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

PSRS Gap Analysis and Action Plan Tool

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

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| **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. |
| 1. **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](http://www.pshsa.ca/article/marb-project/)  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. |
| 1. **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. |
| 1. **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](http://www.pshsa.ca/article/marb-project/). | | 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. |

| Item | Key Elements | Yes No Partial N/A | Comments | Action Plan | Person Responsible | Target Date | Completion Date |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Do** | | | | | | | |
| 1. **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 FeaturesTool 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. |
| 1. **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. |

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| 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. |

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| 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 | | | | | | | |