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Public Services Health  
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# Workplace Violence Risk Assessment Tool

## User Guide for Acute Care and Long Term Care



## **Workplace Violence Risk Assessment Tool - User Guide for Acute Care and Long Term Care**

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Product Code: VPRTLAEN0817

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# 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 claims involving healthcare workers. While this number is alarming, many more cases are believed to 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, everyone in the workplace has a role to play in eliminating violence at work.

# The Five PSHSA toolkits

PSHSA has created five toolkits to help healthcare organizations protect staff from workplace violence, and meet legal responsibilities for ensuring healthy and safe workplaces. The toolkits are:

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

# Table of Contents










Terms of Use .....	i
Introduction .....	iii
About PSHSA.....	iii
Workplace Violence in Healthcare .....	iii
The Five PSHSA toolkits.....	iv
Table of Contents.....	v
Navigation/icons .....	1
Roles and Responsibilities .....	2
Account Owner.....	2
Admin .....	2
Site Admin.....	2
Department Manager.....	2
Participant .....	2
Account Owner/Administrator .....	3
Introduction .....	3
Creating an Account .....	3
Signing in.....	5
Setting-up an Organization .....	6
Set Up Organization.....	6
To Upload Your Organization's logo.....	6
Creating a Site .....	7
Adding Site Department.....	8
Setting up Your Team .....	10
Add a Team Member:.....	11
Creating a Risk Assessment .....	12
Step 1: Assessment Details.....	12
Step 2: Add the Assessment Team .....	13
Completing a Risk Assessment.....	16
Getting started.....	16
Action Plan.....	20
To create an Action Plan you can.....	21



Assigning an Action Plan .....	22
Reviewing Assessments .....	23
Hazards can be filtered by Status or Participant. ....	24
Copying Assessments for re-assessment purposes .....	25
To Copy an Assessment .....	25
Archiving Assessments .....	28
Unarchiving an Assessment .....	29
Department Manager .....	31
Role of Department Manager .....	31
Signing in.....	31
To begin your part of the assessment .....	34
Action Plan.....	37
To create an Action Plan you can .....	37
Assigning an Action Plan .....	38
Completing the Action Plan .....	39
Viewing Assessments .....	40
Hazards can be filtered by Status or Participant. ....	41
Participant.....	42
Role of the Participant .....	42
Signing in.....	42
Measures or Procedures Assigned.....	44
To see the measures or procedures you have been assigned .....	44
To view the details .....	45
Completing the Action Plan .....	46
Creating a Security Program Assessment.....	47
Assessment Details.....	48
Completing the Security Program Assessment .....	49

# Navigation/icons

The following icons are found in the tool:

Icon	Meaning
	Use to edit an entry
	Use to delete an entry
	Minimizes (collapses) a field
	Expands a field
	Opens up a calendar
	Attach a document (jpg, word, excel...)
	There is a comment and the number
	Archive/unarchive an Assessment
	Copy an Assessment

---

Web tutorials demonstrating how to perform various tasks in the Workplace Violence Risk Assessment Tool are available on [workplace-violence.ca](http://workplace-violence.ca) and are best viewed on a web browser other than Internet Explorer.

---

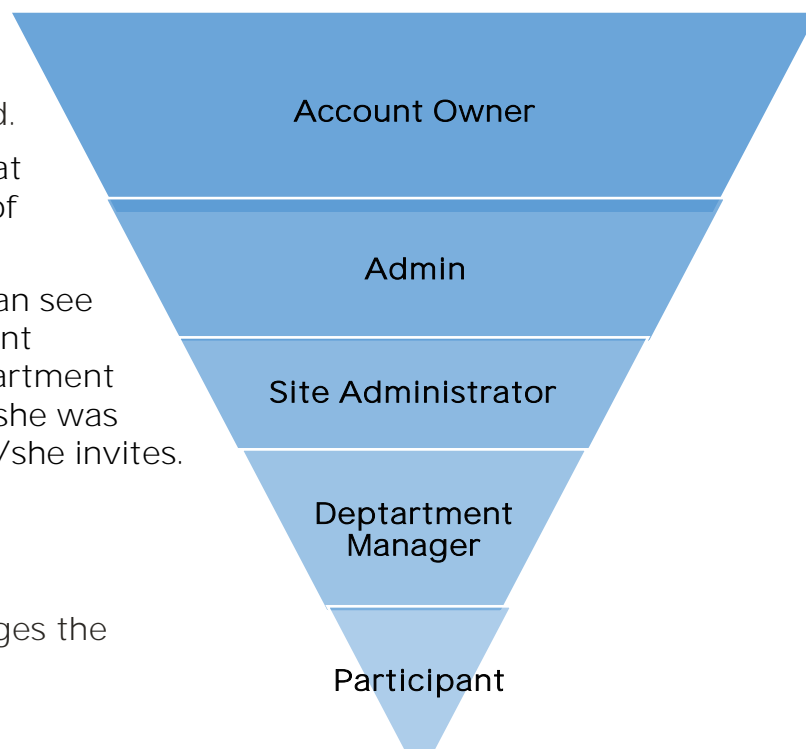


# Roles and Responsibilities

There are several roles to which individuals using PSHSA's Assessment Tool can be assigned.

Keep in mind that the role listed at the top has view to all the tasks of the roles listed below it.

For example: An Administrator can see the Site Administrator, Department Manager and Participant. A Department manager can only view what he/she was assigned and any participants he/she invites.



## Account Owner

This individual creates and manages the organization's account.

## Admin

This individual is invited by the Account Owner or another Program Administrator to manage the workplace violence program.

## Site Admin

Site Administrators are invited to manage a site assessment and team assignments.

## Department Manager

The Department Managers are assigned departments by an Account Owner, Program Administrator or Site Administrator

## Participant

Participants are typically assigned action items by Department Managers and Site Administrators.

# Account Owner/Administrator

## Introduction

In order to use the Workplace Violence Risk Assessment Tool for your organization you are required to first set up your organization, department, managers and others who will be using the tool and conducting risk assessments.

As the Administrator you will need to begin by accessing the Workplace Violence Risk Assessment Tool at <http://wvra.pshsa.ca>

## Creating an Account

- a. Click on “Create Account” located at the bottom

**Sign In**

The Occupational Health and Safety Act (OHSA) states that employers must assess and control risks of workplace violence arising from the nature of the workplace, type of work, and conditions of work. The PSHSA Workplace Violence Risk Assessment Toolkits can ensure that organizational policies and programs continue to protect workers.

This electronic version of the Security Gap Analysis and Action Plan is part of the [Security Toolkit](#) and covers twelve (12) areas for self-assessment, providing a checklist of items and suggested resources for a wide range of security-related topics.

[Learn how to use this online tool with our User Guide](#)

Enter your email

Enter your password

**Sign In**

[Forgot your password?](#)

Is your organization new to the PSHSA Assessment Tools?

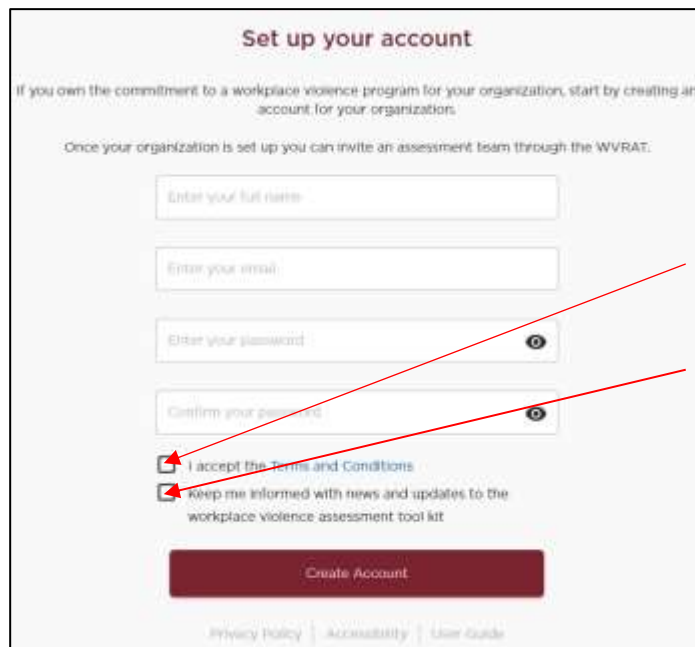
**Create Account**

- b. Complete all the fields on the “Set up Your Account” screen.

---

**Note: The password must be eight characters long**

---

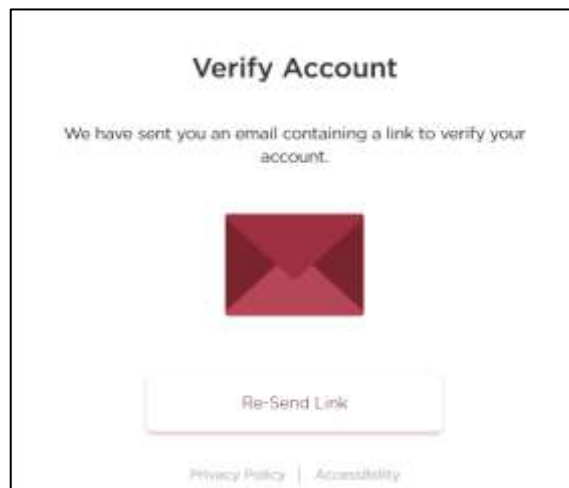


The screenshot shows a web form titled "Set up your account". Below the title is a paragraph: "If you own the commitment to a workplace violence program for your organization, start by creating an account for your organization." followed by a sub-header: "Once your organization is set up you can invite an assessment team through the WVRAT." The form contains four input fields: "Enter your full name", "Enter your email", "Enter your password", and "Confirm your password". The password fields have an eye icon to toggle visibility. Below the fields are two checkboxes: "I accept the Terms and Conditions" and "Keep me informed with news and updates to the workplace violence assessment tool kit". A red arrow points to the first checkbox, and another red arrow points to the second checkbox. At the bottom is a "Create Account" button and links for "Privacy Policy", "Accessibility", and "User Guide".

Click on this box to accept the Terms and Conditions.

Click on this box if you would like to be kept informed with news and updates on the Workplace Violence Risk Assessment Tool kit.

- c. Once completed, click on “Create Account”  
You will then receive an email from [no-reply@pshsa.ca](mailto:no-reply@pshsa.ca) with a link to verify your account.



The screenshot shows a web page titled "Verify Account". It contains a paragraph: "We have sent you an email containing a link to verify your account." Below this is a large red envelope icon. At the bottom is a "Re-Send Link" button and links for "Privacy Policy" and "Accessibility".

## Signing in

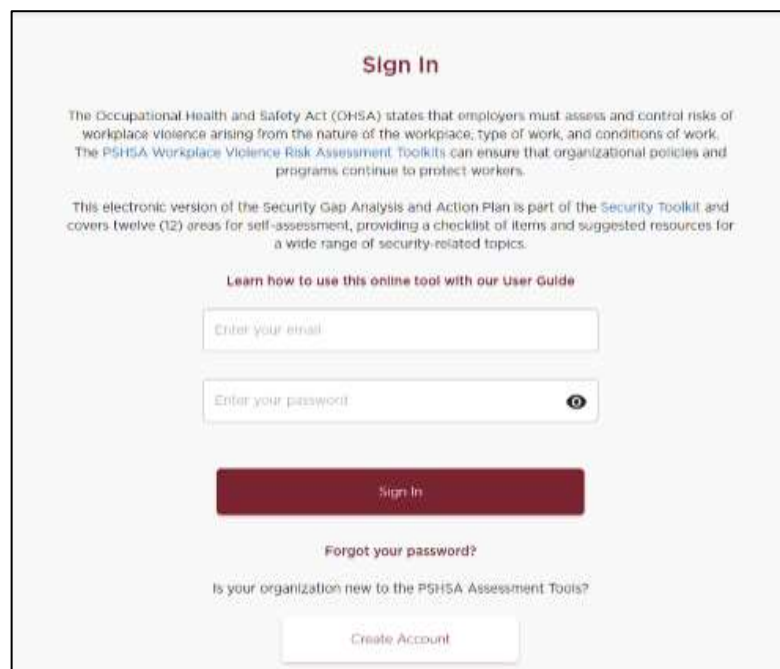
Once you click on the activation link in the email sent, you will then need to sign in.

---

Note: If Internet Explorer is your default browser, copy the link and open Google Chrome, Firefox or another browser. Paste the link into one of these browsers for enhance functionality.

---

- a. Enter your email address and password that you used to create the account, then
- b. Click the “Sign in” box



The screenshot shows a web page titled "Sign In" in red. Below the title, there is a paragraph of text explaining the purpose of the tool, followed by a link to the User Guide. Below this, there are two input fields: "Enter your email" and "Enter your password" (with an eye icon for toggling visibility). A red "Sign In" button is positioned below the password field. At the bottom, there is a link for "Forgot your password?" and a "Create Account" button for new users.


**Sign In**

The Occupational Health and Safety Act (OHSA) states that employers must assess and control risks of workplace violence arising from the nature of the workplace, type of work, and conditions of work. The PSHSA Workplace Violence Risk Assessment Toolkits can ensure that organizational policies and programs continue to protect workers.

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[Learn how to use this online tool with our User Guide](#)

Enter your email

Enter your password 

**Sign In**

[Forgot your password?](#)

Is your organization new to the PSHSA Assessment Tools?

[Create Account](#)

# Setting-up an Organization

## Set Up Organization

- Enter your Organization's name
- Click on the arrow to select the number of employees in your organization
- Enter your organization's street address
- Click "Save"

## To Upload Your Organization's logo

- Click on "Browse Computer" to locate your image file

Organization Information

Organization name:

Number of employees:  
<20

Main Address:

Upload your logo:  
png, jpg, svg, pdf

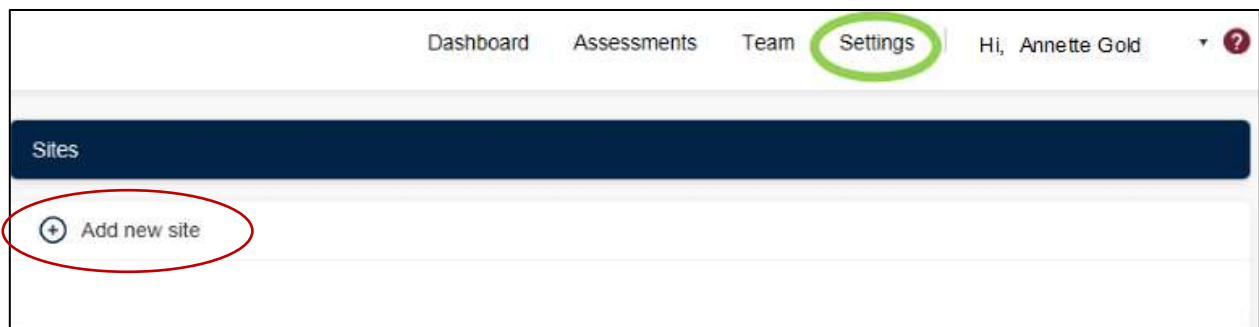
---

NOTE: if you don't have a logo at this time, you can always upload one later by updating the organization's profile when you are ready.

---

# Creating a Site

From the Settings tab, click on “+Add new site”

A screenshot of a 'Create Site' form. The form has a dark blue header with the text 'Create Site'. Below the header, there are four main sections: 'Site name:' with a text input field; 'Site admin:' with a dropdown menu labeled 'Select site admin' and a user icon; 'Type:' with a dropdown menu labeled 'Select site type' and a downward arrow; and 'Departments:' with a note 'Select the type of site above before adding departments.' and a '+ Add a new department' button. At the bottom right, there are 'Cancel' and 'Add' buttons.

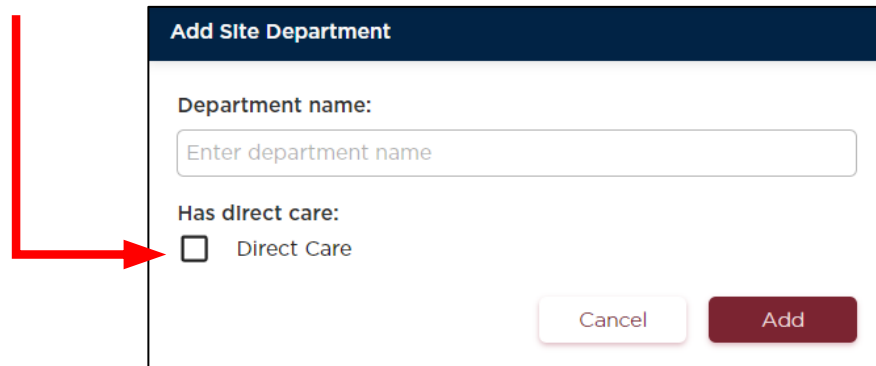
- Enter Site name (you need to complete this step for every site at your organization, even if there is only one site)
- Click in the field to select a Site Administrator. If the individual was previously added you can select him/her from the drop down OR you can invite a new team member by clicking on “+ Invite a new team member”
- Type: using the drop down arrow select whether the site is an Acute Care Facility or Long Term Care Facility.

**Note:** Once you enter the above information, you will then be able to add the department units for this site.

## Adding Site Department

To add a department click on “+Add a new department”. Remember to indicate which departments include direct patient care.

- Department name: enter the name of the department. For example you may name one “Nursing – Emergency” and another “Nursing – Pediatric”
- If the department provides direct care, ensure to click the box beside “Direct Care”



The screenshot shows a form titled "Add Site Department". It has a dark blue header bar with the title in white. Below the header, there is a label "Department name:" followed by a text input field with the placeholder text "Enter department name". Below that is a label "Has direct care:" followed by a checkbox and the text "Direct Care". At the bottom right of the form are two buttons: "Cancel" (light blue) and "Add" (dark blue). A red arrow points from the left towards the checkbox.

- Click “Add”

Repeat these steps until you have added all the departments for the site.

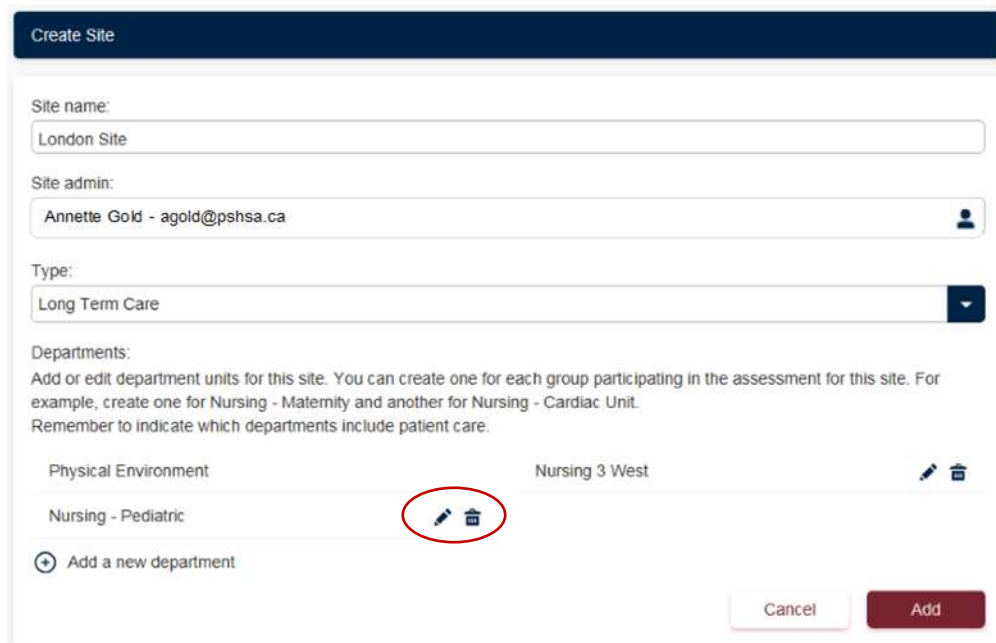
---

**Note:** It is recommended that you add all the departments for the site as a whole, not just those being assessed. Physical Environment is automatically assigned as a department as it applies to the common areas (like parking lots, entrances etc.) at all sites.

---



Under departments you can see all the departments that have been added to the particular site. When an assessment is created for this site, one can choose the departments to be assessed from the list of departments.



The screenshot shows a 'Create Site' form with the following fields and options:

- Site name:** London Site
- Site admin:** Annette Gold - agold@pshsa.ca
- Type:** Long Term Care
- Departments:** Add or edit department units for this site. You can create one for each group participating in the assessment for this site. For example, create one for Nursing - Maternity and another for Nursing - Cardiac Unit. Remember to indicate which departments include patient care.
- Physical Environment**
- Nursing 3 West**
- Nursing - Pediatric** (This row has a red circle around the edit and delete icons.)
- + Add a new department**
- Buttons:** Cancel, Add

---

**Note:** You can edit the department name at any time or delete it if you made a mistake. However, if an assessment was started and you choose to delete a department doing so affects existing data and should be performed with caution.

---

Once all the departments are added Click “Add” to continue. This will send an automatic email to the Site Administrator letting him/her know they have been assigned to the site.

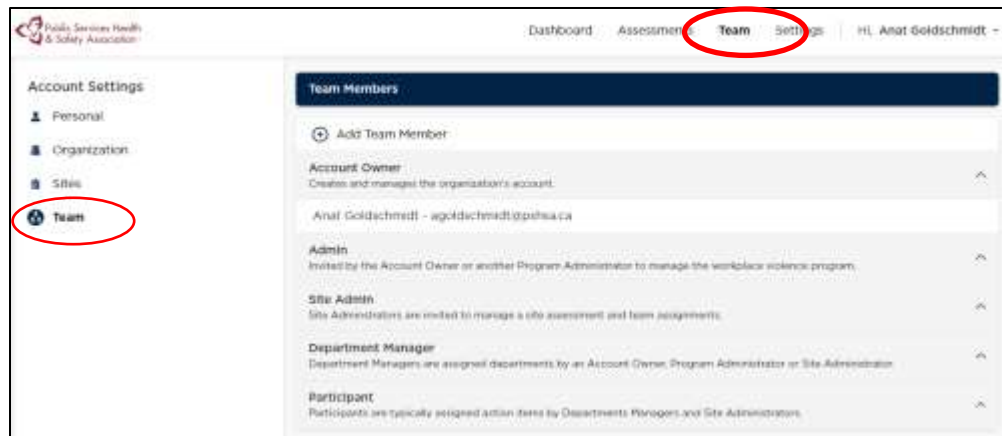
# Setting up Your Team

Click on “Team” in the left hand menu or on the top navigation bar, which will open a window to add team members.

---

Note: You can add a team members at any time during the assesement. For example a Department Manager can add a participant when they are completing the action plan

---



Account Owner/Administrator

## Add a Team Member:

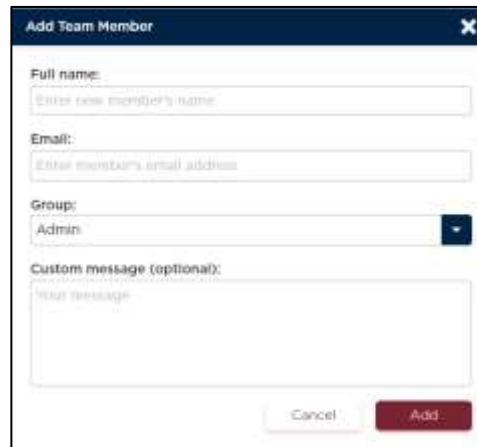
---

Keep in mind that the role listed at the top has view to all the tasks of those below.

For example: An Administrator can see the Site Administrator, Department Manager and Participant. A Department manager can only view what he/she was assigned and any participants he/she invites.

---

- Click on “+ Add Team Member” to add a member to any of the roles. An individual may be assigned to more than one role.
- Full name: enter the team member's full name
- Email: enter the individual's email address
- Group: using the drop down menu select the role the individual will be assigned
- Custom message: you have the option to add a comment or additional instructions to the receiver of the e-mail. This comment will appear in the automated email invite he/she receives.
- Click “Add”



The screenshot shows a modal window titled "Add Team Member" with a close button (X) in the top right corner. The form contains the following fields:

- Full name:** A text input field with placeholder text "Enter new member's name".
- Email:** A text input field with placeholder text "Enter member's email address".
- Group:** A dropdown menu currently showing "Admin" with a downward arrow button.
- Custom message (optional):** A large text area with placeholder text "Your message".

At the bottom right of the form are two buttons: "Cancel" and "Add".

# Creating a [Risk](#) Assessment

Once signed in you are taken to the Dashboard. Since no assessment has been created yet you can either set up your team or create an assessment. If you click on “Create an Assessment” you will have an opportunity to set up the team later through Settings or as you complete each step of the assessment.



- a. Click on “+ Create new Assessment”

There are three steps in creating an assessment. The steps can be seen on the navigation menu on the left.

A screenshot of the 'Create Assessment' form. On the left, there is a vertical navigation menu with three steps: '1 Assessment details', '2 Add the Assessment team', and '3 Review and send assignments'. The main area is titled 'Assessment details' and contains several input fields: 'Assessment name:' with a text box containing 'Enter assessment name'; 'Type:' with a dropdown menu showing 'Select a type'; 'Status:' with a dropdown menu showing 'Active'; 'Site:' with a dropdown menu showing 'Select a site'; 'Departments:' with a text box containing 'Select a site and type or create a new site to add departments.' and a plus icon with the text '+ Add new site department'; 'Created By:' with a text box containing 'Anat Goldschmidt - agoldschmidt@psa.org'; 'Target Start Date:' with a date picker showing 'Select start date'; and 'Target Completion Date:' with a date picker showing 'Select completion date'. At the bottom right, there are 'Cancel' and 'Next' buttons.

## Step 1: Assessment Details

This is where you begin to input the details of the assessment.

- a. **Assessment name:** Enter the name of the Assessment. It is suggested that you include at least the year in the assessment title, and the month if the assessment may be completed more than annually. (e.g. September 2017 or Q3 2017)
- b. **Type:** From the drop down menu select whether it is an Acute Care/Long Term Care or Security Assessment (refer to Creating a Security Assessment section of this guide)
- c. **Site:** Use the drop down arrow to select the site for this assessment. If a new site needs to be set up then click “+Add a new site” from the drop down menu.

Account Owner/Administrator

- d. **Departments:** Once the Site name and Site Administrator is added, you must add the departments associated with the site that will be assessed. Click on “Add Department”. You can add all departments at one time, and assign them later. Click on the box next to all the departments that are to be included in the assessment.

It is important to create one Site assessment with all the departments being assessed so that they are kept under the one umbrella. *For example, if you are assessing four departments at your site for Q1 then all four departments will be in the same Q1 assessment created for the site.*

---

**Note:** Physical Environment is automatically assigned as a department as it's a Category 1 and mandatory and applies to the common areas (like parking lots, entrances etc.) at all sites.

---

- e. **Target Start Date:** Click in the field or the icon to the right to select a date using the calendar.
- f. **Target Completion Date:** Click in the field or icon to the right to select a date using the calendar
- g. Click “Next”

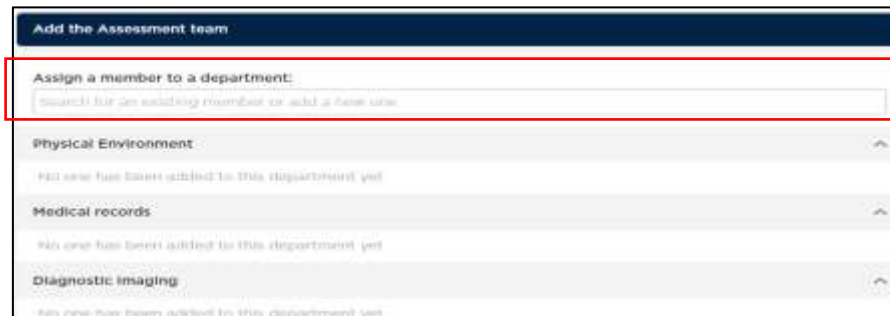
## Step 2: Add the Assessment Team

The departments listed are based on the ones you selected for the assessment in the assessment detail screen. A team member can be assigned to one or more departments.

The screenshot displays the 'Add the Assessment team' interface. On the left, a sidebar titled 'Create Assessment' shows three steps: '1. Assessment details', '2. Add the Assessment team' (which is the current step), and '3. Review and send assignments'. The main content area has a dark blue header 'Add the Assessment team'. Below this is a section 'Assign a member to a department:' with a search bar that says 'Search for an existing member or add a new one'. There are two department cards: 'Physical Environment' and 'Nursing'. Each card has a message 'No one has been added to this department yet'. At the bottom right, there are three buttons: 'Cancel', 'Back', and 'Next'.

To assign a member to a department:

- a. Click in the “Assign a member to a department” field. A drop down will open with names of existing team members
- b. Click “Update” OR  
You can click on “invite a new team member” which will open the “Add Department Manager” screen.



The screenshot shows a form titled "Add the Assessment team". It features a search bar labeled "Assign a member to a department:" with the placeholder text "Search for an existing member or add a new one". Below the search bar, there are three expandable sections: "Physical Environment", "Medical records", and "Diagnostic imaging". Each section currently displays the text "No one has been added to this department yet".

Add Department Manager

- a. **Full name:** Enter the individual's full name
- b. **Email:** Enter the individual's email address
- c. **Departments:** Select the departments you would like to assign the individual to
- d. Click “Update”

Once you click “Update” the name of the manager selected appears below each department they were assigned.



This screenshot shows the same form as before, but with members assigned to departments. The "Physical Environment" section now lists "Anthony Golden - anatgold@hotmail.com". The "Medical records" section lists "Valerie Winters - valeriew6@hotmail.com". Each entry has edit and delete icons to its right. The "Diagnostic imaging" section remains empty with the text "No one has been added to this department yet".

Account Owner/Administrator


Repeat steps a. and b. of “Assigning a member to a department” until a manager is assigned to all the departments in the assessment.

---

If you want to remove a manager, click on the trash can icon to the right of the name. If you want to edit the department the individual is assigned to, use the edit icon. Department Managers can be added at a later time if you are using a staged roll out.

---

### Changing Department Manager

If a team member was already added to a department and you decide you would like them assigned to more departments or change the department originally selected; you can do so by clicking the pencil icon  located to the right of the name.

### Step 3: Review and Send Assignments

- a. Click on “Invite” which will send an email to the individual letting them know they have been assigned. Once you click on “Invite” you’ll see the confirmation that the invitations were sent.

You then have the choice to either:

1. Go to the Dashboard or
2. View the Assessment





# Completing a [Risk](#) Assessment

Once “View Assessment” or “Assessments” from the top bar is selected (and you select the assessment) you will see the Assessment summary list page:

Summary list	
Arriving / departing work	Not Set
Parking lots and grounds	Not Set
Building exterior and entrances	Not Set
Building interior	Not Set
Access Control	Not Set
Stairwells and elevators	Not Set
Hallways / storage / common areas	Not Set
Staff washrooms	Not Set

Open Assessment

The Left hand side displays the name of the Assessment (for e.g. “Q2 Assessment”) and a list of the Departments that are part of the assessment.

The department with the filled in circle indicates the department you are currently viewing. To view one of the other departments simply click on the department name. Department Managers will only see those departments assigned to them.

The items listed in the middle are the hazard areas within that department and the status of each can be seen on the right.

## Getting started

- Click “Open Assessment”. It will open the items under each Department.
- Review the description and examples for each hazard

- c. Use the down arrow to select a risk rating.

**Q2 Assessment**

- Physical Environment**
- Arriving / departing work** (Risk Level: Not Set)
- Parking lots and grounds (Risk Level: Not Set)
- Building exterior and entrances (Risk Level: Not Set)
- Building interior (Risk Level: Not Set)
- Access Control (Risk Level: Not Set)
- Stairwells and elevators (Risk Level: Not Set)
- Hallways / storage / common areas (Risk Level: Not Set)
- Staff washrooms

**Arriving / departing work** Risk Rating: Not Set

**Description:**  
Staff protection extends to how they arrive and depart from the workplace. When assessing the level of risk for this item pay particular attention to the risk from Type 1 and Type 4 violence and take into account the examples below.

**Examples:**

- Travelling alone to and from work, including using public transit
- Public transportation not close to facility
- Arriving / departing during off hours (e.g. on-call staff)
- Walking into facility via various entrances from street
- Building entrances and exits not clearly identified
- Doors / windows left unsecured

Add a comment

**Collaborators:**

- Add a collaborator

Next

- d. The following chart will appear:

**Arriving / departing work** Risk Rating: Not Set

Select the risk rating (High, Moderate, Low, or Very Low) for this hazard.  
Keep in mind previously-noted factors such as patient population, changes in acuity, workflow, and staffing skillset and competencies.

**Impact Rating Description**

- Catastrophic - fatality, coma, or severe emotional trauma
- Critical - debilitating injury, or serious emotional trauma
- Marginal - minor injury, minor emotional trauma
- Negligible - no injury, no emotional trauma

If the hazard does not apply / exist, check the N/A (not applicable) box.

☐ Not applicable

**Risk Assessment Matrix**

	Impact Rating			
Probability Rating	Catastrophic	Critical	Minor	Negligible
Very Likely	High	High	High	Low
Likely	High	High	Medium	Low
Possible	High	Medium	Low	Very Low
Unlikely	Medium	Medium	Low	Very Low
Highly Unlikely	Low	Low	Low	Very Low

- e. Discuss the hazard with your team. Your team should include workers, JHSC/HSR, and union representatives, as applicable. The impact and probability must be determined to choose the risk rating. As you move your mouse over a rating a coloured rectangle will appear around the word. To select the rating, click on the word.

Red = High  
Orange = Medium  
Yellow = Low  
Light (pale) Yellow = Very Low

Note: once the rating is selected the top bar will have a colour that reflects the risk rating.

The screenshot shows a pop-up window titled "Arriving / departing work" with a "Risk Rating: Medium" indicator in the top right corner. The window contains instructions on how to select a risk rating and a "Risk Assessment Matrix" table. The matrix has "Probability Rating" on the y-axis and "Impact Rating" on the x-axis. The "Possible" row and "Medium" column intersection is highlighted in orange.

Select the risk rating (High, Moderate, Low, or Very Low) for this hazard.  
Keep in mind previously-noted factors such as patient population, changes in acuity, workflow, and staffing skillset and competencies.

**Impact Rating Description**  
Catastrophic - fatality, coma, or severe emotional trauma  
Critical - debilitating injury, or serious emotional trauma  
Marginal - minor injury, minor emotional trauma  
Negligible - no injury, no emotional trauma

If the hazard does not apply / exist, check the N/A (not applicable) box.  
☐ Not applicable

Probability Rating	Impact Rating			
	Catastrophic	Critical	Minor	Negligible
Very Likely	High	High	High	Low
Likely	High	High	Medium	Low
Possible	High	Medium	Low	Very Low
Unlikely	Medium	Medium	Low	Very Low
Highly Unlikely	Low	Low	Low	Very Low

f. Click on the up arrow to close the pop-up screen.

The rating will then appear on the assessment

The screenshot shows the "Q2 Assessment" dashboard. On the left is a sidebar with a list of assessment categories: Physical Environment, Arriving / departing work (highlighted with an orange dot and "Risk Level: Medium"), Parking lots and grounds (Risk Level: Not Set), Building exterior and entrances (Risk Level: Not Set), Building interior (Risk Level: Not Set), Access Control (Risk Level: Not Set), Stairwells and elevators (Risk Level: Not Set), Hallways / storage / common areas (Risk Level: Not Set), and Staff washrooms. The main content area shows the details for "Arriving / departing work" with a "Risk Rating: Medium" indicator. It includes a description, examples of hazards, a comment box (circled in red), a collaborator box (circled in red), and buttons for "Approve Rating" and "Next".

**Q2 Assessment**

- Physical Environment
- Arriving / departing work** (Risk Level: Medium)
- Parking lots and grounds (Risk Level: Not Set)
- Building exterior and entrances (Risk Level: Not Set)
- Building interior (Risk Level: Not Set)
- Access Control (Risk Level: Not Set)
- Stairwells and elevators (Risk Level: Not Set)
- Hallways / storage / common areas (Risk Level: Not Set)
- Staff washrooms

**Arriving / departing work** (Risk Rating: Medium)

**Description:**  
Staff protection extends to how they arrive and depart from the workplace. When assessing the level of risk for this item pay particular attention to the risk from Type 1 and Type 4 violence and take into account the examples below.

**Examples:**

- Travelling alone to and from work, including using public transit
- Public transportation not close to facility
- Arriving / departing during off hours (e.g. on-call staff)
- Walking into facility via various entrances from street
- Building entrances and exits not clearly identified
- Doors / windows left unsecured

Add a comment

Collaborators:  
Add a collaborator

Approve Rating

Next

- g. Before continuing to the next hazard you can add a comment and also attach a file/photo. The comment area is where you can explain your rationale for the rating or any other important information related to the hazard. The comment cannot be edited once posted but can be deleted using the trash icon.
- h. You can also identify a collaborator(s) who are the team members that you consulted with when determining the risk rating.
- i. You can approve the rating by clicking on "Approve Rating" which once confirmed will then appear on the Dashboard when viewed **or** you can approve them all later.

Note: Once the risk rating is “approved” it can only be changed by the administrator or account owner.

- j. Click “Next” to continue to the next hazard

## Adding a Hazard

Healthcare workers are exposed to many different workplace violence hazards. The tool includes the most common hazards. However, there may be other hazards that are specific to your department. If this is the case, you can add additional hazards to include in the assessment.

- a. Click on “Add Hazard”

The screenshot shows a sidebar menu on the left with various hazard categories. The 'Add Hazard' button is circled in red. The main content area on the right displays a list of examples of hazards, such as 'Open access by public', 'Staff working directly with the public', and 'Lack of response mechanisms at reception desks'. Below the examples, there is a 'Comments' section with a text input field and a 'Next Hazard' button.

- b. Enter the Hazard name and description  
c. Click “Add” so it gets added to the list of hazards for this assessment

The dialog box titled 'Add a new hazard' contains a text input field for 'Hazard name:' and a larger text area for 'Description:'. Below the input fields are 'Cancel' and 'Add' buttons.

Account Owner/Administrator

# Action Plan

Once the rating is approved a “Start Action Plan” button appears. Most often it is the Department Manager that will start the action plan and assign tasks.

Parking lots and grounds

Risk Rating: Low

▼


**Description:**

The design of parking lots and grounds including the effective management of the external environment can minimize violence and crime, yet still provide a welcoming environment. It is recommended that you tour the lots and grounds before assessing the level of risk. When reviewing the examples below, remember to consider the added risk when it is dark and if travel between sites or buildings are required.

**Examples:**


- Inadequate or burnt-out lights
- Inadequate monitoring
- Parking on evening and night shifts
- Parking long distances from building
- Vehicle theft or damage in parking lot
- Workers not trained in safety procedures for leaving / returning to vehicles
- Parking lots that adjoin wooded areas / ravines, etc. and have or may be used as pathways. Check for signs of alcohol or illegal drug use, etc.

Add a comment



Post

**Collaborators:**

 Add a collaborator

Start Action Plan

Previous

Next

## To create an Action Plan you can

- Select applicable controls from the list of generic measures and procedures using the open button next to it, OR
- Click “+ Add a measure or procedure” to type in an additional measure or procedure and then click “Add”

The screenshot shows a web interface for creating an action plan. At the top, a yellow header bar contains the location 'Reception / interdisciplinary team station / waiting area' and the risk rating 'Risk Rating: Very Low' with a dropdown arrow. Below this, there are two dropdown menus: 'Status:' set to 'All' and 'Participant:' set to 'All'. The main section is titled 'Hazard Controls, Measures and Procedures' and includes an 'Add Control' button. It is divided into two expandable sections: 'Security / safety measures and devices' and 'Effective management of area for safety'. The 'Security' section is currently expanded, showing three items: 'Add a new Measure or Procedure' (with a plus icon), 'Educate staff on Code White and other relevant emergency procedures (e.g. lock down) and implement regular mock Code Drills' (with a radio button), and 'Educate staff and provide practice opportunities around' (with a radio button). The latter has three sub-bullets: 'Resident-centered care', 'Recognizing triggers that escalate behaviours', and 'De-escalation and communication techniques'. The 'Effective management' section is collapsed. At the bottom of the 'Effective management' section, there is another 'Add a new Measure or Procedure' button.

---

Note: The number of action items corresponds to the risk rating selected

---

# Assigning an Action Plan

Once a measure or procedure is added/selected you will be able to assign a team member to action it.

- a. Click on the measure or procedure
- b. Assigned to: Click in the field and select a team member or invite a new team member
- c. Status: Set the status

These are the status options and icons that are available.  
When assigning it you would select "Active".

**Status:**

- ☒ Active
- ☐ Completed
- ☐ Declined
- ☐ Deferred

- d. Due Date: Use the calendar to select the due date
- e. You can add a comment for the team member, providing more information  
**Note:** the comment will appear in the invite the member receives informing him/her they have been assigned a task
- f. Click "Save": this will send an email to the team member assigned letting them the measure or procedure they have been assigned to

Action Plan: Reception / Interdisciplinary team station / waiting area design, visibility, and signage

☐ Post signage clearly stating

Assigned to:

Assigned By: Valerie Winters - valeriew6@hotmail.com

Status:

Due Date:

Add a comment

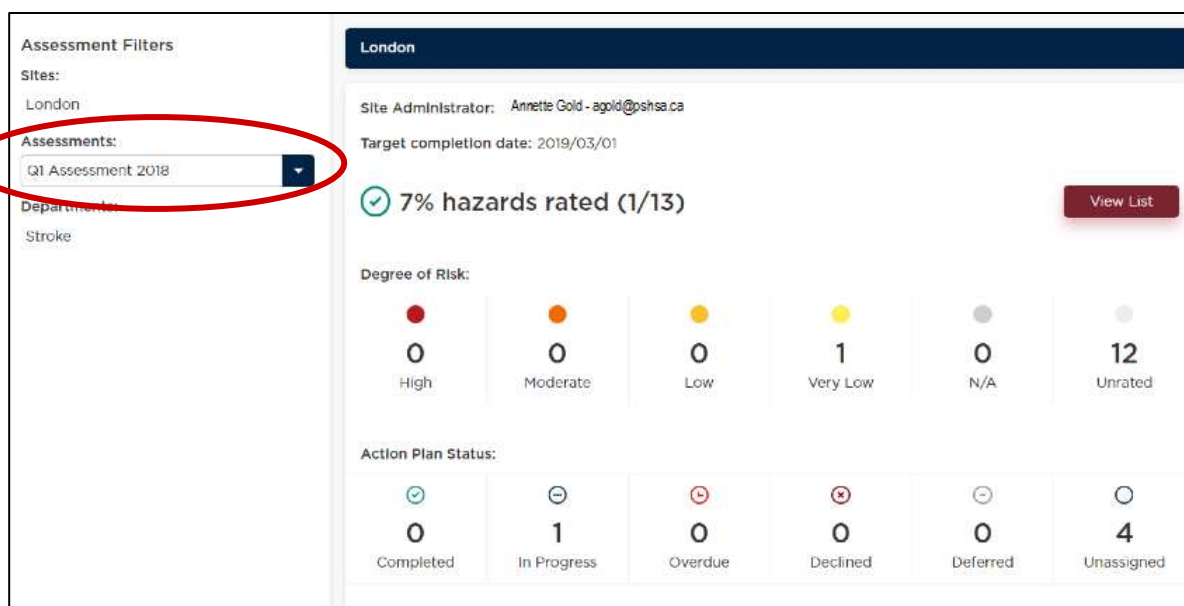


## Reviewing Assessments

The Dashboard provides you with an overview of the assessment. It shows the total hazards in the assessment and how many have been rated (high, medium, low, very low, n/a or unrated). For each hazard there are actions which can be assigned. The Dashboard provides a high level snap shot of the status of the action plans for a department or site.

The Dashboard will be the first screen on subsequent sign-ins, if “Dashboard” is selected from the top ribbon and when “Go to Dashboard” is selected from the “Invite team members” screen.

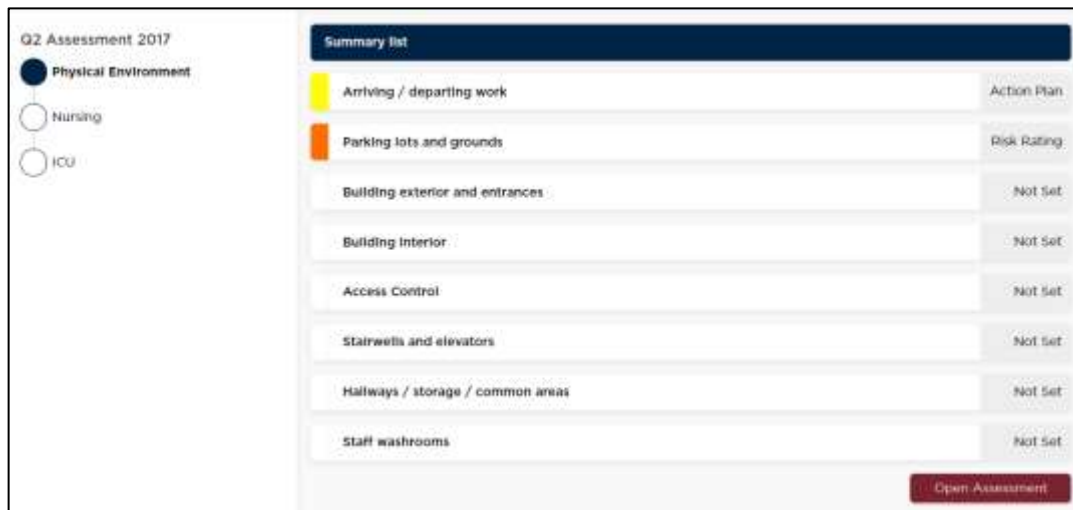
An assessment can be filtered by selecting the Assessment from the drop down menu on the left and by Departments (associated with that assessment).



To view the status of the measure or procedure for each of the hazards.

- From the Dashboard click on “Review Assessment” this will open the Summary list

At a glance you can see the risk level rating for each hazard within a department (one with filled in circle) and the state of each (Action Plan, risk rating or not set)



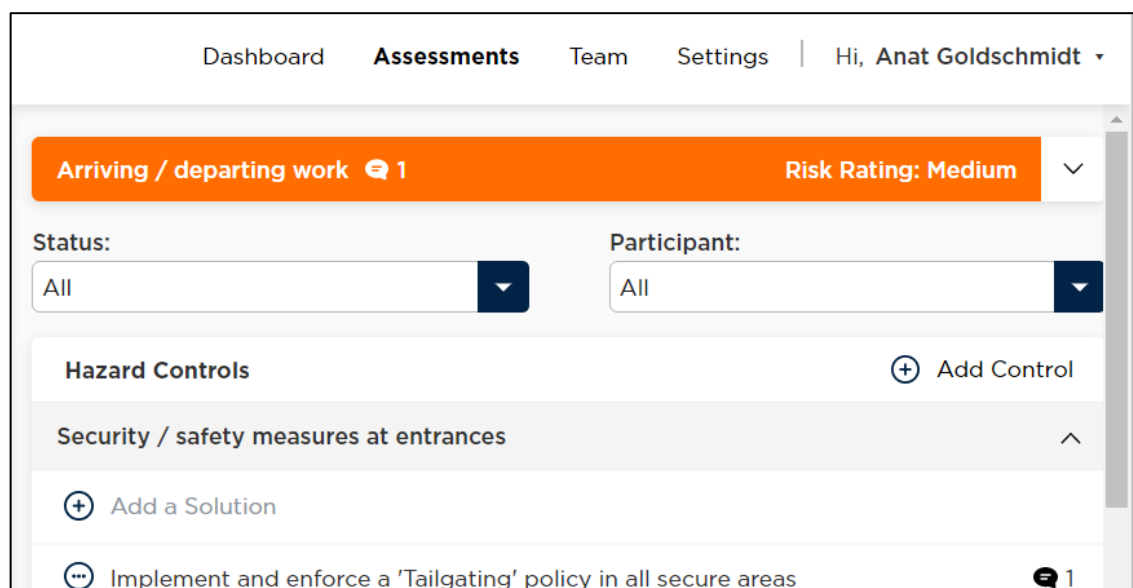
The screenshot shows a web interface for a Q2 Assessment 2017. On the left, there is a sidebar with three radio buttons: 'Physical Environment' (selected), 'Nursing', and 'ICU'. The main area is titled 'Summary list' and contains a table of hazards. Each row has a colored square icon, a hazard name, and a status. The hazards listed are: 'Arriving / departing work' (yellow icon, 'Action Plan'), 'Parking lots and grounds' (orange icon, 'Risk Rating'), 'Building exterior and entrances' (grey icon, 'Not Set'), 'Building Interior' (grey icon, 'Not Set'), 'Access Control' (grey icon, 'Not Set'), 'Stairwells and elevators' (grey icon, 'Not Set'), 'Hallways / storage / common areas' (grey icon, 'Not Set'), and 'Staff washrooms' (grey icon, 'Not Set'). At the bottom right, there is a red button labeled 'Open Assessment'.

Hazard	Status
Arriving / departing work	Action Plan
Parking lots and grounds	Risk Rating
Building exterior and entrances	Not Set
Building Interior	Not Set
Access Control	Not Set
Stairwells and elevators	Not Set
Hallways / storage / common areas	Not Set
Staff washrooms	Not Set

## Hazards can be filtered by Status or Participant.

Use status to view all active or completed measures or procedures

Use filter by participant to view what he/she has been assigned and the status of their measures or procedures.



The screenshot shows a dashboard with a navigation bar at the top containing 'Dashboard', 'Assessments' (active), 'Team', 'Settings', and a user profile 'Hi, Anat Goldschmidt'. Below the navigation bar, there is a summary card for 'Arriving / departing work' with a risk rating of 'Medium' and a dropdown arrow. Below this card are two filter sections: 'Status:' with a dropdown menu set to 'All', and 'Participant:' with a dropdown menu set to 'All'. Below the filters is a section titled 'Hazard Controls' with an 'Add Control' button. Underneath, there is a section titled 'Security / safety measures at entrances' with an upward arrow. Below this, there is a section titled 'Add a Solution' with a plus icon. At the bottom, there is a section titled 'Implement and enforce a 'Tailgating' policy in all secure areas' with a plus icon and a comment icon showing '1'.

# Copying Assessments for re-assessment purposes

The Account Owner can copy an assessment for the purpose of re-assessment. For example, if the same departments are to be assessed quarterly then having the assessment copied by your Account Owner can save you time.

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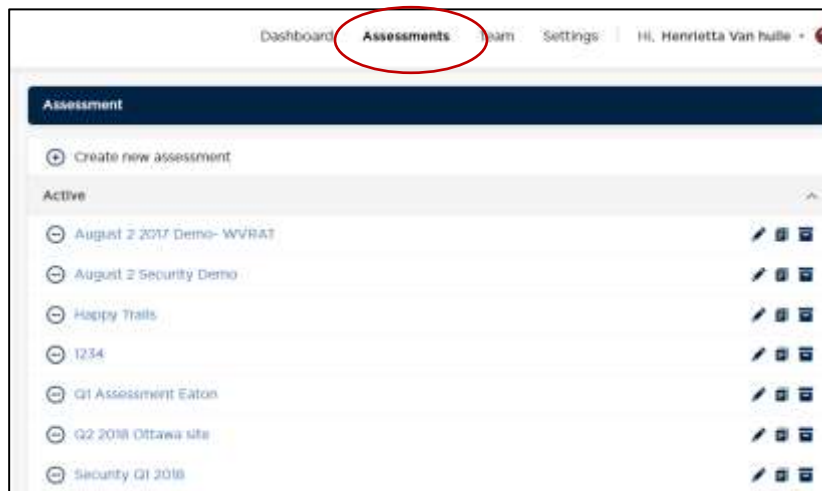
The following function can only be performed by the Account Owner.

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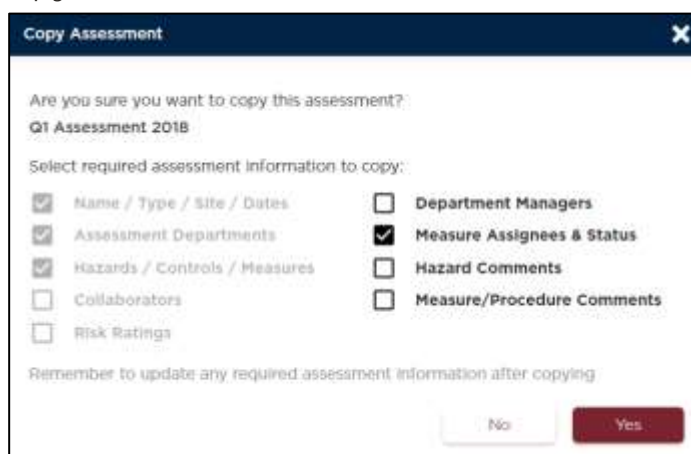
## To Copy an Assessment

From the Assessments tab:

- Click on the copy icon  to the right of the assessment you want to copy.



Once you click on the copy icon you will then select the assessment information to copy



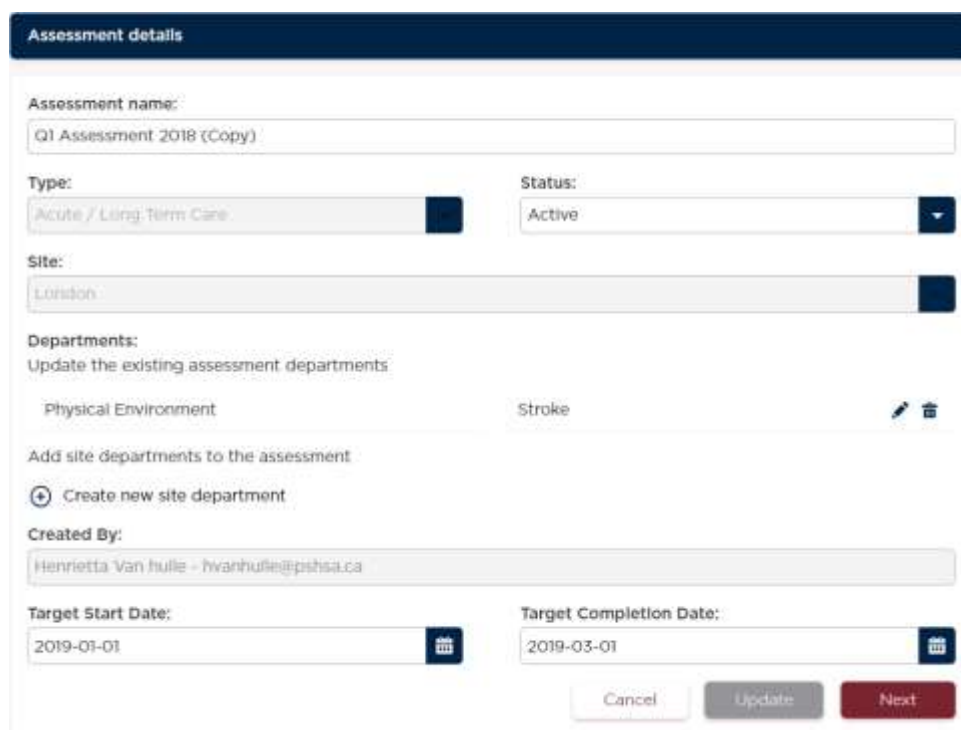
A dialog box titled "Copy Assessment" with a close button (X) in the top right corner. The text inside asks, "Are you sure you want to copy this assessment?" followed by "Q1 Assessment 2018". Below this, it says "Select required assessment information to copy:". There are two columns of checkboxes. The first column has: ☒ Name / Type / Site / Dates, ☒ Assessment Departments, ☒ Hazards / Controls / Measures, ☐ Collaborators, and ☐ Risk Ratings. The second column has: ☐ Department Managers, ☒ Measure Assignees & Status, ☐ Hazard Comments, and ☐ Measure/Procedure Comments. At the bottom, it says "Remember to update any required assessment information after copying" and has "No" and "Yes" buttons.

- b. The following fields are automatically copied: assessment name, type, dates, assessment departments, hazards, controls and measures.

There are additional fields which you can select to include in the copy. Click on the box next to the items you want included (department managers, measure assignees & status, hazard comments and/or the measure/procedure comments)

- c. Click "Yes"

The following screen will then open:



A form titled "Assessment details". It contains several fields: "Assessment name:" with a text box containing "Q1 Assessment 2018 (Copy)"; "Type:" with a dropdown menu showing "Acute / Long-Term Care"; "Status:" with a dropdown menu showing "Active"; "Site:" with a text box containing "London"; "Departments:" with a section titled "Update the existing assessment departments" showing "Physical Environment" and "Stroke" with edit and delete icons; "Add site departments to the assessment" with a button "Create new site department"; "Created By:" with a text box containing "Henrietta Van hulle - hvanhulle@pshsa.ca"; "Target Start Date:" with a date picker showing "2019-01-01"; and "Target Completion Date:" with a date picker showing "2019-03-01". At the bottom are "Cancel", "Update", and "Next" buttons.

Account Owner/Administrator

## Enter the assessment details:

- Enter the name of the new assessment
- Select the status (Active, completed or deferred).
- Target start date: use the calendar to select a start date
- Target Completion date: Use the calendar to select a date
- Click "Update"

The next step is to assign members to each of the departments.

The screenshot shows a web interface titled "Manage assessment team". At the top, there is a dark blue header bar with the title. Below the header, there is a section titled "Assign a member to a department:" followed by a search bar with the placeholder text "Search for an existing member or add a new one" and a user icon. Below the search bar, there are two expandable sections: "Physical Environment" and "Stroke". The "Physical Environment" section is currently expanded, showing the text "No one has been added to this department yet." The "Stroke" section is collapsed. Below the "Stroke" section, there is a list of members, with "Valerie Winters - valeriew6@hotmail.com" visible. To the right of the member name are icons for editing and deleting. At the bottom right of the interface are three buttons: "Cancel", "Back", and "Next".

- Click "Next"
- Click on View Assessment which will open the Summary List

The screenshot shows a web interface titled "Invite team members". At the top, there is a dark blue header bar with the title. Below the header, there is a section titled "No users will be invited". At the bottom right of the interface are three buttons: "Back", "Go to Dashboard", and "View Assessment".

h. Click “Open Assessment” and begin working on relevant updates.

Summary list	
Arriving / departing work	Not Set
Parking lots and grounds	Not Set
Building exterior and entrances	Not Set
Building Interior	Not Set
Access Control	Not Set
Stairwells and elevators	Not Set
Hallways / storage / common areas	Not Set
Staff washrooms	Not Set
Open Assessment	

## Archiving Assessments

When you click on the archive icon



the following message will appear:

**Archive Assessment** ✕

Are you sure you want to archive this assessment?  
*Archived assessments must be unarchived before they may be interacted with or viewed.*

**Q1 Assessment 2018**

No Yes

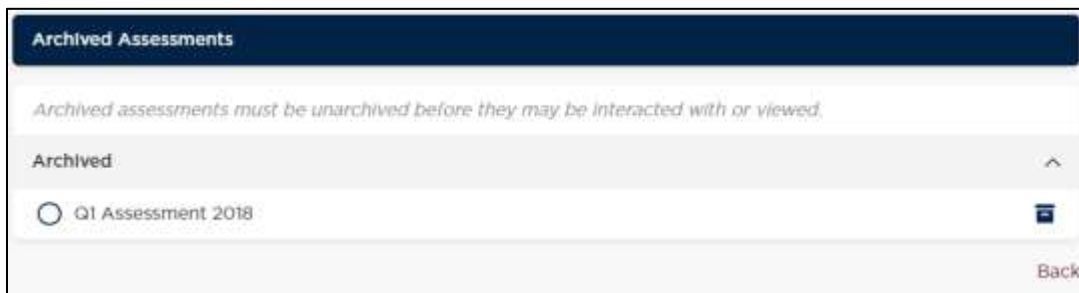
- a. Click “Yes”. The assessment will no longer appear in the Active Assessment List. However, you will see “Archived Assessments” at the



bottom of the list.

## Unarchiving an Assessment

- a. Click on “Archived Assessments” from the Active Assessment List
- b. Click on the archive icon





You will then be asked if you are sure you want to unarchive the assessment. If so, click “Yes” to confirm.



A confirmation dialog box titled "Unarchive Assessment" with a close button (X) in the top right corner. The main text asks, "Are you sure you want to unarchive this assessment?". Below this, the assessment name "Q1 Assessment 2018" is displayed. At the bottom, there are two buttons: a light blue "No" button and a dark blue "Yes" button.

Unarchive Assessment

Are you sure you want to unarchive this assessment?

**Q1 Assessment 2018**

No Yes

# Department Manager

## Role of Department Manager

As a department manager, you will have received an email informing you that your account owner or site administrator has assigned you an assessment. Your role will be to complete the assessment by marking the risk rating for each hazard listed for the department(s) assigned to you. You will also be able to assign action plans to individuals.

## Signing in

Ensure you click on the activation link sent to you by the account owner of your organization. It will open the “Set a new password” page.

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**Note:** If Internet Explorer is your default browser, copy the link and open Google Chrome, Firefox or another browser. Paste the link into one of these browsers for enhanced functionality.

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- a. Enter a password

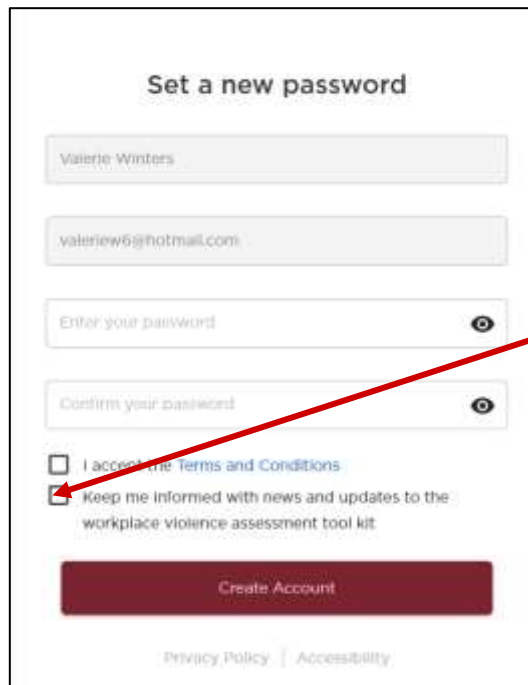
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**Note:** The password must be eight characters long

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- b. Confirm your password by re-entering it
- c. Click on the “I accept the Terms and Conditions” button

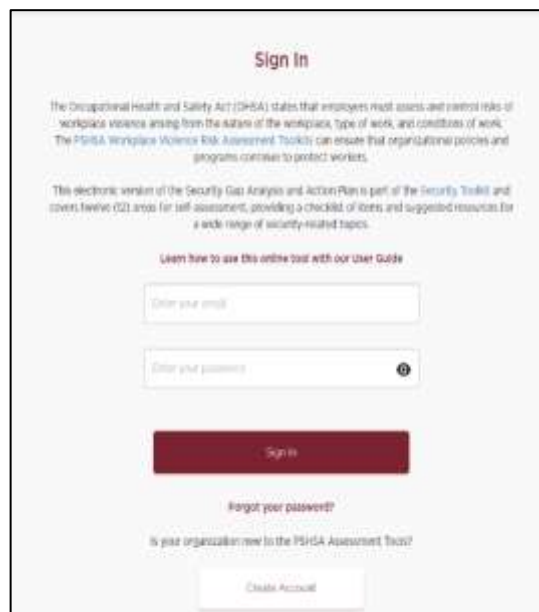
d. Click “Create Account”



Click on this box if you would like to be kept informed with news and updates on the Workplace Violence Risk Assessment Tool kit.

Once you click on Create Account, the “Sign In” screen will appear.

- Enter your email address. It is case sensitive and should be keyed in as it appeared in the “Set a new Password” screen
- Enter your password
- Click “Sign In”



Once signed in you will be brought to the Assessment Summary List. It details the departments and associated hazards assigned to you.

The screenshot shows a web interface for a 'Q2 Assessment'. On the left, under 'Q2 Assessment', there are two radio buttons: 'Medical records' (which is selected with a filled blue circle) and 'Diagnostic imaging' (which is unselected with an empty circle). The main area is titled 'Summary list' and contains a table of hazards. Each row lists a hazard on the left and its status on the right. All listed hazards have a status of 'Not Set'. At the bottom right of the table area is a red button labeled 'Open Assessment'.

Summary list	
Reception / interdisciplinary team station / waiting area	Not Set
Interview / counselling / treatment rooms	Not Set
Working with objects of value (cash, drugs, syringes / needles, expensive equipment, potentia...	Not Set
Working alone / in isolated locations / individual office areas	Not Set
Working in areas separate from security-monitored facilities	Not Set
Emergency response and security system	Not Set
Performing security or emergency response functions	Not Set
Workplace harassment / bullying	Not Set
Domestic violence	Not Set

Open Assessment

The Left hand side displays the name of the Assessment (for e.g. Q2 Assessment) and a list of the Departments assigned to you that are part of the assessment.

The department with the filled in circle indicates the department you are currently viewing. To view another departments simply click on the Department name.

The items listed in the middle are the areas within that department and the status of each can be seen on the right.

#### Status you may see:

**Not set:** the risk rating has not been set

**Risk Rating:** the risk has been rated, but an action plan has not been created

**Action Plan:** Action plan has been created for the hazard

## To begin your part of the assessment

From the Summary List screen:

- Click “Open Assessment”. It will open the items under each Department.
- Review the description and examples for each hazard
- Use the down arrow to set the risk rating.

**Q2 Assessment**

**Medical records**

**Reception / interdisciplinary team station / waiting area**  
Risk Level: Not Set

**Interview / counselling / treatment rooms**  
Risk Level: Not Set

**Working with objects of value (cash, drugs, syringes / needles, expensive equipment, potential weapons)**  
Risk Level: Not Set

**Working alone / in isolated locations / individual office areas**  
Risk Level: Not Set

**Working in areas separate from security-monitored facilities**  
Risk Level: Not Set

**Emergency response and security system**  
Risk Level: Not Set

**Performing security or emergency response functions**  
Risk Level: Not Set

**Reception / interdisciplinary team station / waiting area**  
Risk Rating: Not Set

**Description:**  
Open access areas should be assessed for methods of control that may include signage, physical barriers, direct staff supervision, mechanical and electronic access controls, and audible or monitored alarms. Consider the examples below when assigning risk for these areas in your department.

**Examples:**

- Open access by public
- Staff working directly with the public (whose history of violence is not known to staff, and who may be in stressful situations that trigger violence, aggression, responsive behaviour)
- Lack of response mechanisms at reception desks
- Lack of suitable furniture for various populations - e.g. psychiatric, bariatric
- Unattended reception area
- Lack of available distractions in public or private waiting rooms - e.g. magazines, brochures, posters - which may lead to patient / public frustration or impatience
- Absence of personal safety response systems - e.g. panic buttons and code words (e.g. 'grab me the yellow card') to summon help

Add a comment

**Collaborators:**

+ Add a collaborator

**Next**

- The following chart will appear:

**Reception / interdisciplinary team station / waiting area**  
Risk Rating: Not Set

Select the risk rating (High, Moderate, Low, or Very Low) for this hazard.  
Keep in mind previously-noted factors such as patient population, changes in acuity, workflow, and staffing skillset and competencies.

**Impact Rating Description**

Catastrophic - fatality, coma, or severe emotional trauma  
Critical - debilitating injury, or serious emotional trauma  
Marginal - minor injury, minor emotional trauma  
Negligible - no injury, no emotional trauma

If the hazard does not apply / exist, check the N/A (not applicable) box.  
☐ Not applicable

**Risk Assessment Matrix**

	Impact Rating			
Probability Rating	Catastrophic	Critical	Minor	Negligible
Very Likely	High	High	High	Low
Likely	High	High	Medium	Low
Possible	High	Medium	Low	Very Low
Unlikely	Medium	Medium	Low	Very Low
Highly Unlikely	Low	Low	Low	Very Low

- e. Discuss the hazard with your team. The impact and probability must be determined to choose the risk rating. As you move your mouse over a rating a coloured rectangle will appear around the word. To select the rating, click on the word.

Red = High

Orange = Medium

Yellow = Low

Light (pale) Yellow = Very Low

Note: once the rating is selected the top bar will have a colour that reflects the risk rating.

The screenshot shows a pop-up window titled "Reception / interdisciplinary team station / waiting area" with a yellow header bar displaying "Risk Rating: Low". The main content area includes instructions to select a risk rating (High, Moderate, Low, or Very Low) and a "Risk Assessment Matrix".

**Risk Assessment Matrix**

Probability Rating	Impact Rating			
	Catastrophic	Critical	Minor	Negligible
Very Likely	High	High	High	Low
Likely	High	High	Medium	Low
Possible	High	Medium	<b>Low</b>	Very Low
Unlikely	Medium	Medium	Low	Very Low
Highly Unlikely	Low	Low	Low	Very Low

Below the matrix, there is a section for "Impact Rating Description" with four levels: Catastrophic (fatality, coma, or severe emotional trauma), Critical (debilitating injury, or serious emotional trauma), Marginal (minor injury, minor emotional trauma), and Negligible (no injury, no emotional trauma). At the bottom, there is a checkbox for "Not applicable" with the instruction: "If the hazard does not apply / exist, check the N/A (not applicable) box."

- f. Click on the down arrow to close the pop-up screen.

The rating will then appear on the assessment

The screenshot shows the "Q2 Assessment" screen. On the left is a sidebar with a list of assessment items. The item "Reception / interdisciplinary team station / waiting area" is highlighted with a yellow dot and labeled "Risk Level: Low".

The main content area is titled "Reception / interdisciplinary team station / waiting area" with a yellow header bar displaying "Risk Rating: Low". It includes a "Description" section, "Examples" of hazards, a "Add a comment" text box, and a "Collaborators" section with a "Add a collaborator" button. At the bottom are "Previous Rating" and "Next" buttons.

- g. Before continuing to the next hazard you can add a comment or rationale about the choice of risk rating
- h. You can also identify a collaborator (team member who assisted with the risk rating)
- i. You can approve the rating by clicking on “Approve Rating” which will then appear on the Dashboard when viewed or you can approve them all later

---

**Note: Once the risk rating is “approved” it can only be changed by the administrator or account owner.**

---

- j. Click “Next” to continue to the next hazard or start the action plan for this hazard

# Action Plan

Once the rating is approved a “Start Action Plan” button appears

The screenshot shows a web interface for creating an action plan. At the top, a yellow header bar contains the text "Reception / Interdisciplinary team station / waiting area" on the left and "Risk Rating: Low" on the right. Below the header, the "Description:" section states: "Open access areas should be assessed for methods of control that may include signage, physical barriers, direct staff supervision, mechanical and electronic access controls, and audible or monitored alarms. Consider the examples below when assigning risk for these areas in your department." The "Examples:" section lists several bullet points: "Open access by public", "Staff working directly with the public (whose history of violence is not known to staff, and who may be in stressful situations that trigger violence, aggression, responsive behaviour)", "Lack of response mechanisms at reception desks", "Lack of suitable furniture for various populations - e.g. psychiatric, bariatric", "Unattended reception area", "Lack of available distractions in public or private waiting rooms - e.g. magazines, brochures, posters - which may lead to patient / public frustration or impatience", and "Absence of personal safety response systems - e.g. panic buttons and code words (e.g. 'grab me the yellow card') to summon help". Below the examples is a text input field labeled "Add a comment" with a "Post" button. At the bottom, there is a "Collaborators:" section with a "+ Add a collaborator" button. Two large red buttons, "Start Action Plan" and "Next", are positioned at the bottom of the form.

To create an Action Plan you can

- Select ones listed using the open button next to it, OR
- Click “+ Add a new Measure or Procedure” to type in a measure or procedure and then click “Add”

The screenshot shows a web interface for adding controls. At the top, a yellow header bar contains the text "Reception / Interdisciplinary team station / waiting area" on the left and "Risk Rating: Very Low" on the right. Below the header, there are two dropdown menus: "Status:" with "All" selected and "Participant:" with "All" selected. The main section is titled "Hazard Controls, Measures and Procedures" and includes a "+ Add Control" button. Below this, there is a section titled "Security / safety measures and devices" with a list of controls: "Add a new Measure or Procedure", "Educate staff on Code White and other relevant emergency procedures (e.g. lock down) and implement regular mock Code Drills", and "Educate staff and provide practice opportunities around" with sub-bullets: "Resident-centered care", "Recognizing triggers that escalate behaviours", and "De-escalation and communication techniques".

---

**Note: The number of action items corresponds to the risk rating selected**

---



## Assigning an Action Plan

Once a measure or procedure is added/selected you will be able to assign a team member to action it.

- d. Click on the measure or procedure
- e. Assigned to: Click in the field and select a team member or invite a new team member
- f. Status: Set the status

These are the status options and icons that are available.  
When assigning it you would select “Active”.

**Status:**

- ⋯ Active
- ✓ Completed
- ✗ Declined
- Deferred

- g. Due Date: Use the calendar to select the due date
  - h. You can add a comment for the team member, providing more information
- Note:** the comment will appear in the invite the member receives informing him/her they have been assigned a task
- i. Click “Save”: this will send an email to the team member assigned letting them know the measure or procedure they have been assigned to

Action Plan: Reception / Interdisciplinary team station / waiting area design, visibility, and signage

☐ Post signage clearly stating

Assigned to:

Assigned By: Valerie Winters - valeriew6@hotmail.com

Status:



Due Date:

Add a comment

## Completing the Action Plan

If you have assigned yourself a measure or procedure or have been assigned one by your administrator this is how you complete the action plan:

Click on the individual measure or procedure.

- Add your comments and also click on the paperclip icon to attach files, pictures or other supporting documents related to your measure or procedure
- Click “Post” to add the comment/file
- Once completed: change the status to “Completed” by clicking on the drop down arrow to the right of Active and select “Completed”. The icon will change from  to 

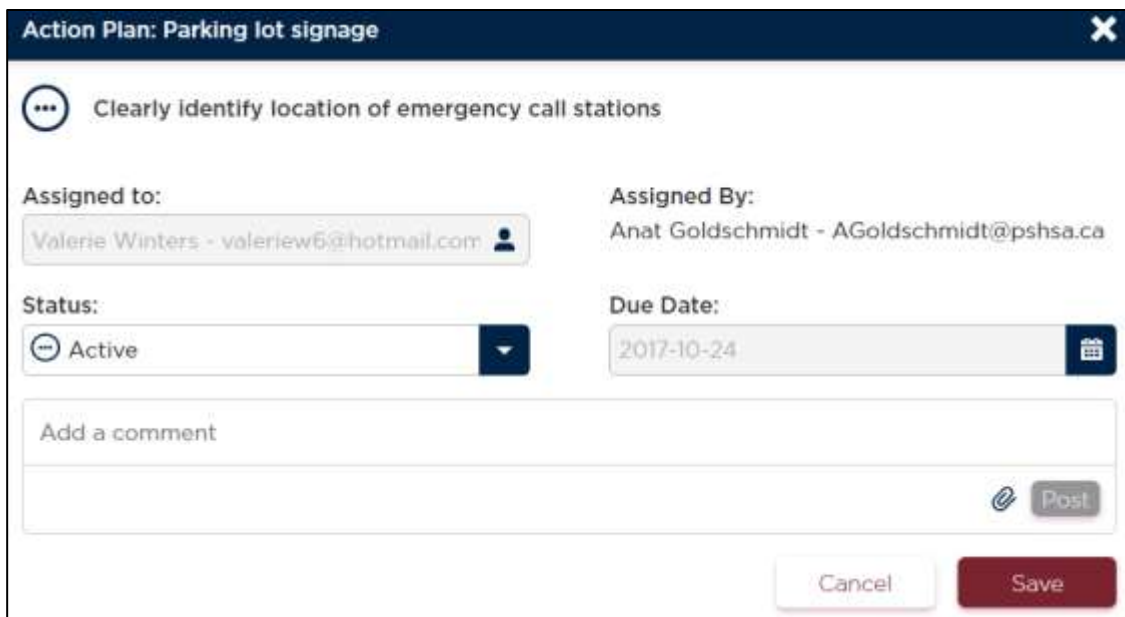
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**Note: once the status changes to “Completed” an email notification will be sent to the Department Manager that assigned it.**


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- Due date: Click on the calendar icon to select the date it was completed. The completed date can be set to a past date.
- Click “Save”

Repeat for each measure or procedure assigned to you.






**Action Plan: Parking lot signage** ✕

 Clearly identify location of emergency call stations



**Assigned to:** Valerie Winters - valeriew6@hotmail.com 

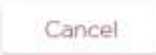

**Assigned By:** Anat Goldschmidt - AGoldschmidt@pshsa.ca

**Status:**  Active 

**Due Date:** 2017-10-24 

Add a comment

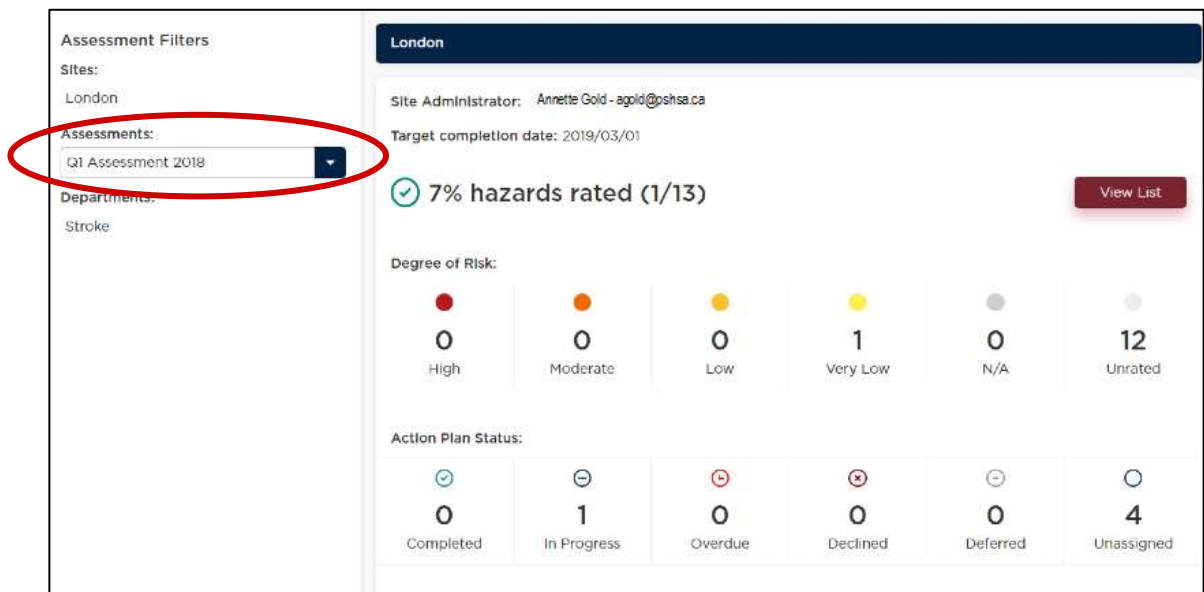
 

# Viewing Assessments

Dashboard from the top navigation bar will show you the status of the departments you have been assigned.

The Dashboard identifies the Assessment that has been assigned to you and an overview of the hazard ratings and the status of action plans.

If you have been assigned more than one assessment or department, you can filter by assessment or department using the drop down arrow next to each on the left side.



To view the status of the measures or procedures for each of the hazards.

- b. From the Dashboard click on “View List” this will open the Summary list

At a glance you can see the risk level rating for each hazard within a department (one with filled in circle) and the state of each (Action Plan, risk rating or not set).

The screenshot shows a sidebar on the left with a tree view containing 'Physical Environment' (selected), 'Nursing', and 'ICU'. The main area is titled 'Summary list' and contains a table of hazards.

Hazard	Status
Arriving / departing work	Action Plan
Parking lots and grounds	Risk Rating
Building exterior and entrances	Not Set
Building interior	Not Set
Access Control	Not Set
Stairwells and elevators	Not Set
Hallways / storage / common areas	Not Set
Staff washrooms	Not Set

An 'Open Assessment' button is located at the bottom right of the table.

## Hazards can be filtered by Status or Participant.

Use status to view all active or completed measures or procedures

Use filter by participant to view what he/she has been assigned and the status of their measures or procedures.

The screenshot shows the 'Assessments' dashboard. At the top, there's a navigation bar with 'Dashboard', 'Assessments' (active), 'Team', and 'Settings', along with a user profile 'Hi, Anat Goldschmidt'. Below the navigation bar, there's a summary card for 'Arriving / departing work' with a risk rating of 'Medium' and a dropdown arrow. Below this, there are two filter dropdowns: 'Status:' (set to 'All') and 'Participant:' (set to 'All'). Under the filters, there's a section titled 'Hazard Controls' with an 'Add Control' button. Below that, there's a section titled 'Security / safety measures at entrances' with an 'Add a Solution' button. At the bottom, there's a list item 'Implement and enforce a 'Tailgating' policy in all secure areas' with a '1' icon.

# Participant

## Role of the Participant

As a participant you will have received an email informing you that your department manager has assigned you a task(s) for a measure(s) or procedure(s). Your role is to complete the task(s) assigned to you.

## Signing in

Ensure you click on the activation link sent to you by the department manager. It will open the “Set a new password” page.

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Note: If Internet Explorer is your default browser, copy the link and open Google Chrome, Firefox or another browser. Paste the link into one of these browsers for enhance functionality.

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- a. Enter a password

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Note: The password must be eight characters long

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- b. Confirm your password by re-entering it
- c. Click on the “I accept the Terms and Conditions” button

d. Click “Create Account”

**Set a new password**

Valerie Winters

valeriew6@hotmail.com

Enter your password

Confirm your password

☐ I accept the [Terms and Conditions](#)

☒ Keep me informed with news and updates to the workplace violence assessment tool kit

Create Account

[Privacy Policy](#) | [Accessibility](#)

Click on this box if you would like to be kept informed with news and updates on the Workplace Violence Risk Assessment Tool kit.

Once you click on Create Account, the “Sign In” screen will appear.

- c. Enter your email address. It is case sensitive and should be keyed in as it appeared in the “Set a new Password” screen
- d. Enter your password
- e. Click “Sign In”

**Sign In**

The Occupational Health and Safety Act (OHSA) states that employers must assess and control risks of workplace violence arising from the nature of the workplace, type of work, and conditions of work. The PSISA Workplace Violence Risk Assessment Toolkit can ensure that organizational policies and programs continue to protect workers.

This electronic version of the Security Gap Analysis and Action Plan is part of the Security Toolkit and covers twelve (12) areas for self-assessment, providing a checklist of items and suggested resources for a wide range of security-related topics.

[Learn how to use this online tool with our User Guide](#)

Enter your email

Enter your password

Sign In

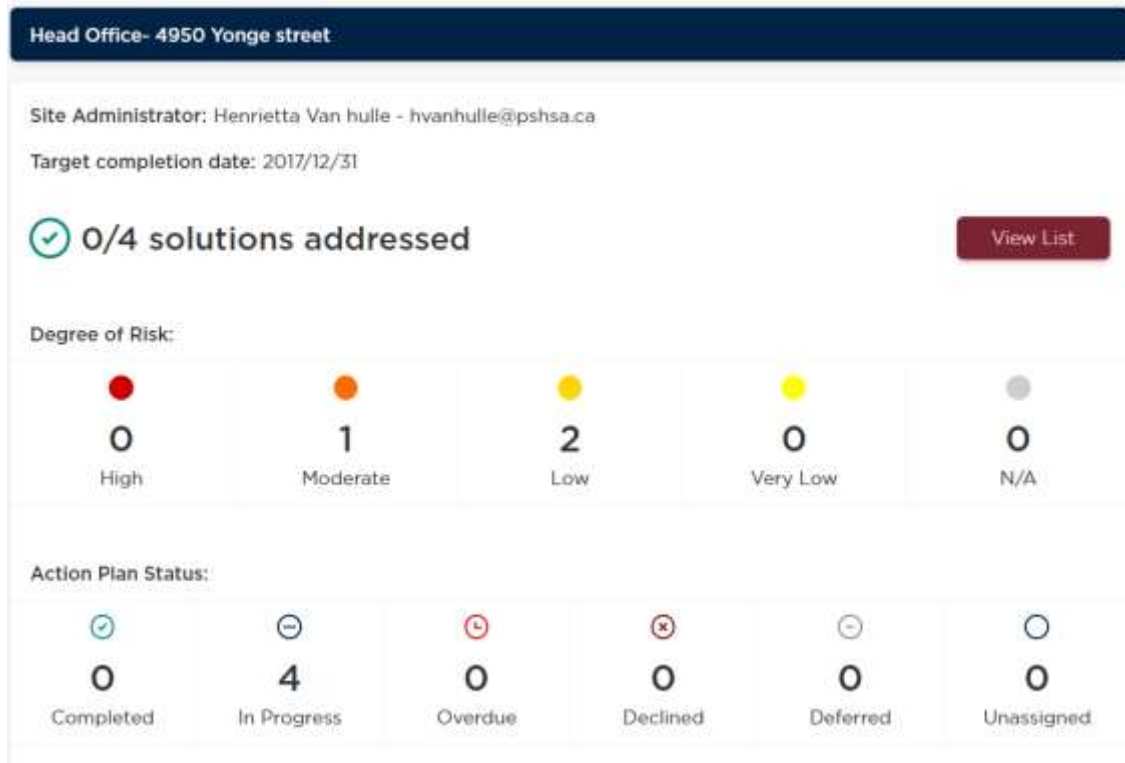
[Forgot your password?](#)

Is your organization new to the PSISA Assessment Toolkit?

Create Account

## Measures or Procedures Assigned

Once signed in you will see the Dashboard that shows the number of measures or procedures assigned to you, their degree of risk and the status of the action plan.



To see the measures or procedures you have been assigned

- Click on “View List” from the Dashboard.  
A summary list of the measures or procedures assigned to you will appear.

The name of the assessment and the departments the measures or procedures are part of will appear in the menu on the left. The department with the filled in circle indicates the department you are currently viewing. To view one of the other departments simply click on the Department name.



Participant

## To view the details

- click on “Open Assessment” which will open the following screen:

The screenshot displays the WVRAT (Wales Vulnerability Rating Assessment Tool) interface. On the left, a sidebar menu lists categories: Physical Environment, Parking lots and grounds (highlighted in yellow), Access Control, and ICU. The main content area is titled 'Parking lots and grounds' with a yellow header bar indicating a 'Risk Rating: Low'. Below the header, there are fields for 'Status' (set to 'All') and 'Participant' (set to 'Vilaine Winters - v.winters@nhs.uk'). The 'Hazard Controls' section is expanded, showing 'Parking lot signage' with a list of controls: 'Clearly identify location of emergency call stations', 'Post clear and effective signage regarding' (with sub-points: 'Expected behaviour by patrons', 'Restricted access', 'Location of emergency telephone and number', 'Camera surveillance / security monitoring', 'Hours of operation and visiting hours', and 'other safety tips (e.g. 'Lock your vehicle and take your valuables with you')'). A 'Next Hazard' button is visible at the bottom right.

The colour at the top (and left menu) indicates the risk rating that has been assigned to the hazard.



- Red = High
- Orange = Medium
- Yellow = Low
- Light (pale) Yellow = Very Low

If you see the comment icon at the top, click on it. The risk rating screen will open and the comments will appear at the bottom.



## Completing the Action Plan

Click on the individual measure or procedure.

- f. Add your comments and also click on the paperclip icon to attach files, pictures or other supporting documents related to your measure or procedure.
- g. Click “Post” to add the comment/file
- h. Once completed: change the status to “Completed” by clicking on the drop down arrow to the right of Active and select “Completed”. The icon will change from  to 

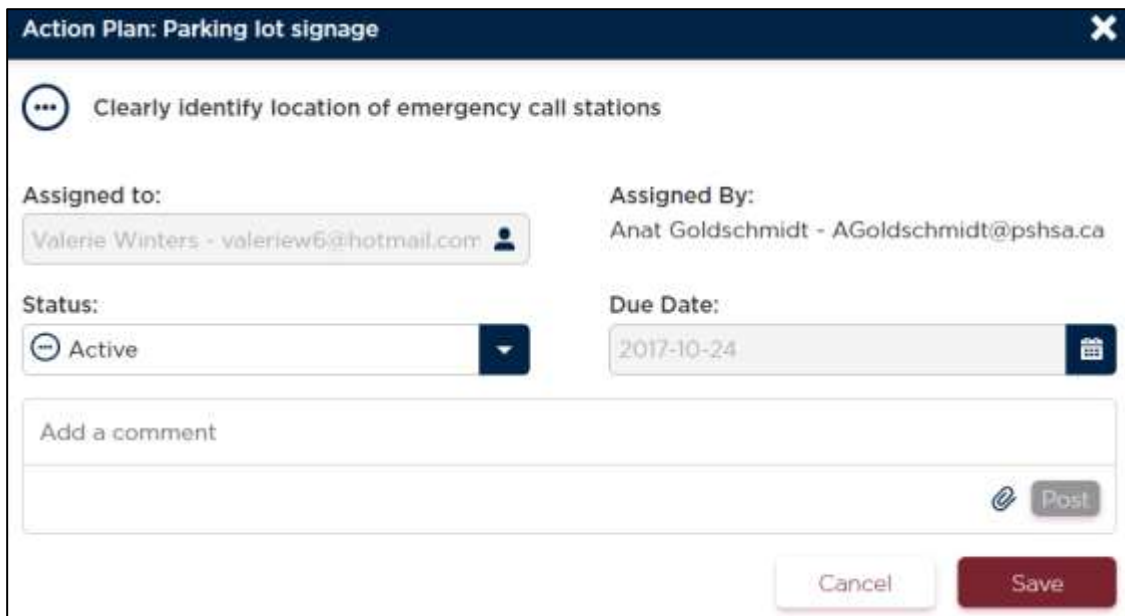
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**Note: once the status changes to “Completed” an email notification will be sent to the Department Manager that assigned it.**

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- i. Due date: Click on the calendar icon to select the date it was completed. The completed date can be set to a past date.
- j. Click “Save”

Repeat for each measure or procedure assigned to you.



**Action Plan: Parking lot signage**

Clearly identify location of emergency call stations

**Assigned to:**  
Valerie Winters - valeriew6@hotmail.com

**Assigned By:**  
Anat Goldschmidt - AGoldschmidt@pshsa.ca

**Status:**  
Active

**Due Date:**  
2017-10-24

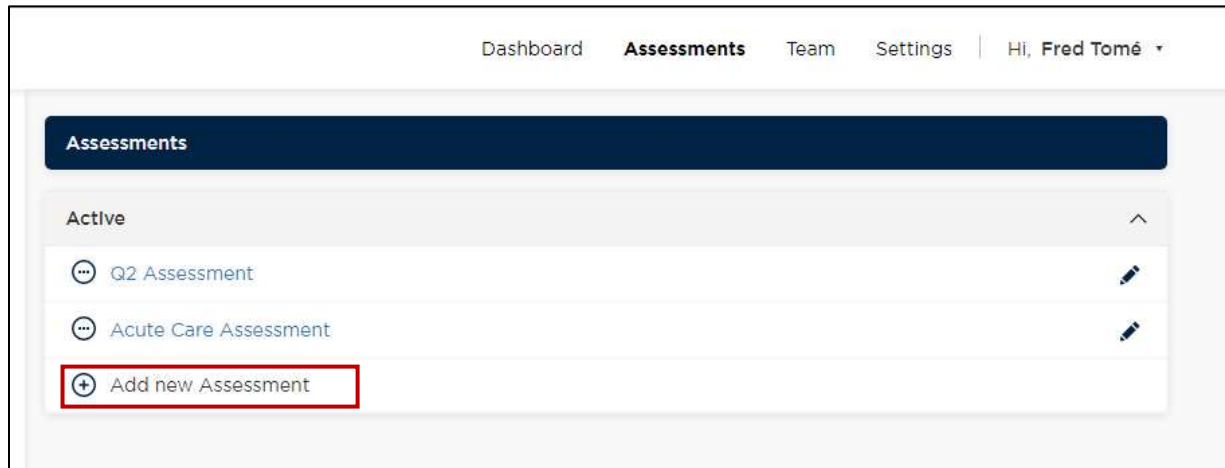
Add a comment

Post

Cancel Save

# Creating a Security Program Assessment

Clicking on the Assessments tab will list all previously created assessments. Click on “Add new assessment”, to start creating your assessment.



# Assessment Details

This is where you begin to input the details of the assessment.

- a) **Assessment name:** Enter the name of the Assessment
- b) **Type:** From the drop down menu select “Security”
- c) **Site:** If you have more than one site, then use the drop down to select the site for this assessment.
- d) **Target Start Date:** Click in the field or the icon to the right and select a date using the calendar.
- e) **Target Completion Date:** Click in the field or icon to the right and select a date using the calendar
- f) Click “Next” to continue

The screenshot shows a web application interface for creating an assessment. At the top, there is a navigation bar with links for Dashboard, Assessments, Team, and Settings, along with a user greeting 'Hi, Fred Tomé'. Below this is a dark blue header bar labeled 'Assessment details'. The main form area contains several input fields: 'Assessment name' with a placeholder 'Enter assessment name'; 'Type' with a dropdown menu showing 'Security' (highlighted with a red circle); 'Status' with a dropdown menu showing 'Active'; 'Site' with a dropdown menu showing '- Select a site -'; 'Created By' with a dropdown menu showing 'Fred Tomé'; 'Target Start Date' with a placeholder 'Select start date' and a calendar icon; and 'Target Completion Date' with a placeholder 'Select completion date' and a calendar icon. At the bottom right of the form are two buttons: 'Cancel' and 'Next'.

# Completing the [Security](#) Program Assessment

After finishing the creation of the assessment, the system will automatically redirect you to start it.

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Note: at any time, you are allowed to stop your progress and continue later. To do so, go to the Assessments page by clicking the “Assessments” tab at the top navigation and select your assessment from the list.

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- a. The left side of the screen displays all 12 areas of the assessment, allowing for quick navigation and glance of your progress. You can navigate to an area by clicking on it. Areas that had any progress done display their circles filled.
- b. Each area contains a list of statements which can be defined as “N/A” (Not applicable), “Yes” or “No/Partial”.

The screenshot displays the 'Security Program Self Assessment' interface. On the left, a sidebar lists 12 assessment areas, each with a numbered circle. The first area, 'Senior Management Commitment', is highlighted with a red box. The main content area shows a statement: 'There is commitment from senior management to develop, implement and maintain a security plan and program'. Below this, a list of statements is provided for assessment: 'There is senior leadership commitment to', 'Oversee development, implementation and monitoring of the security plan and program', 'Establishment of a multidisciplinary steering committee, including JHSC representatives', 'Provision of adequate training to support assigned security functions and responsibilities', 'Appointment of a security program administrator or leader', and 'Allocate financial and human resources'. At the bottom right of the assessment area, there are three radio button options: 'N/A', 'Yes', and 'No/Partial', which are also highlighted with a red box. Below these options is a text input field labeled 'Add a comment' and a 'Post' button. At the bottom right of the main content area is a 'Next' button.

- c. Clicking “Yes” will mark all statements of the area as “Task Completed”, with no further input required.

The screenshot displays the 'Security Program Self Assessment' interface. On the left, a vertical sidebar lists 11 assessment areas, with '1 Senior Management Commitment' selected and highlighted. The main content area is titled 'There is commitment from senior management to develop, implement and maintain a security plan and program'. Below this, a sub-header reads 'There is senior leadership commitment to'. Five statements are listed, each preceded by a green checkmark icon, indicating they are all marked as completed: 'Oversee development, implementation and monitoring of the security plan and program', 'Establishment of a multidisciplinary steering committee, including JHSC representatives', 'Provision of adequate training to support assigned security functions and responsibilities', 'Appointment of a security program administrator or leader', and 'Allocate financial and human resources'. At the bottom right of this section, there are three radio buttons: 'N/A', 'Yes' (which is selected), and 'No/Partial'. Below the radio buttons is a text input field labeled 'Add a comment:'. At the bottom right of the main content area is a red 'Next' button. The top navigation bar includes links for 'Dashboard', 'Assessments', 'Team', and 'Settings', along with a user profile 'Hi, Fred Tomé'.

- d. Clicking “No/Partial” will display radial buttons next to each statement. Clicking on a statement opens its Action Plan, allowing to select its status as well as to assign the task to a team member.

The image displays two screenshots from a web application titled "Public Services Health & Safety Association".

The top screenshot shows the "Security Program Self Assessment" interface. On the left is a sidebar with a list of 10 assessment items, with "1 Senior Management Commitment" selected. The main content area has a header "There is commitment from senior management to develop, implement and maintain a security plan and program". Below this is a section "There is senior leadership commitment to" containing five statements, each with a radio button. The first statement, "Oversee development, implementation and monitoring of the security plan and program", is highlighted with a red box. At the bottom right of this section are three radio buttons: "N/A", "Yes", and "No/Partial", with "No/Partial" selected. Below these are a text input field labeled "Add a comment" and a "Post" button. A "Next" button is at the bottom right.

The bottom screenshot shows the "Action Plan: Senior Management Commitment" modal. It features a red box around the title. The first statement, "Oversee development, implementation and monitoring of the security plan and program", is selected with a radio button. Below this are two columns of form fields: "Assigned to:" with a search input and a user icon, and "Assigned By:" with the text "Fred Tomé -". Below these are "Status:" with a dropdown menu and "Due Date:" with a date picker. At the bottom are a text input field labeled "Add a comment", a "Post" button, and "Cancel" and "Save" buttons.

- e. Select one status from the dropdown list “Status”: Active, Completed, Declined or Deferred.

The screenshot shows a form titled "Action Plan: Senior Management Commitment". At the top, there is a circular icon with three dots and the text "Oversee development, Implementation and monitoring of the security plan and program". Below this, there are two columns. The left column has a label "Assigned to:" followed by a search bar with the placeholder text "Search for a team member" and a person icon. Below the search bar, a dropdown menu for "Status" is open, showing four options: "Active" (with a plus icon), "Completed" (with a checkmark icon), "Declined" (with an X icon), and "Deferred" (with a minus icon). The "Status" label is highlighted with a red box. The right column has a label "Assigned By:" followed by the text "Fred Tomé -". Below this, there is a label "Due Date:" followed by a date picker with the placeholder text "Select due date" and a calendar icon. At the bottom right, there is a "Post" button with an email icon. At the bottom center, there are "Cancel" and "Save" buttons. At the bottom left, there is a label "Add a comment" above a text input field.

- f. If applicable, select the Team Member responsible for the task and its due date.

The screenshot shows the same form titled "Action Plan: Senior Management Commitment". At the top right, there is a close button (X). Below the title, there is a circular icon with three dots and the text "Oversee development, Implementation and monitoring of the security plan and program". Below this, there are two columns. The left column has a label "Assigned to:" followed by a search bar with the placeholder text "Search for a team member" and a person icon. The "Assigned to:" label is highlighted with a red box. Below the search bar, there is a label "Status:" followed by a dropdown menu with the text "Active" and a downward arrow. The right column has a label "Assigned By:" followed by the text "Henrietta Van hulle - hvanhulle@pshsa.ca". Below this, there is a label "Due Date:" followed by a date picker with the placeholder text "Select due date" and a calendar icon. At the bottom right, there is a "Post" button with an email icon. At the bottom center, there are "Cancel" and "Save" buttons. At the bottom left, there is a label "Add a comment" above a text input field.

- g. You can add comments by clicking on the comment box, writing down your comments and clicking the “Post” button. You can also click on the small Clip icon in order to attach a file to your comment.

**Action Plan: Senior Management Commitment**

Oversee development, implementation and monitoring of the security plan and program

**Assigned to:**  
Anat Goldschmidt - agoldschmidt@pshs.ca


**Assigned By:**  
Henrietta Van hulle - hvanhulle@pshsa.ca

**Status:**  
Active

**Due Date:**  
Select due date

☐ Assign all measures and procedures in this hazard control to Anat Goldschmidt

Add a comment

 Cancel Post

Cancel Save

- h. You can also mark the checkbox “Assign all measures and procedures in this hazard control to ...” in order to assign the selected team member as responsible for all action plans in this Area.



- i. Click the Save button to update the current status. The radial button will be changed with an icon to represent its status.

**Action Plan: Senior Management Commitment**

⋮ **Oversee development, Implementation and monitoring of the security plan and program**

**Assigned to:**  
Fred Tomé -

**Assigned By:**  
Fred Tomé -

**Status:**  
⋮ Active

**Due Date:**  
2017-07-28

☐ Assign all solutions in this control to Fred Tomé

**Comments:**

**Fred Tomé** July 27, 2017 - 3:07 PM  
Comment

Add a comment

Post

Cancel Save

- j. Before continuing, you can also add a comment regarding this area by writing it at the “Add a comment” box, followed by clicking on the “Post” button.

k. Click “Next” to continue to the next Area.

The screenshot shows the 'Security Program Self Assessment' interface. On the left is a vertical list of 12 assessment areas, with '1 Senior Management Commitment' selected and highlighted. The main content area has a dark blue header stating 'There is commitment from senior management to develop, implement and maintain a security plan and program'. Below this, a section titled 'There is senior leadership commitment to' lists five items, each with a radio button: 'Oversee development, implementation and monitoring of the security plan and program', 'Provision of adequate training to support assigned security functions and responsibilities', 'Establishment of a multidisciplinary steering committee, including JHSC representatives', 'Appointment of a security program administrator or leader', and 'Allocate financial and human resources'. At the bottom right of this section are three radio buttons: 'N/A', 'Yes', and 'No/Partial', with 'No/Partial' selected. Below these is a text input field labeled 'Add a comment' and a 'Post' button. At the bottom right is a red 'Next' button. A green banner at the bottom center reads 'Solution updated successfully'.

l. Repeat these steps on all 12 areas. On the last page, click “Complete” to finish your assessment.

The screenshot shows the 'Security Program Self Assessment' interface at the final step. The left sidebar now has '12 Program Evaluation' selected. The main content area has a dark blue header stating 'The security program includes process for evaluation'. Below this, a section titled 'Program Evaluation include' lists three items, each with a checked radio button: 'The JHSC/HSR is consulted in program revisions and training' (with a sub-bullet 'Security and safety improvements are considered by senior management and recommendations are implemented as required'), 'The program is evaluated at least annually', and 'Security quality indicators — both leading (e.g., training, patrol frequency, etc.) and lagging (e.g., use of force percentage, incident rate, loss time) — have been selected and are used for evaluation'. At the bottom right are three radio buttons: 'N/A', 'Yes', and 'No/Partial', with 'Yes' selected. Below these is a text input field labeled 'Add a comment' and a 'Post' button. At the bottom right are two buttons: 'Previous' and 'Complete', with 'Complete' highlighted by a red rectangle.



# Workplace Violence Risk Assessment Tool

## User Guide for Acute Care and Long Term Care

### **Public Services Health and Safety Association (PSHSA)**

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Toronto, Ontario M2N 6K1

Canada

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Fax: 416-250-7484

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Web site: [www.pshsa.ca](http://www.pshsa.ca)

Connect with us:

 [@PSHSAca](https://twitter.com/PSHSAca)

Product Code: VPRTLAEN0817