

Public Services Health & Safety Association

### Violence Assessment Tool (VAT)

The Violence Assessment Tool provides a snapshot of a client's immediate risk of violence. The VAT was developed (as part of the Individual Client Risk Assessment Tool) for employers and employees in the healthcare and emergency services sectors. It's designed to help these care providers identify risk factors and levels associated with workplace violence. By conducting regular client-risk assessments, providers can apply control interventions that promote both employee and client safety, as well as ensure client-centred care.

The VAT should be completed at first contact with a client, and on an ongoing basis depending on client population, individual client circumstances, and the employer's operational policies.

Client's Name

Identification #

Select Care Sector

Initial Assessment

Reassessment

Next



Your Health. Your Safety. Our Commitment.

# Violence Assessment Tool

## Online User Guide



## Violence Assessment Tool - Online User Guide

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Product Code: VPRTLBN0917

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# 1. Introduction

## 1.1 What is the VAT/ICRA tool?

The Individual Client Risk Assessment (ICRA) toolkit has been developed to help identify behaviours and triggers associated with increased risk of violence so prevention measures for staff and the client may be taken. Within the ICRA is a Violence Assessment Tool (VAT) designed for assessing the risk of violence at a point in time related to a client's history of violence and the behaviours they are currently displaying. The online tool can be accessed through the link <https://icra.pshsa.ca>.

## 1.2 Understanding the User Guide

The ICRA tool was designed to be intuitive and easy to use, so that you can jump in and start your assessment right away. This User guide will provide a detailed walkthrough into the creation of an assessment, with step-by-step screens explaining how to navigate the tool, its controls and functionalities, providing you an overview on how to conduct an assessment.

## 2. Starting the Violence Assessment Tool

When you open the Violence assessment tool you will be presented with a welcome box that asks you to complete some basic information (see Figure 1 below). Please note: Step 1 and Step 2 below are optional and not required to continue to use the tool.

1. (Optional) Click on the “*Client’s Name*” box and type in the client’s name
2. (Optional) Click on the “*Identification #*” box and enter the identification number used to identify this client within your organization. **Note:** Both steps 1 and 2 are **optional** and can be done manually on the printed version of the report generated by the system.
3. Click the down arrow next to “*Select Care Sector*” to see the different sectors. There are four different options, in the following order: Long Term Care (LTC), Acute Care, Emergency Medical Services (EMS) and Community Care. Click on the sector that best fits your needs. **Only one sector can be selected per assessment.**
4. Click on the checkbox to indicate if this is the client’s Initial Assessment or a Reassessment.
5. Click the “Next” button to start your assessment.

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The VAT should be completed at first contact with a client, and on an ongoing basis depending on client population, individual client circumstances, and the employer's operational policies.

- 1 Client's Name
- 2 Identification #
- 3 Select Care Sector
- 4  Initial Assessment  Reassessment
- 5 Next

Figure 1: Welcome Screen Violence Assessment Tool

# 3. Completing an Assessment

## 3.1 Controls and Navigation Overview

Most of the assessment's pages follow the same pattern. Here is an overview on how to navigate and interact with the different controls:

1. The left side menu presents a brief description about completing the current section and your progress through the assessment.
2. The top horizontal bar shows your current section and 'Risk Rating' status. You can click the drop down arrow to see more details regarding the Rating Scale
3. Under each statement there is a toggle button that can be clicked to alternate between either "No" or "Yes". Note: the default option is "No".
4. The comment box allows you to add notes on the section that will be included in the PDF report generated by the tool.
5. Use the "Next" button after you are done with comments and marking statements to navigate to the next page.

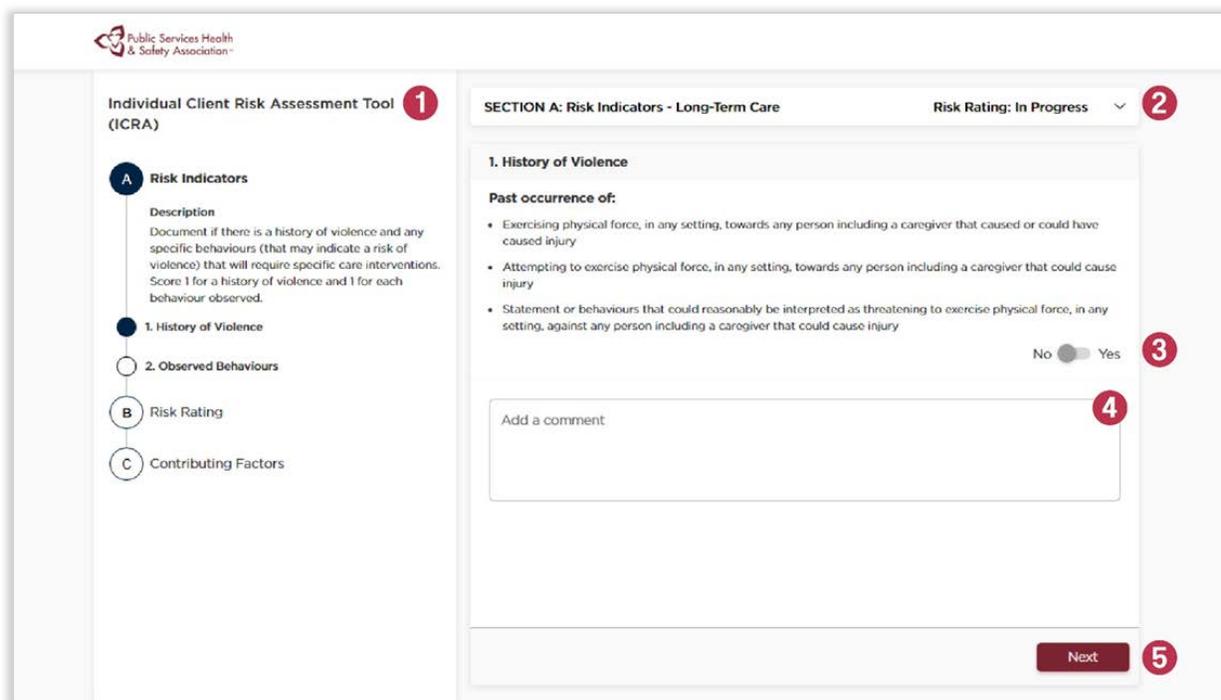


Figure 2: Controls and Navigation Overview

## 3.2 Risk Rating Reference

The top horizontal bar displays your current section and when you click the 'down' arrow on the far right, a popup will open displaying more information regarding the Risk Rating Reference. This rating changes automatically as you complete the assessment.

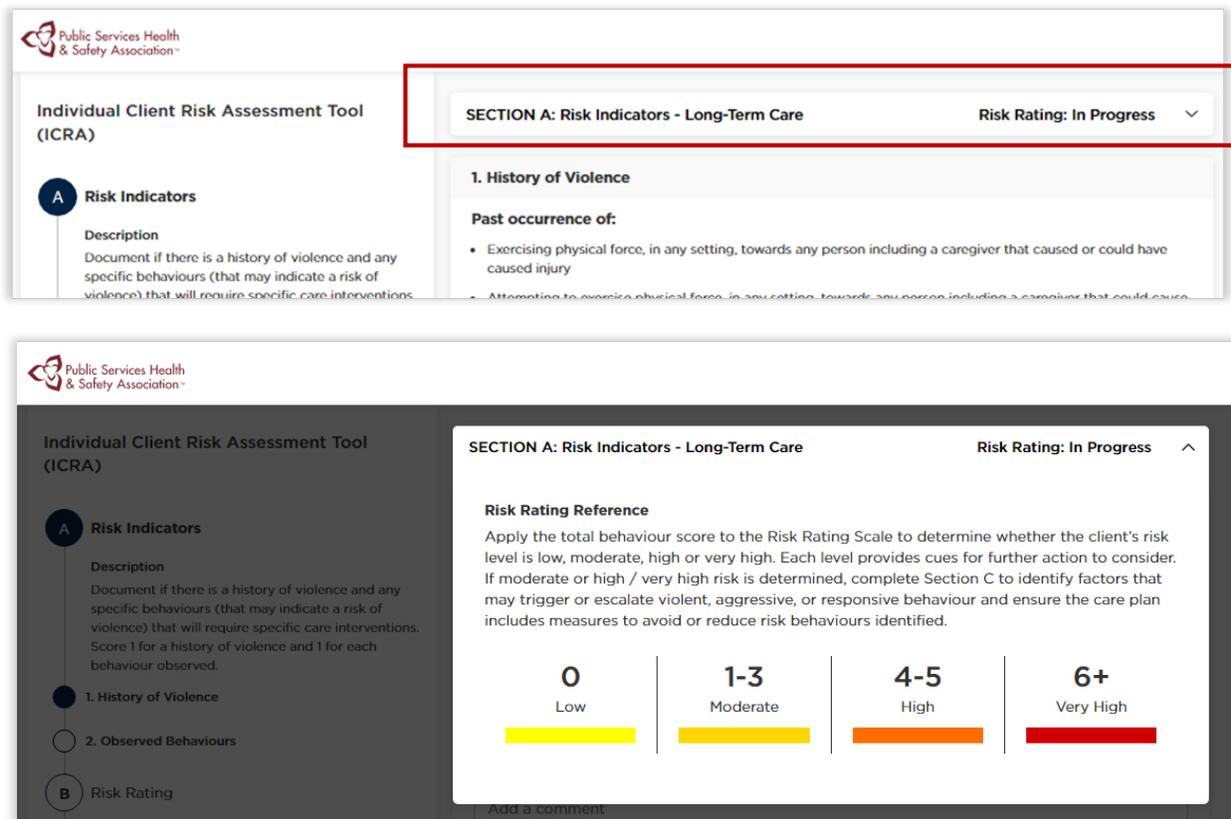


Figure 3: Horizontal Bar - Risk Rating Reference and Pop-Up Window

You can click on the 'up' arrow or anywhere outside the popup window to close it. After completing the first part of your assessment, "Risk Indicators", the horizontal bar will change its color to convey the client's level of risk. The different colors and their meaning are:

- Bright Yellow – Low risk.
- Orange – High Risk
- Dark Yellow – Moderate risk
- Red – Very High

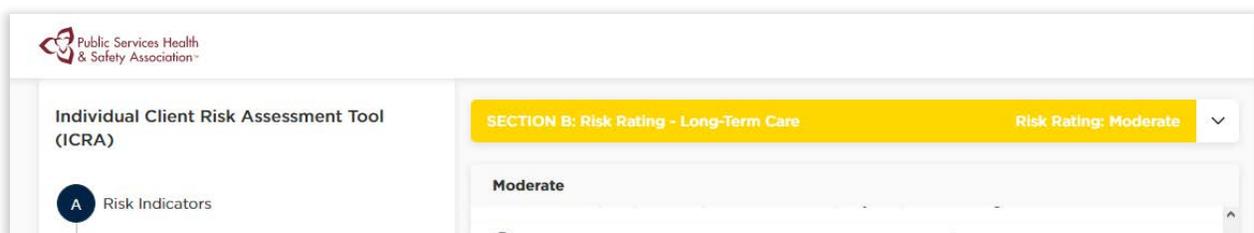


Figure 4: Risk Indicators Bar

## 3.3 Completing Sections

The assessment is divided in three main sections:

- Risk Indicators,
- Risk Rating and
- Contributing Factors.

The left menu show how many pages each section is composed. You can freely navigate within a section, but you **cannot revisit sections that are already completed**.

### 3.3.1 Completing the Risk Indicators Section

1. For each page within the Risk Indicators section you will be presented a list of risks or behaviours to assess. Click the toggle button after each risk or behaviour to mark it as “Yes” if it can be observed. If the risk or behaviour is not observed leave the button as default, in the “No” position.
2. After evaluating all risks and behaviours, press the “Complete” button to finish this section. **Note:** that you have to scroll down through all 11 Behaviours before marking this section as complete.

The screenshot displays the 'Individual Client Risk Assessment Tool (ICRA)' interface. On the left, a vertical navigation menu shows four sections: 'A Risk Indicators' (selected), '1. History of Violence', '2. Observed Behaviours', 'B Risk Rating', and 'C Contributing Factors'. The main content area is titled 'SECTION A: Risk Indicators - Long-Term Care' and shows 'Risk Rating: In Progress'. Under '2. Observed Behaviours', there is a 'Body Language:' section with a list of behaviours: 'Torso shield - arms / objects acting as a barrier', 'Puffed up chest - territorial dominance', 'Deep breathing / panting', 'Arm dominance - arms spread, behind head, on hips', 'Eyes - pupil dilation / constriction, rapid blinking, gazing', and 'Lips - compression, sneering, blushing / blanching'. A red '1' is next to the 'Lips' item, and a toggle switch is set to 'No'. Below the list is a text box labeled 'Add a comment'. At the bottom right, there are 'Previous' and 'Complete' buttons, with a red '2' next to the 'Complete' button.

Figure 5: Risk Indicator Section

3. At this point, you can print or download the client assessment, or continue on to sections B and C.

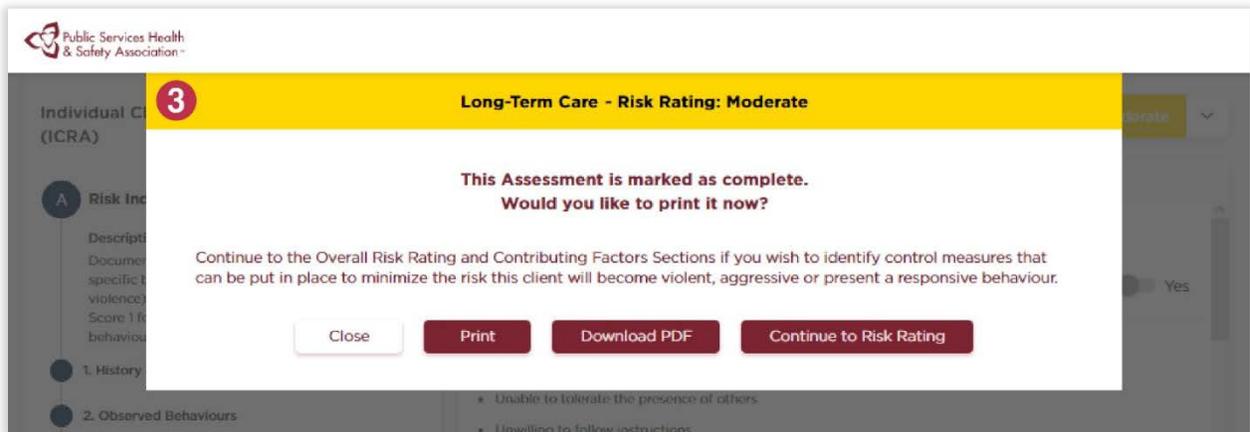


Figure 6: Print Risk Indicators Section

Continuing is optional, but will provide you with two more sections intended to identify control measures in order to minimize client's risk of escalating behaviour, providing a more complete assessment to be downloaded or printed in the end.

### 3.3.2 Completing the Risk Rating Section

The Risk Rating Section provides a specific list of suggested interventions that can be used within your organization to deal with observed risks and behaviours. The number of suggestions displayed is based on your Risk rating. Completing this section will update the final report with the selected suggested interventions.

1. To select a suggested intervention to include in the report, click on the radial button to the left of the intervention. Clicking an already selected item will un-select it.

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Individual Client Risk Assessment Tool (ICRA)

**A** Risk Indicators

**B** Risk Rating

**Description**  
Risk specific suggested interventions have been provided. Check off the interventions that will be implemented for this client. Complete Section C Contributing Factors to identify client specific factors that may trigger or escalate violent, aggressive, or responsive behaviours and ensure the care plan includes measures to avoid or reduce risk behaviours identified.

**C** Contributing Factors

SECTION B: Risk Rating - Long-Term Care Risk Rating: Moderate

**1** Moderate

- Apply flag alert
- Promptly notify shift supervisor so they can inform relevant staff and coordinate appropriate client placement, unit staffing, and workflow
- Alert back-up staff / security / police and request assistance when needed.
- Scan environment for potential risks and remove if possible
- Ensure section C is completed and initiate the violence prevention care planning process - care plan should address known triggers, behaviours and include safety measures appropriate for the situation for both clients and workers
- Use effective therapeutic communication e.g. maintain a calm reassuring demeanor, remain non-judgemental and empathetic, and provide person-centered care
- Be prepared to apply behaviour management and self-protection teachings according to organizational policy / procedures that are appropriate for the situation - training programs provided may include GPA, Montessori, SMG, P.I.E.C.E.S, U-First Me & U-First, Stay Safe, MOAB training, and Self Defense
- Collaborate with Behavioural Support Ontario (BSO) trained staff / psychiatric resource consultant as required
- Ensure communication devices / processes are in place (e.g. phone, personal safety alarm, check-in protocol and / or global positioning tracking system)

Continue to Contributing Factors

Figure 7: Risk Rating Section

2. You are also able to add customized interventions to the list. To do so, click on the “+” icon at the bottom of the list to create a new text field.

The screenshot shows the 'Individual Client Risk Assessment Tool (ICRA)' interface. On the left, there are three main sections: 'A Risk Indicators', 'B Risk Rating', and 'C Contributing Factors'. Section B is currently active. The 'Risk Rating' is set to 'Moderate'. Below the risk rating, there is a list of interventions with radio buttons. At the bottom of this list, there is a red circle with the number '2' next to a '+' icon and the text 'Add additional cues for action'. Below this is a text input field labeled 'Add a comment'. At the bottom right of the main content area, there is a red button labeled 'Continue to Contributing Factors'.

Figure 8: Adding Customized Interventions

3. After writing the text, click “Add” to confirm that you would like to add your new custom intervention or “Cancel” to delete it.

The screenshot shows the 'Individual Client Risk Assessment Tool (ICRA)' interface. On the left, there are three main sections: 'A Risk Indicators', 'B Risk Rating', and 'C Contributing Factors'. Section B is currently active. The 'Risk Rating' is set to 'Moderate'. Below the risk rating, there is a list of interventions with radio buttons. At the bottom of this list, there is a text input field labeled 'New action'. To the right of this field, there is a red circle with the number '3' next to two buttons: 'Cancel' and 'Add'. Below this is a text input field labeled 'Add a comment'. At the bottom right of the main content area, there is a red button labeled 'Continue to Contributing Factors'.

Figure 9: Saving Customized Interventions

### 3.3.3 Completing the Contributing Factors Section

The Contributing Factors section allows for documenting triggers and behaviours, and provides preventative measures and de-escalation techniques. Completing this section will update the final report with the selected considerations, preventative measures and de-escalation techniques. This section follows a similar scheme to Section B, Risk Rating.

1. Click on the radial button on the left of each item to select the ones that apply. Clicking an already selected item will un-select it.
2. You are also able to add customized options to each list. To do so, click on the “+” icon at the bottom of the list to create a new text field. After writing the text, click “Add” to confirm that you would like to add your new custom intervention or “Cancel” to delete it.

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Individual Client Risk Assessment Tool (ICRA)

SECTION C: Contributing Factors - Long-Term Care Risk Rating: Moderate

1. Question for client:

To help us provide the best care possible, please describe:  
If there is anything during your stay that could cause you to become agitated, upset or angry? e.g., I am agitated when...

1.1 Considerations

- Physical triggers — e.g., hunger, pain, infection, new medication
- Psychological — e.g., fear, uncertainty, feeling neglected, loss of control, being told to calm down, being lectured
- Environmental triggers — e.g., noise, lighting, temperature, scents, privacy, time of day, days of the week, small spaces / overcrowding, visitors
- Activity triggers — e.g., bathing, medication, past experiences, toileting, changes in routine, resistance to care

2 + Add a new question

Next

Figure 10: Adding Customized Options to Contributing Factors List

3. After completing all pages, click in either “Print” or “Download PDF” at the bottom right of the page to finish your assessment.

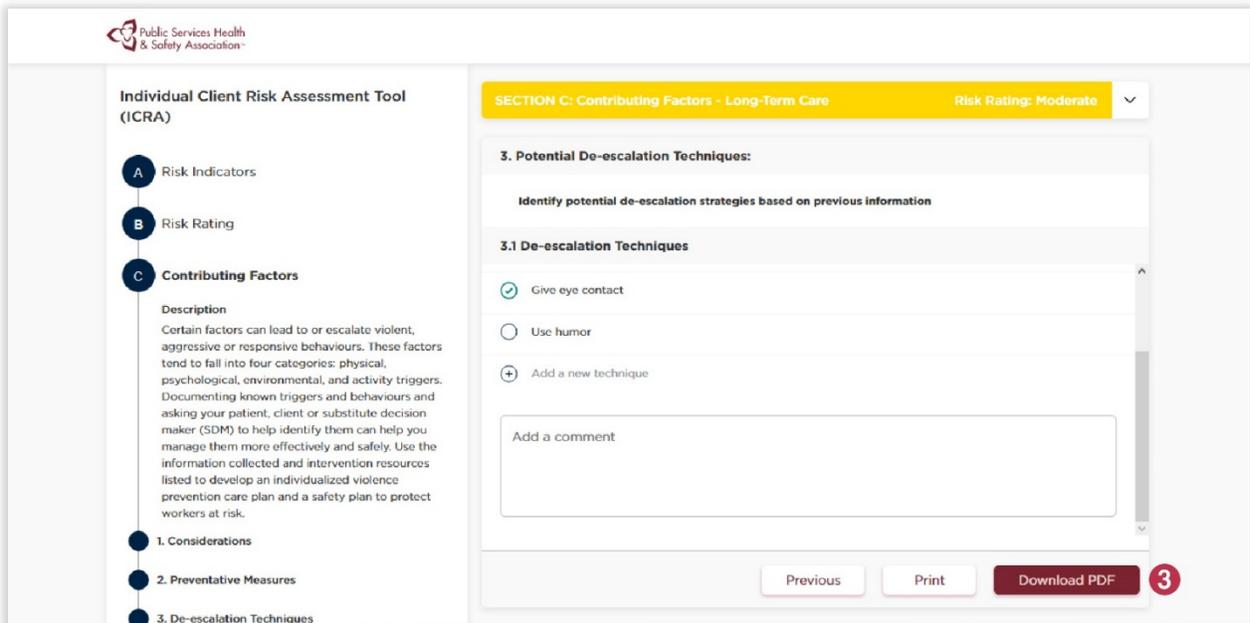


Figure 11: Printing or Downloading Contributing Factors List

4. To start a new assessment, either load the tool again at <https://icra.pshsa.ca> or select the option of “New Assessment” that is generated after clicking on the “Download PDF” option for the first time.

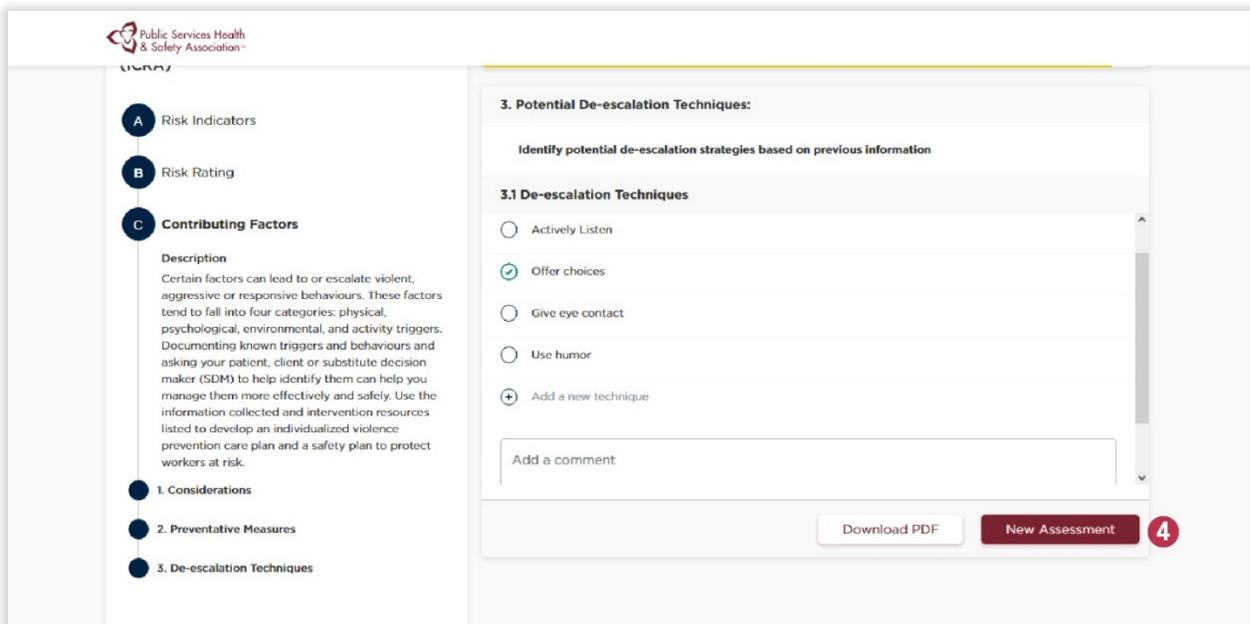


Figure 12: Starting a New Assessment



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