



Public Services Health
& Safety Association™

Community Assessment Tools

Violence in the workplace is a growing issue in the healthcare sector. Staff who make home visits are at particular risk for violence due to unpredictability of the environment and having to travel within the community.

It is critical that employee safety is considered a priority and that appropriate assessments of the client, community and environment are conducted to recognize and control potential hazards.

Based on the PSHSA booklet *Assessing Violence in the Community: A Handbook for the Workplace*, the following e-tools can help you get started. The tools are designed to guide you through the assessment process of three elements that should be considered to prevent or minimize the risk of workplace violence for those who work in the community. Each tool includes useful tips and guidelines to support proactive health and safety action planning.

Select Assessment Tool



Next



Public Services Health
& Safety Association™

Your Health. Your Safety. Our Commitment.

Assessing Violence in the Community

Online User Guide



Assessing Violence in the Community - Online User Guide

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Product Code: VDVTLAEN0817

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Table of Contents

1. Introduction	1
Before You Start	1
2. Starting a Community Assessment.....	2
3. Pre-Travel Assessment.....	3
3.1 Add Actions: Pre-Travel Risk Specific Guidelines and Tips	4
3.2 Finishing the Pre-Travel Assessment.....	6
4. Pre-Visit Assessment	7
4.1 Add Actions: Pre-Visit Risk Specific Guidelines and Tips	8
4.2 Finishing the Pre-Visit Assessment.....	10
5. Worker/Home Community Assessment.....	11
5.1 Add Actions: Worker/Home Community Risk Specific Guidelines and Tips.....	13
5.2 Finishing the Worker/Home Community Assessment.....	15

1. Introduction

The Community Assessment Toolkit was designed to help you to assess the risk for violence for those who work in the community, along with useful tips and guidelines to address the risks. The toolkit provides the following tools:

- Pre-Travel Assessment. This assessment helps assess the geographic region that the worker will be entering and travel route they will be taking so that the safest route can be used by the worker.
- Pre-Visit Assessment. This assessment helps a supervisor determine if there are hazards present in the physical environment or verbal/behavioural cues of which the worker should be aware before visiting.
- Worker/Home Community Assessment. This assessment helps a worker continue to assess the risk as a regular part of their daily routine.

Each of the assessment tools should be further tailored to the organization and work environment. To access the Toolkit, visit <https://wpvcc.pshsa.ca>.

This User guide will provide a detailed walkthrough into the creation of an assessment, with step-by-step screens explaining how to navigate the tool, its controls and functionalities, providing you an overview on how to conduct each of the different types of assessments.

Before You Start

When completing your assessment, you will have the optional opportunity to add risk specific guidelines and tips on how to mitigate the risk of your assessment, through the button “Add Actions”. The Default tab is “Suggested Controls”, with complementary tabs (such as B1, B2, B3, etc.) right next to it. You can position your mouse cursor on top of a tab to display its title.

In order to have a more complete final report, make sure to navigate through each tab selecting the relevant guidelines and tips.

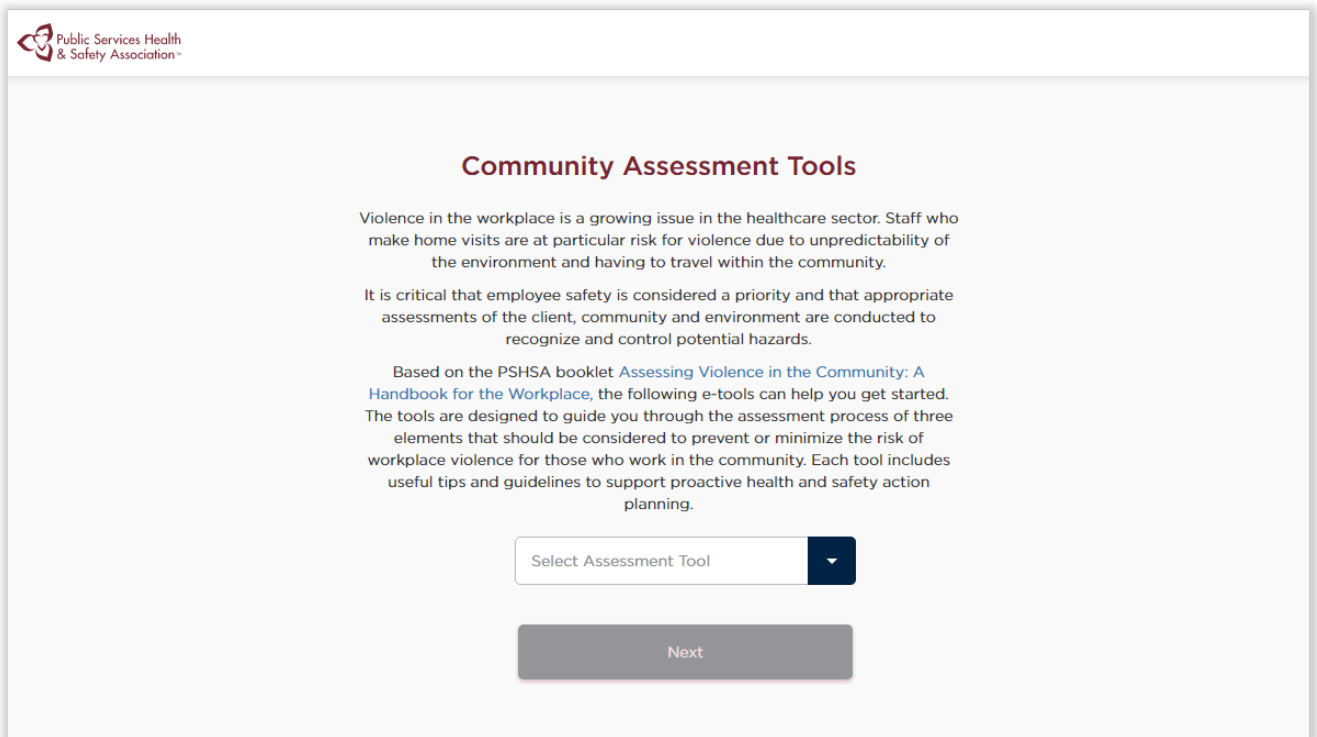


Figure 1: Risk specific guidelines and tips – Make sure to visit each individual tab. Mouse hover tabs to refer to their titles.

2. Starting a Community Assessment

At the home page of the toolkit, click the down arrow next to “Select Assessment Tool” to the available assessments which include the Pre-Travel Assessment, Pre-Visit Assessment and the Worker/Home Assessment.

Select the assessment that best fit your needs. Note that you can only complete one assessment at a time. Afterwards, click on the “Next” button to start your assessment.



The screenshot shows the 'Community Assessment Tools' welcome screen. At the top left is the logo for the Public Services Health & Safety Association. The title 'Community Assessment Tools' is centered in a dark red font. Below the title, there are three paragraphs of text explaining the purpose of the tools. At the bottom, there is a dropdown menu labeled 'Select Assessment Tool' with a dark blue arrow icon, and a grey 'Next' button.

Public Services Health & Safety Association

Community Assessment Tools

Violence in the workplace is a growing issue in the healthcare sector. Staff who make home visits are at particular risk for violence due to unpredictability of the environment and having to travel within the community.

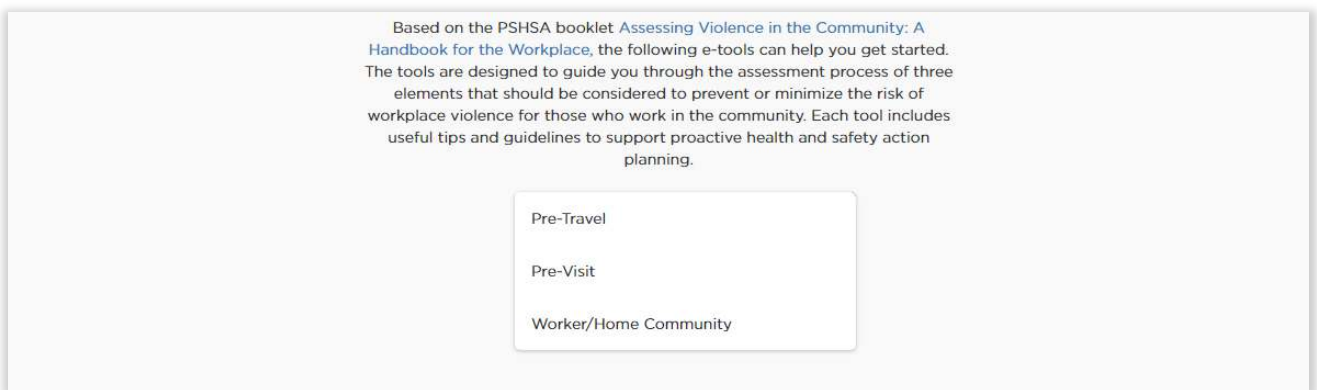
It is critical that employee safety is considered a priority and that appropriate assessments of the client, community and environment are conducted to recognize and control potential hazards.

Based on the PSHSA booklet [Assessing Violence in the Community: A Handbook for the Workplace](#), the following e-tools can help you get started. The tools are designed to guide you through the assessment process of three elements that should be considered to prevent or minimize the risk of workplace violence for those who work in the community. Each tool includes useful tips and guidelines to support proactive health and safety action planning.

Select Assessment Tool

Next

Figure 2: Welcome screen



The screenshot shows the dropdown menu from the previous screen. It lists three options: 'Pre-Travel', 'Pre-Visit', and 'Worker/Home Community'.

Based on the PSHSA booklet [Assessing Violence in the Community: A Handbook for the Workplace](#), the following e-tools can help you get started. The tools are designed to guide you through the assessment process of three elements that should be considered to prevent or minimize the risk of workplace violence for those who work in the community. Each tool includes useful tips and guidelines to support proactive health and safety action planning.

- Pre-Travel
- Pre-Visit
- Worker/Home Community

Figure 3: Dropdown menu with Assessment types

3. Pre-Travel Assessment

The following instructions will help you on how to navigate and complete pre-travel assessments:

1. The left side menu presents a brief description about the current section and your overall progress through the assessment.
2. At any time, if you would like to start over your assessment, click on “Restart” at the top right corner of the page. This will bring you back to the home page of the toolkit.
3. The blue horizontal top bar describes your current section.
4. In each section of the tool you will be presented a checklist of potential risks. The default for each of these in the pre-Travel assessment is “yes” indicating that the risk has been managed. If the risk is still present click the toggle button to mark it as “No”. When you select “No” the “Add Actions” button will activate at the bottom of the page.
5. Click the text box to add specific information about the risks before going to the next section. (Optional)
6. Click “Add Actions” to add risk specific guidelines and tips on how to mitigate the risk to your assessment. (Optional)
7. Click the “Next” button to navigate to the next section.

The screenshot displays the 'Community Care Violence Assessment Tool' interface. On the left, a sidebar shows the 'Pre-Travel Assessment' section (1) with a description and a progress list (1-4). The main area, titled 'Travel Route' (3), contains an 'Assessment Item' (4) with a checklist of risk identification questions. Each question has a 'Yes' (selected) or 'No' toggle. Below the checklist is a text box for 'Add a comment...' (5). At the bottom right, there are two buttons: 'Add Actions' (6) and 'Next' (7). A 'Restart' button (2) is located in the top right corner.

Figure 4: Pre-Travel Assessment Travel Route First Page

3.1 Add Actions: Pre-Travel Risk Specific Guidelines and Tips

After clicking on “Add Actions”, a popup will open and present a list of suggested controls. These controls can be used to tailor your final assessment report with guidelines and tips to reduce identified risks.

1. At the top of the screen below the heading you will see tabs (Suggested Controls, B1, B2, B3). Click on these tabs to view more detailed controls. Note: the Suggested Controls tab are general controls for the topic area, the additional tabs provide more specific information.
2. Click the radial button next to a suggested control to add it to your final report. Clicking a previously selected item will unselect it.
3. If you want to create customized controls, click on the “+” icon next to “Add new suggested controls”. Type down the suggested control and click “Add” to finish including it.

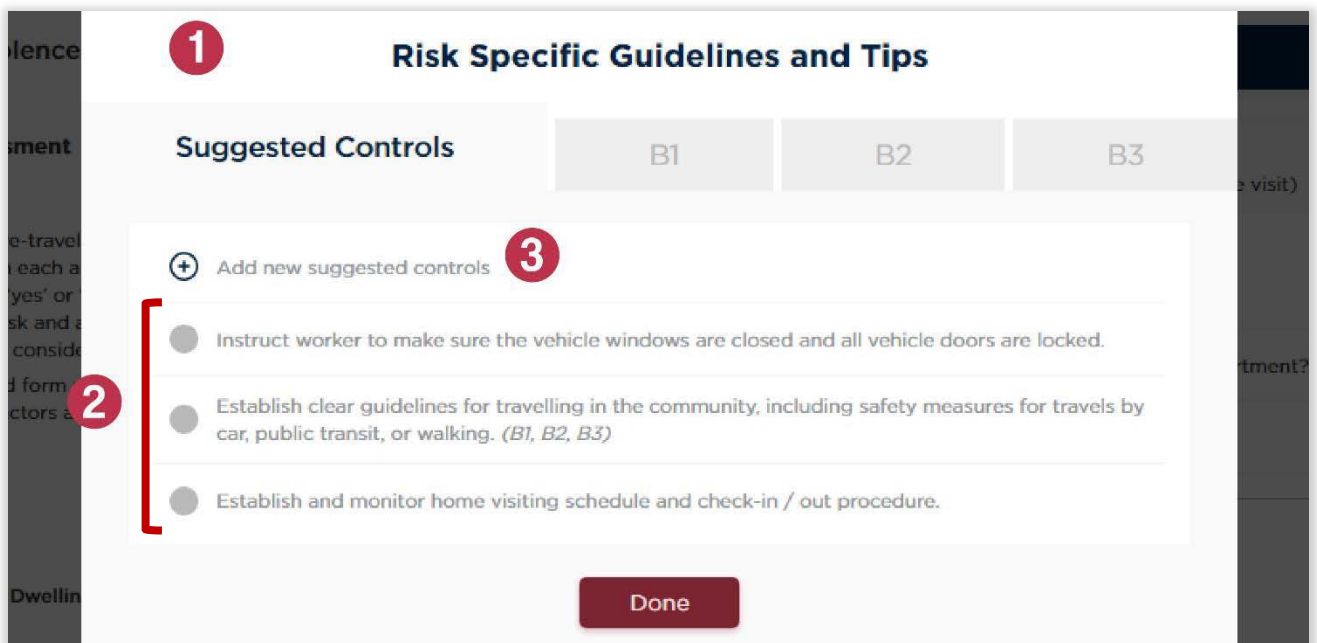


Figure 5: Pre-Travel Risk Specific Guidelines and Tips



Figure 6: Pre-Travel Risk Specific Guidelines and Tips – Adding a custom suggested control

4. Click on “Edit” of a customized control if you want to update its description. You can also completely delete it by clicking on the red “X” icon on the left of it.
5. After selecting the relevant items, click on “Done” to close the popup and return to continue the assessment.

Suggested Controls

B1 B2 B3

+ Add new suggested controls

✓ **New control to be added** **4** [Edit](#)

● Instruct worker to make sure the vehicle windows are closed and all vehicle doors are locked.

Figure 7: Pre-Travel Risk Specific Guidelines and Tips – Editing a custom suggested control

Risk Specific Guidelines and Tips

Suggested Controls

B1 B2 B3

+ Add new suggested controls

✗ **New control to be added** Cancel Save

● Instruct worker to make sure the vehicle windows are closed and all vehicle doors are locked.

● Establish clear guidelines for travelling in the community, including safety measures for travels by car, public transit, or walking. (B1, B2, B3)

● Establish and monitor home visiting schedule and check-in / out procedure.

5 Done

Figure 8: Pre-Travel Risk Specific Guidelines and Tips – Deleting a custom control

3.2 Finishing the Pre-Travel Assessment

At the last page, click on “Complete” to finish your assessment. A popup will show up confirming that the assessment is marked as complete, and providing you with a few options:

- Select “New Assessment” if you would like to return to the home page
- Select “Print” to print your assessment, or “Download PDF” to download it. It will include the different controls that have been selected through the “Risk Specific Guidelines and Tips” functionality, as well as the comments that may have been added on each section.

The screenshot shows the 'Community Care Violence Assessment Tool' interface. On the left, a sidebar lists the assessment sections: Pre-Travel Assessment, 1. Travel Route, 2. Parking Area, 3. Inside/Outside Of Dwelling, and 4. Emergency Egress. The main content area is titled 'Emergency Egress' and contains a checklist for 'Risk Identification'. The checklist items are: 'Does the worker know where the nearest telephone is? Are there emergency phones or pull stations in the building, housing or parking complex?' (Yes/No), 'Are there uneven surfaces that might impede a quick exit by the worker?' (Yes/No), and 'Has the worker determined the safest route for returning to their vehicle?' (Yes/No). Below the checklist is a text box for 'Add a comment...'. At the bottom right, there are three buttons: 'Previous', 'Add Actions', and 'Complete'. The 'Complete' button is highlighted with a red border.

Figure 9: Pre-Travel Assessment Last Page

The screenshot shows a popup window titled 'Pre-Travel Assessment' that appears after completing the assessment. The popup contains the text: 'This Assessment is marked as complete. Would you like to print it now?'. Below this text are three buttons: 'New Assessment', 'Print', and 'Download PDF'. At the bottom of the popup, it says 'Consider including the following PDFs with this assessment:' followed by a list of links: 'C1. Travelling by Car', 'C2. Safe Driving Practices', 'C3. What to Do if Confronted by an Aggressive Driver', and 'C4. Parking Your Vehicle'. The background of the interface is dimmed.

Figure 10: Pre-Travel Assessment Last Page – Finishing assessment popup

4. Pre-Visit Assessment

The pre-visit assessment follows a similar structure to the pre-travel assessment. However, it is composed of only one section. The following instructions will help you on how to navigate and complete pre-visit assessments:

1. At any time, if you would like to start over your assessment, click on “Restart” at the top right corner of the page. This will bring you back to the home page of the toolkit.
2. In each section of the tool you will be presented a checklist of potential risks. The default for each of these in the Pre-Visit Assessment is “No” indicating that the risk has been managed. If the risk is still present click the toggle button to mark it as “Yes”. When you select “Yes” the “Add Actions” button will activate at the bottom of the page
3. Click “Add Actions” to add risk specific guidelines and tips on how to mitigate the risk to your assessment. (Optional)
4. Click the text box to add specific information about the risks before going to the next section. (Optional)

Community Care Violence Assessment Tool

Pre-Visit Assessment

Description:

Use the following pre-visit assessment tool as a guide for interviewing the client and/or family member(s) of the client. Read through each assessment item and answer the question with a 'yes' or 'no'. A 'yes' response indicates an elevated risk and an appropriate control measure should be considered.

Share the completed form with workers and clearly communicate risk factors and precautions to be taken.

Pre-Visit Assessment Tool

Assessment Item
(Sample questions to ask during phone interview)

Risk Identification

- Is the client or any other person in the home resistant to the visit? No ☐ Yes ☐
- Is there a history of violent or aggressive behaviour by the client or other persons in the home – e.g. restraining orders against anyone in the household? No ☐ Yes ☐
- Does the client have any medical conditions that may predispose them to violent or aggressive behaviour – e.g. head injury, substance abuse, or cognitive impairment? No ☐ Yes ☐
- Is the client presenting verbal patterns or behavioural cues which may indicate a risk of violent or aggressive behaviour – e.g. confused, boisterous, uttering threats, agitated, suspicious, intoxicated, and / or making socially inappropriate comments? No ☒ Yes ☐
- Is or was the violent or aggressive behaviour directed toward a specific person or group of persons? No ☐ Yes ☐
- Will the person(s) whom the violent or aggressive behaviour is directed toward be present during the home visit? No ☐ Yes ☐
- Have threats recently been made against the client? If so, who has made these threats? No ☐ Yes ☐
- Are firearms or other dangerous weapons kept in the home? No ☐ Yes ☐
- Are there pets or animals in the home? No ☐ Yes ☐

Add a comment...

3 Add Actions Complete

1 Restart

2

4

Figure 11: Pre-Visit Assessment

4.1 Add Actions: Pre-Visit Risk Specific Guidelines and Tips

After clicking on “Add Actions”, a popup will open to help you tailor your final assessment report with guidelines and tips based on the identified risks.

1. At the top of the screen below the heading you will see tabs (Suggested Controls, A1, A2, A3, A4, D2, E2). Click on these tabs to view more detailed controls. Note: the Suggested Controls tab are general controls for the topic area, the additional tabs provide more specific information.
2. Click the radial button next to a suggested control to add it to your final report. Clicking a previously selected item will unselect it
3. If you want to create customized controls, click on the “+” icon next to “Add new suggested controls”. Type down the suggested control and click “Add” to finish including it.

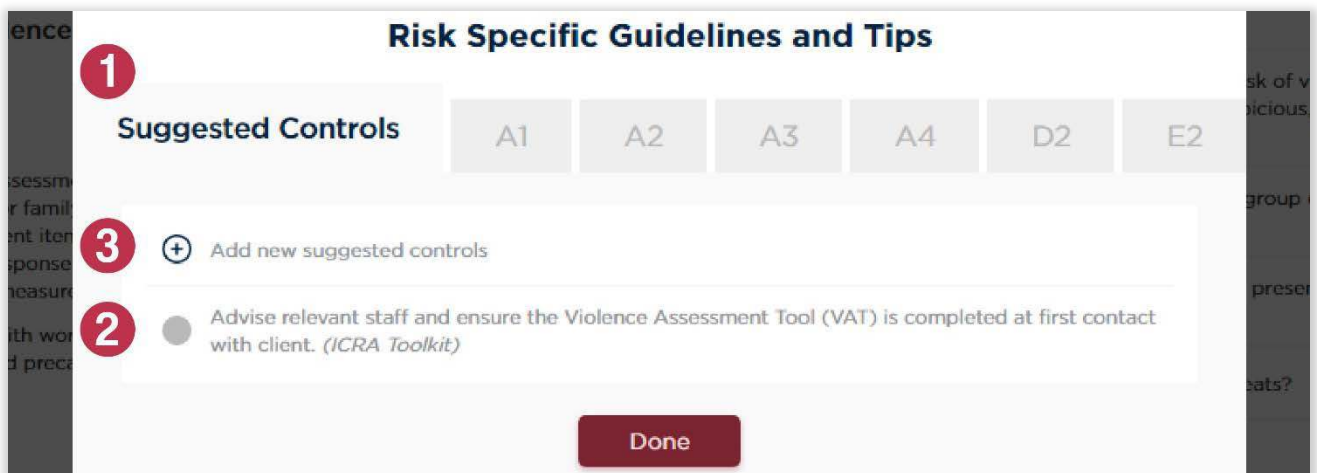


Figure 12: Pre-Visit Risk Specific Guidelines and Tips

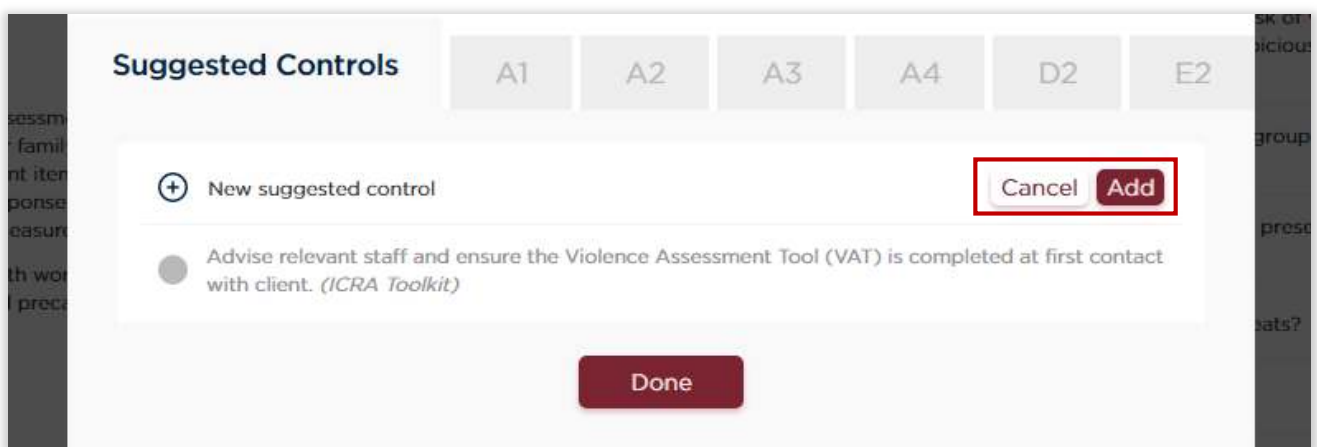


Figure 13: Pre-Visit Risk Specific Guidelines and Tips – Adding a custom suggested control

4. Click on “Edit” of a customized control if you want to update its description. You can also completely delete it by clicking on the red “X” icon on the left of it.
5. After selecting the relevant items, click on “Done” to close the popup and return to continue the assessment.

The screenshot shows a modal window titled "Risk Specific Guidelines and Tips". At the top, there is a tab labeled "Suggested Controls" and a row of tabs labeled A1, A2, A3, A4, D2, and E2. Below the tabs, there is a list of suggested controls. The first control is "New suggested control", which is highlighted with a green checkmark icon on the left and a red circle with the number "4" on the right, next to an "Edit" link. Below it is a second control, "Advise relevant staff and ensure the Violence Assessment Tool (VAT) is completed at first contact with client. (ICRA Toolkit)", which is preceded by a grey circle icon. At the bottom of the modal, there is a red "Done" button.

Figure 14: Pre-Visit Risk Specific Guidelines and Tips – Editing a custom suggested control

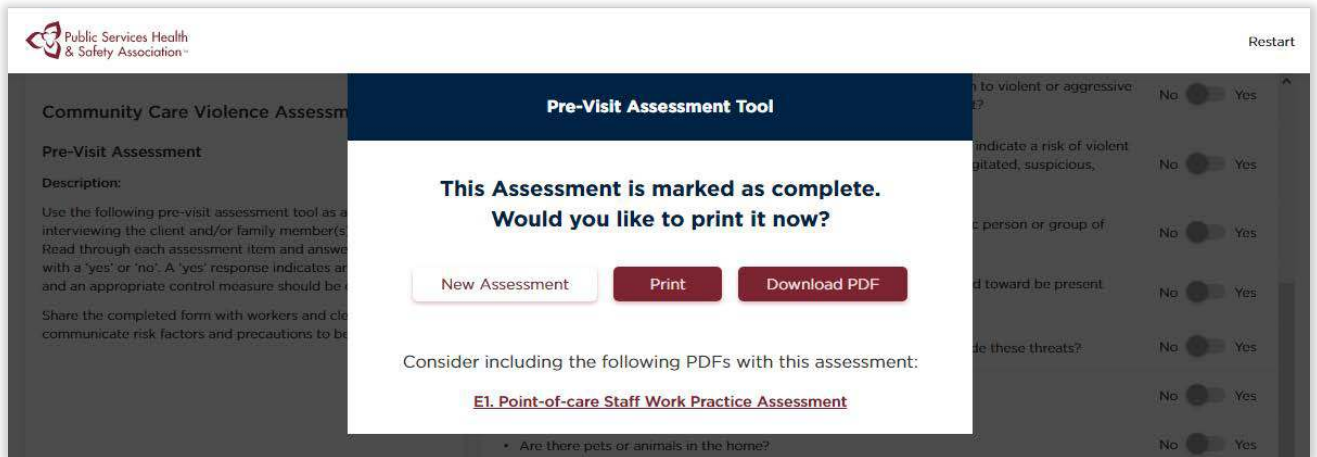
The screenshot shows the same "Risk Specific Guidelines and Tips" modal window. In this view, the "New suggested control" item is highlighted with a red square box around the red "X" icon on its left. To the right of this item, there are "Cancel" and "Save" buttons. Below the list of controls, there is a red circle with the number "5" and a red "Done" button.

Figure 15: Pre-Visit Risk Specific Guidelines and Tips – Deleting a custom suggested control

4.2 Finishing the Pre-Visit Assessment

After adding all relevant controls, guidelines, comments and tips, click on “Complete” to finish your assessment. A popup will show up confirming that the assessment is marked as complete, and providing you with a few options:

- Select “New Assessment” if you would like to return to the home page
- Select “Print” to print your assessment, or “Download PDF” to download it. It will include the different controls that have been selected through the “Risk Specific Guidelines and Tips” functionality.



The screenshot displays the 'Pre-Visit Assessment Tool' interface. A central white popup box with a dark blue header contains the text: 'This Assessment is marked as complete. Would you like to print it now?'. Below this text are three buttons: 'New Assessment' (white with a dark border), 'Print' (dark red), and 'Download PDF' (dark red). Underneath the buttons, it says 'Consider including the following PDFs with this assessment:' followed by a link: 'E1. Point-of-care Staff Work Practice Assessment'. The background is a dark grey sidebar with the 'Public Services Health & Safety Association' logo and a 'Pre-Visit Assessment' section. The main area shows a list of assessment questions with 'No' and 'Yes' toggle buttons, some of which are partially visible.

Figure 16: Pre-Visit Assessment - Finishing assessment popup

5. Worker/Home Community Assessment

Home/Community assessment are similar to the Pre-travel and Pre-Visit assessments. However, it provides you instant feedback on how to proceed with the assessment based on your answers. The following instructions will help you navigate and complete pre-visit assessments:

1. The left side menu presents a brief description about the current section and your overall progress through the assessment.
2. At any time, if you would like to start over your assessment, click on “Restart” at the top right corner of the page. This will bring you back to the home page of the toolkit.
3. The blue horizontal top bar describes your current section.
4. At each section, a list of items is present to help you assess the risk. Read each item, click the radial button to select “yes” or “no” accordingly. After each selection, you will receive immediate feedback and guidance (see Figure 18) that provides next steps that you can, or should take..
5. Click the text box to add specific information about the risks before going to the next section. (Optional)

The screenshot displays the 'Community Care Violence Assessment Tool' interface. On the left, a sidebar titled 'Home/Community Hazard Assessment Tool' (marked with a red '1') shows a progress indicator with six items: 1. Environmental Conditions (selected), 2. Communication Access, 3. Pet/Animals, 4. Firearms/Weapons, 5. Cognitive Ability, and 6. Challenging Behaviours. The main content area has a top bar 'Environmental Conditions' (marked with a red '3'). Below this, a table lists 'Assessment Item' and 'Risk Factors'. Each risk factor has 'Yes' and 'No' radio buttons (marked with a red '4'). At the bottom, there is a text box 'Add a comment...' (marked with a red '5') and a 'Restart' button (marked with a red '2') in the top right corner.

Assessment Item	Yes	No
Has the closest and safest parking lot been located?	<input type="radio"/>	<input type="radio"/>
Is the entrance visible from the road?	<input type="radio"/>	<input type="radio"/>
Is neighbourhood well lit?	<input type="radio"/>	<input type="radio"/>
Is the path from the parking spot to the front door well lit?	<input type="radio"/>	<input type="radio"/>
Have driveways, paths and stairs been cleared to allow a worker to exit quickly if needed?	<input type="radio"/>	<input type="radio"/>
Are there any uneven surfaces that might impede a quick exit by the worker?	<input type="radio"/>	<input type="radio"/>
Is there a long approach to the road?	<input type="radio"/>	<input type="radio"/>
Has the safest route for returning to the vehicle been determined?	<input type="radio"/>	<input type="radio"/>

Figure 17: Worker/Home Community Assessment first page

Assessment Item

Risk Factors

- Has the closest and safest parking lot been located? ☒ Yes ☐ No
Proceed to the home
- Is the entrance visible from the road? ☐ Yes ☒ No
Call supervisor in case of emergency
- Is neighbourhood well lit? ☐ Yes ☒ No
Have phone ready to call 911 if necessary
- Is the path from the parking spot to the front door well lit? ☒ Yes ☐ No
Proceed to the home

Figure 18: Instant feedback based on user's answers

- If there is at least one threatening risk factor, you will have the option to add risk specific guidelines and tips to your assessment. To do so, click on the "Add Actions" button.
- Click the "Next" button to navigate to the next section.

Public Services Health & Safety Association

Community Care Violence Assessment Tool

Home/Community Hazard Assessment Tool

Description
With information gathered from the pre-visit and pre-travel assessments, a number of controls should already be in place. However, front-line staff must continue to assess risk as a regular part of their daily work routine. Observation and communication skills are very important when assessing and minimizing risk. Any findings that deviate from what has been deemed acceptable should be immediately reported by the worker, following the reporting procedures established at the organization.

- 1. Environmental Conditions
- 2. Communication Access
- 3. Pet/Animals
- 4. Firearms/Weapons
- 5. Cognitive Ability
- 6. Challenging Behaviours

Restart

- Is the path from the parking spot to the front door well lit? ☒ Yes ☐ No
Proceed to the home
- Have driveways, paths and stairs been cleared to allow a worker to exit quickly if needed? ☐ Yes ☒ No
Call supervisor
- Are there any uneven surfaces that might impede a quick exit by the worker? ☐ Yes ☒ No
Proceed to the home
- Is there a long approach to the road? ☒ Yes ☐ No
Call supervisor in case of emergency
- Has the safest route for returning to the vehicle been determined? ☐ Yes ☒ No
Call supervisor in case of emergency

Add a comment...

6 Add Actions
7 Next

Figure 19: Worker/Home Community first page

5.1 Add Actions: Worker/Home Community Risk Specific Guidelines and Tips

After clicking on “Add Actions”, a popup will open to help you tailor your final assessment report with guidelines and tips based on the identified risks.

1. At the top of the screen below the heading you will see tabs (Suggested Controls, B1, B3, C2, C4, C5). Click on these tabs to view more detailed controls. Note: the Suggested Controls tab are general controls for the topic area, the additional tabs provide more specific information.
2. Click the radial button next to a suggested control to add it to your final report. Clicking a previously selected item will unselect it
3. If you want to create customized controls, click on the “+” icon next to “Add new suggested controls”. Type down the suggested control and click “Add” to finish including it.

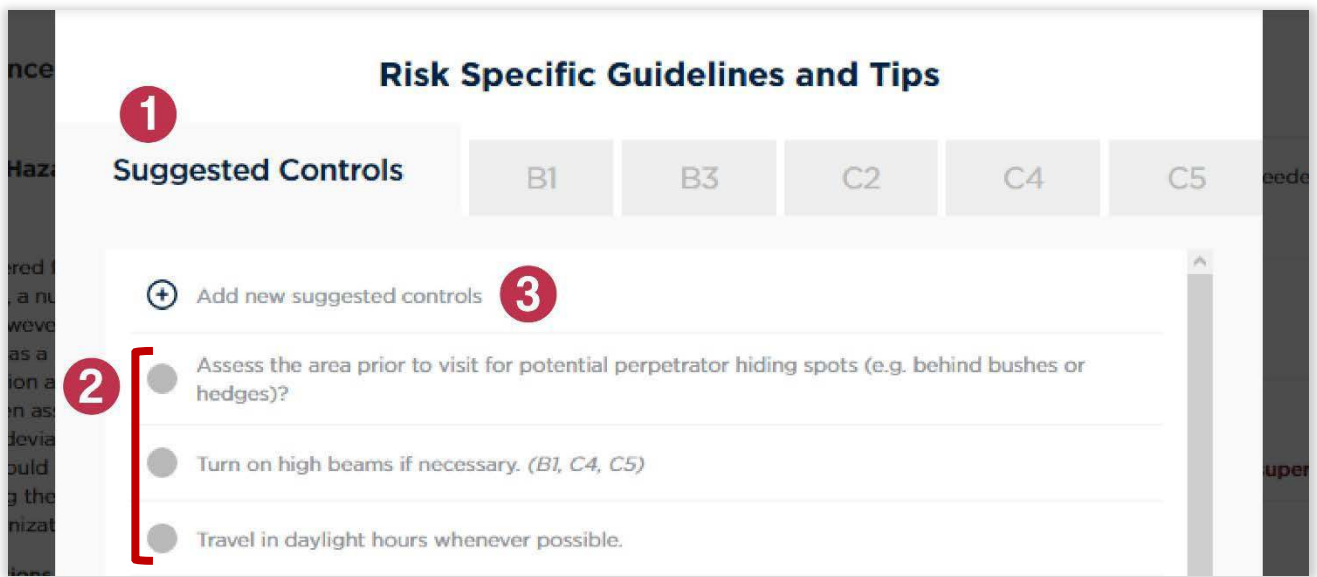


Figure 20: Worker/Home Community Risk Specific Guidelines and Tips

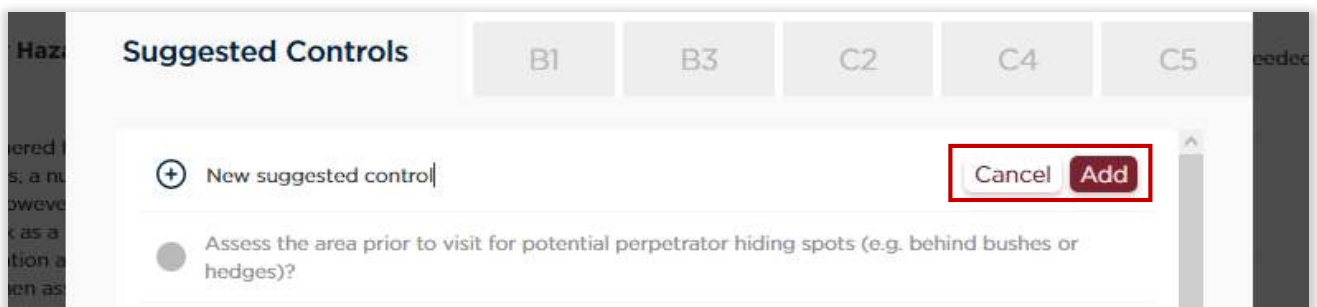


Figure 21: Worker/Home Community Risk Specific Guidelines and Tips – Adding custom suggested control

4. Click on “Edit” of a customized control if you want to update its description. You can also completely delete it by clicking on the red “X” icon on the left of it.
5. After selecting the relevant items, click on “Done” to close the popup and return to continue the assessment.

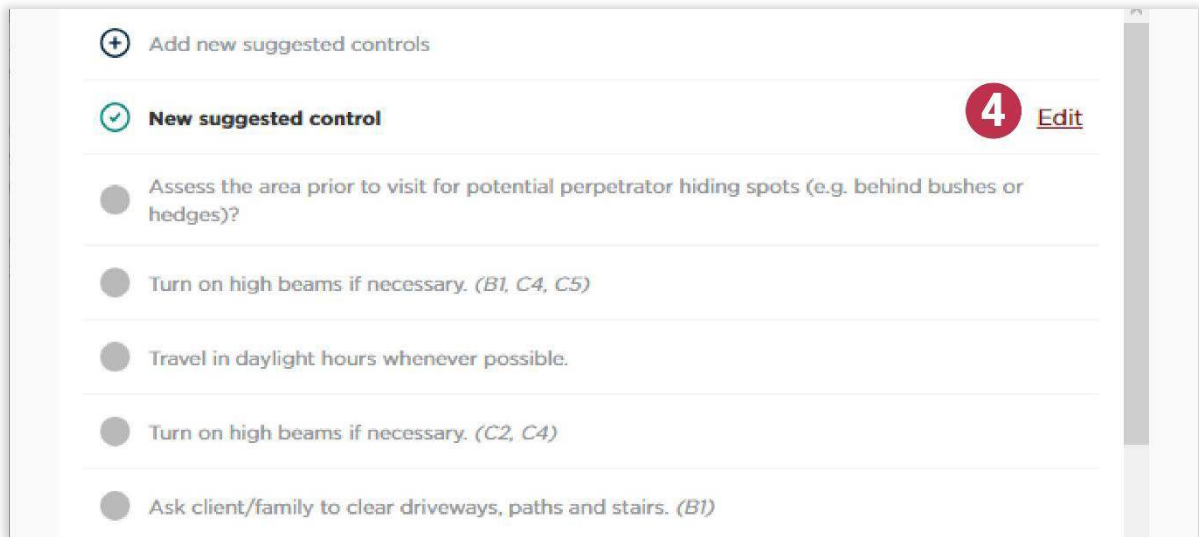


Figure 22: Worker/Home Community Risk Specific Guidelines and Tips – Editing custom suggested control

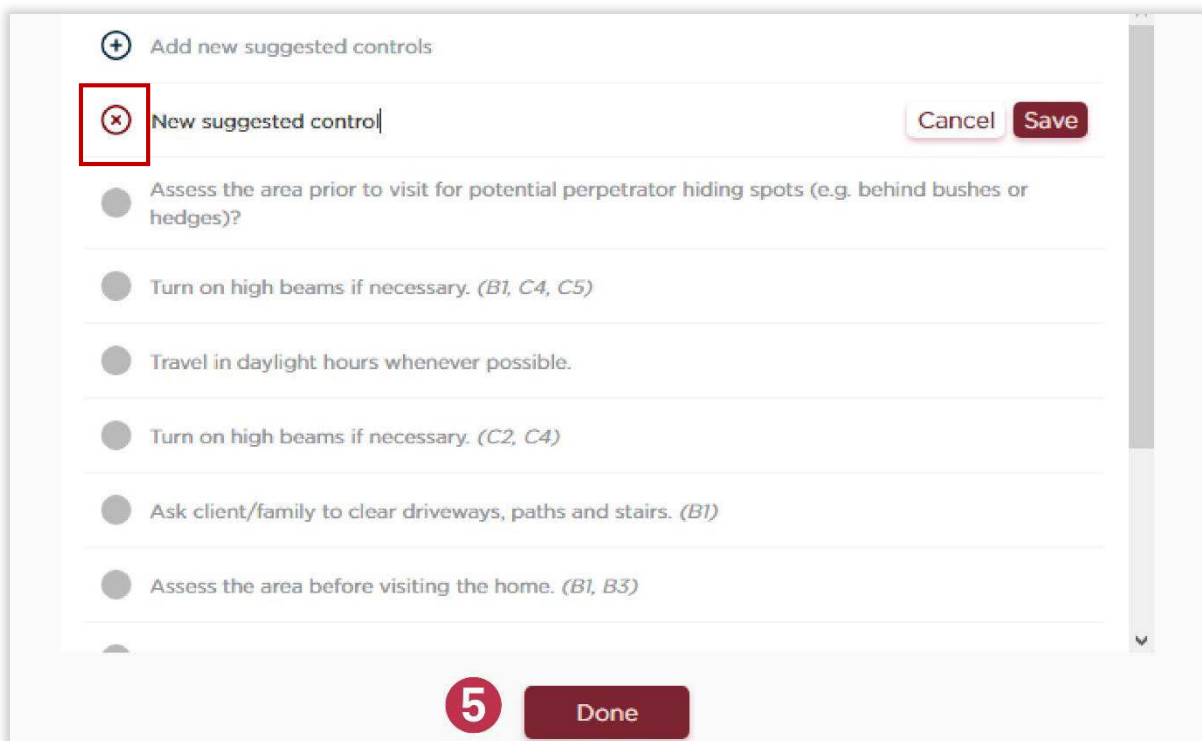


Figure 23: Worker/Home Community Risk Specific Guidelines and Tips – Deleting custom suggested control

5.2 Finishing the Worker/Home Community Assessment

At the last page, click on “Complete” to finish your assessment. A popup will show up confirming that the assessment is marked as complete, and providing you with a few options:

- Select “New Assessment” if you would like to return to the home page
- Select “Print” to print your assessment, or “Download PDF” to download it. It will include the different controls that have been selected through the “Risk Specific Guidelines and Tips” functionality, as well as the comments that may have been added on each section.

Figure 24: Worker/Home Community Assessment Last page

Figure 25: Worker/Home Community Assessment - Finishing assessment popup

The completed assessment should be available for all staff entering the home. Reassessment should be completed at subsequent visits if the risk changes.



Assessing Violence in the Community

Online User Guide

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