



Public Services Health
& Safety Association™

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Workplace Safety Plans Toolkit



Workplace Safety Plans Toolkit

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Workplace Safety Plans Toolkit

Purpose Statement

Health Care Workers are unique in the fact that they provide care to the public putting workers in close proximity of patients and their families, dealing with a variety of patient populations, and situations that notably increases the risk of being a target of workplace violence. Due to this unique fact workplace violence in the health care sector can go beyond the workplace walls to the parking lot, the community, and home. There is the potential to run into a patient or family member in the community (especially if living in a small or rural community) who has been a perpetrator of violence in the workplace and/or the potential for the violence to continue outside the patient's admission i.e. stalking/harassment. The employer has a duty to take every precaution reasonable in the circumstance for the protection of the worker (s. 25 (2)(h) OHS). When a threat to a worker's safety emanates from the workplace, it is a reasonable precaution for the employer to develop safety plans that include measures taken inside the workplace as well as advise the worker on resources and support and protective measures for safety in the community and at home.

The exposure to workplace violence has been an increasingly growing concern in the health care sector making health care one of the highest risk professions to work in today. According to the Ontario Workplace Safety and Insurance Board (WSIB), in 2017 registered nurses, working in hospitals, experienced more lost-time injuries due to workplace violence than any other occupation (WSIB Enterprise Information Warehouse (EIW) Claim Cost Analysis Schema, June 2018 data snapshot, courtesy of Public Services Health and Safety Association). Research has shown that workplace violence is three times more likely to occur among health care workers than any other occupation, including police officers and prison

How far does the workplace reach?

Example: During a Hospital stay a patient receiving treatment on a secure unit made several verbal threats of physical violence and assaulted at least two nurses providing care. As a result, the employer was required to develop safety plans. The patient was issued accompanied passes with a family member to leave the hospital during his stay. In addition to this the patient threatened one nurse that he knew where she lived and would find her when he got out. This resulted in concerns from one of the nurses who became extremely concerned for her safety outside the hospital in the event that they encountered the patient.

The Canadian Centre for Occupational Health and Safety (CCOHS) says, "Workplace violence is not limited to incidents that occur within a traditional workplace. Work-related violence can occur at off-site business-related functions (conferences, trade shows), at social events related to work, in clients' homes or away from work but resulting from work (a threatening telephone call to your home from a client)." <https://www.ccohs.ca/oshanswers/psychosocial/violence.html>

NB: CCOHS is a federal department corporation and is therefore not solely based on Ontario legislation. At all times, reference should be made to the OHS and its regulations.

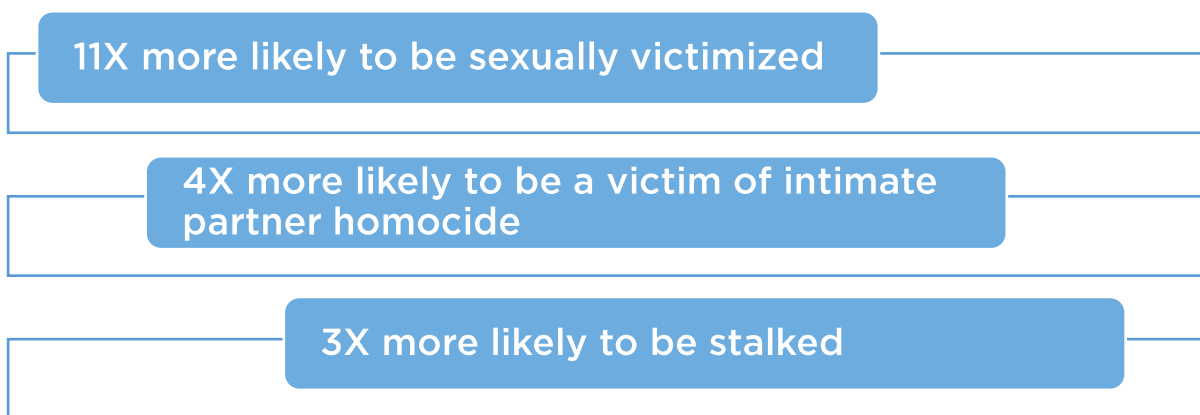
guards (International Council of Nurses, 2001; Kingma, 2001). Health care workers have been exposed to violence from patients/clients and/or their family members, from colleagues, other workers and members of the public. Health care workers can also be exposed to risk from violence between patients.

Domestic violence is a growing problem. Due to the fact that the health care sector is predominately a female work force the likelihood to encounter domestic violence is high. The majority of spousal violence victims are women, representing 83% of all victims (Statistics Canada, 2009). Employers must have a clear understanding of the risk of domestic violence migrating to the workplace, and the potential impact that goes beyond the individual being targeted. As such a health care employer must assess any such risk, evaluate potential impact on workers, including the domestic violence victim's co-worker's and take every precaution reasonable in the circumstances to protect workers from the hazard of workplace violence. The *Occupational Health and Safety Act (OHSA)* sets out an employer's duty to communicate the risk of workplace violence from an individual with a history of violent behaviour; when a worker can expect to encounter this individual in the course of their work, and the risk of the workplace violence could likely expose the worker to physical injury (OHSA s.32.0.5 (3)).

Note: The Health Care Sector is a predominately female workforce that most commonly experiences type 2 violence (patient/client to worker), but other factors such as gender-based violence increases the risk of experiencing violence in the workplace

Gender Based violence is any form of violence based on gender, gender expression, or gender identity.

Facts: Women Are:



(Government of Ontario, 2018)

Workplace Safety Plans Toolkit

This Safety Plan Toolkit will provide clear and concise information to help workplace parties (employers, supervisors, joint health and safety committees (JHSCs), unions, workers, HR departments, and occupational health and safety departments), in health care sector organizations develop an individualized safety plan using the following;

- A Personal Safety Plan template to aid organizations in the development of protections for workers that can be used for any type of violence. The following resources were used to create this safety plan template:
 - <http://makeitourbusiness.ca/>
 - https://awarens.ca/wp-content/uploads/step-6_sfafety-plan.pdf
(Aware Nova Scotia and Work Safe for Life Workers Compensation Board of Nova Scotia)}
 - Grand River Hospital
 - London Health Science Center
 - Lakeridge Health
 - Mount Sinai
 - University Health Network
 - Kingston Health Sciences
 - St Michael's Hospital
 - Halton Healthcare
- A table of example measures/controls the employer can implement internally, and measures/controls the employer can assist the worker with implementing externally.

This toolkit also contains:

- A Legislation checklist, starting on page 26.
- A policy using a sample policy on safety plan process that maintains consistency, a template that organizations can use to ease the development process with a quick reference algorithm on process initiation adapted from Waypoint Mental Health Centre, starting on page 38.
- Quick Reference Guide on safety plans to assist supervisors, starting on page 48.
- An example of a completed safety plan, starting on page 53.

Personal Safety Plan Template

Worker /Affiliate Name:

Nature of risk:

Department(s):

Leaders (e.g. Manager/Supervisor) Name:

Start Date:

Security:

Occupational Health and Safety:

Safety Analyst:

Human Resources:

JHSC Rep/HSR:

Union Rep:

Assessment of Risk Level

Purpose of this tool:

The personal safety plan template (or suitable alternative) may be used by, but not limited to, employers, supervisors, security, and/or delegate in collaboration with the workers/affiliate, unions, JHSC/HSR. This will provide the following;

1. a structured way to assess risk by asking a series of questions
2. developing a safety plan that highlights suggested areas of focus including external measures for the protection of the worker.

This will ensure workers receive the best possible safety plan, given the circumstances, to continue to feel safe and supported from work-related violence -

Note: If a worker refuses a safety plan the employer still has a legislative responsibility under the OHSA to communicate the risk of workplace violence and put measures in place for the protection of the particular worker and other workers.

Workplace Safety Plans Toolkit

Risk Assessment Questions	Yes	No	Unsure	Additional Information/Comments
What is the relationship of the subject to the worker? - identify; <ul style="list-style-type: none"> ▪ Patient or former patient/ family member or visitor of patient ▪ co -worker ▪ significant other ▪ other (please specify in additional comments) ▪ no known relation 				
What is the worker's place of employment? Hospital, LTC, Community etc.				
Has the subject contacted the worker at work in the past? (phone, online or attended in person)				
How often has the worker been contacted?				
Has the subject contacted the worker external to the workplace? (stalking, by phone, leaving messages on car, email, social media)				
What is the nature of the abuse or threat of abuse?				

Workplace Safety Plans Toolkit

Risk Assessment Questions	Yes	No	Unsure	Additional Information/Comments
Assaultive behaviour, or threat(s) being experienced?				
Has the worker been targeted in the past by the subject?				
Does the subject know where the worker works?				
Does the subject know where the worker lives?				
Has an incident occurred in the workplace, and how was it handled? If subject was a patient (former or current) was violence risk assessment completed and available?				
Has subject used a weapon to threaten worker?				
Has there been a physical threat uttered by subject to worker? To another about the worker?				
Has there been a death threat uttered by subject to worker? To another about the worker?				
If the worker has been threatened, does the worker or employer believe the				

Workplace Safety Plans Toolkit

Risk Assessment Questions	Yes	No	Unsure	Additional Information/Comments
subject is capable of carrying out the threat(s)?				
Does the subject have a history of substance abuse?				
Does the subject have a history of mental illness?				
Does the subject have a history of violent behaviour?				
Does the subject have access to weapons?				
Does the subject have a suspected or known criminal record?				
Is there a legal instrument such as a peace bond or restraining order in place?				
Is the peace bond or restraining order still in effect?				
Has the subject only targeted this worker?				
If applicable, what other types of threats have been made to contact the worker? e.g. I'll be in the parking lot waiting for you, I know where you live, etc.				
Has security been notified and have steps been taken to prevent access to the facility?				

Workplace Safety Plans Toolkit

Risk Assessment Questions	Yes	No	Unsure	Additional Information/Comments
(revoke access card, ID badge, issue trespass order, etc.)				
Have police been involved previously and/or conducted a threat assessment of subject?				
Will worker provide permission to facility to contact police and/or victim assistance program?				
Have the police been notified of the situation?				

Worker /Affiliate Name:

Nature of risk:

Department(s):

Leaders (e.g. Manager/Supervisor) Name:

Start Date:

Security:

Occupational Health and Safety:

Safety Analyst:

Human Resources:

JHSC Rep/HSR:

Union Rep:

Individualized Safety Plan

How to use this tool:

This tool is used to create an individualized safety plan.

1. Review areas of focus from assessment above in creation of plan.
2. Determine controls, measures and procedures to implement for the protection of the worker.
3. Assign workplace parties' accountability in implementing controls, measures and procedures.
4. Document completion date; and follow-up.

Workplace Safety Plans Toolkit

Security Areas of Focus	Controls, measures and procedures options	Individualized Safety Plan controls, measures, procedures to implement	Assigned Accountability	Completion Date
<p>Review legal, counseling and other resource options available. Security should be part of the planning process since they will need to enforce access controls, trespass notices, etc. Update plan as safety conditions change</p>	<p>Police Courts (including Victim Assistance Program which some facilities have in-house) Leader Human Resources / Occupational Safety Security (24-hour resource for advice for an imminent threat) Lawyer Confidential Employee and Family Assistance Plan (EFAP) call 24/7 Union Representative JHSC Representative/HSR Advocacy Group(s) Is there a current or previous restraining order or Peace Bond in place? Is the workplace named? If so, request a copy.</p>			
<p>Assist the victim to document all past incidents, and communicate the importance of documenting future incidents, including any injuries, safety concerns, threats, behaviours and</p>	<p>Details of incidents Dates, time and locations Names and statements of witnesses Reported to employer Reported to law enforcement (dates of reports)</p>			

Workplace Safety Plans Toolkit

Security Areas of Focus	Controls, measures and procedures options	Individualized Safety Plan controls, measures, procedures to implement	Assigned Accountability	Completion Date
<p>ensure updates provided to employer.</p> <p>Discuss how employer will support the worker.</p>	<p>Provide any correspondence from abuser (email, text, social media, phone messages)</p> <p>Injuries</p> <p>Complete incident report</p>			
<p>Review safety and security measures outside the hospital</p>	<p>Life line-monitored</p> <p>Un-monitored screamer alarm (used to startle assailant and draw attention to situation)</p> <p>Other Personal Safety Response System (PSRS) technology</p> <p>Car alarm device on key tag</p> <p>Pre-programmed cell phone (key emergency contacts)</p> <p>Home alarm system</p> <p>Peep hole in door</p> <p>Community panic device</p> <p>Self - protection training</p> <p>Provide worker with emergency police direct line</p> <p>Encouraged to develop personal safety plan at home and escape plan (provide community resources)</p> <p>Review Ontario Provincial Police (OPP) safety planning document http://www.opp.ca/ecms/files/250362778.6.pdf</p> <p>Provide information on community supports/resources</p>			

Workplace Safety Plans Toolkit

Security Areas of Focus	Controls, measures and procedures options	Individualized Safety Plan controls, measures, procedures to implement	Assigned Accountability	Completion Date
	<p>Home care/community visits:</p> <p>Check pre-risk assessment document</p> <p>Pre-programmed cell phone with emergency numbers</p> <p>Follow working alone/check in and out procedure</p>			
<p>Review and implement safe parking arrangements, and a plan for entering and exiting the workplace.</p>	<p>Aware, alert and assertive while walking</p> <p>Unsafe situation or feeling unsafe, move quickly to a higher populated area</p> <p>Change parking locations regularly, upgrade in parking permit type to allow flexibility, and if possible establish path that is monitored by CCTV</p> <p>Parking space with good lighting, adjacent to an entrance</p> <p>At night, enter by guarded access door</p> <p>Exit by a different/alternate door</p> <p>Parking space monitored by camera</p> <p>Escort to and from vehicle (provide direct # and extensions) by Security (what hours does the worker work, leaving at an off hour)</p> <p>Home care/community visits:</p> <p>Travel by buddy system</p> <p>Do not park in patient's driveway</p> <p>Change driving route</p>			

Workplace Safety Plans Toolkit

Security Areas of Focus	Controls, measures and procedures options	Individualized Safety Plan controls, measures, procedures to implement	Assigned Accountability	Completion Date
<p>Review safety and security measures inside the workplace</p>	<p>Employer to remove worker’s name from the directory</p> <p>Employer to move desk away from entrance and windows</p> <p>Employer to provide unlisted (work) phone number</p> <p>Employer to provide two-way communication e.g. voice enabled personal panic alarm, walkie talkie</p> <p>Employer to provide a means of summoning immediate assistance (e.g. personal panic alarm with GPS linked to security)</p> <p>Has there been a protection order in place (a peace bond/restraining order)?</p> <p>Is the employer named?</p> <p>Has copy been provided to the employer?</p> <p>Making emergency phone numbers readily available — next to or on the phone</p> <p>Making emergency number linked to one dedicated number on the phone</p> <p>Ensuring the workplace has good lighting and secure, both inside and outside</p> <p>Making sure workers know how to report concerns or threats</p>			

Workplace Safety Plans Toolkit

Security Areas of Focus	Controls, measures and procedures options	Individualized Safety Plan controls, measures, procedures to implement	Assigned Accountability	Completion Date
	<p>Specifying when police should be called and when doors should be locked (controlled access)</p> <p>Review with workers release of information over the phone – screen phone calls</p> <p>Increased security rounding</p> <p>Review layout of work area and address concerns</p> <p>Implement a procedure for summoning immediate assistance when violence occurs or is likely to occur</p> <p>Home care/community visits:</p> <p>Escorts for community visits, Security, buddy system etc.</p> <p>Family member/friend not to be at the residence during home visits</p>			
<p>Review/monitor threatening correspondence work email, phone calls, etc.</p> <p>Review social media access and safe practices</p>	<p>Change phone extension</p> <p>Phone with caller ID</p> <p>Hang up on any unwanted threatening phone calls</p> <p>Security to review recorded voice messages</p> <p>Print threatening emails, do not reply, notify supervisor/manager</p> <p>Filter emails</p> <p>Change email address</p>			

Workplace Safety Plans Toolkit

Security Areas of Focus	Controls, measures and procedures options	Individualized Safety Plan controls, measures, procedures to implement	Assigned Accountability	Completion Date
	Remove name and phone # and extension from hospital inter and intra net Review what social media is being used Discuss limiting social media networking Review security/privacy setting on social media			
Review accommodation of duties, work conditions, or environment.	E.g., location change of work site, or department Modifications to schedule Change office location			
Develop emergency response systems/ measures and procedures Workplace/unit specific emergency response plan to notify potential or imminent dangerous situation. Community visits Unexpected absence response system	Code Word _____ Identify location of safe room (ability to lock, no window, and telephone access with emergency numbers programed. _____ All clear word _____ Call emergency extension number to activate a Code White, or Code Silver (Active Attacker) violence response Panic device monitored by security (personal and fixed) Leave room immediately when an imminent threat exists Home care/community visits: If situation feels unsafe do not enter residence, leave immediately to safe location (highly populated area, notify law enforcement, designated check in person)			

Workplace Safety Plans Toolkit

Security Areas of Focus	Controls, measures and procedures options	Individualized Safety Plan controls, measures, procedures to implement	Assigned Accountability	Completion Date
	Provide a name and phone number of emergency contact person Name _____ Relationship _____ Phone no. _____			
Review leave of absence options to support worker to attend necessary appointments (legal, child care, personal appointments)	Consult with Supervisor/Manager and Human Resources, Occupational Health Services Permission for a hospital liaison, and union to call victim regularly while on leave Name of liaison _____ Flexible scheduling			
Communication procedures to workers, new workers, affiliates for the potential of imminent workplace violence	Assess level of risk and what type of notification units, organization What workers and affiliates should be notified? How will they be notified and updated? Confidentiality concerns / considerations of the victim and abuser – Develop a workplace/unit specific safety plan and provide communication of plan/information related to the risk of workplace violence to all workers who may be at risk and/or impacted according to <i>OHSA</i> legislation s.32.0.5 (3)			

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Security Areas of Focus	Controls, measures and procedures options	Individualized Safety Plan controls, measures, procedures to implement	Assigned Accountability	Completion Date
Develop a screening procedure for subject	<ul style="list-style-type: none"> Obtain a recent picture Assess organizations areas for risk to worker or co-workers Picture/description, name to security only Picture/description, and name to security and specific department(s), or other workplaces where applicable Picture/description, name to all of the organization Provide written instructions to workers on what to do when identified, encountered, contacted by phone in the workplace Car model, colour, license plate number Access to fire arms Previous criminal record Notify law enforcement where applicable 			
Any additional controls, measures or procedures implemented? Is there a need for personal protective equipment (PPE) for the worker or training (e.g. sharp-edged weapons, use of force, self-protection)	<ul style="list-style-type: none"> Additional Security patrols of specific areas Permanent security presence as required Secured/controlled access to unit/work area Trespass notice to subject Department sign-in protocol Limit discussion of workplace incident Personal Safety Response Device (e.g. panic alarms, with GPS linked to security) provided 			

Personal Safety Plan Template

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Security Areas of Focus	Controls, measures and procedures options	Individualized Safety Plan controls, measures, procedures to implement	Assigned Accountability	Completion Date
	PPE - e.g. protective vest, etc. Training for worker and co-workers Regular updates Safety check in and out procedure if working alone Family member/security accompaniment while visiting patient			
Identify steps to monitor activity in facility, including security assigned to escort from one area to another (e.g. Mental Health to treatment area)	Equipment (handcuffs, baton, vest, etc.)			
Set up regular meetings to review. Notify your Supervisor/Manager, union Rep, JHSC worker member/HSR immediately if safety concerns escalate!	Date 1 _____ Date 2 _____ Date 3 _____			

Worker Signature

Date

Leader's (Supervisor/Manager)
Signature

Date

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Union Rep Signature

Date

Excel version of safety plan: <https://www.pshsa.ca/wp-content/uploads/2019/05/Individualized-Safety-Plan.xls>

For an example of a completed safety plan, refer to Appendix D starting on page 53.

Example Control Measures for Personal Safety Plan



Source: Public Services Health and Safety Association (PSHSA)
Control Measures Diagram- www.pshsa.ca

Control measures can be placed:

- **At the source** - removes or eliminates the hazard
- **Along the path** - putting a barrier between the hazard and the worker to minimize or prevent exposure
- **At the worker** - the last-resort control that minimizes the exposure and relies on appropriateness/sufficiency of equipment, training, and proficiency of the worker

Examples of Measures Employer can implement in the workplace	Examples of Measures outside the workplace Employer can assist with
<p>At the Source</p> <ul style="list-style-type: none"> ▪ Relocating patient to another facility especially when a no contact order is in place. ▪ Trespass patient/family member/visitor to not attend facility unless seeking medical attention ▪ Access control e.g. secure unit with key entry ▪ Not assigning care of that particular patient to workers at risk <p>Along the Path</p> <ul style="list-style-type: none"> ▪ Relocation of worker to another area of work or worksite 	<p>At the Source</p> <ul style="list-style-type: none"> ▪ Support worker in applying for a restraining order or peace bond ▪ Advise worker to avoid situations where they may interact or come in contact with the perpetrator <p>Along the Path</p> <ul style="list-style-type: none"> ▪ Encourage worker to get a home alarm system. ▪ Develop a response system if worker does not show up to work ▪ Provide flexible schedule to attend medical or legal appointments

Example Control Measures for Personal Safety Plan

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Examples of Measures Employer can implement in the workplace	Examples of Measures outside the workplace Employer can assist with
<ul style="list-style-type: none"> ▪ Establish clear procedure to report a threat at work ▪ Safe room for worker to go in ▪ Provide perpetrator’s photo, physical description, and name to be posted in units worker works in, or could be expected to work in, and security department ▪ Screening of worker’s phone calls including through switchboard ▪ Security/personal escorts to car into work, from work to car ▪ Provide priority parking closer to entrance of workplace ▪ Not assigning care of that particular patient ▪ Trespass order - patient/family member to not attend facility unless seeking medical attention ▪ Procedure developed for when patient, family member, friend who has been trespassing to attend facility to seek medical attention ▪ Develop administrative procedures for emergency situations ▪ Notification procedure to individual when perpetrator is admitted <p>At the Worker (least desirable control)</p> <p>Personal Protective Equipment (PPE)</p> <ul style="list-style-type: none"> ▪ Provide personal safety response system device (e.g. personal panic alarm/screamer) <p>Training</p> <ul style="list-style-type: none"> ▪ De-escalation/Self-protection training ▪ Training on what to do during an emergency and how to work safely (e.g. high-risk violence training) 	<ul style="list-style-type: none"> ▪ Assist in providing community resources to aid in the development of personal safety plan and escape route/alternate living arrangements ▪ Provide information or assistance on how to initiate a peace bond/no contact order ▪ Contacting EFAP for other helpful measures that could be implemented ▪ Contacting police for other measures that may help ▪ Advise worker to stay off social media sites to avoid being tracked ▪ Encourage a buddy system ▪ Provide assistance and support if authorities are involved ▪ Advise worker to contact police <p>At the Worker (least desirable control)</p> <p>Personal Protective Equipment (PPE)</p> <ul style="list-style-type: none"> ▪ Provide a community panic alarm device ▪ Cell phone with pre-programmed emergency numbers

Control Measures worker can implement outside the workplace for their own personal safety

At the Source

- Support worker in applying for a restraining order or peace bond
- **Avoid situations** where you may interact or come in contact with the perpetrator

Along the Path

- Install alarm system
- Way to check who is at your home door before answering
- Call police when in a threatening or potentially threatening situation
- Always check status of your vehicle before getting in
- Being mindful of your surroundings
- Having a check in procedure e.g. neighbour, friend, family member
- Staying in higher populated areas
- Stay off social media sites to avoid being tracked
- Use a buddy system

At the Worker (least desirable control)

Personal Protective Equipment

- Having key fob by bed at night to press to cause attention if threatening situation arises
- Self-defence training
- Ensure there is a phone next to bed
- Ensure all doors and windows are locked
- Curtains closed
- Set a chair inside the door to create a noise if someone enters
- Alert neighbours and ask them to watch for suspicious activities
- Obtain a community panic alarm device
- Obtain a dedicated 911 cell phone
- Contact police

Examples of Control Measures for Workplace or Unit Specific Safety Plan

Examples of Workplace/Unit Specific Measures

At the Source

- Relocating patient to another facility especially when a no contact order is in place.
- Trespass order - patient/family member/visitor to not attend facility unless seeking medical attention
- Issuance of trespass to patient/family member/visitor/intimate partner
- Secured/controlled access to workplace/unit ex. Key card access
- No assignment of patient to at risk workers

Along the Path

- Most Responsible Physician assess suitability for discharge of patient
- Identified safe room
- Installing security cameras
- notify staff through shift huddles, etc. refer to Effective Workplace Safety Huddle Communication Toolkit
- Emergency numbers readily available e.g. next to phone or programed into phone
- flag patient and communicate the risk of violence
- Security stand by or presence in work area
- Constant observational by security or other trained workers e.g. orderly
- Restrains environmental/5 point
- Increased security patrols/check ins
- Security escorts for all workers
- Communicate response plan for actual threat e.g. perpetrator arrives on unit (patient, family member, patient spouse, staff spouse etc.) implement mock drills
- Scheduled time for family member to visit with security accompaniment
- Buddy system working in pairs while providing care either with workers and/or security
- Develop behaviour contract
- Install security devices such as metal detectors
- Design or layout of work area; enclosed nursing stations, deep counters with bullet proof/shatter resistant glass in reception areas

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- Arrange furniture in a way that it can't be used as a weapon, weighted furniture, light furniture secured
- Installing panic alarm system
- Have police on standby

Personal Protective Equipment

- Provide personal safety response system devices (e.g. personal panic alarms for all workers, screamer alarms / installing fixed alert buttons)
- Provide workers with training in recognizing and managing assault, resolving conflict, hazard awareness and self-protection www.cdc.gov/niosh/docs/2002-101/default.html

Examples of Community Specific Measures

For home care/community visits, controls, measures and procedures must also be considered for the workers' safety.

At the Source

- Restraining order for family member or other occupants not to be in the home

Along the Path

- Pre-check in and out procedure prior/after client visit
- Arrange a buddy system
- Arrange police escort
- Review pre-risk assessment tool prior to worker visiting client
- Do not park in driveway (avoid block in)
- Change route
- Provide organizations car (domestic)
- Reassign work that is out of the community i.e. office work

At the Worker

- Provide personal safety response system device (e.g. screamer alarm)
- Provide cell phone with pre-programmed emergency numbers

Training

- Self-protection training
- Develop emergency plan for immediate unsafe situation

Refer to the Workplace Violence Prevention in Home Care toolkit for further guidance.

Appendices

Appendix A: Safety Plan Legislation Checklist



How to use the Tool

1. This tool can be used to help workplace parties determine how to meet legislative requirements.

	Legislative Requirement (not an exhaustive list)	Safety Plan Considerations	Yes / No / Partial
OHSA Employer Duties	<p>25. (1) An employer shall ensure that,</p> <p>(c) the measures and procedures prescribed are carried out in the workplace;</p> <p>(d) the equipment, materials and protective devices provided by the employer are used as prescribed. R.S.O. 1990, c.O.1, s.25(1)</p> <p>25. (2) an employer shall,</p> <p>(a) provide information, instruction and supervision to a worker to protect the health or safety of the worker</p> <p>(h) take every precaution reasonable in the circumstances to protect worker health and safety. R.S.O. 1990, c.O.1, s.25(2).</p>	<ul style="list-style-type: none"> ▪ Has the employer established a response team to work with the supervisor, worker, JHSC/HSR and Union to establish a safety plan? ▪ Does the safety plan include personal safety response system (PSRS) devices that are in place, maintained and used to summon immediate assistance? ▪ Has the employer ensured the affected worker and others who may potentially be at risk have been given all information, instruction and supervision, training, and education to protect them from the identified hazard? ▪ Have workers been trained in all workplace violence measures and procedures that were developed in consultation with the JHSC/HSR ▪ Do supervisors provide updated health and safety/ workplace violence risk information at shift huddles? ▪ Have workers/Joint Health and Safety Committee been asked for, or provided, additional suggestions to protect worker(s) at risk? ▪ Ensure the Most Responsible Physician (MRP) is assigned to ensure supervisors are consistently implementing the employer's programs. 	<p>Click here to enter text.</p>

Workplace Safety Plans Toolkit

	Legislative Requirement (not an exhaustive list)	Safety Plan Considerations	Yes / No / Partial
OHSA Supervisor Duties	<p>27. (1) A supervisor shall ensure that a worker,</p> <p>(a) works in the manner and with the protective devices, measures and procedures required by this Act and the regulations; and</p> <p>(b) uses or wears the equipment, protective devices or clothing that the worker's employer requires to be used or worn.</p> <p>27. (2) Without limiting the duty imposed by subsection (1), a supervisor shall,</p> <p>(a) advise a worker of the existence of any potential or actual danger to the health or safety of the worker of which the supervisor is aware;</p> <p>(c) The supervisor shall take every precaution reasonable in the circumstances to protect worker health and safety.</p>	<ul style="list-style-type: none"> ▪ Are supervisors “competent” to understand their role(s) in ensuring compliance with the OHSA and organization's measures and procedures (e.g. safety plan)? ▪ Are supervisors monitoring compliance with the safety plan, e.g. ensuring PSRS devices are maintained, tested, used, and key lock entry and procedure used appropriately? ▪ Are supervisors making workers at risk aware of persons with a history of violent behaviour? ▪ Has supervisor taken/provided a picture of the assailant? ▪ Are supervisors sharing updated information with worker(s) at risk e.g. through shift safety huddles? ▪ Are supervisors training workers on PSRS and security and police procedures? ▪ Are supervisors asking for, or responding to, workers/Joint Health and Safety Committee additional suggestions/recommendations/controls to protect worker(s) at risk? 	Click here to enter text.
OHSA Worker Duties	<p>28. (1) A worker shall,</p> <p>(a) work in compliance with the provisions of this Act and the regulations;</p> <p>(b) use or wear the equipment, protective devices or clothing that the worker's employer requires to be used or worn;</p>	<ul style="list-style-type: none"> ▪ Are worker(s) reporting information about violence hazards e.g. escalating/ concerning behaviours, social media contacts etc.? ▪ Are worker(s) using equipment e.g. PSRS device appropriately? 	Click here to enter text.

Workplace Safety Plans Toolkit

	Legislative Requirement (not an exhaustive list)	Safety Plan Considerations	Yes / No / Partial
	<p>(c) report to his or her employer or supervisor the absence of or defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker; and</p> <p>(d) report to his or her employer or supervisor any contravention of this Act or the regulations or the existence of any hazard of which he or she knows.</p> <p>28. (2) No worker shall,</p> <p>(a) remove or make ineffective any protective device required by the regulations or by his or her employer, without providing an adequate temporary protective device and when the need for removing or making ineffective the protective device has ceased, the protective device shall be replaced immediately;</p> <p>(b) use or operate any equipment, machine, device or thing or work in a manner that may endanger himself, herself or any other worker; or</p> <p>(c) engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.</p>	<ul style="list-style-type: none"> ▪ Are worker(s) reporting any problems with devices, e.g. PSRS, personal alarm system, etc.? ▪ Have any worker(s) disabled any equipment etc.? 	
JHSC OHSA	<p>9(18) Powers of committee - It is the function of a committee and it has power to,</p> <p>(a) identify situations that may be a source of danger or hazard to workers;</p> <p>(b) make recommendations to the constructor or employer and the workers for the improvement of the health and safety of workers;</p>	<ul style="list-style-type: none"> ▪ Has the JHSC/HSR been asked to or proactively provide information, suggestions, about what to include in the safety plan, how to best protect at risk worker(s)? ▪ Has JHSC/HSR made written recommendations to the employer under section 8 & 9 of the OHSA regarding workplace violence? 	Click here to enter text.

Workplace Safety Plans Toolkit

	Legislative Requirement (not an exhaustive list)	Safety Plan Considerations	Yes / No / Partial
	<p>(c) recommend to the constructor or employer and the workers the establishment, maintenance and monitoring of programs, measures and procedures respecting the health or safety of workers;</p> <p>(d) obtain information from the constructor or employer respecting,</p> <p>(i) the identification of potential or existing hazards of materials, processes or equipment, and</p> <p>(ii) health and safety experience and work practices and standards in similar or other industries of which the constructor or employer has knowledge;</p> <p>(e) obtain information from the constructor or employer concerning the conducting or taking of tests of any equipment, machine, device, article, thing, material or biological, chemical or physical agent in or about a workplace for the purpose of occupational health and safety; and</p> <p>(f) be consulted about, and have a designated member representing workers be present at the beginning of, testing referred to in clause (e) conducted in or about the workplace if the designated member believes his or her presence is required to ensure that valid testing procedures are used or to ensure that the test results are valid. R.S.O. 1990, c.O.1, s.9 (18).</p>	<ul style="list-style-type: none"> Is the JHSC/HSR inspecting work areas more frequently and checking if all workers are trained on all safety related equipment, measures and procedures and provided safety equipment? Is the JHSC worker member/HSR present during testing of alarms? 	
OHSA Workplace Violence	32.0.1 (1) (a) An employer shall prepare a policy with respect to workplace violence.	<ul style="list-style-type: none"> Has the employer developed and implemented, in consultation with the JHSC/HSR, a comprehensive violence 	Click here to enter text.

Workplace Safety Plans Toolkit

	Legislative Requirement (not an exhaustive list)	Safety Plan Considerations	Yes / No / Partial
	<p>32.0.1 (1) (c) review the policies as often as is necessary, but at least annually.</p> <p>32.0.2. (1) An employer shall develop and maintain a program to implement the policy with respect to workplace violence required under clause 32.0.1 (1) (a). 2009, c. 23, s. 3.</p> <p>32.0.2.(2) Without limiting the generality of subsection (1), the program shall,</p> <p>(a) include measures and procedures to control the risks identified in the assessment required under subsection 32.0.3 (1) as likely to expose a worker to physical injury;</p> <p>(b) include measures and procedures for summoning immediate assistance when workplace violence occurs or is likely to occur</p> <p>(c) include measures and procedures for workers to report incidents of workplace violence to the employer or supervisor;</p> <p>(d) set out how the employer will investigate and deal with incidents or complaints of workplace violence; and</p> <p>(e) include any prescribed elements.</p> <p>32.0.3(1) Assessment of risks of violence - An employer shall assess the risks of workplace violence that may arise from the nature of the workplace, the type of work or the conditions of work.</p> <p>(2) Considerations - The assessment shall take into account,</p> <p>(a) circumstances that would be common to similar workplaces;</p>	<p>prevention program to protect workers ongoing, within which safety plans are understood, implemented, complied with?</p> <ul style="list-style-type: none"> ▪ Has the employer advised workers of a risk of workplace violence, and how will they be protected? ▪ Has your employer implemented the PSHSA VARB tool on personal safety response systems and linked it to security? ▪ Has the employer conducted (in consultation with the JHSC/HSR) a risk assessment of potentially affected unit(s)? ▪ Has the employer considered engaging an expert to conduct the risk assessment given the heightened concern about the subject of the safety plan? ▪ Has the employer conducted a reassessment each time the safety plan fails to protect worker(s) from the identified hazard, and have corrective actions been taken? ▪ Has the employer shared results of the reassessment and any corrective actions with the worker(s) at risk and the JHSC/HSR? 	

Workplace Safety Plans Toolkit

	Legislative Requirement (not an exhaustive list)	Safety Plan Considerations	Yes / No / Partial
	<p>(b) circumstances specific to the workplace; and</p> <p>(c) any other prescribed elements.</p> <p>(3) Results - An employer shall,</p> <p>(a) advise the committee or a health and safety representative, if any, of the results of the assessment, and provide a copy if the assessment is in writing; and</p> <p>(b) if there is no committee or health and safety representative, advise the workers of the results of the assessment and, if the assessment is in writing, provide copies on request or advise the workers how to obtain copies.</p> <p>(4) Reassessment - An employer shall reassess the risks of workplace violence as often as is necessary to ensure that the related policy under clause 32.0.1 (1) (a) and the related program under subsection 32.0.2 (1) continue to protect workers from workplace violence.</p> <p>32.0.4 Domestic Violence - If an employer becomes aware, or ought reasonably to be aware, that domestic violence that would likely expose a worker to physical injury may occur in the workplace, the employer shall take every precaution reasonable in the circumstances for the protection of the worker.</p> <p>32.0.5(1) Duties re violence - For greater certainty, the employer duties set out in section 25, the supervisor duties set out in section 27, and the worker duties set out in section 28 apply, as appropriate, with respect to workplace violence.</p>		

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	Legislative Requirement (not an exhaustive list)	Safety Plan Considerations	Yes / No / Partial
	<p>(2) Information - An employer shall provide a worker with,</p> <p>(a) information and instruction that is appropriate for the worker on the contents of the policy and program with respect to workplace violence; and</p> <p>(b) any other prescribed information or instruction.</p> <p>(3) Provision of information - An employer's duty to provide information to a worker under clause 25 (2) (a) and a supervisor's duty to advise a worker under clause 27 (2) (a) include the duty to provide information, including personal information, related to a risk of workplace violence from a person with a history of violent behaviour if,</p> <p>(a) the worker can be expected to encounter that person in the course of his or her work; and</p> <p>(b) the risk of workplace violence is likely to expose the worker to physical injury.</p> <p>(4) Limit on disclosure - No employer or supervisor shall disclose more personal information in the circumstances described in subsection (3) than is reasonably necessary to protect the worker from physical injury.</p>		
OHSA Notice Provisions	<p>Notice of death or injury</p> <p>51 (1) Where a person is killed or critically injured from any cause at a workplace, the constructor, if any, and the employer shall notify an inspector, and the committee, health and safety representative and trade union, if any, immediately</p>	<ul style="list-style-type: none"> Has worker been advised of their legal duties to report any hazard and the employer's reporting procedures should they experience any threats or actual violence? 	

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	Legislative Requirement (not an exhaustive list)	Safety Plan Considerations	Yes / No / Partial
	<p>of the occurrence by telephone or other direct means and the employer shall, within forty-eight hours after the occurrence, send to a Director a written report of the circumstances of the occurrence containing such information and particulars as the regulations prescribe.</p> <p>Preservation of wreckage</p> <p>(2) Where a person is killed or is critically injured at a workplace, no person shall, except for the purpose of,</p> <p>(a) saving life or relieving human suffering;</p> <p>(b) maintaining an essential public utility service or a public transportation system; or</p> <p>(c) preventing unnecessary damage to equipment or other property, interfere with, disturb, destroy, alter or carry away any wreckage, article or thing at the scene of or connected with the occurrence until permission so to do has been given by an inspector</p> <p>Notice of accident, explosion, fire or violence causing injury</p> <p>52 (1) If a person is disabled from performing his or her usual work or requires medical attention because of an accident, explosion, fire or incident of workplace violence at a workplace, but no person dies or is critically injured because of that occurrence, the employer shall, within four days of the occurrence, give written notice of the occurrence containing the prescribed information and particulars to the following:</p>	<ul style="list-style-type: none"> ▪ Are supervisors trained to comply with the notice provisions if they are advised of any incidents of violence where the worker was unable to perform usual duties or required medical attention or where there is a fatality or critical injury? 	

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	Legislative Requirement (not an exhaustive list)	Safety Plan Considerations	Yes / No / Partial
	<p>1. The committee, the health and safety representative and the trade union, if any.</p> <p>2. The Director, if an inspector requires notification of the Director</p> <p>Notice of occupational illness</p> <p>(2) If an employer is advised by or on behalf of a worker that the worker has an occupational illness or that a claim in respect of an occupational illness has been filed with the Workplace Safety and Insurance Board by or on behalf of the worker, the employer shall give notice in writing, within four days of being so advised, to a Director, to the committee or a health and safety representative and to the trade union, if any, containing such information and particulars as are prescribed</p>		
Health Care and Residential Facilities Regulation (HCRFR) Equipment	<p>44. Machinery or equipment shall be,</p> <p>(a) suitable for its actual use;</p> <p>(b) constructed of materials of sufficient size and strength to withstand imposed stresses;</p> <p>(c) provided with locking devices in order to prevent accidental operation which may be a hazard to a worker;</p> <p>(e) inspected immediately before its use and at regular intervals as recommended by the manufacturer;</p> <p>(f) serviced and maintained in accordance with the recommendations and instructions of the manufacturer;</p> <p>(g) operated by a worker trained in its use and function; and</p>	<ul style="list-style-type: none"> ▪ Has safety equipment such key locks, telephones, cameras been installed, inspected, maintained, and are they suitable for their actual use? ▪ Has safety equipment been inspected immediately before its use and at regular intervals? 	Click here to enter text.

	Legislative Requirement (not an exhaustive list)	Safety Plan Considerations	Yes / No / Partial
<p>HCRFR General Duty to Establish Measures and Procedures</p>	<p>8. Every employer in consultation with the joint health and safety committee or health and safety representative, if any, and upon consideration of the recommendation thereof, shall develop, establish and put into effect measures and procedures for the health and safety of workers.</p> <p>9. (1) The employer shall reduce the measures and procedures for the health and safety of workers established under section 8 to writing and such measures and procedures may deal with, but are not limited to, the following:</p> <ul style="list-style-type: none"> ▪ Safe work practices. ▪ Safe working conditions. ▪ The proper use, maintenance and operation of equipment. ▪ The reporting of unsafe or defective devices, equipment or work surfaces. ▪ The purchasing of equipment that is properly designed and constructed. ▪ The use, wearing and care of personal protective equipment and its limitations. <p>9.(2) At least once a year the measures and procedures for the health and safety of workers shall be reviewed and revised in the light of current knowledge and practice.</p> <p>9.(3) The review and revision of the measures and procedures shall be done more frequently than annually if,</p> <p>(a) the employer, on the advice of the joint health and safety committee or health and safety representative, if any, determines that such review and revision is necessary; or</p>	<ul style="list-style-type: none"> ▪ Has the employer consulted the JHSC in the development of safety plans (where applicable) and the particular safety plan for an identified hazard? For example, a process is in place where the committee is being consulted? ▪ Has training, huddles wherein worker(s) are educated about the identified hazard and contents of safety plan(s) been developed and provided in consultation with the JHSC/HSR? 	<p>Click here to enter text.</p>

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	Legislative Requirement (not an exhaustive list)	Safety Plan Considerations	Yes / No / Partial
	<p>(b) there is a change in circumstances that may affect the health and safety of a worker.</p> <p>9.(4) The employer, in consultation with and in consideration of the recommendation of the joint health and safety committee or health and safety representative, if any, shall develop, establish and provide training and educational programs in health and safety measures and procedures for workers that are relevant to the workers' work. O. Reg. 67/93, s. 9.</p>		
HCRFR Personal Protective Equipment	<p>10. (1) A worker who is required by his or her employer or by this Regulation to wear or use any protective clothing, equipment or device shall be instructed and trained in its care, use and limitations before wearing or using it for the first time and at regular intervals thereafter and the worker shall participate in such instruction and training.</p> <p>(2) Personal protective equipment that is to be provided, worn or used shall,</p> <p>(a) be properly used and maintained;</p> <p>(b) be a proper fit;</p> <p>(c) be inspected for damage or deterioration; and</p> <p>(d) be stored in a convenient, clean and sanitary location when not in use. O. Reg. 67/93, s. 10.</p>	<ul style="list-style-type: none"> Has the employer ensured PPE e.g. PSRS devices – personal alarms, etc. are properly maintained etc.? 	Click here to enter text.

(Occupational Health and Safety Act R.S.O. 1990; Health Care and Residential Facilities, Ontario Regulation 67/93)

Appendix B: Sample Safety Plan Policy

Policy Purpose

The purpose of this policy is to ensure a safe and healthy work environment free of violence, by ensuring when the employer becomes reasonably aware of a worker being targeted by violence from a significant other, patient, patient family member, visitor, co-worker or other, safety plans will be put into place. The types of safety plans will include the following; individual safety plans internal and advise the worker on safety plan for external – community and home, workplace/unit specific safety plans, and patient safety plans (refer to organization’s flagging policy/ [hyperlink here](#)) and will aim to, in accordance with Occupational Health and Safety Act legislation ensure all risk of workplace violence as identified during safety plan development are communicated to all workers who may be impacted and/or also at risk.

Policy Statement

{ORGANIZATION} is committed to identifying and addressing workplace hazards as a result of workplace violence or potential violence. This will include the development of individual safety plans for workers who are being targeted by violence inside the workplace and advise the worker on safety plan outside of the workplace, in the community and home. The worker may be targeted by violence from a significant other, patient, patient family member/friend, co-worker, or other.

The safety planning will extend beyond the individual safety plan to include advising the worker on external considerations, workplace/unit specific safety planning to patient/family member safety plan, and communication of the risks related to the workplace violence to all workers who are likely to be exposed. In the circumstances where the perpetrator/aggressor is a patient, or a relation of a patient other forms of communication will be implemented according to patient flagging of violence policy [{add link to policy here}](#)

Policy Scope

All staff, students, volunteers, contractors, and affiliates including physicians of this {ORGANIZATION} are required to comply with this policy and related measures and procedures.

Policy Principals

{Organization} is committed to providing a safe and respectful environment, and implementing measures and procedures to prevent, eliminate, control, and minimize the risk of violence.

[Organization] considers any violent behaviour unacceptable, and when becomes aware of a worker being targeted and/or at risk for workplace violence will take every precaution reasonable for the protection of a worker which includes developing a safety plan to protect individuals or others at risk in the organization.

[Organization] acknowledges that all workers in a workplace/unit have the potential to be exposed to this workplace violence and will implement measures and procedures for the protection of all workers.

[Organization] commits to communicating information including personal information (that is reasonably necessary) related to the risk of workplace violence to all workers who can be expected to encounter the person in the course of their work and the risk of violence is likely to expose them to physical injury.

[Organization] supports the application of the precautionary principle when taking all reasonable steps to prevent and manage workplace violence.

[Organization] takes seriously its responsibility for personal health information under its control, and shall limit the collection, use, and disclosure of such information to that which is necessary to protect the safety of workers.

[Organization] supports the importance of transferring accountability ensuring that the safety plans move with worker and communicated to appropriate stakeholders.

[Organization] supports the use of routine prevention practices for all patients, and enhanced prevention practices for at-risk patients. Enhanced prevention practices shall be risk-based and patient-centered while ensuring the protection of workers.

Definitions

Workplace Violence

The definition of workplace violence under the *Occupational Health and Safety Act (OHSA)*, s. 1(1) is as follows, “workplace violence” means,

- a) the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;
- b) an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker;
- c) a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Individual safety plan: A personal safety plan is designed to keep a specific individual who is experiencing violence from another individual arising from; domestic, patient, family member/visitor of patient, co-worker or others safe from violence while in the workplace

Workplace safety plan: A workplace safety plan is a document designed to set out the actions the employer will take to ensure the overall safety of the workplace and all workers.

Domestic violence: is considered workplace violence when a person who has a personal relationship with a worker – such as a spouse or former spouse, current or former intimate partner or a family member – may physically harm, or attempt or threaten to physically harm, that worker at work.

Patient: a recipient of care; also can be known as a client in the home care setting.

Patient family member/friend: a family member or friend of a patient receiving care who enters the workplace and is neither a patient nor a worker.

Measures: measures are things put in place (e.g. legislation, rule(s), action(s), (personal protective equipment etc.) to protect workers' health and safety.

Procedures: specific steps or methods used to carry out a policy.

Worker: The definition of worker under the *Occupational Health and Safety Act (OHSA)*, s. 1(1) is as follows,

1. A person who performs work or supplies services for monetary compensation.
2. A secondary school student who performs work or supplies services for no monetary compensation under a work experience program authorized by the school board that operates the school in which the student is enrolled.
3. A person who performs work or supplies services for no monetary compensation under a program approved by a college of applied arts and technology, university or other post-secondary institution.
4. A person who receives training from an employer, but who, under the Employment Standards Act, 2000, is not an employee for the purposes of that Act because the conditions set out in subsection 1 (2) of that Act have been met.
5. Such other persons as may be prescribed who perform work or supply services to an employer for no monetary compensation.

Affiliate: Individuals who are not employed by the organization but perform specific tasks at or for the organization this would include the following;

Some Students

Volunteers

Contractors or contracted workers who are part of a third-party contract or have a direct contract with the organization (e.g. credentialed professional staff with hospital privileges (mid wives, physicians, dentists), and

Individuals who are funded externally that are performing work at the organization

Precautionary principle: is an approach for “protecting workers in circumstances of scientific uncertainty, reflecting the need to take prudent action in the face of potentially serious hazards without having to await complete scientific proof that a course of action is necessary.” (Ontario Health Care Health and Safety Committee under Section 21 of the *Occupational Health and Safety Act*, 2011).

Patient/family member safety plan: is a set of actions and approaches designed to optimize the quality and safety of care and continuity of care among various providers. It may be diagnosis-specific, risk-specific or patient/family member/friend-specific.

Flagging: is a standardized method to communicate safety concerns to workers.

Transfer of accountability/transition of care (TOA/TOC): An interactive process for transferring patient information from one health care worker / team to another in order to ensure continuity of care, as well as staff and patient safety. Examples of TOA / TOC include:

- Nurse-to-nurse at change of shift
- Nurse-to-nurse when care is temporarily assigned to another nurse on a short-term basis
- Transfer from one patient-care area to another
- Transfer to a different patient-care unit within the organization
- Transfer to an outside organization

Roles and Responsibilities

Board of Directors

- Ensures the organization complies with requirements under OHSA, including the duty to provide information related to a risk of workplace violence and protect workers from workplace violence
- Verifies that Ministry of Labour orders and requirements related to violence towards workers are addressed
- Holds senior management accountable for the development and implementation of an effective violence prevention and flagging alert program

Employer

- Takes every precaution reasonable in the circumstances to protect workers
- Provides EAP and other psychological services to all affected worker
- Assesses and manages the risks of workplace violence that may arise from all forms of violence including domestic or patient/family member, and reassess the risks as often as necessary

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- Establishes and puts into effect written measures and procedures and training for the early recognition and protection, of domestic, and patient/family member violence to worker, in consultation with JHSC/HSR
- Provides to all workers who may be at risk information (including personal information that is reasonably necessary) with respect to persons with a history of or potential for violent behaviours that include aggressive or responsive behaviours.
- Provides information, instruction, training, and education on this policy and its applicable measures and procedures to all workers
- Designates an individual with the appropriate knowledge and experience to oversee the implementation and maintenance of the safety planning procedure. Holds that individual accountable for ensuring consistent application and implementation
- Identifies and allocates necessary resources for effective implementation of the Safety plan procedure
- Provides all required equipment, materials, and devices, and keeps them in good working order
- Keeps and maintains training records related to workplace violence and safety plan policy
- Ensures policy, measures and procedures and risk assessments are reviewed at least annually or as needed, and identifies policy and program gaps in order to make necessary changes to protect workers

Supervisors

- Takes every precaution reasonable in the circumstances to protect workers
- Supports workers following an incident with EAP and other psychological services
- Advise a worker of the existence of any potential or actual workplace violence hazard to the health and safety of the worker of which the supervisor is aware
- Acting on behalf of the employer will assess and manage the risks of workplace violence that may arise from the nature of the workplace and type or conditions of work, reassessing the risks as often as necessary
- Informs workers and security about patients/family members who have a history of violent behaviour or pose a risk of violence that includes aggressive or responsive behaviour including external perpetrators of domestic violence
- Is familiar with safety planning requirements and their duties under this policy
- Ensures that workers receive appropriate training / education on this policy and its measures and procedures and ensures that it is documented
- Monitors and enforces compliance with this policy
- Communicates the safety planning process to workers and affiliates
- Responds to all known or reported incidents of violence that includes aggressive or responsive behaviours and / or risks to workers within care-area, and ensures workers are protected

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- Calls security and/or code white when assistance is required
- Ensures transfer of accountability for any safety planning moves with the worker and patient/family member throughout the organization
- Document the history of violent behaviour that includes aggressive or responsive behavior
- Ensures safety planning is offered to workers and develop safety plans if requested by worker

Workers

- Will report incidents of workplace violence to employer/supervisor
- Work in compliance of the OHSA and its regulations
- Will participate in the development of personal safety plan
- Follow personal safety plans
- Follow any workplace safety plans

Joint Health and Safety Committee/Health and Safety Representative

- Will be consulted on the development of measures, procedures, and policies (e.g. safety plans)
- Will be consulted on the development of training of any measures, procedures, and policies
- Will be provided notification of safety plan development (consider limitations on disclosure of personal information)
- Will be provide copy or content of safety plan (consider limitations on disclosure of personal information)

Unions, if applicable

- Will participate, support, and advocate in the safety plan development

Procedure

From time to time it may be necessary to temporarily alter duties, work conditions, or environment due to an identified and imminent personal threat to the safety of a worker. *[Organization]* will carry out the following steps to ensure a safe and healthy working environment for all workers.

1. Communication and collection of information

When the *[Organization]* becomes aware or ought to be reasonably aware that a worker requires modification to their duties, work conditions, or environment due to a personal threat to their safety, direct contact should be made between the supervisor, worker, JHSC, and the Union as soon as possible, and implement immediate interim measures.

Supervisor will take every precaution reasonable in the circumstances for the immediate safety of the worker, and will offer support services to the worker (e.g. trauma-informed stabilization treatment (TIST), EFAP, psychological health & safety referral, community resources)

The Supervisor will contact a Health & Safety Coordinator and/or Human Resources to schedule a safety plan meeting to discuss the development of a personal safety plan with the JHSC and the Union.

2. Safety Plan Meeting

A safety plan meeting will be scheduled by the Health & Safety Coordinator and will include the worker, supervisor, human resources, security, and the union. Other workplace parties may be invited as appropriate (i.e. other leaders where the worker might work). The meeting will involve a discussion regarding what modifications to duties, work conditions, and environment are required for reasons of personal safety.

A safety plan may include an adjustment of the work process, work schedule or a transfer to a new work location, alterations to workplace or unit i.e. installation of personal panic alarm system, controlled access to the workplace/unit etc.

3. Development of Safety Plan

A safety plan will be developed collaboratively by all participants at the meeting.

The safety plan will outline specific measures and procedures for the protection of a worker within the workplace with timelines and assigned role and responsibility expectations for each step of the plan. The organization will also advise the worker on resources and support and protection measures for safety in the community and at home.

Details related to the risk of violence will be communicated as required under the *Occupational Health and safety Act* legislation to all workers and affiliates who are likely to be exposed to the risk of workplace violence up to and including personal information that is reasonably necessary related to the risk.

Workplace/unit specific safety plan will be implemented and communicated to all workers and affiliates working in the area

A Safety Plan will be time-limited, and subject to review at regular intervals as deemed appropriate.

The JHSC will be provided a copy or content of the safety plan that respects OH & S, specific to the measures and procedures implemented that may concern other workers' health and safety (consider sensitivities around disclosure of personal information).

4. Implementation of Safety Plan

The Health & Safety Coordinator will provide a written copy (or content from the safety plan) of the safety plan to all meeting participants, the JHSC, as well as relevant parties (as deemed necessary) by the Health & Safety Coordinator and/or Human Resources taking into account limitations on disclosure of personal information.

The safety Plan will be linked to the appropriate personnel file and provided to any other areas the worker works within the organization. The [Organization] will communicate the existence of the worker's safety plan to any other workplaces/organizations the worker is employed at in consultation with the worker.

The Health & Safety Coordinator will add specific restrictions to the 'Restrictions List' for the purpose of assigning duties or work location.

Changes and adjustments to the safety plan will be communicated to all stakeholders as appropriate (e.g. staffing for scheduling purposes). Adjustments include a change in duties, hours, location or timeframes for completion.

Determine all workers and affiliates who are to be notified of the risk of workplace violence, and communicate any workplace/unit specific measures and/or procedures, or training implemented (e.g. emergency response when imminent threat exists including code words, screening procedure for aggressor, trespass orders, photo and name of aggressor, etc.)

Ensure any changes to measures and procedure, and level of risk are communicated to all workers and affiliates that have been pre-determined to know the hazard and plan.

5. Monitoring of Safety Plan

Once implemented, the safety plan will be monitored on a regular basis by the supervisor, ensuring that work is safe and suitable. Further meetings to modify the safety plan will be booked as appropriate.

Documentation will take place at each step, and be provided to the worker, supervisor and union, as well as relevant stakeholders.

All changes to the original safety plan should be documented, with copies provided to worker, supervisor and union, as well as relevant stakeholders (as appropriate).

6. Closure of Safety Plan

Each Safety Plan will be time-limited and be subject to review for ongoing need.

When the identified risk is no longer present, and modification to duties, work conditions, or environment no longer needed, the safety plan will be closed.

Tools/Equipment

Safety plan document

Personal safety response system (PSRS) device (e.g. panic alarm)

Patient safety plan

Workplace unit specific safety plan

Violence risk assessment

Algorithm

Leader (employer, manager, supervisor) becomes aware of risk of workplace violence (by worker, union, another worker, etc.) - meets with worker to obtain details of situation, and offer safety plan

Communicate the risk to all workers affected (as per OHSA) and implement interim measures

Notify Occupational Health and Safety leader, Security leader, Human Resources, union to arrange a safety plan meeting

Develop safety plan with the worker and appropriate stakeholders

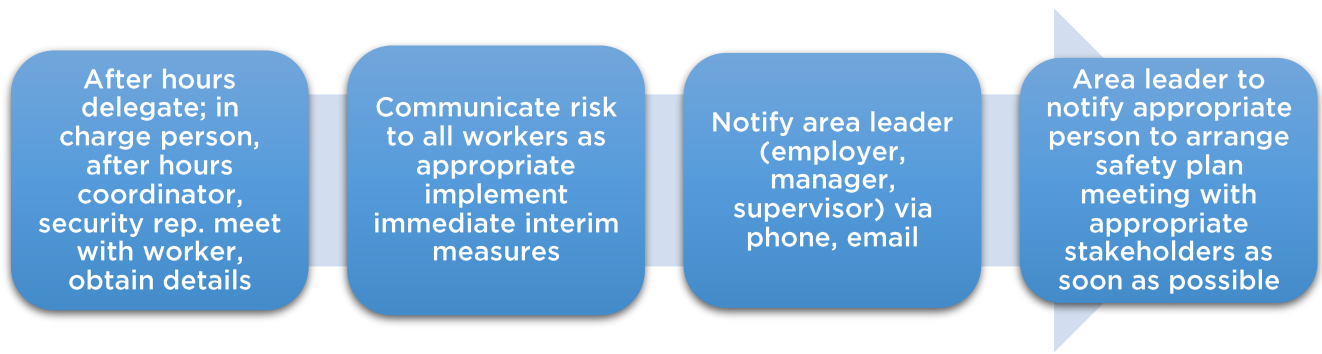
Identify who will be notified of the risk and what from the personal safety plan is required to be communicated to staff e.g. emergency response, name and picture

Develop a workplace safety plan and/or unit specific safety plan for all workers who are likely to be exposed to the risk of workplace violence, and communicate to all workers (as per OHSA)

If it is identified that a patient/family member/visitor is the threat; develop a patient safety plan, and communicate to all workers as appropriate



After Hours Process



Appendix C: Quick Reference Guide for Supervisors/Delegate for Developing Safety Plans

As a supervisor you are likely, in the course of your career, to encounter a worker who is a target of workplace violence either by, an intimate partner, a patient, a family member or visitor, another co-worker or other. Supervisor's need to have an understanding that they have a legal responsibility to take every precaution reasonable to ensure a safe work environment. This includes the offering and development of safety plans when you are reasonably aware, or ought to be reasonably aware of a worker experiencing violence from another individual. This quick reference guide is designed to help guide employers, supervisors, human resources, and unions to initiate and develop safety planning.

Risk factors of workplace violence to be aware of include but are not limited to the following:

- Working directly with volatile people especially under the influence of a substance
- History of violent behaviour
- History of criminal offences
- Domestic violence
- Working under staffed especially during visiting hours
- Poor environmental design
- Inadequate security
- Access to weapons
- Lack of training/drills and policies, measures, and procedures for preventing and managing crisis when violence occurs
- Workers and/or patients experiencing domestic violence
- Working alone

What is a safety plan?

A personal safety plan is designed to keep a specific individual who is experiencing violence from another individual arising from; domestic, patient, family member/visitor of patient, co-worker or other safe from violence while in the workplace. This will be done in consultation with the victim of the violence or threats of violence.

A workplace safety plan is a document designed to set out the actions the employer will take to ensure the overall safety of the workplace and all workers.

Note: When a patient and/or patient family member/visitor is the perpetrator of the violence the patient should be flagged according to the organization’s policy, and a specific safety care plan documented/communicated to all workers who are likely to be exposed to the risk to prevent or minimize injury from violence. Refer to Workplace Violence Prevention in Health Care Leadership Table document Triggers and Care Planning in Workplace Violence Prevention. www.workplace-violence.ca

What do Employers/Supervisors need to know about safety planning?

Safety planning goes beyond planning for the worker being targeted by violence or threats of violence. It is important for supervisors to have a clear understanding that other workers can be at risk of exposure to workplace violence when another worker is experiencing violence in or outside their workplace. The Employer is required by legislation to communicate the risk of workplace violence to all workers who are likely to encounter a person with a history of violent behaviour and the risk of workplace violence is likely to expose the worker to physical injury, and to take every precaution reasonable in the circumstance for the protection of the worker. This includes:

- Developing individual worker safety plan
- Developing workplace/unit specific safety plans
- Developing patient/family member or visitor safety care plans

Violence perpetrated by an intimate partner, patient, family member/visitor of patient, co-worker or other can be a very sensitive time for the worker. Employer’s and supervisors have to recognize the sensitivity of the conversation keeping in mind and respecting confidentiality, while still meeting legislative requirements to communicate the risk of workplace violence. It should be explained to the worker what the employer is required by law to communicate to other workers who can expected to be impacted.

Note: The relationship and intimate details are not required to be communicated only information related to the risk, perpetrators name, photo, level of risk, and plan to etc.



How does the Employer/Supervisor initiate the safety plan development?

When the employer/supervisor becomes aware or is reasonably aware of an individual who is potentially or actually experiencing workplace violence by another individual they must notify security and human resources of the situation, and have HR is to arrange a safety plan meeting with the individual targeted and appropriate stakeholders.

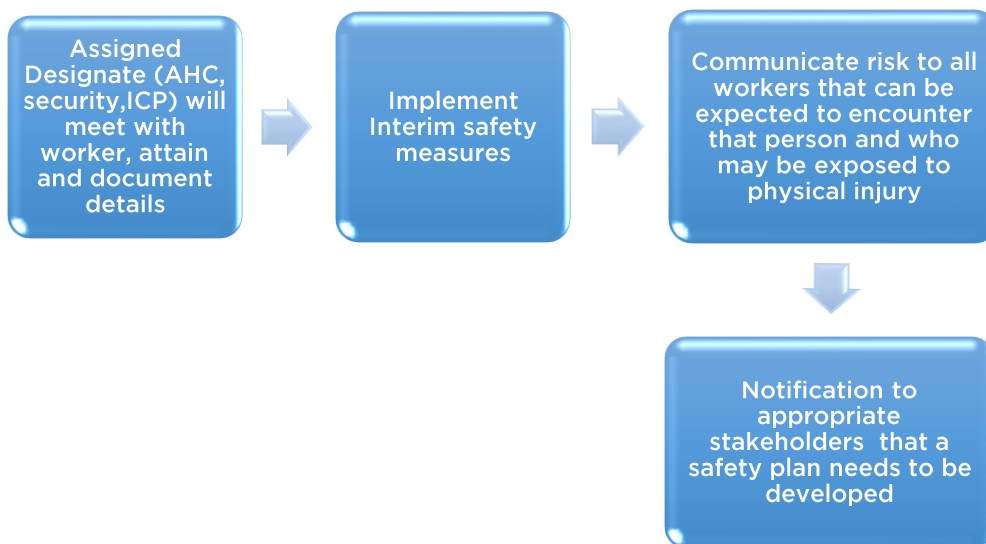
The leader (manager, supervisor), security, after-hours coordinator, and/or other delegated supervisor must implement immediate action in the interim of the safety plan meeting being arranged. This and a safety plan could include the following;

- Communication to all workers potentially at risk of the workplace violence
- Provide personal protective equipment e.g. personal safety response system device (e.g. panic alarm)
- Security presence on the unit, stand by or increased rounding
- Security escorts to car
- Controlled access (installing key card access) and screening of visitors to workplace or unit
- Lock down of unit
- Issuance of trespass order
- Notifying police



After hours process assigned designate (after hours coordinator (AHC), security, in charge person (ICP) will initiate the following;

- Meet with worker to attain and document details of the situation,
- Implement interim safety measures,
- Provide communication to all workers that are likely to be exposed to the workplace violence
- Notification to area leaders, security leader, HR, union representative, occupational health detailing situation, request for safety plan development, interim safety measures



Note: This process will be different from one organization to another depending on if the organization has after-hours coordinators, security etc.

Who do I involve in safety plan development?

- Individual/victim
- Security leadership and/or delegate
- Supervisor and/or delegate
- Occupational health and safety leader and/or delegate
- JHSC designated worker member
- Union representation
- Human Resource representative
- Law enforcement

What other measures should be taken beyond the individual safety plan?

Workplace/unit specific safety plan documented and communicated to all workers working in the area, and all new workers to area, or workers returning from leave or vacation to the area.

Patient and family member/visitor flagged, safety plan documented and communicated to the following; all workers working in the area, all new workers to area, and workers returning from leave or vacation to the area. This should reside on the patient's chart. Refer to PSHSA toolkit Individual Client Risk Assessment www.workplace-violence.ca

An organization plan and notification as required this will be dependent on the situation and implemented on a situational basis.

NB: Workplace violence is not limited to incidents that occur within a traditional workplace. Work-related violence can occur at off-site business-related functions (conferences, trade shows), at social events related to work and in clients' homes. Violence resulting from work may occur away from work (e.g. a threatening telephone call to your home from a client). <https://www.ccohs.ca/oshanswers/psychosocial/violence.html>

NB: CCOHS is a federal department corporation and is therefore not solely based on Ontario legislation. At all times, reference should be made to the OHSA and its regulations.

Employers/Supervisors will include exploring/advising on external safety measures in the safety plan this could include;

- Contacting EFAP for other helpful measures that could be implemented
- Provide contact information of law enforcement to file report, or to ask questions to explore options
- Assisting with peace bond/restraining order
- Provided with community panic device and screamer
- Providing information about available community supports
- Assist with safety planning at children's school, communicate the individual who is a risk, provide picture, car make and colour (communicating the risk from one workplace to another) in consultation with the worker
- Check in response if worker does not show up and/or between shift, wellness check

Refer to Ensuring Supervisor Competency on Health and Safety for Managers and Supervisors toolkit (add link) for more information for health care organizations (hospitals, long-term care homes and home care) to assess and supplement their current supervisor training where appropriate to ensure supervisors are competent on health and safety and the specific hazard of workplace violence.

Appendix D: Example of Completed Safety Plan

Worker /Affiliate Name:

Nature of risk:

Department(s):

Leaders (e.g. Manager/Supervisor) Name:

Start Date:

Security:

Occupational Health and Safety:

Safety Analyst:

Human Resources:

JHSC Rep/HSR:

Union Rep:

Assessment of Risk Level

Purpose of this tool:

The personal safety plan template (or suitable alternative) may be used by, but not limited to, employers, supervisors, security, and/or delegate in collaboration with the workers/affiliate, unions, JHSC/HSR. This will provide the following:

1. a structured way to assess risk by asking a series of questions
2. developing a safety plan that highlights suggested areas of focus including external measures for the protection of the worker.

This will ensure workers receive the best possible safety plan, given the circumstances, to continue to feel safe and supported from work-related violence.

NB: If a worker refuses a safety plan the employer still has a legislative responsibility under the OHS Act to communicate the risk of workplace violence and put measures in place for the protection of the particular worker and other workers.

Workplace Safety Plans Toolkit

Risk Assessment Questions	Yes	No	Unsure	Additional Information/Comments
What is the relationship of the subject to the worker? - identify; <ul style="list-style-type: none"> ▪ Patient or former patient/ family member or visitor of patient ▪ co -worker ▪ significant other ▪ other (please specify in additional comments) ▪ no known relation 				Patient is an in- patient on unit with day pass when accompanied by family member
Has the subject contacted the worker at work in the past? (phone, online or attended in person)				Staff works on unit that patient is on
How often has the worker been contacted?				
Has the subject contacted the worker external to the workplace? (stalking, by phone, leaving messages on car, email social media)		no		
What is the nature of the abuse or threat of abuse? Assaultive behaviour, or threat(s) being experienced?				Patient threatened injury
Has the worker been targeted in the past by the subject?	yes			
Does the subject know where the worker works?	yes			
Does the subject know where the worker lives?				Not known but lives near RN

Appendices

Workplace Safety Plans Toolkit

Risk Assessment Questions	Yes	No	Unsure	Additional Information/Comments
Has an incident occurred in the workplace, and how was it handled? If subject was a patient (former or current) was violence risk assessment completed and available?				2 RNs assaulted-others verbally threatened- patient restrained x24 hr.-on form 1-risk assessment done -charges laid
Has subject used a weapon to threaten worker?		no		
Has there been a physical threat uttered by subject to worker? To another about the worker?	Yes			"I'm gonna break your face"
Has there been a death threat uttered by subject to worker? To another about the worker?	yes			
If the worker has been threatened, does the worker or employer believe the subject is capable of carrying out the threat(s)?	yes			2 other staff assaulted
Does the subject have a history of substance abuse?	yes			
Does the subject have a history of mental illness?	yes			
Does the subject have a history of violent behaviour?	yes			
Does the subject have access to weapons?				unknown
Does the subject have a suspected or known criminal record?	yes			

Appendices

Workplace Safety Plans Toolkit

Risk Assessment Questions	Yes	No	Unsure	Additional Information/Comments
Is there a legal instrument such as a peace bond or restraining order in place?		no		Arrange for staff to speak with police liaison to have bond/order (most appropriate) in place and review
Is the peace bond or restraining order still in effect?				
Has the subject only targeted this worker?		no		
If applicable, what other types of threats have been made to contact the worker? i.e. I'll be in the parking lot waiting for you, I know where you live etc.				"I can find you" "When I get out....wait till then"
Has security been notified and have steps been taken to prevent access to the facility? (revoke access card, ID badge, issue trespass order etc.)	yes			
Have police been involved previously and/or conducted a threat assessment of subject?		no		
Will worker provide permission to facility to contact police and/or victim assistance program?	yes			
Have the police been notified of the situation?	yes			

Workplace Safety Plans Toolkit

Worker /Affiliate Name: Sue Q

Nature of risk: Threat of injury

Department(s):

Leaders (e.g. Manager/Supervisor) Name: Constance

Start Date: Apr 1

Security: Jack

Occupational Health and Safety: Marie

Safety Analyst:

Human Resources: Constance

JHSC Rep/HSR: Janice

Union Rep: Alice

Individualized Safety Plan

How to use this tool:

This tool is used to create an individualized safety plan.

1. Review areas of focus from assessment above in creation of plan.
2. Determine controls, measures, procedures and training to implement for the protection of the worker.
3. Assign workplace parties' accountability in implementing controls, measures, procedures and training.
4. Document completion date; and follow-up.

Workplace Safety Plans Toolkit

Areas of Focus	Controls, measures and procedures options	Individualized Safety Plan controls, measures, procedures to implement	Assigned Accountability	Completion Date
<p>Review legal, counseling and other resource options available. Security should be part of the planning process since they will need to enforce access controls, trespass notices, etc. Update plan as safety conditions change</p>	<p>Police Courts (including Victim Assistance Program which some facilities have in-house) Leader Human Resources / Occupational Safety Security (24-hour resource for advice for an imminent threat) Lawyer Confidential Employee and Family Assistance Program (EFAP) call 24/7 Union Representative JHSC Representative/HSR Advocacy Group(s) Is there a current or previous restraining order or Peace Bond in place? Is the workplace named? If so, request a copy.</p>	<ul style="list-style-type: none"> ▪ police liaison assist with restraining order ▪ all parties notified on admission and when out on pass- security to confirm with Sue Q re: notification <p>Reviewed EFAP with worker pamphlet provided, and encouraged use of the program</p>	<p>Jack Manager/ security Occupational Health and Safety liaison</p>	<p>today pending pass</p>
<p>Assist the victim to document all past incidents, and communicate the importance of documenting future incidents, including any injuries, safety concerns, threats, behaviours and ensure updates provided to employer</p>	<p>Details of incidents Dates, time and locations Names and statements of witnesses Reported to employer Reported to law enforcement (dates of reports) Provide any correspondence from abuser (email, text, social media, phone messages) Injuries</p>	<ul style="list-style-type: none"> ▪ worker incident reports filed for Jan 30 and Feb 4 on ward 		<p>completed</p>

Appendices

Workplace Safety Plans Toolkit

Areas of Focus	Controls, measures and procedures options	Individualized Safety Plan controls, measures, procedures to implement	Assigned Accountability	Completion Date
Discuss how employer will support the worker.	Complete incident report			
Review safety and security measures outside the hospital	<p>Life line-monitored</p> <p>Un-monitored screamer alarm</p> <p>Car alarm device on key tag</p> <p>Pre-programmed cell phone (key emergency contacts)</p> <p>Home alarm system</p> <p>Peep hole in door</p> <p>Community panic device</p> <p>Self - protection training</p> <p>Provide worker with emergency police direct line</p> <p>Encouraged to develop personal safety plan at home and escape plan (provide community resources)</p> <p>Review Ontario Provincial Police (OPP) safety planning document http://www.opp.ca/ecms/files/250362778.6.pdf</p> <p>Provide information on community supports/resources</p> <p>Home care/community visits:</p> <p>Check pre-risk assessment document</p> <p>Pre-programmed cell phone with emergency numbers</p> <p>Follow working alone/check in and out procedure</p>	<ul style="list-style-type: none"> ▪ OPP safety planning info reviewed ▪ ICE “in case of emergency” quick dial on cell phone- safe code word “antibiotic” ▪ has personal screamer alarm, life line alarm and car alarm ▪ has home alarm system ▪ peep hole front door ▪ advise family members specific routes taken when out-has cell phone tracker <p>enrolled in workplace refresher self-defense training</p>	<p>All</p> <p>Sue Q</p> <p>Leader</p> <p>Constance</p>	<p>completed</p> <p>ongoing</p> <p>Next shift back</p>

Workplace Safety Plans Toolkit

Areas of Focus	Controls, measures and procedures options	Individualized Safety Plan controls, measures, procedures to implement	Assigned Accountability	Completion Date
<p>Review and implement safe parking arrangements, and a plan for entering and exiting the workplace.</p>	<p>Aware, alert and assertive while walking</p> <p>Unsafe situation or feeling unsafe, move quickly to a higher populated area</p> <p>Change parking locations regularly, upgrade in parking permit type to allow flexibility, and if possible establish path that is monitored by CCTV</p> <p>Parking space with good lighting, adjacent to an entrance</p> <p>At night, enter by guarded access door</p> <p>Exit by a different/alternate door</p> <p>Parking space monitored by camera</p> <p>Escort to and from vehicle (provide direct # and extensions) by Security (what hours does the worker work, leaving at an off hour)</p> <p>Home care/community visits:</p> <p>Travel by buddy system</p> <p>Do not park in patient's driveway</p> <p>Change driving route</p>	<ul style="list-style-type: none"> ▪ Assigned hospital parking space by parking door 1-security to escort to and from building as soon as notified by Sue <p># direct to security office pre-programmed into Sue's cell</p>	<p>Sue Q</p> <p>Marie/Jack</p>	<p>Apr3</p> <p>today</p>
<p>Review safety and security measures inside the workplace</p>	<p>Employer to remove worker's name from the directory</p> <p>Employer to move desk away from entrance and windows</p> <p>Employer to provide unlisted (work) phone number</p>	<ul style="list-style-type: none"> ▪ Name tags have first name only ▪ vocera use- able to demonstrate "double tap" emergency call ▪ Unit secured- has controlled entry- at all times 		

Workplace Safety Plans Toolkit

Areas of Focus	Controls, measures and procedures options	Individualized Safety Plan controls, measures, procedures to implement	Assigned Accountability	Completion Date
	<p>Employer to provide two-way communication e.g. enabled personal panic alarm, walkie talkie</p> <p>Employer to provide a means of summoning immediate assistance (e.g. personal panic alarm with GPS linked to security)</p> <p>Has there been a protection order in place (a peace bond/restraining order)?</p> <p>Is the employer named?</p> <p>Has copy been provided to the employer?</p> <p>Making emergency phone numbers readily available — next to or on the phone</p> <p>Making emergency number linked to one dedicated number on the phone</p> <p>Ensuring the workplace has good lighting and secure, both inside and outside</p> <p>Making sure workers know how to report concerns or threats</p> <p>Specifying when police should be called and when doors should be locked (controlled access)</p> <p>Review with workers release of information over the phone – screen phone calls</p> <p>Increased security rounding</p> <p>Review layout of work area and address concerns</p> <p>Implement a procedure for summoning immediate assistance when violence occurs or is likely to occur</p>	<ul style="list-style-type: none"> ▪ Safe rooms on unit identified ▪ security rounding increased ▪ personal calls/release of information screened – staff advised/reminded at safety huddle each shift ▪ no assignment of patient to RN-assignment to other end of unit ▪ buddy rounding 		

Workplace Safety Plans Toolkit

Areas of Focus	Controls, measures and procedures options	Individualized Safety Plan controls, measures, procedures to implement	Assigned Accountability	Completion Date
	Home care/community visits: Escorts for community visits, Security, buddy system etc. Family member/friend not to be at the residence during home visits			
Review/monitor threatening correspondence work email, phone calls, etc. Review social media access and safe practices	Change phone extension Phone with caller ID Hang up on any unwanted threatening phone calls Security to review recorded voice messages Print threatening emails, do not reply, notify supervisor/manager Filter emails Change email address Remove name and phone # and extension from hospital inter and intra net Review what social media is being used Discuss limiting social media networking Review security/privacy setting on social media	<ul style="list-style-type: none"> ▪ Reviewed ▪ on Facebook- advised security/privacy settings-limiting network usage-no contact on email or phone at present 		
Review accommodation of duties, work conditions, or environment.	e.g. location change of work site, or department Modifications to schedule Change office location	No assignment of the patient to RN- can work in other side of unit -		
Develop emergency response systems/	Code Word _____	Code word immunization		

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Workplace Safety Plans Toolkit

Areas of Focus	Controls, measures and procedures options	Individualized Safety Plan controls, measures, procedures to implement	Assigned Accountability	Completion Date
<p>measures and procedures</p> <p>Workplace/unit specific emergency response plan to notify potential or imminent dangerous situation.</p> <p>Community visits</p> <p>Unexpected absence response system</p>	<p>Identify location of safe room (ability to lock, no window, and telephone access with emergency numbers programed. _____)</p> <p>All clear word _____</p> <p>Call extension 55555 to activate a Code White, or Code Silver (Active Attacker) violence response</p> <p>Panic device monitored by security (personal and fixed)</p> <p>Leave room immediately when an imminent threat exists</p> <p>Home care/community visits:</p> <p>If situation feels unsafe do not enter residence, leave immediately to safe location (highly populated area, notify law enforcement, designated check in person)</p> <p>Provide a name and phone number of emergency contact person</p> <p>Name _____</p> <p>Relationship _____</p> <p>Phone no. _____</p>	<p>Safe rooms –med room-conference room G</p> <p>Code white or silver-vocera/5555</p> <p>All clear word culmination</p> <p>John Q</p> <p>Husband</p> <p>(phone number provided)</p>		
<p>Review leave of absence options to support worker to attend necessary appointments (legal, child care, personal appointments)</p>	<p>Consult with Supervisor/Manager and Human Resources, Occupational Health Services</p> <p>Permission for a hospital liaison, and union to call victim regularly while on leave</p> <p>Name of liaison _____</p> <p>Flexible scheduling</p>	<p>Leave of Absence (LOA) reviewed – not wanting at present- permission given for HR- Carol and Union to call if goes on</p> <ul style="list-style-type: none"> ▪ reviewing scheduling shifts when patient on pass 	<p>manager</p>	<p>Ongoing</p>

Workplace Safety Plans Toolkit

Areas of Focus	Controls, measures and procedures options	Individualized Safety Plan controls, measures, procedures to implement	Assigned Accountability	Completion Date
Communication procedures to workers, new workers, affiliates for the potential of imminent workplace violence	<p>Assess level of risk and what type of notification units, organization</p> <p>What workers and affiliates should be notified?</p> <p>How will they be notified and updated?</p> <p>Confidentiality concerns / considerations of the victim and abuser – Develop a workplace/unit specific safety plan, and provide communication of plan/information related to the risk of workplace violence to all workers who may be at risk and/or impacted according to <i>OHSA</i> legislation s. 32.0.5 (3)</p>	<ul style="list-style-type: none"> ▪ ensure current safety plan available for all staff-update any changes at safety huddle ▪ transfers- advise receiving unit/ personnel of acting out behaviour (AOB) history and safety plan both by phone and with chart <p>Email communication of the risk, controls implemented, and patient safety care plan to all staff</p>	manager	
Develop a screening procedure for subject.	<p>Obtain a recent picture</p> <p>Assess organizations areas for risk to worker or co-workers</p> <p>Picture/description, name to security only</p> <p>Picture/description, and name to security and specific department(s), or other workplaces where applicable</p> <p>Picture/description, name to all of the organization</p> <p>Provide written instructions to workers on what to do when identified, encountered, contacted by phone in the workplace.</p>	<ul style="list-style-type: none"> ▪ security has patient picture/description since assault ▪ patient flagged AOB on e-chart ▪ patient has been charged with assault 		

Appendices

Workplace Safety Plans Toolkit

Areas of Focus	Controls, measures and procedures options	Individualized Safety Plan controls, measures, procedures to implement	Assigned Accountability	Completion Date
	Car model, colour, license plate number Access to fire arms Previous criminal record Notify law enforcement where applicable			
Any additional controls, measures, or procedures implemented? Is there a need for personal protective equipment (PPE) for the worker or training (e.g. sharp-edged weapons, use of force, self-protection)	Additional Security patrols of specific areas Permanente security presence as required Secured/controlled access to unit/work area Trespass notice to subject Department sign-in protocol Limit discussion of workplace incident Personal safety response device (e.g. panic alarms, with GPS linked to security) provided PPE - e.g. protective vest, etc. Training for worker and co-workers Regular updates Safety check in and out procedure if working alone Family member/security accompaniment while visiting patient	See above		
Identify steps to monitor activity in facility, including security assigned to escort from one area to another (e.g. Mental Health to treatment area)	Equipment (handcuffs, baton, vest, etc.)	Hospital security trained 60 hr./yearly- have handcuffs, batons, vests - police advised of escort		

Appendices

Resources & References

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Statistics Canada. (2009). Family Violence in Canada: A Statistical Profile. Retrieved from <https://www150.statcan.gc.ca/n1/pub/85-224-x/85-224-x2009000-eng.pdf>

Workplace Safety and Insurance Board (WSIB) data Enterprise Information Warehouse (EIW) Claim Cost Analysis Schema, June 2018 data snapshot, 2017.

Additional Resources

Centre for Research & Education on Violence Against Women & Children <http://www.learningtoendabuse.ca/>

Criminal Code of Canada <http://laws-lois.justice.gc.ca/eng/acts/C-46/>

Ministry of Labour <https://www.ontario.ca/page/ministry-labour>

- Workplace Violence and Harassment: Understanding the Law <https://www.ontario.ca/page/understand-law-workplace-violence-and-harassment>

Neighbours Friends & Families <http://www.neighboursfriendsandfamilies.ca/>

Workers Health and Safety Centre <https://www.whsc.on.ca/Home>

Workplace Safety and Insurance Board www.wsib.on.ca

WorkSafe BC <https://www.worksafebc.com/en>



Workplace Safety Plans Toolkit

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