**Visit:** [**pshsa.ca/workplace-violence**](http://www.pshsa.ca/workplace-violence/)

Device Needs Assessment Tool

# 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](http://www.pshsa.ca/article/marb-project/).
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 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](#_Appendix_E:_PSRS).

| **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? * 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 | Click here to enter text. |
| 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 andanother 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? * 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? | Click here to enter text. |
| 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. | Click here to enter text. |