

Checklist of Risk Factors for Aggressive Behaviour

**Visit: pshsa.ca/workplace-violence**

Work Settings or clients can contribute to workplace violence in healthcare workplaces. This potential should be assessed when developing your workplace violence prevention program. The following checklist can assist with this program assessment.

# Client Factors

Language or cultural barriers

Diagnosis (psychogeriatric illness, mental illness, medical condition)

Poverty

Fear

Loss of control

Loneliness

Frustration

Boredom

Effects of medications or lack of medication

Anniversary of a significant event

Losses (friends, family, no support system)

Lack of information

Time of day or week (“sundown syndrome”)

Task too complicated

Physiological needs (fatigue, hunger, need  
to void)

Reaction to race and sex of caregiver

# Caregiver Factors

Unpredictable work load

Lack of training

Time of day (mealtime)

Day of week

Working alone, especially at night

Geographic isolation (difficulty in getting help   
quickly)

Stress

Lack of staff (clients have to wait for care or   
attention)

Worker unaware of client’s history of abusive   
behaviour

Worker unfamiliar with client (staff rotation or   
change of staff)

Uniform, appearance, religious jewellery

Infringement on personal space

Need to physically touch to provide care

Body language

Inconsistent handling

Hurried approach

Level of authority L

Regimented client care schedule

# Environmental or Ergonomic Factors

Colour (cool colours are calming)

Too much noise

Lighting (too much glare on the floors or a lack of   
visual contrast may confuse cognitively impaired clients; too little light (for example, dark parking lots in isolated areas, underground, not supervised)

Lack of space and privacy

Lack of, or improper, communication   
systems

Temperature (too hot, too cold)