS training program framework
- Managing and administering the PSRS program for sustainability

Senior management has a key role to:

- Provide leadership and support to the PSRS training program:
    - needs assessment
    - objectives
    - development
    - implementation; and
    - maintenance
- Assign responsibility for PSRS training oversight e.g., program administration and management
- Provide fiscal and human resources for PSRS administration and management e.g., individuals to establish training needs, objectives, expected outcomes, evaluation, improvements and recording keeping; training program developers, schedule coordination, trainers, and technical expertise; training technologies and equipment; and training facilities and locations.
- Ensure training reflects PSRS training needs assessment and objectives
- Provide time and support for worker and worker representative participation in required training

© Public Services Health and Safety Association

- Ensure systems for contingency planning and setting priorities to ensure compliance with training program implementation
- Ensure continuous quality improvement processes for identifying gaps, implementing corrective actions and consultation with stakeholders

Establishment and Maintaining a PSRS Training Program

The next step is to establish and maintain a PSRS training program. This includes the following:

- Conducting a PSRS program needs assessment and ensure ongoing needs assessments are conducted at regular intervals
- Consulting with JHSC/HSR and other stakeholders
- Designing the PSRS program training
    - Conduct a PSRS program training needs analysis based on needs assessment findings;
    - Establish a PSRS program training matrix based on needs assessment, e.g., who needs what training, frequency of training etc.;
    - Establish course design and development processes;
    - Establish PSRS program delivery method options classroom, e-learning, interactive practical such as simulations, mock drills, role play scenarios (Note: practical hands-on training is very important for PSRS training);
    - Establish PSRS training evaluation techniques (see Appendix H: PSRS Training Indicators and Evaluation);
    - Establish training documentation and record keeping requirements, e.g., hard copy / electronic such as a Human Resources Information System (HRIS), storage location, signatures etc.
- Developing program materials in consultation with JHSC/HSR:
    - Identify each PSRS training course;
    - Establish and develop content;
    - Identify training providers, e.g., internal or external trainers;
    - Determine schedules in alignment with the training matrix and availability;
    - Determine frequency of training and refreshers;
    - Develop a communication plan; and
    - Document training program requirements.
- Implementing PSRS training program in consultation with JHSC/HSR:
    - Ensure resources to provide PSRS training program are in place;
    - Conduct a training barriers and facilitators assessment, and a plan to mitigate barriers and use facilitators to enhance training, e.g., identify training champions;
    - Establish and implement processes to ensure compliance with design / delivery / evaluation / attendance;
    - Implement scheduling and communication plan;

© Public Services Health and Safety Association

        - Establish evaluation processes for training program and frequency;
        - Establish continuous quality improvement processes in alignment with the organization's processes.
- Evaluating PSRS training program
        - Audit and evaluate effectiveness of training needs assessment and training program e.g., course material, content, delivery and record keeping; and investment.
        - Assess *Consumptive metric data* that indicates the investment in training e.g., how much time, how many sessions and how many resources etc., and *Impact metric data* that indicates the "value and tangible results" of the training. (See Appendix H: Training Considerations and Evaluation); and
        - Make recommendations for continuous quality improvement.

Developing and Maintaining PSRS Training Courses

In addition to program development, implementation and evaluation, individual PSRS courses also require regular review and maintenance to ensure content is relevant, current, reflects best and/or evidence-based practices, and meets manufacturer device guidelines; and the training should apply appropriate adult learning techniques. Trainers must possess the relevant experience, qualifications and knowledge to deliver the PSRS course materials. Refer to the CSA Z1001-13 standard for additional information on training courses. Also refer to Appendix H: Training Considerations and Evaluation

© Public Services Health and Safety Association

PSRS Awareness Communication

To enhance the successful implementation of PSRS in an organization, it is important to create awareness through communication. Far too often alarm fatigue; false alarms; lack of enforcement, reinforcement and compliance; lack of awareness of PSRS; and lack of training can lead to complacency resulting in poor emergency response, potential injury and harm. Heightened awareness in addition to formal training can educate the workforce on PSRS related roles and responsibilities, the importance of PSRS devices, knowing and following device and emergency procedures. To promote PSRS awareness PSHSA has provide a sample Fast Fact that can be used by managers, supervisors, JHSC, and others. See Appendix I: Personal Safety Response System Awareness Fast Fact.

© Public Services Health and Safety Association

Summary

Personal Safety Response System (PSRS) is an important part of a Workplace Violence Prevention Program and it should align with an organization's Emergency Management Program. The PSRS leverages technology and procedural best practices so that workers exposed to or likely to be exposed to workplace violence can summon immediate assistance. Organizations should take a systematic approach such as "Plan-Do-Check-Act" to the implement a PSRS, and also ensure consultation with the JHSC/HSR and other stakeholders. Organizations need to comply with the health and safety legislation when developing and implementing a PSRS. An effective PSRS should include:

- Identification, selection and implementation of appropriate PSRS devices;
- Development and implementation of PSRS policies, measures and procedures;
- Development and implementation of a comprehensive training, education and awareness program;
- PSRS and device evaluation, and PSRS education and training evaluation in consultation with JHSC/HSR;
- Development of recommendations for corrective actions and improvements to Senior Management;
- Implementation of corrective action and improvements; and ongoing PSRS review.

Figure 5 provides a schematic summary of the PSRS using a 'Plan-Do-Check-Act' and application of the PSHSA PSRS tools.

© Public Services Health and Safety Association

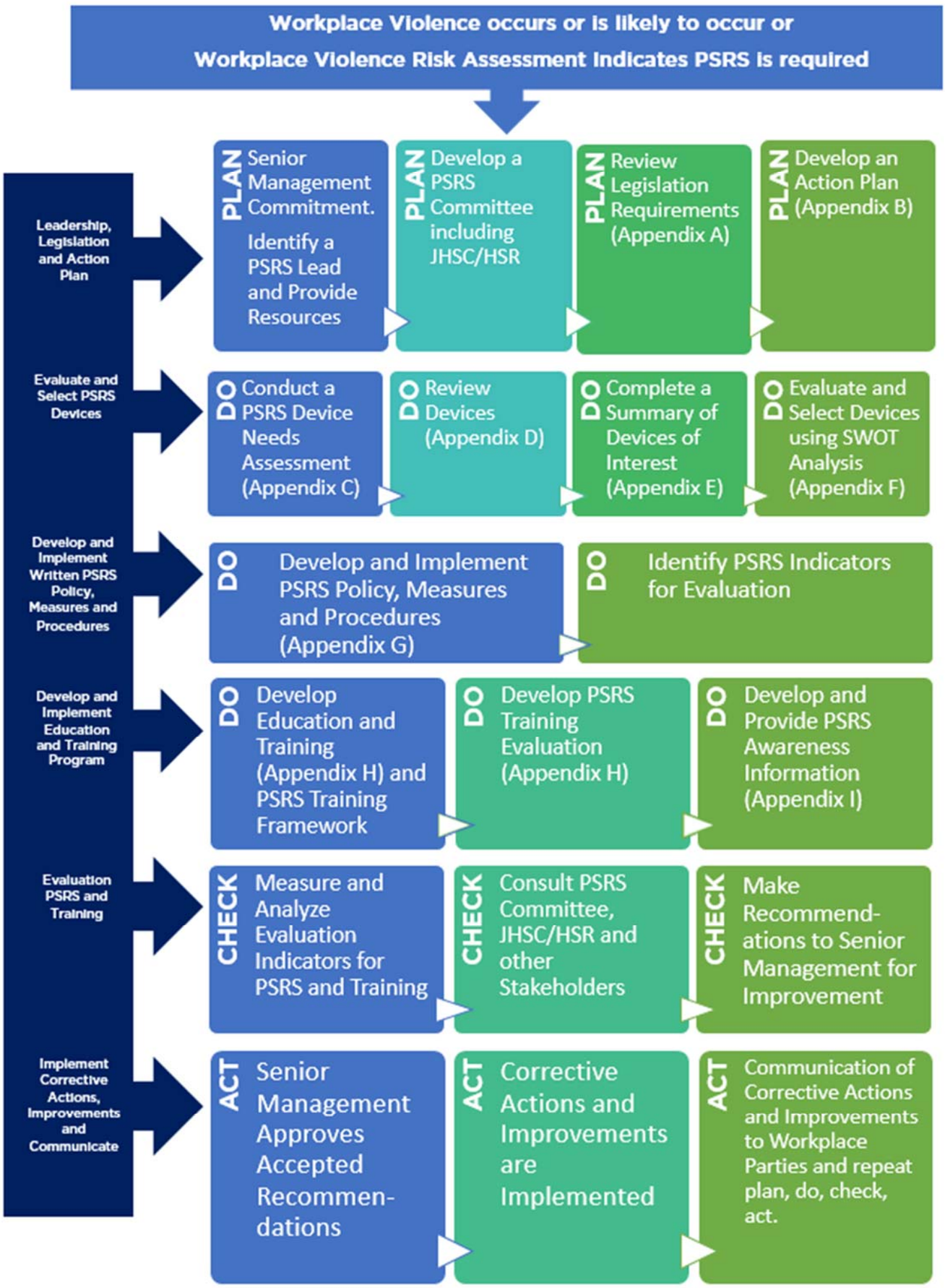

Figure 5: "Plan-Do-Check-Act" and PSRS Tools Summary

© Public Services Health and Safety Association

Appendix A: PSRS Legislation Checklist

How to use this tool

1. This tool can be used to help organizations determine whether they have met legislative requirements.
2. The PSRS committee (if one is established), JHSC/HSR and/or working group should complete this tool.
3. Review any policies, measures, procedures, protocols, safe work practices, training and training records that the organization has on PSRS
4. Review the Legislation Check List Statements and determine whether the organization meets the standards set by law.
5. The PSRS committee (if one is established)/JHSC/HSR can identify the gaps in compliance and address them through the PSRS gap analysis and action plan in Appendix B.

© Public Services Health and Safety Association

Topic	Legislative Requirement	PSRS Considerations	Compliance Yes / No / Partial
OHSA Employer Duties	25. (1) An employer shall ensure that, (a) the equipment, materials and protective devices as prescribed are provided; (b) the equipment, materials and protective devices provided by the employer are maintained in good condition; (c) the measures and procedures prescribed are carried out in the workplace; (d) the equipment, materials and protective devices provided by the employer are used as prescribed. R.S.O. 1990, c.O.1, s.25(1) 25. (2) an employer shall, (a) provide information, instruction and supervision to a worker to protect the health or safety of the worker (h) take every precaution reasonable in the circumstances to protect worker health and safety. R.S.O. 1990, c.O.1, s.25(2).	▪ Provide workers with PSRS equipment that can summon immediate assistance where workplace violence occurs or is likely to occur ▪ Establish a PSRS device preventative maintenance program that follows manufacturer's guidelines ▪ Develop a process that ensures that PSRS policies, procedures and other measures are followed by all workplace parties e.g., observation, audits etc. ▪ Establish processes and activities that ensure workplace parties use the PSRS devices appropriately, e.g., observations, audits, inspections etc. ▪ Establish a PSRS education and training program and ensure employees attend ▪ Provide adequate supervision to ensure worker health and safety ▪ Where compliance with use and wearing of PSRS devices is an issue, put in place appropriate measures and procedures to address non-compliance ▪ Ensure every precaution reasonable is taken for the protection workers and prepare to demonstrate due diligence, for example: conduct workplace violence risk assessments that include PSRS; develop/review/revise written PSRS policies, measures and procedures; provide PSRS communications, training and education programs; acquire and maintain PSRS equipment; enforce safety rules and training participation; evaluate PSRS training, policy and practices; maintain PSRS documentation; consult the JHSC and/or HSR and respond to their recommendations related to the PSRS as per the OHSA etc.	Click here to enter text.

© Public Services Health and Safety Association

Topic	Legislative Requirement	PSRS Considerations	Compliance Yes / No / Partial
OHSA Supervisor Duties	27. (1) A supervisor shall ensure that a worker, (a) works in the manner and with the protective devices, measures and procedures required by this Act and the regulations; and (b) uses or wears the equipment, protective devices or clothing that the worker's employer requires to be used or worn. 27. (2) Without limiting the duty imposed by subsection (1), a supervisor shall, (a) advise a worker of the existence of any potential or actual danger to the health or safety of the worker of which the supervisor is aware; (c) The supervisor shall take every precaution reasonable in the circumstances to protect worker health and safety.	▪ Establish processes that will ensure supervisors enforce PSRS measures and procedures, and compliance with use and wearing of PSRS devices that are required by the employer ▪ Where compliance with use and wearing of PSRS devices is an issue, put in place appropriate measures and procedures to address non-compliance ▪ Develop processes to ensure supervisors communicate with workers regarding hazards and dangers where workplace violence occurs or is likely to occur ▪ Ensure supervisors are due diligent and take every precaution reasonable in the circumstances to protect workers (e.g., understand and enforce PSRS policies, measures and procedures; provide workers with appropriate PSRS devices, communications, training and education; conduct workplace inspections, observations and audit worker health and safety practices related to PSRS; maintain health and safety documentation for due diligence purposes; and report unresolved PSRS issues not within their ability or authority to their superior or employer etc.)	Click here to enter text.
OHSA Worker Duties	28. (1) A worker shall, (a) work in compliance with the provisions of this Act and the regulations; (b) use or wear the equipment, protective devices or clothing that the worker's employer requires to be used or worn;	▪ Establish processes, training and instruction that ensures workers understand their PSRS responsibilities and compliance expectations including requirements to use or wear PSRS equipment e.g., through training and education programs, supervision, job descriptions, mentoring and reviews etc. ▪ Develop and implement reporting mechanisms for workers to enable reporting of potential or existing hazards such as workplace violence or defective equipment including PSRS devices.	Click here to enter text.

© Public Services Health and Safety Association

Topic	Legislative Requirement	PSRS Considerations	Compliance Yes / No / Partial
	(c) report to his or her employer or supervisor the absence of or defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker; and (d) report to his or her employer or supervisor any contravention of this Act or the regulations or the existence of any hazard of which he or she knows. 28. (2) No worker shall, (a) remove or make ineffective any protective device required by the regulations or by his or her employer, without providing an adequate temporary protective device and when the need for removing or making ineffective the protective device has ceased, the protective device shall be replaced immediately; (b) use or operate any equipment, machine, device or thing or work in a manner that may endanger himself, herself or any other worker; or (c) engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.	▪ Establish processes to ensure that workers are aware of their right to participate through the JHSC; right to know about hazards and how to protect themselves; and the right to refuse unsafe work	

© Public Services Health and Safety Association

Topic	Legislative Requirement	PSRS Considerations	Compliance Yes / No / Partial
JHSC OHSA	9(18) Powers of committee – It is the function of a committee and it has power to, (a) identify situations that may be a source of danger or hazard to workers; (b) make recommendations to the constructor or employer and the workers for the improvement of the health and safety of workers; (c) recommend to the constructor or employer and the workers the establishment, maintenance and monitoring of programs, measures and procedures respecting the health or safety of workers; (d) obtain information from the constructor or employer respecting, (i) the identification of potential or existing hazards of materials, processes or equipment, and (ii) health and safety experience and work practices and standards in similar or other industries of which the constructor or employer has knowledge; (e) obtain information from the constructor or employer concerning the conducting or taking of tests of any equipment, machine, device, article, thing, material or biological, chemical or physical agent in or about a	▪ Establish processes for: ▪ JHSC to identify hazards including those that are related to workplace violence hazards and PSRS; ▪ JHSC to make recommendations if any, to the employer or workers including those related to PSRS and workplace violence prevention; ▪ Employer to respond to recommendations within 21 days as established by the OHSA; ▪ JHSC to obtain and receive information regarding potential or existing hazards and/or PSRS health and safety information or testing from the constructor or employer ▪ JHSC to be consulted on and offered the opportunity to be present at any health and safety testing related to PSRS	Click here to enter text.

© Public Services Health and Safety Association

Topic	Legislative Requirement	PSRS Considerations	Compliance Yes / No / Partial
	workplace for the purpose of occupational health and safety; and (f) be consulted about, and have a designated member representing workers be present at the beginning of, testing referred to in clause (e) conducted in or about the workplace if the designated member believes his or her presence is required to ensure that valid testing procedures are used or to ensure that the test results are valid. R.S.O. 1990, c.O.1, s.9 (18).		
HSR OHSA	8. (10) A health and safety representative has power to identify situations that may be a source of danger or hazard to workers and to make recommendations or report his or her findings thereon to the employer, the workers and the trade union or trade unions representing the workers. R.S.O. 1990, c. O.1, s. 8(10). 8. (11) A health and safety representative has the power, (a) to obtain information from the constructor or employer concerning the conducting or taking of tests of any equipment, machine, device, article, thing, material or biological, chemical or physical agent in or about a workplace for the purpose of occupational health and safety; (b) to be consulted about, and be present at the beginning of, testing referred to in	▪ Establish processes for: ▪ HSR to identify hazards including those that are related to workplace violence hazards and PSRS; ▪ HSR to make recommendations to the employer or workers and trade unions regarding workplace prevention including those related to PSRS; ▪ Employer to respond to recommendations within the 21 days established by law; ▪ HSR to obtain and receive information regarding potential or existing hazards and/or PSRS health and safety information or testing from the constructor or employer ▪ HSR to be consulted on and present at any health and safety testing related to PSRS	Click here to enter text.

© Public Services Health and Safety Association

Topic	Legislative Requirement	PSRS Considerations	Compliance Yes / No / Partial
	clause (a) conducted in or about the workplace if the representative believes his or her presence is required to ensure that valid testing procedures are used or to ensure that the test results are valid; and (c) to obtain information from the constructor or employer respecting, (i) the identification of potential or existing hazards of materials, processes or equipment, and (ii) health and safety experience and work practices and standards in similar or other industries of which the constructor or employer has knowledge. R.S.O. 1990		
OHSA Workplace Violence	32.0.2. (1) An employer shall develop and maintain a program to implement the policy with respect to workplace violence required under clause 32.0.1 (1) (a). 2009, c. 23, s. 3. 32.0.2.(2) Without limiting the generality of subsection (1), the program shall, (a) include measures and procedures to control the risks identified in the assessment required under subsection 32.0.3 (1) as likely to expose a worker to physical injury; (b) include measures and procedures for summoning immediate assistance when workplace violence occurs or is likely to occur	▪ Establish and maintain a Workplace Violence Prevention Policy that includes PRSR and workplace roles and responsibilities ▪ Provide information and instruction on the policy and program, e.g., workplace violence prevention and PSRS training and education program ▪ Establish measures and procedures to summon immediate assistance when workplace violence occurs or is likely to occur - include activities such as identifying and selecting PSRS devices (measures): developing PSRS policies and procedures and additional measures; developing and implementing PSRS education and training. ▪ Ensure a workplace violence risk assessment is completed and reassessments are conducted as often as necessary – determine where PSRS are needed	Click here to enter text.

© Public Services Health and Safety Association

Topic	Legislative Requirement	PSRS Considerations	Compliance Yes / No / Partial
	32.0.3(1) Assessment of risks of violence - An employer shall assess the risks of workplace violence that may arise from the nature of the workplace, the type of work or the conditions of work. (2) Considerations - The assessment shall take into account, (a) circumstances that would be common to similar workplaces; (b) circumstances specific to the workplace; and (c) any other prescribed elements. (3) Results - An employer shall, (a) advise the committee or a health and safety representative, if any, of the results of the assessment, and provide a copy if the assessment is in writing; and (b) if there is no committee or health and safety representative, advise the workers of the results of the assessment and, if the assessment is in writing, provide copies on request or advise the workers how to obtain copies. (4) Reassessment - An employer shall reassess the risks of workplace violence as often as is necessary to ensure that the related policy under	▪ Develop processes to ensure the JHSC/HSR or workers if there is no JHSC or HSR, are advised of the assessment results and provide a copy to them. The workplace violence risk assessment can help inform the organization of areas needing PSRS and devices. ▪ Develop protocols and processes for the employer and supervisor to provide information, including personal information, related to a risk of workplace violence from a person with a history of violent behaviour if the worker is expected to encounter the person; and the worker is likely to be exposed to workplace violence. Note that a worker exposed or likely to be exposed to workplace violence requires a mechanism to summon immediate assistance for example a PSRS	

Topic	Legislative Requirement	PSRS Considerations	Compliance Yes / No / Partial
	clause 32.0.1 (1) (a) and the related program under subsection 32.0.2 (1) continue to protect workers from workplace violence. 32.0.5(1) Duties re violence - For greater certainty, the employer duties set out in section 25, the supervisor duties set out in section 27, and the worker duties set out in section 28 apply, as appropriate, with respect to workplace violence. (2) Information - An employer shall provide a worker with, (a) information and instruction that is appropriate for the worker on the contents of the policy and program with respect to workplace violence; and (b) any other prescribed information or instruction. (3) Provision of information - An employer's duty to provide information to a worker under clause 25 (2) (a) and a supervisor's duty to advise a worker under clause 27 (2) (a) include the duty to provide information, including personal information, related to a risk of workplace violence from a person with a history of violent behaviour if, (a) the worker can be expected to encounter that person in the course of his or her work; and		

Topic	Legislative Requirement	PSRS Considerations	Compliance Yes / No / Partial
	(b) the risk of workplace violence is likely to expose the worker to physical injury. (4) Limit on disclosure - No employer or supervisor shall disclose more personal information in the circumstances described in subsection (3) than is reasonably necessary to protect the worker from physical injury.		
HCRFR Equipment	44. Machinery or equipment shall be, (a) suitable for its actual use; (b) constructed of materials of sufficient size and strength to withstand imposed stresses; (c) provided with locking devices in order to prevent accidental operation which may be a hazard to a worker; (e) inspected immediately before its use and at regular intervals as recommended by the manufacturer; (f) serviced and maintained in accordance with the recommendations and instructions of the manufacturer; (g) operated by a worker trained in its use and function; and	▪ Develop and implement processes to ensure the PSRS equipment is selected to ensure suitability of actual use (e.g., able to summon assistance immediately to protect a worker where workplace violence is to occur or likely to occur) ▪ Establish processes to ensure manufacturer's guidelines are followed regarding PSRS pre-use inspections by trained workers and maintenance ▪ Establish processes to ensure all workers using the PSRS have been trained on its use and function before using it for the first time, and provide refresher training at regular intervals	Click here to enter text.

© Public Services Health and Safety Association

Topic	Legislative Requirement	PSRS Considerations	Compliance Yes / No / Partial
HCRFR General Duty to Establish Measures and Procedures	8. Every employer in consultation with the joint health and safety committee or health and safety representative, if any, and upon consideration of the recommendation thereof, shall develop, establish and put into effect measures and procedures for the health and safety of workers. O. Reg. 67/93, s. 8. 9. (1) The employer shall reduce the measures and procedures for the health and safety of workers established under section 8 to writing and such measures and procedures may deal with, but are not limited to, the following: • Safe work practices. • Safe working conditions. • The proper use, maintenance and operation of equipment. • The reporting of unsafe or defective devices, equipment or work surfaces. • The purchasing of equipment that is properly designed and constructed. • The use, wearing and care of personal protective equipment and its limitations. 9.(2) At least once a year the measures and procedures for the health and safety of workers shall be reviewed and revised in the light of current knowledge and practice. 9.(3) The review and revision of the measures and procedures shall be done more frequently than annually if,	▪ Establish a process to consult the JHSC/HSR on workplace violence and PSRS and consider their recommendations ▪ Develop written measures and procedures for workplace violence and PSRS in consultation with the JHSC/HSR and considering their recommendations ▪ Establish a process and plan to review and if required revise the PSRS measures and procedures at least annually in consultation with the JHSC/HSR ▪ Establish a PSRS education and training program in consultation with the JHSC/HSR	Click here to enter text.

© Public Services Health and Safety Association

Topic	Legislative Requirement	PSRS Considerations	Compliance Yes / No / Partial
	(a) the employer, on the advice of the joint health and safety committee or health and safety representative, if any, determines that such review and revision is necessary; or (b) there is a change in circumstances that may affect the health and safety of a worker. 9.(4) The employer, in consultation with and in consideration of the recommendation of the joint health and safety committee or health and safety representative, if any, shall develop, establish and provide training and educational programs in health and safety measures and procedures for workers that are relevant to the workers' work. O. Reg. 67/93, s. 9.		
HCRFR Personal Protective Equipment	10. (1) A worker who is required by his or her employer or by this Regulation to wear or use any protective clothing, equipment or device shall be instructed and trained in its care, use and limitations before wearing or using it for the first time and at regular intervals thereafter and the worker shall participate in such instruction and training. (2) Personal protective equipment that is to be provided, worn or used shall, (a) be properly used and maintained; (b) be a proper fit;	▪ Develop PSRS training and education program content that includes training and instruction on PSRS use, care and limitations ▪ Ensure the PSRS training and instruction is integrated into existing training program matrices so that it is delivered before a PSRS device is used for the first time and refresher training is provided on at regular intervals ▪ Establish requirements to ensure PSRS training and instruction is mandatory ▪ Establish processes and procedures to ensure that the PSRS device(s) is properly used, stored and inspected e.g., audits, observation, inspections; and properly maintained in accordance with manufacturer guidelines	Click here to enter text.

Topic	Legislative Requirement	PSRS Considerations	Compliance Yes / No / Partial
	(c) be inspected for damage or deterioration; and (d) be stored in a convenient, clean and sanitary location when not in use. O. Reg. 67/93, s. 10.		

(Occupational Health and Safety Act R.S.O. 1990; Health Care and Residential Facilities Regulation 67/93)

© Public Services Health and Safety Association

PSRS Gap Analysis and Action Plan Tool

Visit: pshsa.ca/workplace-violence

Appendix B: PSRS Gap Analysis and Action Plan Tool

How to use this tool

1. This tool should be completed by the PSRS committee (if one is established)/JHSC/HSR and/or working group. The goal is to complete the analysis and develop an action plan and/or make recommendations to Senior Management. Note: The tool is based on the Plan-Do-Check-Act continuous quality improvement process.
2. PSRS committee/JHSC/HSR or working group should be diverse in membership and may include:
    - management
    - workers (union/non-union)
    - Joint health and safety committee (JHSC) member(s) and/or Health and Safety Representatives (HSR)
    - purchasing
    - security personnel
    - human resources and/or health and safety professionals
    - emergency management committee member

© Public Services Health and Safety Association

- workplace violence committee members
- others as determined by the organization

3. The PSRS committee may be a subcommittee of the JHSC.
4. The PSRS committee/JHSC/HSR or working group should include a PSRS leader who will be the key facilitator of the committee and should have the authority to make decisions. It is their role to coordinate, liaise with management about the PSRS progress and bring an action plan and/or recommendations forward.
5. The PSRS committee/JHSC/HSR or working group should review the facility Workplace Violence Risk Assessment (WPVRA) prior to completing this tool to understand PSRS controls needs. Here is the link to a Workplace Violence Risk Assessment.
6. There are eight areas of assessment in this tool. PSRS committee members should read each of the eight statements and descriptions under each statement. This will require consultation with others in the organization. Indicate whether the statement and descriptions are 'Yes', 'No', 'Partial' or not applicable 'N/A'. For each description under a key element that is in place or is a 'yes', check the box so you know it is complete e.g., ☑ Element 1: A leader has been selected to oversee the PSRS development and implementation.
7. Document what is and what is not in place in the organization in the comments section. Consult others, review documents e.g., measures, procedures, training records as evidence. Be specific where possible.
8. Review the documented comment sections and determine the gaps that need to be addressed. Document the gaps in the comment section.
9. Based on the gaps identified, determine the actions necessary to remedy them. Further investigation and consultation with the committee or working group or others may be required, as well as additional resources and training.
10. Assign responsibilities to the appropriate person(s).
11. Identify a target date for completion for each item identified. Enter the completion date only when the activity is completed.
12. A recommendation or action plan report can be developed for the employer using information from this tool.

© Public Services Health and Safety Association

Personal Safety Response System Gap Analysis and Action Plan							
Date of Gap Analysis and Action Plan : Click here to enter text.			Team Members: Click here to enter text.				
Item	Key Elements	Yes No Partial N/A	Comments and PSRS Gaps	Action Plan	Person Responsible	Target Date	Completion Date
Plan							
1. There is Senior Management commitment to develop, implement and maintain a PSRS?							
	☐ A leader has been selected to oversee the PSRS development and implementation ☐ Human and financial resources are available ☐ A multidisciplinary working group has been coordinated e.g., or workplace violence committee or JHSC subcommittee ☐ PSRS goals and objectives have been set	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
2. Legal requirements have been identified for example the Occupational Health and Safety Act (OHSA) and Regulations?							
	☐ Workplace Violence Risk Assessment OHSA Sec 32.0.3 Here is a link to the PSHSA Workplace Violence Risk Assessment ☐ Measures and procedures to summon assistance when violence occurs or is likely to occur OHSA Sec 32.0.2 ☐ Duties of workplace parties OHSA Sec 25-32 ☐ Due Diligence OHSA Sec 25(2)(h), 27(2)(c) ☐ Other e.g., HCRFR Sec 8, 9 and 10 written measures and procedures (see Appendix A: PSRS Legislation Checklist)	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
3. Workers and other stakeholders have been encouraged to participate in the PSRS.							
	☐ Workers and stakeholders have been engaged in PSRS development or review e.g., management, JHSC/HSR, security, purchasing, police, maintenance/facilities, health and safety specialists, police etc.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
4. Workplace Violence Hazard Identification, Workplace Violence Risk Assessment (WPVRA) been completed.							
	☐ WPV hazard identification and WPVRA have been completed. Here a link PSHSA Workplace Violence Risk Assessment.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.

© Public Services Health and Safety Association

Item	Key Elements	Yes No Partial N/A	Comments	Action Plan	Person Responsible	Target Date	Completion Date
Do							
5.	The organization manages workplace violence risks and develops preventative controls that include PSRS.						
☐	PSRS measures have been identified and selected, e.g., devices that protect workers that comply with legislation and meet organizational needs (See Appendix C: PSRS Device Needs Assessment Tool, Appendix D: General Overview of Common PSRS Device Options and Features Tool and Appendix E: PSRS Device Needs Assessment Summary Tool, and Appendix F: PSRS SWOT Analysis Tool) ☐ Written PSRS measures and procedures have been developed that consider manufacturer guidelines and existing emergency response and workplace violence procedures (See Appendix G: PSRS Policy and Procedure Development Guidelines) ☐ Roles and responsibilities for PSRS have been identified (See Appendix G: PSRS Policy, Measures and Procedure Development Guidelines) ☐ PSRS training has been developed in consultation with the JHSC ☐ All Legal requirements have been met	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
6.	The organization has implemented PSRS controls in consultation with the JHSC/HSR.						
☐	Devices and procedures have been implemented ☐ Training needs assessment, program and evaluation has been established ☐ Training has been implemented e.g., policies, measures, procedures, roles and responsibilities ☐ Management monitors and ensures ongoing readiness and preparedness of PSRS devices and procedures ☐ Management has ensured that PSRS device(s) and procedures have been integrated into the emergency response and workplace violence prevention program	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.

© Public Services Health and Safety Association

Item	Key Elements	Yes No Partial N/A	Comments	Action Plan	Person Responsible	Target Date	Completion Date
Check							
7. The organization has evaluated the PSRS.							
	☐ A team or individual(s) have been identified to evaluate the PSRS ☐ Indicators and metrics have been developed to evaluate the PSRS, e.g., training, employee surveys, data on usage, response times – (was assistance immediate), statistics of workplace violence incidents and/or injuries before and after implementation, debriefing processes post incident etc. (Also see Appendix G: PSRS Policy and Procedure Guideline Sample – under evaluation, and Appendix H: PSRS Training Considerations and Evaluation) ☐ The JHSC is provided a copy of all reports respecting OH&S related to PSRS and devices. ☐ The organization has evaluated/reviewed and as necessary revised the PSRS at least annually ☐ PSRS gaps, corrective actions and opportunities for improvement have been identified ☐ The JHSC and/or HSR and stakeholders have been consulted on the PSRS evaluation ☐ Recommendations for improvement have been made to the employer	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.

© Public Services Health and Safety Association

Item	Key Elements	Yes No Partial N/A	Comments	Action Plan	Person Responsible	Target Date	Completion Date
Act							
8. The organization has implemented PSRS continuous quality improvements.							
☐ The organization has acted on approved PSRS continuous quality improvements ☐ Continuous quality improvements have been documented and communicated to management, workers, JHSC/HSR and others as required ☐ The organization repeats the plan-do-check-act or similar continuous quality improvement processes for PSRS		Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Adapted from CSA Z1000, 2009							

© Public Services Health and Safety Association

Device Needs Assessment Tool

Visit: **pshsa.ca/workplace-violence**

Appendix C: Device Needs Assessment Tool

How to use this tool

1. The needs assessment tool will help an organization to further determine their specific PSRS requirements in terms of devices and their required features. The primary and secondary questions will provide some guidance toward this goal. Additional secondary questions may be added.
2. The PSRS committee (if one is established)/JHSC/HSR or working group should complete this tool.
3. The PSRS committee/JHSC/HSR or working group should review the organization's WPVRA before completing this PSRS Device Needs Assessment to better inform the PSRS committee/JHSC/HSR or working group when identifying possible PSRS devices. This will ensure functionality of any devices and reduce workplace violence risks. Here is the link to the PSHSA Workplace Violence Risk Assessment toolkit.
4. Complete the date and assessment team members section.
5. The overall purpose of device selection is to help organizations comply with legislative requirements, e.g., to provide a means for workers to summon immediate assistance when violence occurs or is likely to occur; and when there is a risk of workers being exposed to patients/persons with a history of violent behaviour or observed violent behaviours or actual violence and the risk is likely to result in physical injury. The device must summon immediate assistance, someone needs to

© Public Services Health and Safety Association

receive the summons and initiate an immediate response. The PSRS committee/JHSC/HSR or working group will need to identify the specific purpose or application of the device(s) in the organization e.g., device for all workers in an organization, device specific for security etc.

6. Complete the primary and secondary questions related to “who, what, why, when and how”. Also document comments and the organization’s needs in the Comment/Needs section. Complete the question regarding the current situation and add any other pertinent information as the PSRS committee/JHSC/HSR or working group deems proper.
7. Once complete go to Appendix E Summary of Needs.

© Public Services Health and Safety Association

PSRS Device Needs Assessment		
Date: Click here to enter text.	Assessment Team: Click here to enter text. Location or Service: Click here to enter text.	Purpose or application: Click here to enter text.
Primary Questions	**Secondary Questions**	**Comments/Needs**
Who will: use it, hear it and respond to it?	• What sector will this be used in (e.g., acute care, long term care, community care, office?) • What type of workers will use it (e.g., clinical, non-clinical, support, administrative, security, other?) • Will it be for workers in a department, at a site or the entire location? • Will it be all workers or targeted workers? • Are any of these workers at risk of workplace violence? • Will other workers and/or responders be available to hear it and respond to it? • Other?	Click here to enter text.
What will it be used for?	• Will it be used to communicate workplace violence? • Will it be used for workers working alone? • Will it be used for other communications with others including patients and coworkers, professionals, support services etc.? • Will it be used to comply with the legislation and ensure every precaution reasonable in the circumstances was taken to protect workers? • Other?	Click here to enter text.
Why will it be used?	• Will it be used to summon immediate assistance when violence occurs and/or is likely to occur? • Will it be used for monitoring worker safety? • Will it be used to summon immediate assistance with clinical or support activities? • Will it be used to summon immediate assistance from security guards if present? • Other?	Click here to enter text.
When will it be used?	• Will it be used for workplace violence/emergency events? • Will it be used for workers working alone onsite, offsite or remotely?	Click here to enter text.

© Public Services Health and Safety Association

PSRS Device Needs Assessment		
	• Will it be used as a check in and check out device? • Will it be used to locate workers that have not responded or checked in or to search for a worker in distress or in a remote area? • Will it be used other times that are not an emergency? • Consider if there have been instances or events when a device was needed and may have prevented injury if immediate assistance had been available? • Other	
Where will it be used?	• What environment will it be used in e.g., clinical setting, reception, community, offices, interview rooms with doors closed, driving, support areas, hallways, stairwells, elevators, parking lot, garages etc.? Name all. • Will it be used in risk for violence or dangerous situations and/or routine activities? • Will it be onsite or offsite or in remote areas or when workers are working alone or short staffed with or without mobile phone reception e.g., need satellite technology? Name all. • Other?	Click here to enter text.
How will it be used?	• Will it be use to alert everyone e.g., PA system or intercom, or just to notify specific people e.g., pager, voice badge, security? • Will a worker need to carry a device for easy access and to ensure they have a means to summon immediate assistance when violence is actually occurring e.g., panic button and another device to make noise so those close by might respond. Will people be available to respond? And how will this be determined and confirmed and tested/monitored? • Will a worker need to carry a device for easy access to activate a one way response for help to someone elsewhere e.g., mobile panic button app on a phone? • Will a worker need to carry a device for easy access to allow two way communication with someone elsewhere to get help e.g., communication badge, phone, two way radio? Can worker access any of these devices quickly when violence is occurring?	Click here to enter text.

© Public Services Health and Safety Association

PSRS Device Needs Assessment		
	• Will workers need to use the device for all communications and not just summoning help e.g., wireless communication badge, cell phone? • Will a worker need to use a computer or tablet or a combination of technologies? • Will a hardwired device at a location be needed e.g., panic button alarm on a wall, siren, public announcement system, land line phone? Can a worker access this when violence is occurring? • Will the device require an external host site to operate or will it require onsite operations? • Will it likely require an IT infrastructure and support? • Will the PSRS need human resources to operate? • Will enough wireless hubs be installed to ensure no dead zones? • How much training is required? • Other?	
What is your current situation?	What do you currently have in place? Are current PSRS devices effective? Why or why not? Consider the device, maintenance, training etc. Consider if it would meet legislative compliance for having measures and procedures in place to summon immediate assistance when violence occurs or is likely to occur. Does it meet legislative compliance for the employer to take every precaution reasonable in the circumstances for the protection of a worker (for example, has the organization implemented a PSRS policy including roles and responsibilities, procedures, appropriate devices that summon immediate assistance, PSRS device inspection and maintenance program, an education and training program; maintained PSRS documents and records; and conducted at a minimum an annual PSRS review and continuous improvement processes etc.?)	Click here to enter text.
Other Considerations		Click here to enter text.

© Public Services Health and Safety Association

Overview of PSRS Device Options and Features Tool

Visit: **pshsa.ca/workplace-violence**

Appendix D: Overview of PSRS Device Options and Features Tool

How to use this tool

1. After completing the Appendix C: PSRS Needs Assessment determine the PSRS device type(s) or category that protects workers, complies with legislation and meets the needs of the organization. More than one type of device may be required.
2. Using the chart below review the features needed that would work best to protect workers in their environment and situations.
3. Consider the WPV risks and whether they are have occurred or are likely to occur; and any possible exposure to patients/persons with a history of violent behaviour or risk of violent behaviour, work situations and what activities are at the workplace. Refer to the WPVRA. Here is the link to the PSHSA Workplace Violence Risk Assessment toolkit.
    a) What is the likelihood of exposure to workplace violence very likely, likely, possible, unlikely, highly unlikely? What if it's possible or unlikely what recommendation does the risk assessment tool suggest?
    b) What is the potential severity of injury that could be sustained catastrophic, critical, minor or negligible?
    c) What is the overall risk to the workers high, moderate, low or very low?

© Public Services Health and Safety Association

More advanced and multi-purpose PSRS devices may be recommended for certain environments and workers who are exposed or likely to be exposed to workplace violence, work situations and activities where response time is critical to reduce the risk of injury to workers and where locating workers may be critical.

4. Take the following into consideration:
    a) Are the work activities onsite, offsite or both?
    b) What is the best way to communicate that help is needed in the situation and that meets legislated requirements?
        I. Two-way communication e.g., phone, pager, multi-purpose communication device?
        II. Voice mediated alert that provides one way voice communication instructions to act e.g., code white e.g. public address in combination with other devices
        III. Audible alert e.g., noise maker (where others are trained and can respond)
        IV. Visual alert e.g., quiet alert such as panic button for reception
    c) Will the worker be working alone where no one can see or hear worker onsite or offsite or in remote regions?
        I. Do they need people nearby to respond to an alert or is the alert automated?
        II. Do they need access to hardwired physical alarms or landlines?
        III. Do they need or have access to WiFi and enough wireless hubs to ensure no dead zones?
        IV. Do they need or have access to cellular towers for cell phone use?
        V. Do they need or have access to blue tooth in the workplace or while driving?
        VI. Do they need or have access to satellite e.g., off the grid?
        VII. Do employees need to check in and check out when engaging clients?
    d) Will workers need the device to work for multiple purposes e.g., communicate with others including patients or other persons, send a signal that they have been activated and help is on the way?
    e) Will workers need GSP locating, no motion or man-down detection, fall detection (working at heights), beacon location detection for remote workplaces?
    f) Will workers using a phone or pager have time to initiate a call for help or do they need an emergency button phone application to reduce response time?
    g) Does the organization want to own and operate the devices?
    h) Does the organization want an external provider to monitor workers?

© Public Services Health and Safety Association

i) Does the organization want the flexibility offered by multiple device integration depending on worker needs that meets legislated requirements e.g., Vocera?
j) Does the worker need to carry a device with them or can it be accessed onsite in the workplace?

© Public Services Health and Safety Association

Overview of PSRS Device Options and Features																		
Device Category	General PSRS Features																	Comments
	Audible Alert	Visual Alert	Voice Mediated	Mobile Emergency / Panic Button	Automated Employee Check-in & Check-out	One-Way Voice Communication	Two-Way Voice Communication	GPS Locating Technology	Two way text messaging	No motion or Man Down Detection	Fall Detection	Beacon Location Technology	24/7 Monitoring	Blue Tooth Wireless	Satellite – Remote or Off The Grid	Own and Operate Devices	Remote Host Operated	Other	Features vary with products
Wireless / Internet Web-Based Communication e.g., Vocera	X	X	X	X	X		X	X					X	X		X		Onsite Only Integrations with Clinical Applications	Multiple devices options– phone, cell, tap badges, computer, tablet, nursing alarms system. Needs WiFi, offers reports
Standalone - Lone Worker Devices			X	X	X		X	X	X	X	X	X	X	X	X	X	X	On / Off Site, Remote, Driving	Variable features available. May use WiFi, cell, satellite communication technologies
Cellular Phone with Working Alone App			X	X	X		X	X	X	X			X			X		On / Off Site	WiFi and Cellular/Mobile Communications
Cellular Phone			X				X		X									On / Off Site	WiFi and Cellular/Mobile Communications

© Public Services Health and Safety Association

Landline Phone Digital Phone			X				X											On / Off Site	Can be used with other technologies
Two Way Radio			X				X	X										On / Off Site	Variable distances Variable features
Pagers						X	X		X									On / Off Site	Variable features
Alert Button or Security Badge	X		X	X		X	X	X		X	X		X			X	X	On / Off Site	Variable Products Available with Variable Features and Prices
Public Address System or Intercom	X	X	X		X	X	X											Typically Hardwired At location	Variable Products Variable Activation Methods
Physical Alarms: Panic Button with strobe, alarm, siren	X	X	X			X												Typically Hardwired At location	Variable Products
Noise Maker e.g., whistle, screamer badges	X																	On / Offsite	Relies on Others Nearby e.g., to physically hear and respond, and to have sufficient and trained staff in all areas of the work

Note that products options and features change with time. Within each category various device versions with many features are available. The onus is on each organization to investigate the devices within the category they select to ensure the device they choose meets their specific needs. This chart is only to be used as a general guide.

© Public Services Health and Safety Association

PSRS Device Needs Assessment Summary Tool

Visit: **pshsa.ca/workplace-violence**

Appendix E: PSRS Device Needs Assessment Summary Tool

How to use this tool

This tool is used to summarize the organization's PSRS needs and determine the type of device(s) that will meet legislative compliance and the needs of the organization e.g., provide the functionality needed. Use this chart provided below. Note that more than one device may be needed depending on the risks, environment and activities in the workplace.

1. Review Appendix C: PSRS Needs Assessment to determine the type of device features that best suit the needs for the organization, protects workers and meet legislative requirements for the application identified.
2. Review Appendix D: Overview of PSRS Device Options and Features to see what PSRS device categories/types, options and features that are available and are likely to fit the organization's needs and protects workers and support legislative compliance. Note that legislative compliance is not met by the device alone but in combination with implementation and compliance with policies, procedures and training.
3. The next step is to source and investigate current products and devices available in the device categories identified in Appendix D. Devices change over time so device categories, options and features have been provided versus specific brands in most

© Public Services Health and Safety Association

cases to help organizations in their decision-making. Assistance of purchasing personnel may be required. Where possible engage vendors and trial products if possible.

4. Document the categories and types of devices that best meets the organization's needs in the PSRS Needs Assessment Summary chart provided.
5. Once specific products and devices have been selected, complete Appendix F: SWOT Analysis for individual product devices.

© Public Services Health and Safety Association

PSRS Device Needs Assessment Summary																		
Device Name and Application and/ or Location of use	PSRS Device Features and Options Needed																	Comments
	Audible Alert ONLY	Visual Alert ONLY	Voice Mediated	Mobile Phone Emergency / Panic Button	Automated Employee Check-in & Check-out	One-Way Voice Communication	Two-Way Voice Communication	GPS Locating Technology	Two way text messaging	No-motion or Man Down Detection	Fall Detection	Beacon Location Technology	24/7 Monitoring Ability	Blue Tooth Wireless	Satellite – Remote or Off the Grid	Own and Operate Devices	Remote Host Operated	Other	Note if the device is able to summon immediate assistance where workplace violence is to occur or is likely to occur.
1.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	Click here to enter
2.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	Click here to enter
3.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	Click here to enter
4.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	Click here to enter
5.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	Click here to enter
6.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	Click here to enter

© Public Services Health and Safety Association

PSRS Device Strengths, Weaknessess, Oppertunities and Threats (SWOT) Analysis Tool

Visit: pshsa.ca/workplace-violence

Appendix F: PSRS Device Strengths, Weaknesses, Oppertunities and Threats (SWOT) Analysis Tool

How to use this tool

1. The purpose of this tool is to evaluate selected devices to determine their strengths and weaknesses, and any opportunities and threats. Strengths and opportunities are considered advantages while weaknesses and threats are considered disadvantages. See the legend below for definitions.
2. The PSRS committee (if established)/JHSC/HSR or working group should complete this tool.
3. Ensure that the organization has completed the WPVRA, PSRS Needs Assessment and Needs Assessment Summary prior to selecting the devices.
4. Identify the device locations the tool will be used for e.g., department, entire workplace
5. Review the sample criteria provided in the PSRS Device SWOT tool. Additional criteria may be added by the assessment team.
6. Discuss the criteria as it relates to the device, workplace activities and situations.

© Public Services Health and Safety Association

7. Evaluate the PSRS device and determine the strengths, weakness, opportunity and threats (SWOT).
8. Place criteria into the relevant SWOT analysis sections below based on the team decisions and consensus. See the completed Sample SWOT provided.
9. Add any adjectives to further describe the criteria as the team believes to be proper e.g. for response time now becomes “enhanced response time”
10. Review and summarize the overall advantages and disadvantages.
11. The team discusses the findings and makes a decision on the devices that best protects workers, meets legislative compliance to summon assistance when violence occurs or is likely to occur and meets the organization’s needs and reduces the risks related to workplace violence.
12. If possible trial devices before purchasing.

Legend:

Strengths: positive characteristics or attributes that contribute to an advantage internal to the organization

Example: PSRS device reduces response time and allows two way voice communication which can best prevent worker injury

Weaknesses: critical characteristics or attributes that contribute to a disadvantage internal to the organization

Example: PSRS device may not be heard by staff at the location and therefore not ensure that immediate assistance will be summoned

Opportunities: a set of external factors or circumstances that can be used to an advantage to achieve goal or outcome

Example: satellite coverage allows all lone workers in remote areas to use the device

Threats: a set of external factors or circumstances that could jeopardize the situation or have a negative influence on the desired goal or outcome

Example: poor cell phone coverage in remote areas limits the usefulness of a cell phone panic button application

© Public Services Health and Safety Association

<table>
<tr><th colspan="3">PSRS Device SWOT Analysis</th></tr>
<tr><td>Name of Device to be Evaluated:
Click here to enter text.</td><td>Date:
Click here to enter text.</td><td>Assessment Team:
Click here to enter text.</td></tr>
<tr><td colspan="3">What locations will the device be used?
Click here to enter text.</td></tr>
<tr><td colspan="3"><u>Needs Assessment:</u> Complete Appendix C prior to completing this form and add any additional comments here.</td></tr>
<tr><td rowspan="2"><u>Sample Criteria Considerations</u>
• Ease of use
• Ease of implementation
• Multi-purpose e.g., alert, worker and/or patient communications
• Best protects workers
• Meets OHSA requirement to immediate summon assistance when violence occurs or is likely to occur
• Infrastructure requirements e.g., WiFi, cellular, satellite, internet
• Capital Cost / Feasibility including interim measures until Capital cost funds allocated
• Operating Cost / Feasibility
- IT start up and support
- IT software and hardware
- Human resources needs
- Maintenance
• Training requirements
• Vendor service and reliability
• Internal use – onsite
• External use – offsite
• Response Time
• Two way communication
• One way communication
• GPS capabilities
• Visual alert and quality
• Sound alert and quality
• Voice alert and quality
• Scalability
• Reflects best practice / evidence
• Administrative efficiency
• Measurability of impact/metrics
• Good fit for need
• Additional safety features
• Other</td><td><u>Strengths</u>
Click here to enter text.</td><td><u>Weaknesses</u>
Click here to enter text.</td></tr>
<tr><td><u>Opportunities</u>
Click here to enter text.</td><td><u>Threats</u>
Click here to enter text.</td></tr>
<tr><td><u>Summary</u>
Click here to enter text.</td><td><u>Overall Advantages</u>
Click here to enter text.</td><td><u>Overall Disadvantages</u>
Click here to enter text.</td></tr>
</table>

© Public Services Health and Safety Association

SAMPLE: PSRS Device SWOT Analysis		
Name of Device to be Evaluated: Vocera	**Date:** September 8, 2018	**Assessment Team:** Workplace Violence PSRS Subcommittee
What locations will device be used? Hospital Employees, all locations		
<u>Needs Assessment</u>: Organizations would complete Appendix C and add any additional information here		
<u>Sample Criteria Considerations</u> ▪ Ease of use ▪ Ease of implementation ▪ Multi-purpose e.g. alert, worker and /or patient communications ▪ Best protects workers ▪ Meets OHSA requirement to immediately summon assistance when violence occurs or is likely to occur ▪ Infrastructure requirements e.g. WiFi, cellular, satellite, internet ▪ Capital Cost / Feasibility ▪ Operating Cost / Feasibility ▪ IT start up and support ▪ IT software and hardware ▪ Human resources needs ▪ Maintenance ▪ Training requirements ▪ Vendor service and reliability ▪ Internal use – onsite ▪ External use – offsite ▪ Response Time ▪ Two way communication ▪ One way communication ▪ GPS capabilities ▪ Visual alert and quality ▪ Sound alert and quality ▪ Voice alert and quality ▪ Scalability ▪ Reflects best practice / evidence ▪ Administrative efficiency ▪ Measurability of impact/metrics ▪ Good fit for need ▪ Additional safety features ▪ Other	<u>Strengths</u> ▪ Meets legislative requirements ▪ System operates 24/7 ▪ Infrastructure customized for healthcare hospitals ▪ Implementation can be phased in and integrated ▪ Owned and operated by hospital ▪ Provides various options for two way communication e.g. tap badges, cell phone, computer and other integrations possible e.g. security alerts ▪ Good sound quality and functionality ▪ Multi-purpose e.g. summons immediate help, use for patient and workplace communication ▪ Can reduce alarm fatigue ▪ Enhances response time ▪ Good administrative efficiency ▪ System can provide data on usage metrics ▪ Ideal for onsite workers ▪ Provides GPS locating for workers working alone ▪ Scalable for all onsite workers ▪ Reputable vendor ▪ Reflects best practice ▪ Good fit for our needs	<u>Weaknesses</u> ▪ Higher capital and operating cost however benefits out way the cost e.g. legislative compliance, improved worker safety, decreased workplace injuries and improved patient satisfaction ▪ Relies on WiFi and does not work for offsite employees so alternative devices must be explored for this group. ▪ Areas without good internet coverage will not ensure workers can summon assistance where violence occurs or is likely to occur ▪ Workers may not be able to access tap badge if being attacked so additional solutions may be required.
	<u>Opportunities</u> ▪ Potential to partner with other onsite services to reduce cost	<u>Threats</u> ▪ None noted
<u>Summary</u> Overall technology is good fit for the need. Disadvantages can be mitigated with alternative devices for offsite worker and with planning and contingency procedures.	<u>Overall Advantages</u> Device provides extensive versatility and can summon immediate assistance where WPV occurs or is likely to occur. Can improve response times and can be integrated into responses with security. Data collection for metric evaluation is available. Good administrative efficiencies, very scalable, reflects best practices and offers exceptional features. Enhances patient care communications. Overall good fit for the need.	<u>Overall Disadvantages</u> Potential dead zones could be an issue however these could be dealt with via administrative controls such as policy and procedures e.g., testing connectivity, ensuring battery power, and ensuring contingency plans with training.

© Public Services Health and Safety Association

PSRS Policy and Procedure Guideline

Visit: pshsa.ca/workplace-violence

Appendix G: PSRS Policy and Procedure Guideline

How to use this tool

1. This tool can be used by the PSRS lead and PSRS committee if any/JHSC/HSR.
2. Review the sample PSRS policy and procedures to understand the key components.
3. Review what your organization has in place for PSRS policies, measures and procedures to determine whether your organization requires the revision of the current documents or development of a new policy, measure and procedure.
4. Use the guideline and sample PSRS policy, measure and procedure template to craft or modify the organization's PSRS policy, measures and procedures.
5. The sample PSRS policy template is designed to help in the development of organizational policies specific to employee personal safety. The template is meant to be modified and adapted to meet specific organizational needs.

© Public Services Health and Safety Association

Sample Personal Safety Response System (PSRS) Policy and Procedures

Policy title: Personal Safety Response System	Policy number:	Review date:
Revision date:	Approval date:	Implementation date:
Authorized by: JHSC Consultation Date:		Signature:

POLICY

Purpose

The purpose of this policy is to provide direction and guidance to all workplace parties regarding the effective use, care and limitations of personal safety response systems that will:

- Protect workers from harm; and
- Ensure that mechanisms and processes are in place for workers to "summon immediate assistance when violence occurs or is likely to occur" when there is a risk of or actual workplace violence.

Policy Statement

<Name of Organization> understands the responsibilities to take every precaution reasonable under the circumstances to protect workers, comply with the health and safety legislation related to workplace violence, and to provide measures and procedures for "summoning immediate assistance when workplace violence occurs or is likely to occur".

<Name of Organization> is committed to the development, implementation and maintenance of a sustainable personal safety response system (PSRS). This includes determining the appropriate means of summoning immediate assistance when workplace violence occurs or is likely to occur, including:

- the provision of PSRS devices that meets the needs of workers based on the workplace violence risk assessment, legislative requirements and other information, and
- establishing PSRS measures, procedures and training.

PSRS training will be provided to all workers before using the devices and on regular intervals thereafter, to new management and workers at orientation, and refreshers will be provided on an ongoing basis. <Name of Organization> is also committed to annual evaluation of the PSRS in consultation with stakeholders including the JHSC and/or HSR.

© Public Services Health and Safety Association

Approved quality improvements will be implemented and communicated to workplace parties. All workplace parties are required to follow the PSRS policy, measures and procedures.

Scope

This policy applies to everyone in the organization that are likely to be exposed to workplace violence or other emergency situations, and need to summon immediate assistance when violence occurs or is likely to occur.

Goals

The following provides a few examples of goals:

- To ensure all workplace parties know and understand their PSRS roles and responsibilities
- To ensure workers can summon immediate assistance when workplace violence occurs or is likely to occur
- To optimize emergency response and prevent workplace injuries/illness e.g., response time
- To comply with legislative requirements, and adopt evidence-based and best practices to summon immediate assistance where workplace violence occurs or is likely to occur

Objectives

- Appoint and maintain a PSRS lead and PSRS committee to provide oversight of PSRS
- Conduct and/or regularly review a PSRS needs assessments considering the workplace violence risk assessment findings, legislated requirements, needs of workers and select appropriated devices as necessary
- Develop, implement and maintain written PSRS policy, measures and procedures
- Develop, implement and maintain a PSRS training program for all existing and newly hired staff
- Cross reference PSRS into related policies, measures and/or programs
- Ensure ongoing PSRS communications to workplace parties as needed
- Develop PSRS indicators and evaluate, review and revise the PSRS at least annually in consultation with JHSC/HSSR and stakeholders, and provide recommendations to management for quality improvement.

© Public Services Health and Safety Association

Definitions

PSRS:

A means or method of communication and actions to manage an emergency such as a workplace violence occurrence or incident. It includes measures such as PSRS devices, and procedural best practices or steps that operate together to help protect a worker(s) from physical and/or psychological harm.

A PSRS device:

An equipment (measure) that can be used to summon immediate assistance when violence occurs or is likely *to occur, or when other emergencies occur that threatens a worker's health and safety.*

Roles and Responsibilities

Board of Directors

- Take all reasonable care to ensure that the corporation complies:
    - with the occupational health and safety act and regulations
    - with any orders and requirement from the Ministry of Labour inspectors, Directors and Minister.

Employer

- Appoint a PSRS lead and/or PSRS administrator, and multi-disciplinary committee or working group to oversee PSRS development, implementation and evaluation
- Provide fiscal and human resources to support PSRS, including training and equipment.
- Ensure the development, implementation, maintenance and evaluation of PSRS, in consultation with the JHSC/HSR and stakeholders.
- Ensure a workplace-violence risk and PSRS needs assessment is conducted that identifies risks and PSRS needs. (Here is a link to the PSHSA Workplace Violence Risk Assessment toolkit.)
- Advise the JHSC and/or HSR of workplace-violence risk assessments and findings, including risks needing PSRS.
- Provide any OHS PSRS reports to the JHSC and/or HSR.
- Approve, review and enforce the PSRS standards e.g., policy, measures and procedures.
- Ensure the review and if required revision of PSRS measures and procedures occurs at least once a year.
- Where the PSRS requires revision, consult with the JHSC or HSR and consider their recommendations when developing, establishing and putting into effect the revised measures and procedures.
- Consult the JHSC and/or HSR on PSRS training as per healthcare regulations on training and educational programs.
- Take every precaution reasonable in the circumstances to protect workers.
- Respond to any JHSC recommendations as per the OHSA

© Public Services Health and Safety Association

Supervisor

- Participate in workplace violence risk assessment and PSRS needs assessment as required to identify PSRS needs in the areas under your authority.
- Be familiar with applicable H&S legislation.
- Ensure workers that require PSRS devices have and use them appropriately.
- Enforce PSRS policy, measures and procedures.
- Monitor PSRS readiness and compliance to measures and procedures in areas under supervisor authority by, but not limited to, conducting management inspections and auditing PSRS work practices.
- Encourage employees to report workplace violence hazards / risks immediately or PSRS defects.
- Participate in workplace violence investigations and emergency response debriefings in areas of authority to evaluate the effectiveness of PSRS.
- Communicate PSRS changes, concerns and solutions to employees and others in a timely manner.
- Develop and/or coordinate with others a training matrix for employees under their authority that includes PSRS devices used in their work areas.
- Ensure employees attend regular PSRS training and workplace violence prevention training that pertains to summoning immediate assistance where violence occurs or is likely to occur including PSRS
- Ensure employees know what to do in case of emergency; and where indicated, participate in mock drills.
- Maintain training records e.g., scope and content, date, length of training, signatures, and evaluation of understanding.
- Promote a culture of safety, PSRS awareness and readiness.
- Take every precaution reasonable in the circumstances to protect workers.

Worker

- Participate in workplace violence prevention training including the use of PSRS if applicable and sign training records.
- Comply with PSRS policies, measures and procedures as required.
- Attend regular workplace-violence prevention and PSRS training.
- Report any workplace violence hazards, incidents or PSRS device defects to the supervisor or employer immediately.
- Cooperate in any investigations as required.

Joint Health and Safety Committee/Health and Safety Representative

- Be consulted in the development and revisions of the workplace violence prevention policies, measures, procedures and program including PSRS
- Be consulted on PSRS health and safety training as per HCRFR
- Participate in investigations as outlined in the Occupational Health & Safety Act e.g., critical injury.

© Public Services Health and Safety Association

- Receive and review occupational health and safety-related reports regarding PSRS
- Review workplace-violence risk assessments, including areas/responsibilities pertaining to PSRS.
- Conduct monthly inspections that include identification of summoning help concerns.
- Make recommendations for improvement in writing to management as needed.
- Receive accident/illness notification with prescribed information within 4 days
- Be notified of critical injuries immediately

PSRS Administrator or Delegate(s) e.g., PSRS committee lead

- Responsible for oversight of the PSRS
- Develop policy and procedures as needed
- Coordinate selection and evaluation of devices
- Provide communications to management and workers
- Develop and/or coordinate PSRS training program
- Oversee PSRS monitoring, evaluation and recommendations
- Develop reports to management for quality improvement

Other Roles and Responsibilities may include:

- PSRS committee or working group – coordinate PSRS activities
- Purchasing
- Security – responder
- Risk Management – advisor
- Emergency Management – advisor, cross referencing of PSRS into Emergency Measures and Response
- Occupational Health and Safety – advisor, compliance with legislation
- Switchboard – PSRS responder
- Information Technology (IT) – PSRS technological advisor, software/hardware management
- External Provider/Operator – PSRS dispatcher
- Other Responders e.g., response teams, police

PROCEDURES

Considerations: Procedures describe how the policy will be put into action — who will do what, what steps they need to take, and which documents or resources they will use. Consider adding decision trees, algorithms and step-by-step checklists to help users visualize the process as appropriate for the workplace. Tracking and analyzing data is instrumental in evaluating the effectiveness of the procedures and identifying potential improvements. Ensure that procedures include daily or every-shift testing of alarm systems, along with documentation of all charging / changing of batteries (including expected battery life).

© Public Services Health and Safety Association

Sample Procedure Topics

Administration PSRS and Devices Oversight

- Outline how the PSRS administrator or lead will provide oversight and the activities involved

Summoning immediate Assistance

- Outline when the procedures for "summoning immediate assistance" is required e.g., when workplace violence occurs or is likely to occur or another emergency
- Describe the steps to follow at your organization e.g., code white, emergency measures
- Cross reference if this is located in another policy e.g., workplace violence or emergency measures

PSRS Device Needs Assessment, Selection and Evaluation

- Outline oversight processes e.g., administrator, PSRS committee and stakeholders
- Outline the organizations processes for conducting a PSRS needs assessment
- Outline processes for selection and evaluation of devices e.g., conduct needs assessment and summary; research devices and conduct device trials; conduct SWOT analysis on selected devices; develop recommendations; and outline approval process. (Refer to Appendices C, D, E, F)
- Other as required.

Inventory and Maintenance of Devices

- Outline inventory and monitoring processes
- Outline processes for preventative maintenance and schedules as per guidelines including batteries and checking connectivity

PSRS safe operating procedures (SOP) for devices

- Develop SOPS for devices for summoning help e.g., refer to manufacturer guidelines for SOP
- Include down-time procedures and special considerations when PSRS devices are not functional or alternate systems must be used. If down-time is covered under another policy or procedure – cross reference to the relevant document.
- Add device procedures e.g.
    - Integrated Wireless Internet Devices
    - Standalone Devices
    - Badges and Pendants
    - Cell Phone Emergency Applications
    - Cell Phone – comment on personal phones and organization owned phone
    - Landline Phone
    - Two-way radio
    - Public Address System
    - Intercom
    - Physical Alarms
    - Noise makers

© Public Services Health and Safety Association

Communication

Outline communication processes:

- Describe how and when PSRS information will be communicated to management, workers, JHSC/HSR, and/or others e.g., students, physician, and visitors etc.
- Describe communications content e.g., policy and procedures including down-time procedures when equipment is non-operations or under maintenance, training and schedules etc.
- Describe communication record documentation and maintenance.

Training

Outline mandatory training requirements:

- PSRS training and delivery methods e.g., theoretical (classroom, webinar, on-line modules); and practical hands-on practice, mock drills and role play scenarios and exercises.
- Frequency of training.
- Evaluation methods e.g., tests, practical.
- Training record management and storage.

Evaluation

Outline how, when and who will evaluate the PSRS:

- PSRS Administrator/lead will oversee the evaluation of the PSRS process with the PSRS committee
- Evaluation will include a review of PSRS indicators, debriefing findings, policy, measures, procedures and training; and relevant emergency response data. Indicators may include but not limited to:
    - PSRS usage
    - PSRS response time
    - PSRS response and injury rate
    - PSRS inspections compliance
    - Number of people trained on PSRS
    - PSRS compliance with PSRS procedures

    (Refer to Appendix H: PSRS Training Considerations and Evaluation)
- PSRS policy and procedures to be evaluated, reviewed and if necessary revised annually in consultation with stakeholders and JHSC/HSR
- Approved quality improvements will be implemented according to an implementation plan and communicated to management and workers in a timely manner.

© Public Services Health and Safety Association

Cross Reference Policies and Procedures

- Cross reference to other relevant Policies and Procedures e.g.,
    - Emergency measures and/or codes including debriefing, documentation of emergency responses and corrective actions
    - Workplace violence
    - Flagging (Link to the PSHSA Flagging Toolkit)
    - Individual Client Risk Assessment (Link to the Individual Client Risk Assessment Toolkit)
    - Security (Link to the PSHSA Security Toolkit)

Signature: _____ (President, CEO, Administrator, Executive Director)

Date: _____

Date of JHSC Consultation: _____

References:

Occupational Health and Safety Act R.S.O. 1990
Healthcare and Residential Facility Regulation Ontario Regulation 67/93
Public Services Health and Safety Association Personal Safety Response System Toolkit, 2017

© Public Services Health and Safety Association

Visit: pshsa.ca/workplace-violence

Appendix H: PSRS Training Considerations and Evaluation

How to use this tool

1. This tool was designed to provide additional concepts, explanatory information and considerations for training and potential training evaluation.
2. Review the explanatory information to enhance your organizations PSRS training framework and evaluation.
3. Read the definitions of the Kirkpatrick Model and four levels of evaluation.
4. Review the evaluation descriptions and questions for each level.
5. Review potential methods and tools to measure each level indicators.
6. Select the method or tools preferred or research additional methods or tools.
7. Develop your PSRS training evaluation for each of the four levels.

© Public Services Health and Safety Association

PSRS Training Considerations

The following provides additional training considerations related to training objectives, potential content, potential training methods, training frequency and record management.

PSRS Training objectives

Each organization should set their own training objectives. A few examples are as follows:

- To provide comprehensive training topics related to workers summoning immediate assistance when violence occurs or is likely to occur as well as PSRS use, care and limitations
- To provide a training framework that is adaptable to workplace sectors and organizational settings
- To ensure workers:
    - Understand the organization's PSRS measures and procedures for summoning immediate assistance when violence occurs or is likely to occur.
    - Understand how the PSRS device(s) works including PSRS care, use and limitations
    - Understand the required responsibilities for each worker's role in an immediate response situation.
    - Understand the contingency system and how / where / when it is accessed in the event the primary PSRS does not work.
- To engage external partners such as local police in development and delivery of PSRS training.
- To ensure all those who require PSRS training complete the training e.g., mandatory

Training content

Training should not be limited to device use only and it should be comprehensive. The following outlines core topics to be included but are not limited to:

- Policy including definitions, and PSRS Roles and Responsibilities
- PSRS procedures including accessing the organization's PSRS and knowing how to activate the process, and implement procedures
- Assessing a situation and determining the need to activate a PSRS e.g., situations where workers feel at risk for workplace violence
- PSRS devices use, care and limitations
    - Safe operating procedures on how to use the device, including sounds and alerts
    - Inspections and frequency
    - Testing of PSRS devices
    - PSRS maintenance e.g., battery
    - Limitations of the device

© Public Services Health and Safety Association

    - PSRS device repairs processes e.g., reporting defects to supervisor or management immediately
    - Contingency planning when the primary PSRS device doesn't work e.g., dead zones, malfunction, battery failure etc.
- Practical examples of immediate response using realistic scenarios, simulations and drills
- Importance of readiness and preparedness to act and/or respond to an emergency immediately
- Awareness of alarm fatigue and to avoid complacency

Training methods

Although some aspects of training may be delivered in a classroom and/or through e-learning modalities, a practical 'hands-on" component to PSRS training to ensure participant competence is required. The following provides suggested practical methods.

- Interactive training
- Mock drills that test knowledge retention and build confidence in knowledge application
- Simulation training where possible for more effective adult learning and knowledge retention
- Role play with problem-based case scenarios, including sample procedures for contingency

Training Frequency

Organization will need to determine the frequency of training. The suggested frequencies are:

- Train all staff before use and at regular intervals thereafter
- Train upon hiring;
- Annual refreshers; or
- Train more frequently as needed.

Record Management

Training records retention is part of an organization's due diligence and these records are extremely important to maintain. Records may include but are not limited to training content, list of trainers, training rosters, knowledge and skills assessments, training attendance dates and signatures etc. Each workplace will need to identify:

- Who in the organization will maintain and store the records e.g., administration, manager, human resources etc.?
- What content and format will training records will be maintained e.g., paper, electronic, both etc.?

© Public Services Health and Safety Association

- Where in the organization will training records be located and how e.g., worker file in HR, central document and training record repository, administration, human resources information system (HRIS)?
- How long will documents and records be maintained.

PSRS Training Evaluation

Training evaluation can be used to examine training costs, training completeness, participant satisfaction, training impact and effectiveness. A well-known model for evaluating training is the Kirkpatrick Four-Level system (Kirkpatrick, n.d.). The Kirkpatrick Four-Level Model allows trainers to go beyond initial training feedback and think more broadly about its impact. Kirkpatrick's model takes into account:

1. Reaction — how participants felt about the training
2. Learning — the level of knowledge gained — e.g., changes in knowledge, skills and attitudes
3. Behaviour — whether participants have modified their behaviour
4. Results — assessing outcomes related to organizational well-being and productivity

This models suggests evaluating two major types of training metrics, namely consumptive and impact metric data. *Consumptive metric data* indicates the investment in training e.g., how much time, how many sessions and how many resources etc. *Impact metric data* indicates the "value and tangible results" that training has had (Kirkpatrick & Kirkpatrick, 2014, p.7). Examples of impact metric data include participant satisfaction, learning (knowledge, skills and attitudes), change in behaviours including PSRS use; and worker injury prevention. The following Table outlines the Kirkpatrick's Four-Level Model including evaluation descriptions for each level, and potential tools and methods of measurement.

© Public Services Health and Safety Association

Kirkpatrick's Four-Level Model Success Indicators

Indicator Level	Evaluation description and sample questions	Sample Method or Evaluation Tools
Reaction	▪ Did the participants feel that the training was worth their time? ▪ Did they feel the training was successful e.g., helped them acquire desired knowledge and provided guidance for their practice? ▪ What were the strengths and weaknesses of the training? ▪ Did the participants like the venue and presentation style? ▪ Did the training session accommodate participants' personal learning styles?	▪ Likert-scale satisfaction survey or questionnaires e.g., psychological measure to assess attitudes, values and opinions ▪ Sad to happy face rating scale survey or questionnaires
Learning	▪ Did the participants learn what was intended to be learnt from the training objectives? ▪ What is the extent of advancement or change in participants since the training?	▪ Before and after written tests ▪ Interview, verbal and/or observation assessment with set competency criteria ▪ Problem-based performance scenarios ▪ Self-assessment using set criteria and measurement
Behaviour	▪ Did the participants put any of their learning to use in job practice? ▪ Are they able to teach their new knowledge, skills/attitudes to others? ▪ Are they aware that they've changed their behaviour?	▪ Observation of job performance or audits by skilled observers supervisor, manager, or professional practice
Results	▪ Has the PSRS training yielded any of the following outcomes: ▪ Increase in proper use of PSRS ▪ Higher morale and confidence with PSRS use ▪ Fewer staff complaints ▪ Decreased worker and client injuries counts and injury severity during workplace violence or emergency events ▪ Improved emergency response time ▪ Improved client care	▪ PSRS electronic data on PSRS usage if available with the device or system e.g., usage, response time ▪ Employee workplace violence survey ▪ Code white debriefing findings with focus on appropriate PSRS usage and workplace violence responses (develop questions to be asked as part of the code white response debriefing) ▪ Workplace violence injury statistics including near misses and hazardous situations ▪ Patient satisfaction survey finding ▪ Security response and data

Adapted from Mind Tool (n.d.)

© Public Services Health and Safety Association

Indicators or outcomes of training effectiveness can be examined / categorized at three levels:

- Staff level
- Department / unit level
- Organizational level

It is important for the organization to identify relevant indicators / outcomes at each level. In the context of PSRS, indicators at each of the three levels can help determine key training factors. For example, at the staff level an employer may want to think about various elements that make the workforce unique — vulnerable workers for whom English is a second language; new and young workers with low occupational tenure; and differences in existing knowledge on a particular topic. At the unit or department level, indicators around teamwork and client-population factors can come into play. At the organizational level, fostering a culture of safety is perhaps the key training-success indicator.

© Public Services Health and Safety Association

Personal Safety Response System Awareness Fast Fact

Visit: pshsa.ca/workplace-violence

Appendix I: Personal Safety Response System Awareness Fast Fact

How to use this tool

1. This free PSRS fast fact can be used by organizations to provide awareness to workplace parties on the topic of PSRS.
2. Those overseeing the PSRS education and instruction, managers, supervisors, joint health and safety members and others may wish to use the fast fact.
3. Downloading and coping the fast fact is encouraged. See terms of use.
4. The fast fact provides definitions of PSRS and PSRS devices, general information on PSRS devices and the importance of everyone knowing what their responsibilities are for PSRS.
5. A link to the PSRS tool kit is provided for those who would like further information on the toolkit.

© Public Services Health and Safety Association

Personal Safety Response System (PSRS)

Visit: **pshsa.ca/workplace-violence**

What is a PSRS and why is it important?

In Ontario the workplace violence legislation clearly states that a worker must have a mechanism to summon immediate assistance when workplace violence occurs or is likely to occur. A PSRS can meet this need.

A PSRS is defined as:

A means or method of communication and actions to manage an emergency such as a workplace violence occurrence or incident. It includes measures such as PSRS devices, and procedural best practices or steps that operate together to help protect a worker(s) from physical and/or psychological harm.

A PSRS device can be defined as:

An equipment measure that can be used to summon immediate assistance when violence occurs or is likely to occur, or when other emergencies occur that threatens a worker's health and safety.

There are many PSRS devices which are considered a measure to summon immediate assistance when violence occurs or is likely to occur. They can range from basic physical alarms, telephone-type devices and internet technologies, for example: onsite panic alarms, satellite GPS phone and two way WiFi communication badge with GPS. The PSRS definition highlights that a PSRS is not just about device (measures) to summon assistance when violence occurs or is likely to occur. The PSRS is a system also includes procedures and it should include assignment of roles and responsibilities so everyone knows what to do when using the devices and how to respond appropriately. A lack of written measures

© Public Services Health and Safety Association

and procedures and/or clarity of roles and responsibilities when using devices may lead to confusion, an inappropriate and/or slow emergency response and /or complacency. Everyone using a PSRS should be prepared and ready for the unexpected.

Knowing how to use devices effectively and how to respond promptly can protect the health and safety of workers, clients, patients, residents, visitors and others in hospitals, long-term care and community care workplaces and environments.

GOOD TO KNOW

A PSRS includes measures such as devices and procedures that operate together to protect workers and others.

A PSRS may:

- alert and summon others immediately to respond and help;
- deter a potential perpetrator;
- monitor or locate lone workers; and
- support PSRS information collection, analysis and reporting.

What can employers do to ensure an effective PSRS is in place?

- Appoint a PSRS lead and/or PSRS administrator, and multi-disciplinary committee that includes the Joint Health and Safety Committee (JHSC) and/or Health and Safety Representative (HSR) to oversee PSRS development, implementation and evaluation
- Provide fiscal and human resources to support PSRS, including training, education and equipment
- Ensure a workplace violence risk and PSRS device needs assessment is conducted that identifies risks, PSRS needs and compliance with the legislation e.g. device must summon immediate assistance when workplace violence occurs or is likely to occur
- Ensure development, implementation, maintenance and evaluation of PSRS, in consultation with stakeholders, the JHSC and/or HSR
- Advise the JHSC and/or HSR of workplace-violence risk assessments, including areas needing PSRS.
- Provide any health and safety reports concerning PSRS to the JHSC and/or HSR
- Approve, review and enforce the PSRS standards e.g., policy, measures and procedures and training
- Ensure the review and if required revision of PSRS measures and procedures occurs at least once a year
- Consult with the JHSC and/or HSR and respond to any PSRS recommendations
- Consult the JHSC and/or HSR on PSRS training as per healthcare regulations on training
- Take every precaution reasonable in the circumstances to protect workers

What can managers do to ensure an effective PSRS?

- Participate in the workplace violence risk assessment and help identify areas needing PSRS

© Public Services Health and Safety Association

- Be familiar with applicable health and safety legislation
- Ensure all workers understand the relevant PSRS policies, measures and procedures and have attended training
- Ensure workers that require PSRS devices have and use them appropriately
- Monitor and enforce compliance with PSRS procedures in areas under supervisor authority
- Encourage workers to report workplace violence hazards / risks immediately or PSRS device defects
- Communicate PSRS changes, concerns and solutions to workers in a timely manner
- Maintain training records
- Promote a culture of safety, PSRS awareness and readiness
- Take every precaution reasonable in the circumstances to protect workers

What can workers do to protect themselves?

- Actively participate in workplace violence prevention training including the use of PSRS
- Follow PSRS policies, measures and procedures
- Attend regular workplace violence prevention and PSRS training
- Report any workplace violence hazards, incidents or PSRS device defects to the supervisor employer immediately
- Cooperate in any workplace violence investigations as required

What is the role of the JHSC or HSR?

- To be consulted in the development and revisions of the workplace violence prevention policies and program and training including PSRS
- Participate in investigations as outlined in the Occupational Health & Safety Act e.g., critical injury
- Receive and review occupational health and safety-related reports regarding worker safety
- Review workplace violence risk assessments including sections related to PSRS
- Receive accident/illness notifications in 4 days with prescribed information
- Conduct monthly inspections that including the identification of summoning help concerns
- Make recommendations for improvement in writing to management as needed

GOOD TO KNOW

Everyone needs to know what their roles and responsibilities are to ensure that the PSRS is effective and workers go home safe every day

To learn more about PSRS go to http://www.pshsa.ca/workplace-violence/

© Public Services Health and Safety Association

References

AtHoc. (2011). Network-Centric Emergency Mass Notification System Solutions, Implementation & Best Practices White Paper. Retrieved from https://www.athoc.com/resource-files/preview.html?path=whitepapers%2Fwhitepaper_solutions_implementation_best_practices.pdf

Bottomly, B. (1992). 'Evaluation of a risk management program' *in Evaluation of Strategies and Prevention Programs in Occupational Health and Safety*. WorkSafe Australia, Sydney.

Canadian Standards Association (2009). CSA Z1000 Lead Auditor Course. Canadian Standards, Mississauga, Ontario.

Canadian Standards Association (2013). CSA Z1001-13 Occupational Health and Safety Training, Mississauga, Ontario.

Cambridge Dictionary (n.d.). Definition of system. Retrieved from http://dictionary.cambridge.org/dictionary/english/system

Findorff, M.J., McGrover, P.M., Wall, M.M., & Gerberich, S.G. (2005). Reporting violence to a health care employer: A cross-sectional study. *American Association of Occupational Health Nurses Journal, 53* (9), 399-406

Healthcare and Residential Facilities Regulation Ontario Regulation 67/93. Retrieved from https://www.ontario.ca/laws/regulation/930067

Hirst, S. (2010). Personal Emergency Response Systems: Disaster Management. Canadian Coalition for Seniors' Mental Health. Retrieved from http://ccsmh.ca/wp-content/uploads/2016/03/Personal-Emergency-Response-Systems.pdf

International Council of Nurses. (2001). *Violence: A world-wide epidemic*. [Fact Sheet]. Retrieved from

http://www.icn.ch/images/stories/documents/publications/fact_sheets/19k_FS-Violence.pdf

Health Care and Residential Facilities Regulation 67/93. Retrieved from https://www.ontario.ca/laws/regulation/930067

HCPro. 2016. An examination of panic button solutions. *Briefings on hospital safety, 24*(11). Retrieved from http://www.hcpro.com/content/328148.pdf

Joslin, D.J., Goldberger, D., Johnson, L., & Waltz, D.P. (2016). *Emergency Medicine International,* p. 1-3. Retrieved from http://pubmedcentralcanada.ca/pmcc/articles/PMC4834414/

Kingma, M. (2001). Workplace violence in health sector: A problem of epidemic proportion. *International Nursing Review, 48*(3), 129-130.

Kirkpatrick, J., & Kirkpatrick, K.W. (2014). The Kirkpatrick Four Levels - A Fresh Look After 55 Years. *Kirkpatrick Partners*. Retrieved from http://www.kirkpatrickpartners.com/Portals/0/Resources/White%20Papers/Kirkpatrick%20White%20Paper%20-%20May%202014.pdf

Kirkpatrick, D.L. (n.d.) Kirkpatricks four levels of training evaluation in detail. Retrieved from https://www.ag.ndsu.edu/evaluation/documents/kirkparicks-four-levels-of-training-evaluation-in-detail

Maycock, B. (2010). Communication Strategies for Incident Response: Mass Notification and Beyond. Retrieved from http://www.impacttech.com/downloads/Incident_Response.pdf

Mind Tools (n.d.) Kirkpatricks four-level training evaluation model – Analyzing training effectiveness. Retrieved from http://www.mindtools.com/pages/article/kirkpatrick.htm

Occupational Health and Safety Act. R.S.O. 1990. Retrieved from https://www.ontario.ca/laws/statute/90o01

Oxford Dictionary (n.d.). Definition of safety. Retrieved from https://en.oxforddictionaries.com/definition/safety

Oxford Dictionary b (n.d.). Definition of response. Retrieved from https://en.oxforddictionaries.com/definition/us/response

Oxford Dictionary b (n.d.). Definition of system. Retrieved from https://en.oxforddictionaries.com/definition/system

Ontario Ministry of Community Safety and Correctional Services (2016).Emergency Management Doctrine for Ontario. Retrieved from

https://www.emergencymanagementontario.ca/english/insideemo/legislationandregulation/emergency_management_doctrine.html

© Public Services Health and Safety Association

Public Services Health and Safety Association. 2017. Security Toolkit. Retrieved from http://www.pshsa.ca/article/marb-project/

Public Services Health and Safety Association. 2017. Workplace Violence Risk Assessment Toolkit. Retrieved from http://www.pshsa.ca/article/marb-project/

Silliker, A. (2014). All alone. *Canadian Occupational Health and Safety, Autumn 2014.* Retrieved from http://www.cos-mag.com/personal-process-safety/29712-all-alone/

Van Vliet, V. (2013). SWOT Analysis. *Toolshero.* Retrieved from https://www.toolshero.com/strategy/swot-analysis/

Vocera. (n.d). Improve hospital staff safety. Retrieved from https://www.vocera.com/industry-solution/improve-hospital-staff-safety

© Public Services Health and Safety Association

Public Services Health & Safety Association™

Your Health. Your Safety. Our Commitment.

Personal Safety Response Systems

Public Services Health and Safety Association (PSHSA)
4950 Yonge Street, Suite 1800
Toronto, Ontario M2N 6K1
Canada
Telephone: 416-250-2131
Fax: 416-250-7484
Toll Free: 1-877-250-7444
Web site: www.pshsa.ca

Connect with us:
@PSHSAca

Product Code: VPRASEEN0417