

Appendix I: Sample Workplace Violence Risk Assessment

This assessment is provided as an example that can be used by workplaces. However, use of this particular assessment is not required under the *Occupational Health and Safety Act*. Employers choosing to use this assessment are encouraged to reproduce and/or customize it to meet the particular needs of their workplace.

There are spaces for you to note the controls that are already in place, and to identify what additional controls may be suitable for your workplace. **You are not required to use all or any of the examples of controls.** There may be other controls that are more suitable to your workplace's circumstances and to controlling the risks of workplace violence that you identify.

Job / Department / Location:	Completed by:	Date:
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A √ in the shaded column indicates an elevated risk

General Physical Environment Assessment (GA)						
Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (person(s) responsible and expected completion dates)
Have you assessed the following?						
• Outside building and parking lot				<ul style="list-style-type: none"> Bolted entries / locks Designated public entry doors Good lighting 		
• Entry control and security system				<ul style="list-style-type: none"> Coded doors / security doors Employee ID cards with sign-in/out Clearly labelled staff areas Mirrors 		
• Reception and waiting areas				<ul style="list-style-type: none"> Clear sightlines Signage (re: hours) No heavy or sharp objects 		

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<ul style="list-style-type: none"> Public counters 				<ul style="list-style-type: none"> Widened service desks Barriers (e.g., un-breakable screens) Silent, concealed alarms Other means to summon help 		
<ul style="list-style-type: none"> Interior design, hidden areas and lighting 				<ul style="list-style-type: none"> Restricted public access Clear sightlines Locked doors 		
<ul style="list-style-type: none"> Elevators and washrooms 				<ul style="list-style-type: none"> Restricted public access Communication devices or alarms Locks that can be accessed by security 		
<ul style="list-style-type: none"> Treatment rooms 				<ul style="list-style-type: none"> Clear sight lines Communication devices or alarms Access to exit 		
<ul style="list-style-type: none"> Location of cash, goods, and medicines 				<ul style="list-style-type: none"> Locked and hidden storage 		
<ul style="list-style-type: none"> Do you have a security system? 				Investigate the need for security systems such as: <ul style="list-style-type: none"> personal alarms fixed alarms connected to security services regular security patrols Develop and implement regular alarm checks. 		

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<ul style="list-style-type: none"> Is there a designated safe area where workers can go during a workplace violence incident? 				For emergency purposes, a safe area (for example, a safe room, the business next door, etc.) should be identified. If using a safe room, it should: <ul style="list-style-type: none"> have clear entry have a lock that can be used from the inside, but which can also be accessed by security have a means of summoning immediate assistance 		
<ul style="list-style-type: none"> Are workers and supervisors trained in relevant measures and procedures aimed to protect them from violence associated with the: <ul style="list-style-type: none"> Physical Environment Working Alone Handling Cash Working in the Community 				Information, instruction, or training could include: <ul style="list-style-type: none"> how workers will be informed about potentially violent people or situation signs of behaviour escalation recognition of potentially violent situations recommended actions and reactions, appropriate responses to incidents, including defusing hostile or aggressive behaviours 		
<ul style="list-style-type: none"> Can workers summon immediate assistance when workplace violence occurs or is likely to occur? 				Measures and procedures could include: <ul style="list-style-type: none"> providing internal and external numbers for workers to call at all hours of operations 		

General Physical Environment Assessment (GA)						
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<ul style="list-style-type: none"> Do workers work alone at times of increased vulnerability, such as late at night, early in the morning? 				Assess higher-risk times and the need for additional measures to protect workers, such as: <ul style="list-style-type: none"> having workers leave the building in groups arranging for security patrols 		
<ul style="list-style-type: none"> Do you have procedures for opening, closing, or securing the workplace prior to starting and at the end of shifts? 				Develop and implement procedures for opening, closing, or securing the workplace prior to starting and at the end of shifts. <ul style="list-style-type: none"> include procedures for responding to and dealing with unusual circumstances. 		
<ul style="list-style-type: none"> Do you maintain regular contact with workers who are working alone? 				Maintain regular contact with workers by: <ul style="list-style-type: none"> establishing regular contact times or check-in points 		
<ul style="list-style-type: none"> Do you have procedures for workers to follow when dealing with strangers or intruders? 				Develop and implement such procedures, which could include: <ul style="list-style-type: none"> how to question strangers about the appropriateness of their presence in a non-confrontational manner recommended actions and responses when to call for assistance or go to a safe area 		

General Physical Environment Assessment (GA)						
Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls <small>(person(s) responsible and expected completion dates)</small>
<ul style="list-style-type: none"> Do you have procedures for workers to follow when dealing with aggressive or violent patients or members of the public? 				Develop and implement such procedures, which could include: <ul style="list-style-type: none"> recommended actions and responses when to call for assistance or go to a safe area 		
<ul style="list-style-type: none"> Do workers use locked drop safes or time-lock safes? 				Consider the following measures: <ul style="list-style-type: none"> depositing cash in a locked drop safe/ time-lock safe establishing the maximum amount of cash that can be stored on site 		
<ul style="list-style-type: none"> Do workers handling cash work at times of increased vulnerability, such as late at night, early in the morning, or at very quiet times of day? 				Assess higher-risk times and the need for additional measures to protect workers, such as: <ul style="list-style-type: none"> having workers leave the building in groups 		
<ul style="list-style-type: none"> Do workers make cash deposits outside the workplace? 				Consider the following measures: <ul style="list-style-type: none"> using a buddy system or escorts when carrying money providing appropriate communications for summoning help 		
<ul style="list-style-type: none"> Have workers received training in robbery prevention and response? 				Consider establishing a robbery prevention and response program. <ul style="list-style-type: none"> Training could include: <ul style="list-style-type: none"> techniques for preventing robberies safe responses to robbery 		

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<ul style="list-style-type: none"> Do workers carry medications, syringes, or other valuable medical equipment? 				Develop measures and procedures to protect workers and prevent robbery.		
<ul style="list-style-type: none"> Do you have procedures to identify, evaluate, and inform workers about specific high-risk patients, situations, or locations? 				Develop and implement procedures to identify, evaluate, and inform workers about risks of violence related to location, the specific patient, a history of violent behaviour, possible triggers for violence, presence of weapons or pets.		
<ul style="list-style-type: none"> Do you require a safe-visit plan before workers visit high-risk situations? 				Develop, implement, and communicate safe-visit plans for high-risk situations. A plan could include: <ul style="list-style-type: none"> a buddy system deferral of visit until proper safety measures can be met 		
<ul style="list-style-type: none"> Do you have procedures for workers to follow when dealing with aggressive or violent patients, customers, or members of the public? 				Develop and implement such procedures, which could include: <ul style="list-style-type: none"> recommended actions and responses when to call for assistance or go to a safe area 		
<ul style="list-style-type: none"> Are there other measures or procedures needed to protect workers from the risks of working in the community? 				Measures and procedures will depend on the specific workplace.		

Extract from Developing Workplace Violence and Harassment Policies and Programs: A Toolbox
Occupational Health and Safety Council of Ontario (OHSCO) April 2010