

## VIOLENCE RISK ASSESSMENT – PROCESS

### STEP ONE

PLAN

#### Determine whether a Violence Risk Assessment must be completed using the following criteria

- A VRA has not been completed previously
- A new program has started
- There has been a significant change the work being performed, or the location of the workplace has changed
- Use of the VRA Review Checklist indicated that a new VRA should be completed

#### Identify who will lead the VRA

- Should be lead by a department or site manager or health and safety manager
  - Identify who will participate in the VRA, include JOHSC or worker safety representative
  - Identify the team members
  - Determine meeting times and dates
  - Determine what forms are needed, including staff survey, unit risk assessment tool, policy and procedure review, environmental survey and task analysis tool

#### Identify the type of healthcare environment

There are three different environments to consider, including:

- Long term care
- Home care and community health support
- Non-clinical office buildings

### STEP TWO

GATHER INFORMATION

#### VRA lead is responsible for gathering/analyzing the following with JOHSC & VRA team input

- A description of the workplace
- Incident and injury data related to violence
- Resident or client safety data
- Resident population (long-term care only)
- Staffing model
- Provincial Violence Prevention Curriculum (PVPC) education and training status

#### VRA lead is responsible for conducting a policy and procedure review with JOHSC & VRA team input

Sections covered under this review include:

- Code White (long-term care only)
- Working alone or in isolation
- Transporting residents or clients
- Weapons in the workplace or residence
- Incident reporting and investigation
- Workplace violence prevention

#### VRA lead is responsible for conducting a staff survey (may include JOHSC & VRA assistance)

- Provide staff with a hardcopy survey that can be collected in a secured box on site or provide a mailing address or drop site location.
- If staff email addresses are known, send a link to an anonymous electronic survey

#### VRA lead is responsible for collating the results of the survey (may include JOHSC & VRA team assistance)

- Look for any themes, common hazards, gaps and recommendations made by staff
- Look for evidence that staff are aware of the applicable policies and procedures and whether they put them into practice

**STEP THREE**

PREPARE VRA TEAM

**Assemble the Violence Risk Assessment team**

- Note that the team should have a good working knowledge of the site, department and processes. In the home care setting this should also include a good knowledge of working within a client’s home and information from the intake assessment

**Educate the VRA team. Team members should:**

- Review the e-learning module on the VRA standard and process
- <https://safecarebc.ca/tools/health-safety-providers/>
- Review the Occupational Health and Safety regulation 4.28 and associated policies <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-policies/policies-part-04#SectionNumber:R4.28-1>
- Review all processes and procedures and forms involved in conducting a risk assessment

**The VRA team members are required to:**

- Review the data collected from surveys as part of the data gathering process
- Review the risk matrix and ensure that they understand how to use the tool

**STEP FOUR**

CONDUCT A RISK ASSESSMENT

**Collect data from the workplace.**

There are two components to conducting a risk assessment. They can be completed in either order.

- Conduct a task analysis. The task analysis focuses on specific tasks, practices and procedures in the workplace. These tasks are then cross referenced with the violence priority matrix. Any risks that have been identified should be recorded and action items applied to address those risks.  
Note that some elements of the task analysis may not be relevant to the location or additional risks may be identified. The form can be modified to meet the needs of the team.
- Conduct an environmental survey. The environmental survey involves a physical walk-through of the site. Key steps in this process include: completion of the environmental survey tool for the area and validating that the policies and processes reviewed are known to staff and present in practice. Record any risks that have been identified as well as any corrective actions that can address those risks

**Assessment tools**

- Assessment tools include the staff survey, unit risk assessment, policy and procedure review, environmental survey and task analysis tool

**Compile a hazard/risk summary report**

- The hazard/risk summary report is used to collect any inconsistencies of note found between the data collection tools. An example of this would be that while there is a Code White policy – staff are unfamiliar with Code White response

**STEP FIVE**

COMPLETE THE FINAL REPORT

**The VRA lead is responsible for summarizing the findings using the appropriate final report template.**

The final report involves:

- Completing a first draft of the final report, paying specific attention to the appropriateness of the controls selected for each identified hazard or risk ensuring that consultation with the JOHSC or worker health and safety representative, along with subject matter experts relevant to the action items occurs

**The VRA team is responsible for reviewing the summary report and finalizing the content.**

- The draft report must be circulated to the VRA team and JOHSC for review and feedback
- The VRA team, JOHSC and a site or department member should be included and provide feedback on the intended outcomes and actions prior to finalizing the report

**The final report should be communicated through several channels, including to:**

- Management team, including senior management/director of care, the unit lead or manager, the JOHSC
- Staff, for example through a staff meeting.
- If required, a copy must also be sent to WorkSafeBC

**STEP SIX**

IMPLEMENT AND MONITOR

**Implement and monitor the action items**

- Ensure that where training for workers has been identified, it is provided along with any new controls that have been put into action
- Ensure supervisors are aware of any changes and provide workers with the necessary training to ensure their safety prior to using any new control measures that have been introduced
- Ensure timelines are applied to action items and corrective actions are monitored and reported to management and the JOHSC monthly until all actions have been completed

**Review and evaluate control measures**

- In consultation with the JOHSC and/or worker representatives, review and evaluate the effectiveness of control measures
- Update the VRA final report's hazard/risk summary and action items with any new information

**Monitor the effectiveness of the Violence Prevention Program at least quarterly with the JOHSC**

The review should include a review of any claims related to violence in the workplace including:

- Time lost claims
- Days lost per claim
- Number of claims where medical aid was required but where there was no time loss
- Near miss claims

**Conduct a VRA review at least every three years**

- Or sooner if triggered by a change in practice, change in work or a significant event