

# APPENDIX L: Workplace Violence Incident Investigation Tracking Tool

## Purpose of this tool

The purpose of this tool is to provide a template for collectively tracking WPV incident investigation data and corrective actions in one central location. This will make it easier to analyze incidents at an aggregate level, help determine root cause trends and support ongoing efforts for quality and continual improvement.

## Who Completes the Tool

- Workplace party(s) designated the role of tracking WPV incident data. This may be the same person(s) responsible for overseeing incident and hazard reporting activities and documentation.

## How to Use the Tool

For each incident:

1. Track by number.
2. Enter the date, time and location.
3. Describe the task or situation. Examples are provided in the legend below.
4. Identify the type/source of the WPV (e.g., workplace violence type i-iv).
5. Identify whether it is an incident with injury, incident with no injury or hazard.
6. Describe the WPV incident (e.g., threat of physical force, attempt of physical force or physical force as per OHS definition, or whether it was just a hazard with no incident).
7. Identify the WPV behaviour exhibited e.g., aggressive (intentional), responsive behaviour (non-intentional), or unknown.
8. Describe the behaviour. Sample behaviours are provided in the legend. Select those that were most predominant.
9. Identify whether there was physical harm, psychological harm, both or unknown.
10. Provide a brief list of root causes for the incident identified in the investigation.
11. Provide a summary list of corrective actions.
12. Conduct an analysis to identify any trends in the root causes of incidents and identify opportunities for organizational quality improvements.
13. Summarize the findings and provide a report to management, JHSC and/or HSR. Where appropriate make recommendations for Workplace Violence and Investigation program improvements.

**Note:** *Analysis should be conducted at least annually or more often if necessary.*

### WPV Incident Investigation Tracking Tool

#	Date	Time	Dept.	Incident	Describe Task / Situation	WPV Type 1-4	Incident / Hazard Type	WPV Description	Description of Behaviour	Psychological / Physical Harm	Key Root Causes  (People, Equipment, Materials, Environment, Process, Other)	Corrective Actions
1												
2												
3												
4												
5												
6												

## WPV Incident Investigation Tracking Tool

### WPV Incident Investigation Tracking Tool Legend:

<p>Describe task/situation:</p> <ul style="list-style-type: none"> <li>• Patient care or treatments</li> <li>• Transition of care – receiving, escort, moving, sending</li> <li>• Patient interventions</li> <li>• Redirection patient</li> <li>• Non-patient care</li> <li>• Other – describe</li> </ul>	<p>Incident Hazard/type:</p> <ul style="list-style-type: none"> <li>• Hazard – potential for incident</li> <li>• No-injury incident – no harm incidents, and near misses</li> <li>• Injury incident – Harmful incident</li> </ul>	<p>WPV description (based on OHS act descriptions):</p> <ul style="list-style-type: none"> <li>• Hazard – Potential of Physical Force</li> <li>• Threat of Physical Force</li> <li>• Attempt of Physical Force</li> <li>• Physical Force</li> </ul>
<p>Psychological/physical harm:</p> <ul style="list-style-type: none"> <li>• Psychological harm</li> <li>• Physical harm</li> <li>• Both</li> </ul>	<p>WPV type:</p> <p>I External Perpetrator</p> <p>II Client/visitor</p> <p>III Employment/Employee-related</p> <p>IV Domestic</p>	<p>Key root causes</p> <ul style="list-style-type: none"> <li>• Examples can be found in the table below</li> </ul>
<p>Description of behaviour:</p> <ul style="list-style-type: none"> <li>• Verbal threat</li> <li>• Written threat</li> <li>• Weapon threat</li> <li>• Behaviour threat (e.g., fists)</li> <li>• Kicking</li> <li>• Spitting</li> </ul>	<ul style="list-style-type: none"> <li>• Biting</li> <li>• Hitting/slapping</li> <li>• Punching</li> <li>• Pushing/pulling</li> <li>• Grabbing and pinching</li> <li>• Choking</li> </ul>	<ul style="list-style-type: none"> <li>• Scratching</li> <li>• Head butting</li> <li>• Sexual assault</li> <li>• Weapons use (e.g., stab, shoot)</li> <li>• Other</li> </ul>
<p>Corrective actions:</p> <ul style="list-style-type: none"> <li>• Describe controls used to address the root causes such as management commitment, resource policy, procedures, protocol, worker/management training, equipment, maintenance, environmental design, engineering controls</li> <li>• Tailor corrective actions to each situation</li> <li>• Note effectiveness of corrective action</li> </ul>		

Examples of key root causes can be found in the table below.

Root Cause Source	General root cause examples
<b>People</b>	<p>Worker:</p> <ul style="list-style-type: none"> <li>Inadequate knowledge, training, skills or abilities for the task</li> <li>Non-compliance with known rules (intentional or not intentional)</li> </ul> <p>Management/Supervisor:</p> <ul style="list-style-type: none"> <li>Inadequate OHS prevention and/or competent supervisor training</li> <li>Lack of supervision or performance monitoring</li> <li>Inadequate OHS rule enforcement (intentional or not intentional)</li> </ul> <p>Employer:</p> <ul style="list-style-type: none"> <li>Inadequate OHS knowledge of legislation or OHS roles and responsibilities</li> <li>Inadequate OHS rule enforcement</li> </ul> <p>Board of Directors:</p> <ul style="list-style-type: none"> <li>Inadequate knowledge regarding OHS fiduciary responsibility</li> </ul> <p>Contractors</p> <ul style="list-style-type: none"> <li>Lack of OHS knowledge, training and/or OHS standards expectations</li> </ul> <p>Care Recipient:</p> <ul style="list-style-type: none"> <li>Uncontrolled behaviours that can be triggered</li> </ul>
<b>Equipment</b>	<ul style="list-style-type: none"> <li>Required equipment to do job safety is not available or not available when needed</li> <li>Equipment available is not appropriate</li> <li>Equipment needed is not maintained</li> </ul>
<b>Materials</b>	<ul style="list-style-type: none"> <li>Materials needed not available or not available in quantity needed</li> <li>Materials for the job are not appropriate or inadequate</li> <li>Materials are poorly designed and difficult to use</li> </ul>
<b>Environment</b>	<ul style="list-style-type: none"> <li>Inadequate workplace layout, design, working heights, space, sight lines</li> <li>Lighting not sufficient or does not meet standards</li> <li>Temperature not meeting standard or not optimal for the task or activity</li> <li>Flooring or surfaces not appropriate for the activity</li> <li>Noise levels exceed standards or interfere with work activities or patient population</li> </ul>
<b>Process, Procedures</b>	<ul style="list-style-type: none"> <li>Lack of OHS standards, processes, safe work practices or safe operating procedures</li> <li>Inadequate alignment of standards and actual practices</li> <li>Inadequate training programs</li> </ul>
<b>Other e.g., internal/ external organization or system factors</b>	<ul style="list-style-type: none"> <li>Inadequate commitment to OHS prevention priorities</li> <li>Inadequate occupational health and safety management system</li> <li>Inadequate internal system resources for OHS prevention e.g., funding, equipment, human resources</li> <li>Inadequate OHS internal responsibility system and accountability for OHS</li> <li>Inadequate external system funding</li> </ul>