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PSRS Policy and Procedure Guideline

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# 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.

### 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. 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.

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* e*quipment (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](http://www.pshsa.ca/article/marb-project/) 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

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.
* 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).*

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

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)](#_Appenidx_H:_PSRS)

* 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.

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](http://www.pshsa.ca/article/marb-project/))
  + Individual Client Risk Assessment (Link to the [Individual Client Risk Assessment Toolkit](http://www.pshsa.ca/article/marb-project/))
  + Security (Link to the [PSHSA Security Toolkit](http://www.pshsa.ca/workplace-violence/))

**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*