



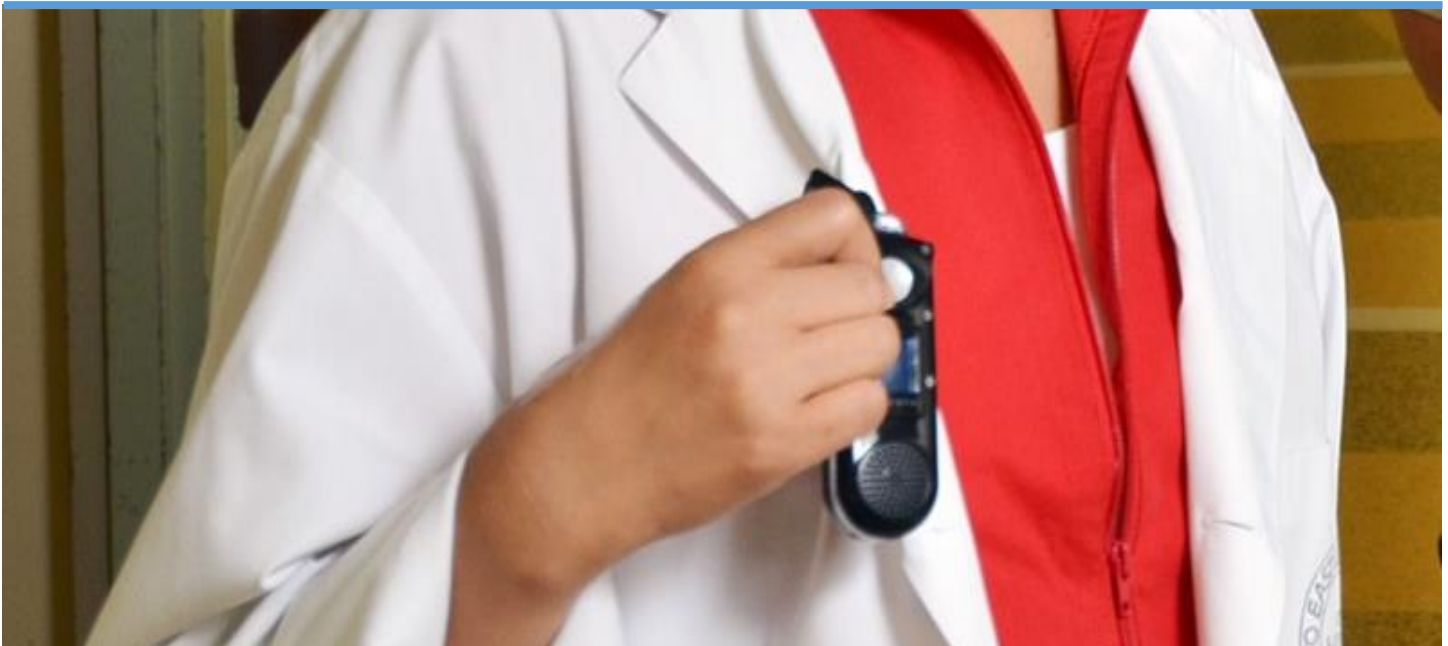
## Personal Safety Response System Awareness Fast Fact

Visit: [pshsa.ca/workplace-violence](https://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 copying 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.



## Personal Safety Response System (PSRS)

Visit: [pshsa.ca/workplace-violence](https://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

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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

- 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/>