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Workplace Violence Risk Assessment Tool

User Guide for Acute Care and Long Term Care

SASKATCHEWAN ASSOCIATION FOR
SAFE WORKPLACES
IN HEALTH

Workplace Violence Risk Assessment Tool - User Guide for Acute Care and Long Term Care

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Product Code: SAS-VPRTLAEN0817

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Introduction

About PSHSA

Public Services Health & Safety Association (PSHSA) provides occupational health and safety training and consulting services to various Ontario public sectors. These include healthcare, education, municipalities, public safety and First Nations communities.

As a funded partner of the Ministry of Labour (MOL), we work to prevent and reduce workplace injuries and occupational diseases by helping organizations adopt best practices and meet legislative requirements. To create safer workplaces, employers and employees must work together to identify potential hazards and eliminate or control risks before injuries and illnesses occur.

Workplace Violence in Healthcare

Violence in the workplace is a complex issue. It's also one of the top health and safety concerns facing Ontario's healthcare sector today. Research shows that workplace violence is three times more likely to occur among healthcare workers than any other occupation, including police officers and prison guards (International Council of Nurses, 2001; Kingma, 2001).

Each year, Ontario's Workplace Safety & Insurance Board (WSIB) allows more than 600 violence-related claims involving healthcare workers. While this number is alarming, many more cases are believed to go unreported (Findorff, Wall, & Gerberick, 2005). Healthcare staff work hard to keep others healthy and safe, yet their work can put them at risk and leave them with debilitating physical and psychological trauma.

Legislative changes in Ontario have broadened our awareness of workplace violence, and have strengthened our understanding that it cannot be considered part of the job. Under the law, everyone in the workplace has a role to play in eliminating violence at work.

The Five PSHSA toolkits

PSHSA has created five toolkits to help healthcare organizations protect staff from workplace violence, and meet legal responsibilities for ensuring healthy and safe workplaces. The toolkits are:

1. Workplace Violence Risk Assessment (WVRA)
2. Individual Client Risk Assessment (ICRA)
3. Flagging
4. Security
5. Personal Safety Response System (PSRS)

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Navigation/icons

The following icons are found in the tool:

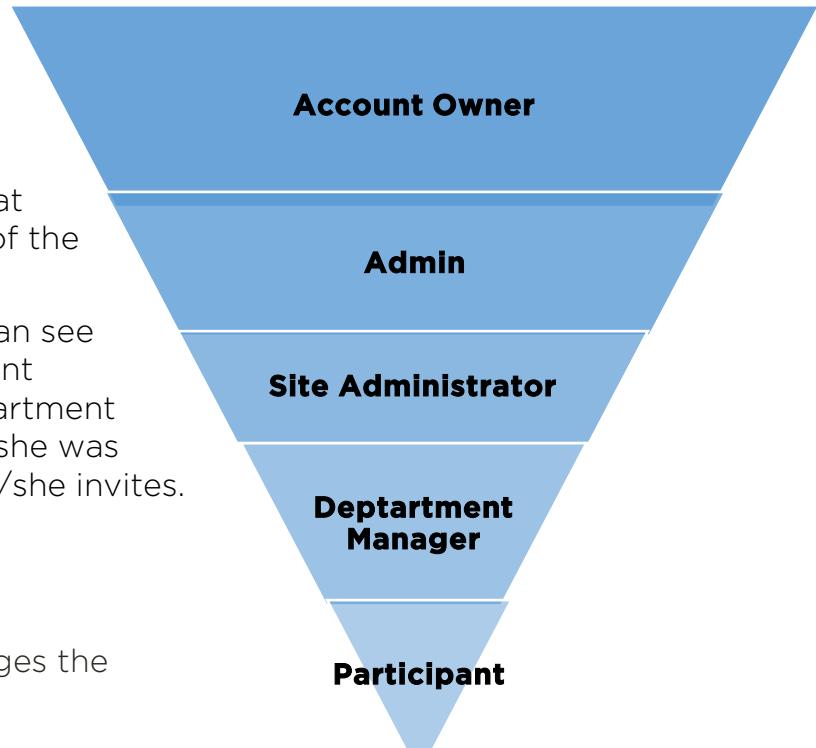
Icon	Meaning
	Use to edit an entry
	Use to delete an entry
	Minimizes (collapses) a field
	Expands a field
	Opens up a calendar
	Attach a document (jpg, word, excel...)
	There is a comment and the number

Roles and Responsibilities

There are several roles to which individuals using PSHSA's Assessment Tool can be assigned.

Keep in mind that the role listed at the top has view to all the tasks of the roles listed below it.

For example: An Administrator can see the Site Administrator, Department Manager and Participant. A Department manager can only view what he/she was assigned and any participants he/she invites.



Account Owner

This individual creates and manages the organization's account.

Admin

This individual is invited by the Account Owner or another Program Administrator to manage the workplace violence program.

Site Admin

Site Administrators are invited to manage a site assessment and team assignments.

Department Manager

The Department Managers are assigned departments by an Account Owner, Program Administrator or Site Administrator

Participant

Participants are typically assigned action items by Department Managers and Site Administrators.

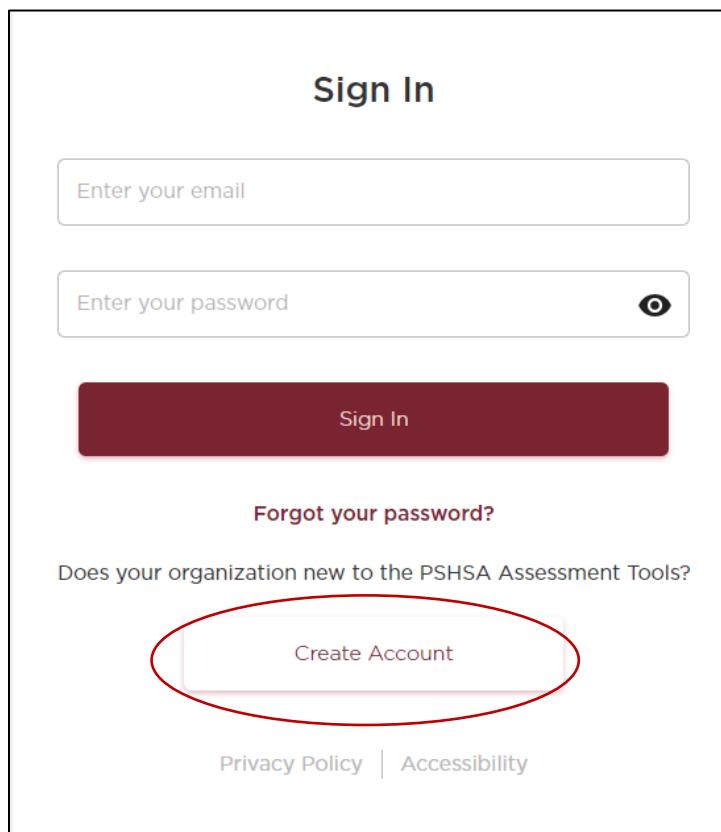
Account Owner/Administrator

Introduction

In order to use the Workplace Violence Risk Assessment Tool for your organization you are required to first set up your organization, department, managers and others who will be using the tool and conducting risk assessments.

Creating an Account

- a. Click on “Create Account” located at the bottom



The image shows a "Sign In" page with a light gray background. At the top center is the word "Sign In". Below it are two input fields: one for "Enter your email" and one for "Enter your password" with a visibility icon. A large dark red button labeled "Sign In" is centered below the password field. To the right of the "Sign In" button is a link "Forgot your password?". Below the "Sign In" section is a question "Does your organization new to the PSHSA Assessment Tools?". Underneath this question is a white button with a thin red border containing the text "Create Account". This "Create Account" button is circled with a thick red oval. At the bottom of the page are links for "Privacy Policy" and "Accessibility".

- b. Complete all the fields on the “Set up Your Account” screen.

Note: The password must be eight characters long

Set up your account

If you own the commitment to a workplace violence program for your organization, start by creating an account for your organization.

Once your organization is set up you can invite an assessment team through the WVRAT.

Enter your full name

Enter your email

Enter your password

Confirm your password

I accept the [Terms and Conditions](#)

Keep me informed with news and updates to the workplace violence assessment tool kit

Create Account

Click on this box to accept the Terms and Conditions.

Click on this box if you would like to be kept informed with news and updates on the Workplace Violence Risk Assessment Tool kit.

- c. Once completed, click on “Create Account”

You will then receive an email with a link to verify your account.

Verify Account

We have sent you an email containing a link to verify your account.



Re-Send Link

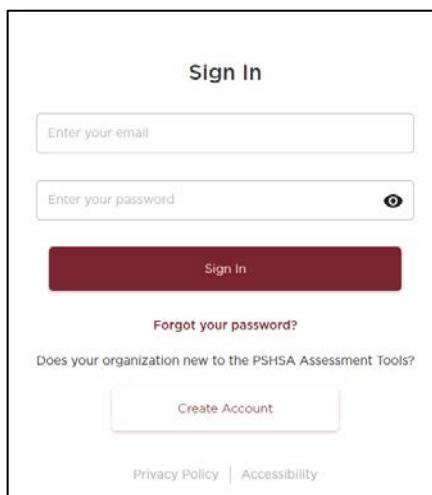
[Privacy Policy](#) | [Accessibility](#)

Signing in

Once you click on the activation link in the email sent, you will then need to sign in.

Note: If Internet Explorer is your default browser, copy the link and open Google Chrome, Firefox or another browser. Paste the link into one of these browsers for enhanced functionality.

- a. Enter your email address and password that you used to create the account, then
- b. Click the “Sign in” box



The image shows a "Sign In" form. At the top center is the title "Sign In". Below it are two input fields: "Enter your email" and "Enter your password", which includes a small circular icon with an eye symbol to the right. A large red "Sign In" button is positioned below the password field. To the right of the "Sign In" button is a link "Forgot your password?". Below the "Sign In" button is a question "Does your organization new to the PSHSA Assessment Tools?". Underneath that is a "Create Account" link. At the bottom of the form are links for "Privacy Policy" and "Accessibility".

Setting-up an Organization

Set Up Organization

- a. Enter your Organization's name
- b. Click on the arrow to select the number of employees in your organization
- c. Enter your organization's street address
- d. Click "Next"

The screenshot shows a form titled "Set Up Organization". It has three input fields: "Name" (with placeholder "Enter organization name"), "Number of employees" (with a dropdown menu showing "<20"), and "Address" (with placeholder "Enter your street address"). At the bottom is a large red "Next" button.

Upload Your Organization's logo

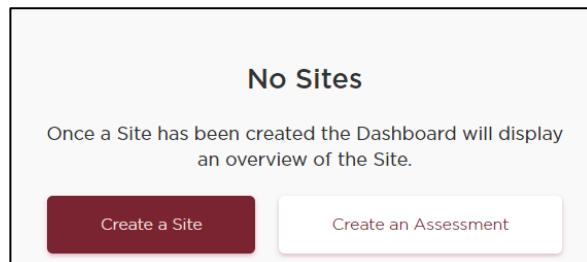
- a. Drag and drop the image into the dotted box OR
Click on "Browse Computer" to locate your image file

The screenshot shows a form titled "Upload your organization's logo". It includes instructions: "For the best display, we suggest an RGB colour, PNG or JPG format, 150px by 50px." and "If you don't have one handy you can upload to your organization's profile one later." Below is a dotted box with a cloud icon and the text "Drag and drop your image here png, jpg, svg, pdf" and a "Browse Computer" button. At the bottom is a "Skip" button and the note "After this step you'll be taken to your Dashboard."

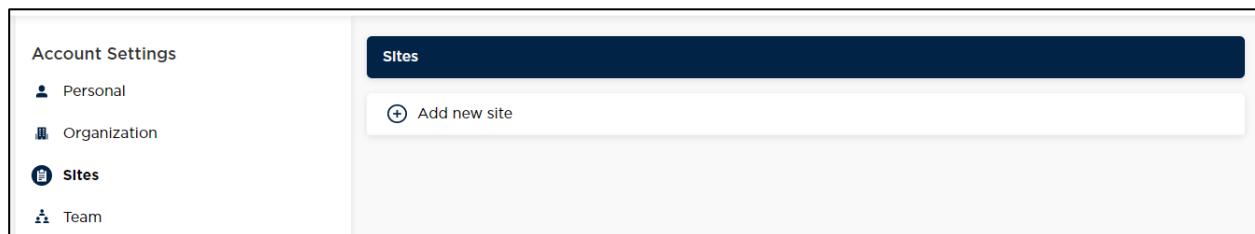
NOTE: if you don't have a logo at this time, you can always upload one later, by clicking "Skip" and then update the organization's profile when you are ready.

Creating a Site

Click on “Create a Site”



Click on “+Add new site”



- a. Enter Site name (you need to complete this step for every site at your organization, even if there is only one site)
- b. Enter the name of the Site Administrator
- c. Type: using the drop down arrow select whether the site is an Acute Care Facility or Long Term Care Facility.

Note: Once you enter the above information, you will then be able to add the department units for this site.

A screenshot of the "Create Site" form. It includes fields for "Site name" (with placeholder "Enter site name"), "Site admin" (with placeholder "Select site admin"), and "Type" (with placeholder "Select site type"). A red oval highlights the "Type" field. Below these, there's a "Departments" section with a note: "Select the type of site above before adding departments." and a button "+ Add a new department". At the bottom are "Cancel" and "Add" buttons.

Once all the departments are added, Click “Add” to continue. This will send an automatic email to the Site Administrator letting him/her know they have been assigned to the site.

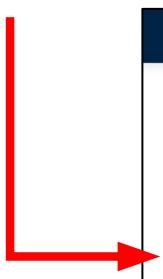
Account Owner/Administrator

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Adding Site Department

To add a department click on “+Add a new department”. Remember to indicate which departments include direct patient care.

- a. Department name: enter the name of the department. For example you may name one “Nursing – Emergency” and another “Nursing – Pediatric”
- b. If the department provides direct care, ensure to click the box beside “Direct Care”



Add Site Department

Department name:

Has direct care:

 Direct Care

Cancel

Add

- c. Click “Add”

Setting up Your Team

Click on “Team” in the left hand menu or on the top navigation bar, which will open a window to add team members.

Note: You can add a team members at any time during the assessment. For example a Department Manager can add a participant when they are completing the action plan

The screenshot shows the software interface for managing team members. At the top, there is a navigation bar with links for Dashboard, Assessment, Team (which is circled in red), Settings, and a user profile for 'Hi, Anat Goldschmidt'. On the left, there is a sidebar titled 'Account Settings' with options for Personal, Organization, Sites, and Team (which is also circled in red). The main content area is titled 'Team Members' and contains sections for 'Add Team Member', 'Account Owner' (with a note about managing the organization's account), 'Anat Goldschmidt - agoldschmidt@pshsa.ca', 'Admin' (with a note about managing the workplace violence program), 'Site Admin' (with a note about managing site assessments and team assignments), 'Department Manager' (with a note about being assigned departments by an Account Owner, Program Administrator, or Site Administrator), and 'Participant' (with a note about being assigned action items by Department Managers and Site Administrators).

Add a Team Member:

Keep in mind that the role listed at the top has view to all the tasks of those below.

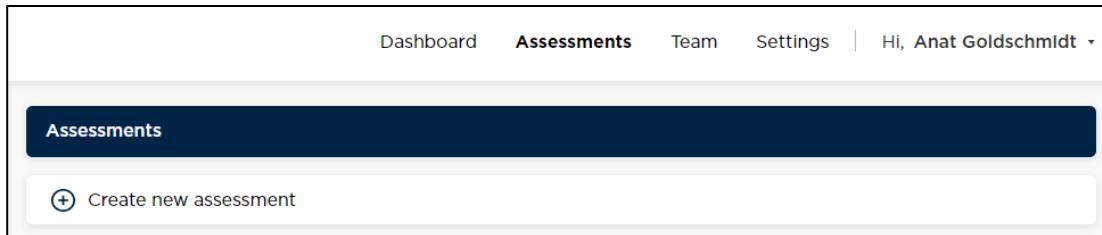
For example: An Administrator can see the Site Administrator, Department Manager and Participant. A Department manager can only view what he/she was assigned and any participants he/she invites.

- a. Click on “+ Add Team Member” to add a member to any of the roles. An individual may be assigned to more than one role.
- b. Full name: enter the team member’s full name
- c. Email: enter the individual’s email address
- d. Group: using the drop down menu select the role the individual will be assigned
- e. Custom message: you have the option to add a comment or additional instructions to the receiver of the e-mail. This comment will appear in the automated email invite he/she receives.
- f. Click “Add”

The screenshot shows a modal dialog box titled "Add Team Member". It contains fields for "Full name" (with placeholder "Enter new member's name"), "Email" (with placeholder "Enter member's email address"), and "Group" (a dropdown menu currently set to "Admin"). Below these is a "Custom message (optional)" field with placeholder "Your message". At the bottom are "Cancel" and "Add" buttons.

Creating a Risk Assessment

Once signed in you are taken to the Dashboard. Since no assessment has been created yet you can either set up your team or create an assessment. If you click on “Create an Assessment” you will have an opportunity to set up the team later through Settings or as you complete each step of the assessment.



- a. Click on “+ Create new Assessment”

There are three steps in creating an assessment. The steps can be seen on the navigation menu on the left.

A screenshot of a 'Create Assessment' form. On the left, there is a vertical navigation menu with three steps: 1. Assessment details (which is selected and highlighted in blue), 2. Add the Assessment team, and 3. Review and send assignments. The main area is titled 'Assessment details'. It contains fields for 'Assessment name' (with a placeholder 'Enter assessment name'), 'Type' (a dropdown menu with 'Select a type'), 'Status' (a dropdown menu with 'Active'), 'Site' (a dropdown menu with 'Select a site'), 'Departments' (a section with a note 'Select a site and type or create a new site to add departments.' and a button '+ Add new site department'), 'Created By' (a dropdown menu with 'Anat Goldschmidt - agoldschmidt@pshsa.ca'), 'Target Start Date' (a date picker with 'Select start date'), 'Target Completion Date' (a date picker with 'Select completion date'), and 'Next' (a red button at the bottom right). The top of the page shows the PSHSA logo and the same navigation bar as the previous screenshot.

Step 1: Assessment Details

This is where you begin to input the details of the assessment.

- a. **Assessment name:** Enter the name of the Assessment. It is suggested that you include at least the year in the assessment title, and the month if the assessment may be completed more than annually. (e.g. September 2017 or Q3 2017)
- b. **Type:** From the drop down menu select whether it is an Acute Care/Long Term Care or Security Assessment (refer to Creating a Security Assessment section of this guide)
- c. **Site:** Use the drop down arrow to select the site for this assessment. If a new site needs to be set up then click “+Add a new site” from the drop down menu.

Account Owner/Administrator

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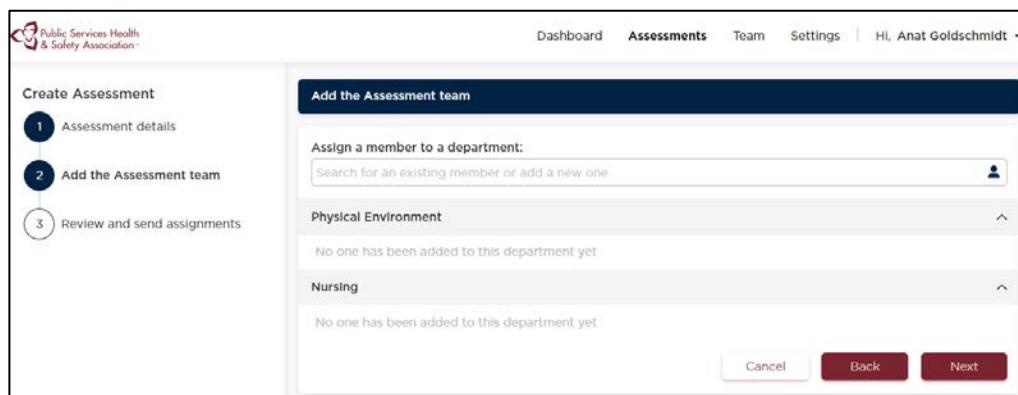
- d. **Departments:** Once the Site name and Site administrator is added, you must add the departments associated with the site that will be assessed. Click on “Add Department”. You can add all departments at one time, and assign them later. Click on the box next to the departments that are to be included in the assessment.

Note: Physical Environment will appear as it's a Category 1 and mandatory

- e. **Target Start Date:** Click in the field or the icon to the right to select a date using the calendar.
f. **Target Completion Date:** Click in the field or icon to the right to select a date using the calendar
g. Click “Next”

Step 2: Add the Assessment Team

The departments listed are based on the ones you selected for the assessment in the assessment detail screen. A team member can be assigned to one or more departments.



The screenshot shows the 'Add the Assessment team' step of a three-step process. The sidebar indicates the user is on step 2. The main area shows a search bar for assigning members to departments, with two collapsed sections: 'Physical Environment' and 'Nursing', both stating 'No one has been added to this department yet'. Navigation buttons 'Cancel', 'Back', and 'Next' are at the bottom.

To assign a member to a department:

- a. Click in the “Assign a member to a department” field. A drop down will open with names of existing team members
- b. Click “Update” OR
You can click on “invite a new team member” which will open the “Add Department Manager” screen.

The screenshot shows a user interface titled "Add the Assessment team". At the top, there is a search bar labeled "Assign a member to a department:" with the placeholder "Search for an existing member or add a new one". This search bar is highlighted with a thick red border. Below the search bar, there are three expandable sections: "Physical Environment", "Medical records", and "Diagnostic Imaging". Each section has a header and a message stating "No one has been added to this department yet".

Add Department Manager

- a. **Full name:** Enter the individual's full name
- b. **Email:** Enter the individual's email address
- c. **Departments:** Select the departments you would like to assign the individual to
- d. Click “Update”

Once you click “Update” the name of the manager selected appears below each department they were assigned.

The screenshot shows the same "Add the Assessment team" interface as before. The "Assign a member to a department" search bar is visible at the top. Below it, the "Physical Environment" section is expanded, showing two entries: "Anthony Golden - anatgold@hotmail.com" and "Valerie Winters - valeriew6@hotmail.com". Each entry has a small edit icon (pencil) and a delete icon (trash can) to its right.

Repeat steps a. and b. of “Assigning a member to a department” until a manager is assigned to all the departments in the assessment.

If you want to remove a manager, click on the trash can icon to the right of the name. If you want to edit the departs the individual is assigned to, use the edit icon. Department Managers can be added at a later time if you are using a staged roll out.

Changing Department Manager

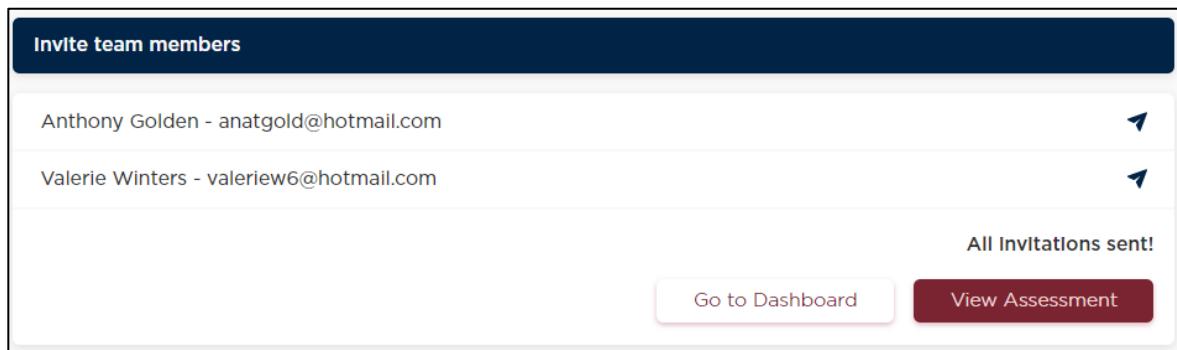
If a team member was already added to a department and you decide you would like them assigned to more departments or change the department originally selected; you can do so  by clicking the pencil icon located to the right of the name.

Step 3: Review and Send Assignments

- a. Click on “Invite” which will send an email to the individual letting them know they have been assigned. Once you click on “Invite” you’ll see the confirmation that the invitations were sent.

You then have the choice to either:

1. Go to the Dashboard or
2. View the Assessment



Completing a Risk Assessment

Once “View Assessment” or “Assessments” from the top bar is selected (and you select the assessment) you will see the Assessment summary list page:

Q2 Assessment		Summary list	
<input checked="" type="radio"/>	Physical Environment	Arriving / departing work	Not Set
<input type="radio"/>	Medical records	Parking lots and grounds	Not Set
<input type="radio"/>	Diagnostic Imaging	Building exterior and entrances	Not Set
<input type="radio"/>	Maintenance	Building Interior	Not Set
<input type="radio"/>	Nursing	Access Control	Not Set
		Stairwells and elevators	Not Set
		Hallways / storage / common areas	Not Set
		Staff washrooms	Not Set
			Open Assessment

The Left hand side displays the name of the Assessment (for eg. “Q2 Assessment”) and a list of the Departments that are part of the assessment.

The department with the filled in circle indicates the department you are currently viewing. To view one of the other departments simply click on the Department name. Department Managers will only see those departments assigned to them.

The items listed in the middle are the hazard areas within that department and the status of each can be seen on the right.

Getting started

- a. Click “Open Assessment”. It will open the items under each Department.
- b. Review the description and examples for each hazard

- c. Use the down arrow to select a risk rating.

Q2 Assessment

Physical Environment

- Arriving / departing work
Risk Level: Not Set
- Parking lots and grounds
Risk Level: Not Set
- Building exterior and entrances
Risk Level: Not Set
- Building interior
Risk Level: Not Set
- Access Control
Risk Level: Not Set
- Stairwells and elevators
Risk Level: Not Set
- Hallways / storage / common areas
Risk Level: Not Set
- Staff washrooms

Arriving / departing work

Risk Rating: Not Set

Description:
Staff protection extends to how they arrive and depart from the workplace. When assessing the level of risk for this item pay particular attention to the risk from Type 1 and Type 4 violence and take into account the examples below.

Examples:

- Travelling alone to and from work, including using public transit
- Public transportation not close to facility
- Arriving / departing during off hours (e.g. on-call staff)
- Walking into facility via various entrances from street
- Building entrances and exits not clearly identified
- Doors / windows left unsecured

Add a comment

Collaborators:

- d. The following chart will appear:

Arriving / departing work

Risk Rating: Not Set

Select the risk rating (*High, Moderate, Low, or Very Low*) for this hazard.

Keep in mind previously-noted factors such as patient population, changes in acuity, workflow, and staffing skillset and competencies.

Impact Rating Description

Catastrophic - fatality, coma, or severe emotional trauma
Critical - debilitating injury, or serious emotional trauma
Marginal - minor injury, minor emotional trauma
Negligible - no injury, no emotional trauma

If the hazard does not apply / exist, check the N/A (not applicable) box.
 Not applicable

		Impact Rating			
		Catastrophic	Critical	Minor	Negligible
Probability Rating	Very Likely	High	High	High	Low
	Likely	High	High	Medium	Low
	Possible	High	Medium	Low	Very Low
	Unlikely	Medium	Medium	Low	Very Low
	Highly Unlikely	Low	Low	Low	Very Low

- e. Discuss the hazard with your team. The impact and probability must be determined to choose the risk rating. As you move your mouse over a rating a coloured rectangle will appear around the word. To select the rating, click on the word.

Red = High

Orange = Medium

Yellow = Low

Light (bright) Yellow = Very Low

Note: once the rating is selected the top bar will have a colour that reflects the risk rating.

Risk Assessment Matrix				
Probability Rating	Impact Rating			
	Catastrophic	Critical	Minor	Negligible
Very Likely	High	High	High	Low
Likely	High	High	Medium	Low
Possible	High	Medium	Medium	Very Low
Unlikely	Medium	Medium	Low	Very Low
Highly Unlikely	Low	Low	Low	Very Low

- f. Click on the up arrow to close the pop-up screen.

The rating will then appear on the assessment

- g. Before continuing to the next hazard you can add a comment and also attach a file/photo. The comment area is where you can explain your rationale for the rating.
 h. You can also identify a collaborator(s) who are the team members that you consulted with when determining the risk rating.
 i. You can approve the rating by clicking on “Approve Rating” which once confirmed will then appear on the Dashboard when viewed or you can approve them all later.

Note: Once the risk rating is “approved” it can only be changed by the administrator or account owner.

- j. Click “Next” to continue to the next hazard

Account Owner/Administrator

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Action Plan

Once the rating is approved a “Start Action Plan” button appears. Most often it is the Department Manager that will start the action plan and assign tasks.

Parking lots and grounds Risk Rating: Low ▾

Description:
The design of parking lots and grounds including the effective management of the external environment can minimize violence and crime, yet still provide a welcoming environment. It is recommended that you tour the lots and grounds before assessing the level of risk. When reviewing the examples below, remember to consider the added risk when it is dark and if travel between sites or buildings are required.

Examples:

- Inadequate or burnt-out lights
- Inadequate monitoring
- Parking on evening and night shifts
- Parking long distances from building
- Vehicle theft or damage in parking lot
- Workers not trained in safety procedures for leaving / returning to vehicles
- Parking lots that adjoin wooded areas / ravines, etc. and have or may be used as pathways. Check for signs of alcohol or illegal drug use, etc.

Add a comment

Collaborators:

Add a collaborator

To create an Action Plan you can

- Select ones listed using the open button next to it, OR
- Click “+ Add a solution” to type in a solution and then click “Add”

Reception / Interdisciplinary team station / waiting area

Risk Rating: Low

Status: All

Participant: All

Hazard Controls

+ Add Control

Security / safety measures and devices

+ Add a Solution

Effective management of area for safety

+ Add a Solution

Reception / Interdisciplinary team station / waiting area design, visibility, and signage

+ Add a Solution

Post signage clearly stating

- Code of conduct and expected behaviours (make staff aware of sanctions)
- Organizational policy on workplace violence

Remove all objects - e.g. electronic devices, tools, equipment - that could be used as weapons

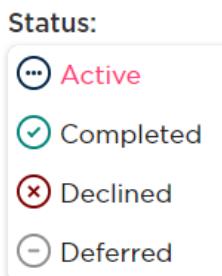
Note: The number of action items corresponds to the risk rating selected

Assigning an Action Plan

Once a solution is added/selected you will be able to assign a team member to action it.

- a. Click on the solution
- b. Assigned to: Click in the field and select a team member or invite a new team member
- c. Status: Set the status

These are the status options and icons that are available.
When assigning it you would select “Active”.



- d. Due Date: Use the calendar to select the due date
- e. You can add a comment for the team member, providing more information
Note: the comment will appear in the invite the member receives informing him/her they have been assigned a task
- f. Click “Save”: this will send an email to the team member assigned letting them the solution they have been assigned to

The screenshot shows a web-based application for creating an action plan. The title of the window is "Action Plan: Reception / Interdisciplinary team station / waiting area design, visibility, and signage".
The form fields include:

- A radio button labeled "Post signage clearly stating".
- A "Assigned to:" field with a placeholder "Search for a team member".
- An "Assigned By:" field showing "Valerie Winters - valeriew6@hotmail.com".
- A "Status:" dropdown menu with "Select a status" as the current selection.
- A "Due Date:" field with a placeholder "Select due date" and a calendar icon.
- A "Add a comment" text area with a "Post" button.

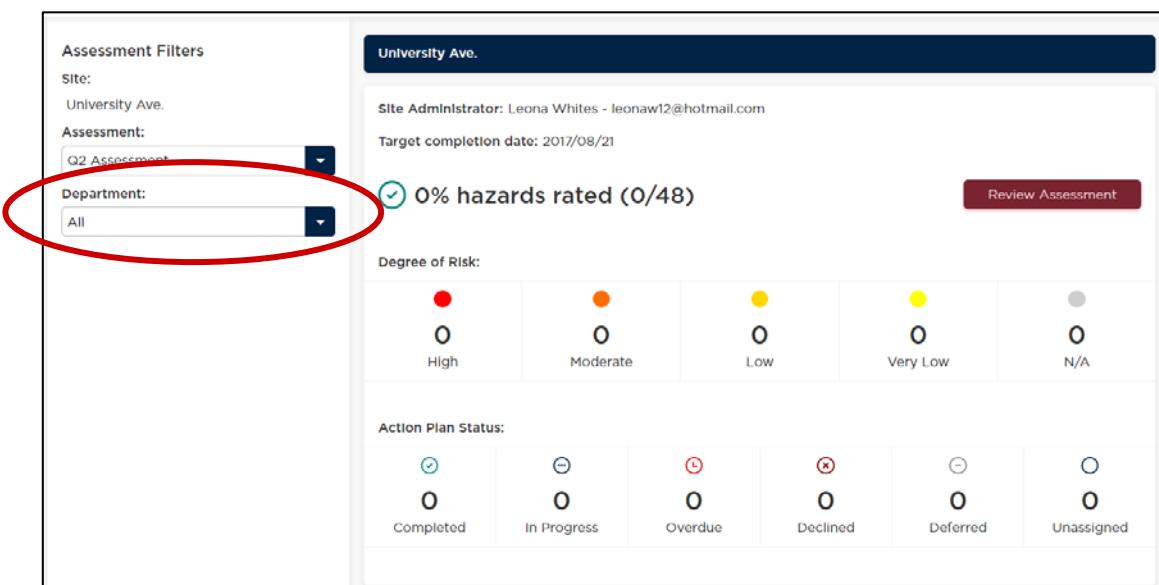
At the bottom right are "Cancel" and "Save" buttons.

Reviewing Assessments

The Dashboard provides you with an overview of the assessment. It shows the total hazards in the assessment and how many have been rated (high, medium, low, very low or n/a). For each hazard there are actions which can be assigned. The Dashboard provides a high level snap shot of the status of the action plans for a department or site.

The Dashboard will be the first screen on subsequent sign-ins, if “Dashboard” is selected from the top ribbon and when “Go to Dashboard” is selected from the “Invite team members” screen.

An assessment can be filtered by selecting the Assessment from the drop down menu on the left and by Departments (associated with that assessment).



To view the status of the solutions for each of the hazards.

- a. From the Dashboard click on “Review Assessment” this will open the Summary list

At a glance you can see the risk level rating for each hazard within a department (one with filled in circle) and the state of each (Action Plan, risk

The screenshot shows a software interface for risk assessment. On the left, there's a sidebar titled "Q2 Assessment 2017" with a tree structure under "Physical Environment". The "Nursing" node is expanded, showing "ICU" as a child node. To the right is a "Summary List" table with the following data:

Hazard Category	Action Plan	Risk Rating
Arriving / departing work		
Parking lots and grounds		
Building exterior and entrances		Not Set
Building interior		Not Set
Access Control		Not Set
Stairwells and elevators		Not Set
Hallways / storage / common areas		Not Set
Staff washrooms		Not Set

At the bottom right of the table is a red button labeled "Open Assessment".

rating or not set)

Hazards can be filtered by Status or Participant.

Use status to view all active or completed solutions

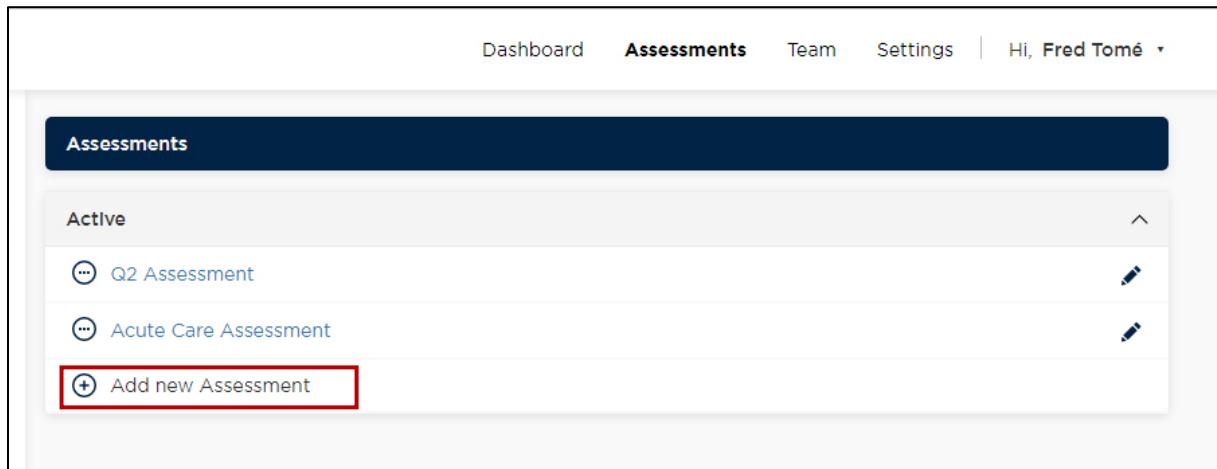
Use filter by participant to view what he/she has been assigned and the status of their solutions.

The screenshot shows a software interface for managing hazard controls. At the top, there's a navigation bar with tabs: Dashboard, **Assessments**, Team, Settings, and a user profile "Hi, Anat Goldschmidt". Below the navigation is a header for the "Arriving / departing work" hazard, which has 1 solution and a "Risk Rating: Medium" status. There are two dropdown menus: "Status" (set to "All") and "Participant" (set to "All").

Underneath the header, there's a section titled "Hazard Controls" with a "Add Control" button. A list of controls is shown, starting with "Security / safety measures at entrances" (with an "Add a Solution" button). Below it is a control for "Implement and enforce a 'Tailgating' policy in all secure areas" (with a status of 1).

Creating a Security Assessment

Clicking on the tab Assessments will list all previously created assessments. Click on last item of the list, “Add new Assessment”, to start creating your assessment.



The screenshot shows a software application window with a dark header bar. The header contains the following navigation items: Dashboard, **Assessments**, Team, Settings, and a user greeting "Hi, Fred Tomé". Below the header is a dark blue navigation bar with the word "Assessments" in white. The main content area is titled "Active" and lists two items: "Q2 Assessment" and "Acute Care Assessment", each with a small edit icon. At the bottom of the list is a button labeled "Add new Assessment" with a plus sign icon, which is highlighted with a red box.

Assessment Details

This is where you begin to input the details of the assessment.

- a) **Assessment name:** Enter the name of the Assessment
- b) **Type:** From the drop down menu select “Security”
- c) **Site:** If you have more than one site, then use the drop down to select the site for this assessment.
- d) **Target Start Date:** Click in the field or the icon to the right and select a date using the calendar.
- e) **Target Completion Date:** Click in the field or icon to the right and select a date using the calendar
- f) Click “Next” to continue

The screenshot shows a web-based application interface for creating an assessment. At the top, there is a navigation bar with links for Dashboard, Assessments (which is the active tab), Team, and Settings. A user profile is also visible on the right. Below the navigation, a dark blue header bar says "Assessment details". The main form area has the following fields:

- Assessment name:** A text input field with placeholder text "Enter assessment name".
- Type:** A dropdown menu set to "Security", which is highlighted with a large red oval.
- Status:** A dropdown menu set to "Active".
- Site:** A dropdown menu with the placeholder "- Select a site -".
- Created By:** A text input field showing "Fred Tomé".
- Target Start Date:** A text input field with placeholder "Select start date" and a calendar icon to its right.
- Target Completion Date:** A text input field with placeholder "Select completion date" and a calendar icon to its right.

At the bottom right of the form are two buttons: "Cancel" and "Next".

Completing the Security Assessment

After finishing the creation of the assessment, the system will automatically redirect you to start it.

Note: at any time, you are allowed to stop your progress and continue later. To do so, go to the Assessments page by clicking the “Assessments” tab at the top navigation and select your assessment from the list.

- a. The left side of the screen displays all 12 areas of the assessment, allowing for quick navigation and glance of your progress. You can navigate to an area by clicking on it. Areas that had any progress done display their circles filled.
- b. Each area contains a list of statements which can be defined as “N/A” (Not applicable), “Yes” or “No/Partial”.

The screenshot shows the 'Assessments' tab selected in the top navigation bar. The main content area displays a specific assessment item: "There is commitment from senior management to develop, implement and maintain a security plan and program". This item includes a list of sub-points: "There is senior leadership commitment to", "Oversee development, implementation and monitoring of the security plan and program", "Establishment of a multidisciplinary steering committee, including JHSC representatives", "Provision of adequate training to support assigned security functions and responsibilities", "Appointment of a security program administrator or leader", and "Allocate financial and human resources". At the bottom of this section are three radio buttons labeled "N/A", "Yes", and "No/Partial", all of which are currently empty. Below this section is a text input field for "Add a comment" and a "Post" button. In the bottom right corner of the main content area, there is a "Next" button. The entire sidebar on the left and the radio button area at the bottom right are highlighted with a red box.

- c. Clicking “Yes” will mark all statements of the area as “Task Completed”, with no further input required.

Security Program Self Assessment

- 1 Senior Management Commitment
- 2 Security Administrator
- 3 Roles and Responsibilities
- 4 Client Management
- 5 Emergency Management
- 6 Risk Assessment
- 7 Documented Program
- 8 Training and Awareness
- 9 Security Equipment
- 10 Work Environment Design
- 11 Reporting and investigation

There Is commitment from senior management to develop, Implement and maintain a security plan and program

There Is senior leadership commitment to

- Oversee development, implementation and monitoring of the security plan and program
- Establishment of a multidisciplinary steering committee, including JHSC representatives
- Provision of adequate training to support assigned security functions and responsibilities
- Appointment of a security program administrator or leader
- Allocate financial and human resources

N/A Yes No/Partial

Add a comment

Post

Next

- d. Clicking “No/Partial” will display radial buttons next to each statement. Clicking on a statement opens its Action Plan, allowing to select its status as well as to assign the task to a team member.

Security Program Self Assessment

- 1 Senior Management Commitment
- 2 Security Administrator
- 3 Roles and Responsibilities
- 4 Client Management
- 5 Emergency Management
- 6 Risk Assessment
- 7 Documented Program
- 8 Training and Awareness
- 9 Security Equipment
- 10 Work Environment Design
- 11 Reporting and investigation

There is commitment from senior management to develop, implement and maintain a security plan and program

There is senior leadership commitment to

Oversee development, implementation and monitoring of the security plan and program

Establishment of a multidisciplinary steering committee, including JHSC representatives

Provision of adequate training to support assigned security functions and responsibilities

Appointment of a security program administrator or leader

Allocate financial and human resources

N/A Yes No/Partial

Add a comment

Post

Next

Action Plan: Senior Management Commitment

Oversee development, implementation and monitoring of the security plan and program

Assigned to:
Search for a team member

Assigned By:
Fred Tomé -

Status:
Select status

Due Date:
Select due date

Add a comment

Post

Cancel

Save

- e. Select one status from the dropdown list “Status”: Active, Completed, Declined or Deferred.

The screenshot shows a modal window titled "Action Plan: Senior Management Commitment". At the top, there is a circular icon with three dots and the text "Oversee development, implementation and monitoring of the security plan and program". Below this, there are fields for "Assigned to:" (a search bar with placeholder "Search for a team member") and "Assigned By:" (displaying "Fred Tomé -"). A "Status" dropdown menu is open, showing four options: "Active" (radio button), "Completed" (radio button, selected), "Declined" (radio button), and "Deferred" (radio button). To the right of the status dropdown is a "Due Date:" field with a placeholder "Select due date" and a calendar icon. At the bottom right of the modal are "Cancel" and "Save" buttons, with a "Post" button next to the "Save" button.

- f. If applicable, select the Team Member responsible for the task and its due date.

The screenshot shows the same modal window as the previous one, but with different values. The "Assigned to:" field now contains "Fred Tomé -" and has a red box drawn around it. The "Status" dropdown menu is still open, but now "Active" is the selected option. The "Due Date:" field displays the date "2017-07-28". The "Post" button is visible next to the "Save" button at the bottom right.

- g. You can add comments by clicking on the comment box, writing down your comments and clicking the “Post” button. You can also click on the small Clip icon in order to attach a file to your comment.

Action Plan: Senior Management Commitment

Oversee development, Implementation and monitoring of the security plan and program

Assigned to: Fred Tomé -

Assigned By: Fred Tomé -

Status: Active

Due Date: 2017-07-28

Assign all solutions in this control to Fred Tomé

Comment:

- h. You can also mark the checkbox “Assign all solutions in this control to ...” in order to assign the selected team member as responsible for all action plans in this Area.

- i. Click the Save button to update the current statement. The radial button will be changed with an icon to represent its status.

Action Plan: Senior Management Commitment

Oversee development, implementation and monitoring of the security plan and program

Assigned to: Fred Tomé -

Assigned By: Fred Tomé -

Status: Active

Due Date: 2017-07-28

Assign all solutions in this control to Fred Tomé

Comments:

Fred Tomé July 27, 2017 - 3:07 PM

Add a comment

Cancel Save

Public Services Health & Safety Association

Dashboard Assessments Team Settings Hi, Fred Tomé ▾

Security Program Self Assessment

1 Senior Management Commitment

2 Security Administrator

3 Roles and Responsibilities

4 Client Management

5 Emergency Management

6 Risk Assessment

7 Documented Program

8 Training and Awareness

9 Security Equipment

10 Work Environment Design

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There is commitment from senior management to develop, implement and maintain a security plan and program

There is senior leadership commitment to

Oversee development, implementation and monitoring of the security plan and program

Provision of adequate training to support assigned security functions and responsibilities

Establishment of a multidisciplinary steering committee, including JHSC representatives

Appointment of a security program administrator or leader

Allocate financial and human resources

N/A Yes No/Partial

Add a comment

Post

Solution updated successfully.

- j. Before continuing, you can also add a comment regarding this area by writing it at the “Add a comment” box, followed by clicking on the “Post” button.
- k. Click “Next” to continue to the next Area.
- l. Repeat these steps on all 12 areas. On the last page, click “Complete” to finish your assessment.

The security program includes process for evaluation

Program Evaluation include

- The JHSC/HSR is consulted in program revisions and training
 - Security and safety improvements are considered by senior management and recommendations are implemented as required
- The program is evaluated at least annually
- Security quality indicators — both leading (e.g., training, patrol frequency, etc.) and lagging (e.g., use of force percentage, incident rate, loss time) — have been selected and are used for evaluation

N/A Yes No/Partial

Add a comment

Post

Previous **Complete**

Department Manager

Role of Department Manager

As a department manager, you will have received an email informing you that your account owner or site administrator has assigned you an assessment. Your role will be to complete the assessment by marking the risk rating for each hazard listed for the department(s) assigned to you. You will also be able to assign action plans to individuals.

Signing in

Ensure you click on the activation link sent to you by the account owner of your organization. It will open the “Set a new password” page.

Note: If Internet Explorer is your default browser, copy the link and open Google Chrome, Firefox or another browser. Paste the link into one of these browsers for enhanced functionality.

- a. Enter a password

Note: The password must be eight characters long

- b. Confirm your password by re-entering it
- c. Click on the “I accept the Terms and Conditions” button

d. Click “Create Account”

The screenshot shows a 'Set a new password' form. It includes fields for email (Valerie Winters, valeriew6@hotmail.com), password (two input fields), and terms and conditions (checkboxes for accepting terms and conditions and staying informed). A red arrow points to the second checkbox: 'Keep me informed with news and updates to the workplace violence assessment tool kit'.

Set a new password

Valerie Winters

valeriew6@hotmail.com

Enter your password

Confirm your password

I accept the [Terms and Conditions](#)

Keep me informed with news and updates to the workplace violence assessment tool kit

Create Account

Privacy Policy | Accessibility

Click on this box if you would like to be kept informed with news and updates on the Workplace Violence Risk Assessment Tool kit.

Once you click on Create Account, the “Sign In” screen will appear.

- a. Enter your email address. It is case sensitive and should be keyed in as it appeared in the “Set a new Password” screen
- b. Enter your password
- c. Click “Sign In”

The screenshot shows a 'Sign In' page. It displays a message about verifying the email address and includes fields for email and password, along with a 'Sign In' button. Below the form is a link to 'Forgot your password?' and a note for new organizations.

Sign In

Thank you for verifying your email address. You can now use it along with your chosen password to sign in.

Enter your email

Enter your password

Sign In

[Forgot your password?](#)

Is your organization new to WVRAT?
Start by creating an account for your organization.

Privacy Policy | Accessibility

Once signed in you will be brought to the Assessment Summary List. It details the departments and associated hazards assigned to you.

Hazard Area	Status
Reception / Interdisciplinary team station / waiting area	Not Set
Interview / counselling / treatment rooms	Not Set
Working with objects of value (cash, drugs, syringes / needles, expensive equipment, potential...	Not Set
Working alone / In isolated locations / Individual office areas	Not Set
Working in areas separate from security-monitored facilities	Not Set
Emergency response and security system	Not Set
Performing security or emergency response functions	Not Set
Workplace harassment / bullying	Not Set
Domestic violence	Not Set

Open Assessment

The Left hand side displays the name of the Assessment (for eg. Q2 Assessment) and a list of the Departments assigned to you that are part of the assessment.

The department with the filled in circle indicates the department you are currently viewing. To view another departments simply click on the Department name.

The items listed in the middle are the areas within that department and the status of each can be seen on the right.

Status you may see:

Not set: the risk rating has not been set

Risk Rating: the risk has been rated, but an action plan has not been created

Action Plan: Action plan has been created for the hazard

To begin your part of the assessment

From the Summary List screen:

- Click "Open Assessment". It will open the items under each Department.
- Review the description and examples for each hazard
- Use the down arrow to set the risk rating.

The screenshot shows the Q2 Assessment interface. On the left, a tree view lists various hazards under 'Q2 Assessment'. The 'Reception / Interdisciplinary team station / waiting area' node is selected, indicated by a blue dot. To its right, detailed information is displayed. At the top right of this panel is a dropdown menu labeled 'Risk Rating: Not Set' with a downward arrow, which is circled in red. Below the dropdown, the 'Description' section states: 'Open access areas should be assessed for methods of control that may include signage, physical barriers, direct staff supervision, mechanical and electronic access controls, and audible or monitored alarms. Consider the examples below when assigning risk for these areas in your department.' The 'Examples' section lists several bullet points related to staff safety and patient behavior. Below these sections are 'Add a comment' and 'Collaborators' fields, followed by a 'Post' button and a 'Next' button at the bottom right.

- The following chart will appear:

The screenshot shows the 'Risk Assessment Matrix' for the 'Reception / Interdisciplinary team station / waiting area' hazard. The left side of the screen contains descriptive text and a legend for 'Impact Rating Description'. It includes categories like 'Catastrophic', 'Critical', 'Marginal', and 'Negligible'. Below this is a note about checking 'Not applicable' if the hazard does not apply. The right side of the screen displays a grid titled 'Risk Assessment Matrix' with two columns: 'Probability Rating' and 'Impact Rating'. The 'Impact Rating' column has five levels: Catastrophic, Critical, Minor, and Negligible. The 'Probability Rating' column has six levels: Very Likely, Likely, Possible, Unlikely, Highly Unlikely, and N/A (not applicable). The grid cells contain the corresponding probability and impact ratings for each combination.

Risk Assessment Matrix				
	Impact Rating			
Probability Rating	Catastrophic	Critical	Minor	Negligible
Very Likely	High	High	High	Low
Likely	High	High	Medium	Low
Possible	High	Medium	Low	Very Low
Unlikely	Medium	Medium	Low	Very Low
Highly Unlikely	Low	Low	Low	Very Low
N/A (not applicable)				

- e. Discuss the hazard with your team. The impact and probability must be determined to choose the risk rating. As you move your mouse over a rating a coloured rectangle will appear around the word. To select the rating, click on the word.

Red = High

Orange = Medium

Yellow = Low

Light (bright) Yellow = Very Low

Note: once the rating is selected the top bar will have a colour that reflects the risk rating.

Reception / Interdisciplinary team station / waiting area

Select the risk rating (*High, Moderate, Low, or Very Low*) for this hazard.

Keep in mind previously-noted factors such as patient population, changes in acuity, workflow, and staffing skillset and competencies.

Impact Rating Description

- Catastrophic - fatality, coma, or severe emotional trauma
- Critical - debilitating injury, or serious emotional trauma
- Marginal - minor injury, minor emotional trauma
- Negligible - no injury, no emotional trauma

If the hazard does not apply / exist, check the N/A (not applicable) box.

Not applicable

Risk Assessment Matrix				
Probability Rating	Impact Rating			
	Catastrophic	Critical	Minor	Negligible
Very Likely	High	High	High	Low
Likely	High	High	Medium	Low
Possible	High	Medium	Low	Very Low
Unlikely	Medium	Medium	Low	Very Low
Highly Unlikely	Low	Low	Low	Very Low

- f. Click on the down arrow to close the pop-up screen.

The rating will then appear on the assessment

Q2 Assessment

- Medical records**
- Reception / Interdisciplinary team station / waiting area** Risk Level: Low
- Interview / counselling / treatment rooms** Risk Level: Not Set
- Working with objects of value (cash, drugs, syringes / needles, expensive equipment, potential weapons)** Risk Level: Not Set
- Working alone / in isolated locations / individual office areas** Risk Level: Not Set
- Working in areas separate from security-monitored facilities** Risk Level: Not Set
- Emergency response and security system** Risk Level: Not Set
- Performing security or emergency response functions**

Reception / Interdisciplinary team station / waiting area Risk Rating: Low

Description:
Open access areas should be assessed for methods of control that may include signage, physical barriers, direct staff supervision, mechanical and electronic access controls, and audible or monitored alarms. Consider the examples below when assigning risk for these areas in your department.

Examples:

- Open access by public
- Staff working directly with the public (whose history of violence is not known to staff, and who may be in stressful situations that trigger violence, aggression, responsive behaviour)
- Lack of response mechanisms at reception desks
- Lack of suitable furniture for various populations - e.g. psychiatric, bariatric
- Unattended reception area
- Lack of available distractions in public or private waiting rooms - e.g. magazines, brochures, posters - which may lead to patient / public frustration or impatience
- Absence of personal safety response systems - e.g. panic buttons and code words (e.g. 'grab me the yellow card') to summon help

Add a comment

Collaborators:

+ Add a collaborator

- g. Before continuing to the next hazard you can add a comment or rationale about the choice of risk rating
- h. You can also identify a collaborator (team member who assisted with the risk rating)
- i. You can approve the rating by clicking on “Approve Rating” which will then appear on the Dashboard when viewed or you can approve them all later

Note: Once the risk rating is “approved” it can only be changed by the administrator or account owner.

- j. Click “Next” to continue to the next hazard or start the action plan for this hazard

Action Plan

Once the rating is approved a “Start Action Plan” button appears

The screenshot shows a web-based application for managing action plans. At the top, there's a yellow header bar with the text "Reception / Interdisciplinary team station / waiting area" on the left and "Risk Rating: Low" on the right. Below the header, there's a section titled "Description:" which contains a detailed paragraph about assessing open access areas for control methods like signage and physical barriers. Under "Examples:", there's a bulleted list of various scenarios such as open access by public staff, lack of response mechanisms, and unattended reception areas. Below this is a comment input field with a "Post" button. A "Collaborators:" section includes a "+ Add a collaborator" button. At the bottom are two buttons: "Start Action Plan" on the left and "Next" on the right.

To create an Action Plan you can

- Select ones listed using the open button next to it, OR
- Click “+ Add a solution” to type in a solution and then click “Add”

This screenshot shows the "Action Plan" interface. At the top, there are dropdown menus for "Status" (set to "All") and "Participant" (set to "All"). Below these are several sections, each with an "Add" button:

- Hazard Controls:** An "Add Control" button.
- Security / safety measures and devices:** An "Add a Solution" button.
- Effective management of area for safety:** An "Add a Solution" button.
- Reception / Interdisciplinary team station / waiting area design, visibility, and signage:** An "Add a Solution" button. This section contains two items:
 - Post signage clearly stating
 - Code of conduct and expected behaviours (make staff aware of sanctions)
 - Organizational policy on workplace violence
 - Remove all objects - e.g. electronic devices, tools, equipment - that could be used as weapons

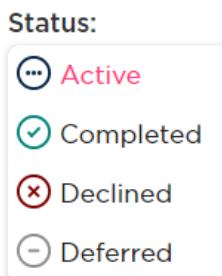
Note: The number of action items corresponds to the risk rating selected

Assigning an Action Plan

Once a solution is added/selected you will be able to assign a team member to action it.

- g. Click on the solution
- h. Assigned to: Click in the field and select a team member or invite a new team member
- i. Status: Set the status

These are the status options and icons that are available.
When assigning it you would select “Active”.



- j. Due Date: Use the calendar to select the due date
- k. You can add a comment for the team member, providing more information
Note: the comment will appear in the invite the member receives informing him/her they have been assigned a task
- l. Click “Save”: this will send an email to the team member assigned letting them the solution they have been assigned to

The screenshot shows the "Action Plan" interface for a task titled "Post signage clearly stating". The "Assigned to:" field is empty. The "Assigned By:" field shows "Valerie Winters - valeriew6@hotmail.com". The "Status:" dropdown is set to "Select a status". The "Due Date:" field has a calendar icon. Below these fields is a "Add a comment" text area with a "Post" button. At the bottom are "Cancel" and "Save" buttons.

Completing the Action Plan

If you have assigned yourself a solution or have been assigned one by your administrator this is how you complete the action plan:

Click on the individual solution.

- a. Add your comments and also click on the paperclip icon to attach files, pictures or other supporting documents related to your solution.
- b. Click "Post" to add the comment/file
- c. Once completed: change the status to "Completed" by clicking on the drop down arrow to the right of Active and select "Completed". The icon will change from  to 

Note: once the status changes to “Completed” an email notification will be sent to the Department Manager that assigned it.

- d. Due date: Click on the calendar icon to select the date it was completed. The completed date can be set to a past date.
- e. Click "Save"

Repeat for each solution assigned to you.

Action Plan: Parking lot signage X

 Clearly identify location of emergency call stations

Assigned to: Valerie Winters - valeriew6@hotmail.com 

Assigned By: Anat Goldschmidt - AGoldschmidt@pshsa.ca

Status:  Active 

Due Date: 2017-10-24 

Add a comment

 Cancel  Save

Viewing Assessments

Dashboard from the top navigation bar will show you the status of the departments you have been assigned.

The Dashboard identifies the Assessment that has been assigned to you and an overview of the hazard ratings and the status of action plans.

If you have been assigned more than one assessment or department, you can filter by assessment or department using the drop down arrow next to each on the left side.

The screenshot shows the 'Assessment Filters' section of a dashboard. On the left, there are three dropdown menus: 'Site' (set to 'University Ave.'), 'Assessment' (set to 'Q2 Assessment'), and 'Department' (set to 'All'). A red oval highlights the 'Assessment' dropdown. To the right, the 'University Ave.' site details are shown: Site Administrator (Leona Whites - leonaw12@hotmail.com), Target completion date (2017/08/21), and a summary that 5% hazards are rated (1/18). Below this is a 'Degree of Risk' chart with five categories: High (0), Moderate (0), Low (1), Very Low (0), and N/A (0). Further down is an 'Action Plan Status' chart with six categories: Completed (0), In Progress (1), Overdue (0), Declined (0), Deferred (0), and Unassigned (2).

To view the status of the solutions for each of the hazards.

- b. From the Dashboard click on "View List" this will open the Summary list

At a glance you can see the risk level rating for each hazard within a department (one with filled in circle) and the state of each (Action Plan, risk rating or not set).

The screenshot shows a software interface for hazard assessment. On the left, there's a sidebar titled "Q2 Assessment 2017" with a tree structure: "Physical Environment" (filled dark blue circle), "Nursing" (light blue circle), and "ICU" (light blue circle). The main area is titled "Summary list" and contains a table with the following data:

Hazard Category	Action Plan	Risk Rating	Status
Arriving / departing work			
Parking lots and grounds			
Building exterior and entrances			Not Set
Building Interior			Not Set
Access Control			Not Set
Stairwells and elevators			Not Set
Hallways / storage / common areas			Not Set
Staff washrooms			Not Set

Open Assessment button is located at the bottom right.

Hazards can be filtered by Status or Participant.

Use status to view all active or completed solutions

Use filter by participant to view what he/she has been assigned and the status of their solutions.

The screenshot shows a detailed view of a hazard. At the top, it says "Arriving / departing work" with a notification badge "1" and "Risk Rating: Medium". Below this are two dropdown filters: "Status: All" and "Participant: All".

The main area displays a list of "Hazard Controls" under the heading "Security / safety measures at entrances".

- Add a Solution** (button)
- Implement and enforce a 'Tailgating' policy in all secure areas** (button with notification badge "1")

Participant

Role of the Participant

As a participant you will have received an email informing you that your department manager has assigned you a task(s) for a solution(s). Your role is to complete the task(s) assigned to you.

Signing in

Ensure you click on the activation link sent to you by the department manager. It will open the “Set a new password” page.

Note: If Internet Explorer is your default browser, copy the link and open Google Chrome, Firefox or another browser. Paste the link into one of these browsers for enhanced functionality.

- a. Enter a password

Note: The password must be eight characters long

- b. Confirm your password by re-entering it
- c. Click on the “I accept the Terms and Conditions” button

d. Click “Create Account”

Set a new password

Valerie Winters

valeriew6@hotmail.com

Enter your password

Confirm your password

I accept the [Terms and Conditions](#)

Keep me informed with news and updates to the workplace violence assessment tool kit

Create Account

Privacy Policy | Accessibility

Click on this box if you would like to be kept informed with news and updates on the Workplace Violence Risk Assessment Tool kit.

Once you click on Create Account, the “Sign In” screen will appear.

- c. Enter your email address. It is case sensitive and should be keyed in as it appeared in the “Set a new Password” screen
- d. Enter your password
- e. Click “Sign In”

Sign In

Thank you for verifying your email address. You can now use it along with your chosen password to sign in.

Enter your email

Enter your password

Sign In

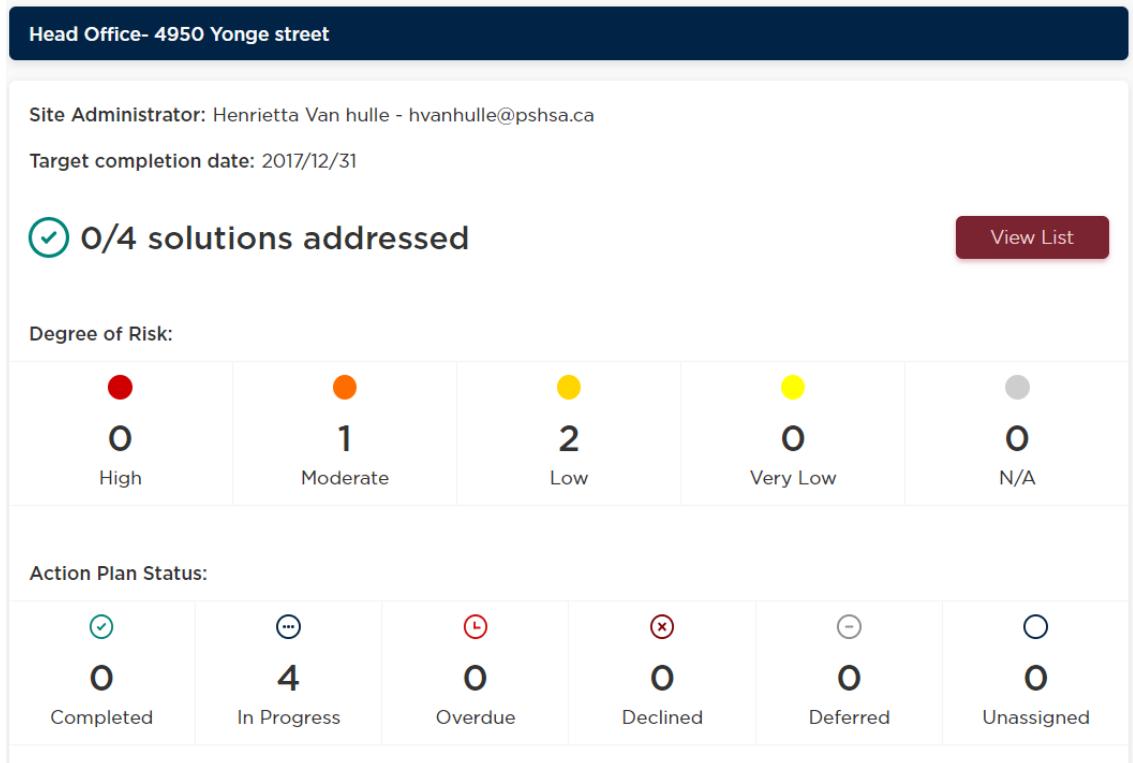
[Forgot your password?](#)

Is your organization new to WVRAT?
Start by [creating an account for your organization](#).

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Solutions Assigned

Once signed in you will see the Dashboard that shows the number of solutions assigned to you, their degree of risk and the status of the action plan.



To see the solution(s) you have been assigned

- Click on “View List” from the Dashboard.
A summary list of the solutions assigned to you will appear.

The name of the assessment and the departments the solutions are part of will appear in the menu on the left. The department with the filled in circle indicates the department you are currently viewing. To view one of the other departments simply click on the Department name.

August 2 2017 Demo- WVRAT

● Physical Environment

○ ICU

■ Summary list

■ Parking lots and grounds Action Plan

■ Access Control Action Plan

Open Assessment

Participant

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To view the details

- a. click on “Open Assessment” which will open the following screen:

The screenshot shows the WVRAT software interface. At the top left, it says "August 2 2017 Demo- WVRAT". On the left, there's a vertical menu with four items: "Physical Environment" (dark blue), "Parking lots and grounds" (yellow, currently selected), "Access Control" (orange), and "ICU" (dark blue). The main area has a yellow header bar with "Parking lots and grounds" and a comment icon (1). Below the header, there are sections for "Status" (set to "All") and "Participant" (set to "Valerie Winters - valeriew6@hotmail.com"). A "Risk Rating: Low" button is at the top right. The main content area is titled "Hazard Controls" and contains a section for "Parking lot signage" with a note: "Clearly identify location of emergency call stations". Below this is another note: "Post clear and effective signage regarding" followed by a bulleted list: "Expected behaviour by patrons", "Restricted access", "Location of emergency telephone and number", "Camera surveillance / security monitoring", "Hours of operation and visiting hours", and "other safety tips (e.g. 'Lock your vehicle and take your valuables with you')". At the bottom right of the content area is a red "Next Hazard" button.

The colour at the top (and left menu) indicates the risk rating that has been assigned to the hazard.

Red = High

Orange = Medium

Yellow = Low

Light (bright) Yellow = Very Low

If you see the comment icon at the top, click on it. The risk rating screen will open and the comments will appear at the bottom.

Participant

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Completing the Action Plan

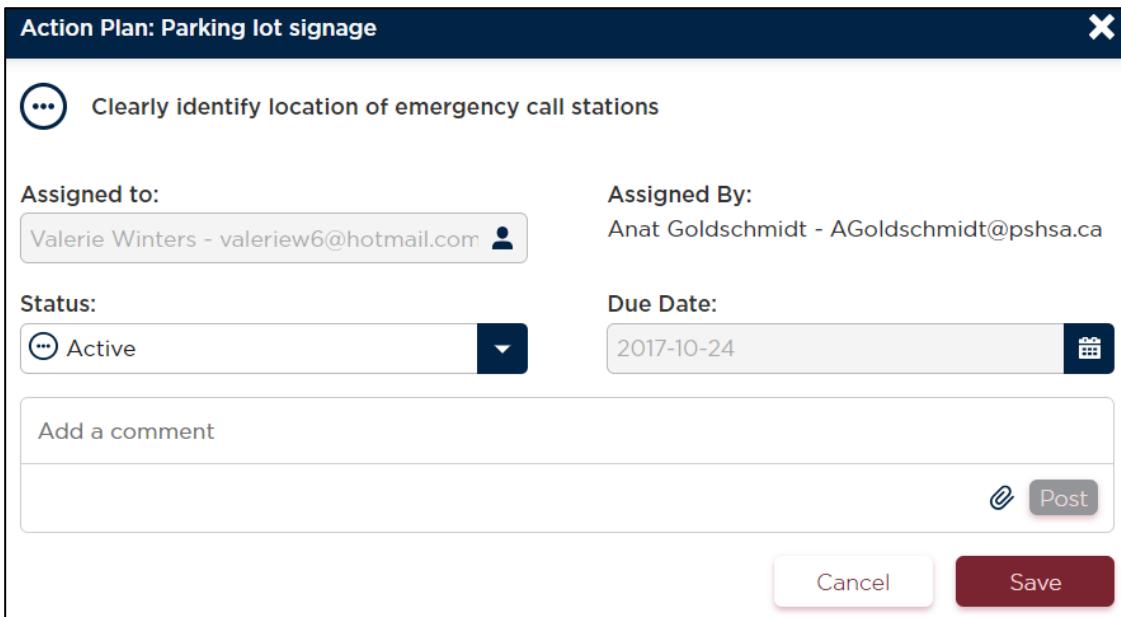
Click on the individual solution.

- f. Add your comments and also click on the paperclip icon to attach files, pictures or other supporting documents related to your solution.
- g. Click "Post" to add the comment/file
- h. Once completed: change the status to "Completed" by clicking on the drop down arrow to the right of Active and select "Completed". The icon will change from  to 

Note: once the status changes to "Completed" an email notification will be sent to the Department Manager that assigned it.

- i. Due date: Click on the calendar icon to select the date it was completed. The completed date can be set to a past date.
- j. Click "Save"

Repeat for each solution assigned to you.



The screenshot shows a modal window titled "Action Plan: Parking lot signage". The main content area contains a single item: "Clearly identify location of emergency call stations". Below this, there are four sections: "Assigned to:" (Valerie Winters - valeriew6@hotmail.com), "Assigned By:" (Anat Goldschmidt - AGoldschmidt@pshsa.ca), "Status:" (Active, with a dropdown arrow), and "Due Date:" (2017-10-24, with a calendar icon). At the bottom left is a text input field for "Add a comment". On the right side are two buttons: "Post" (with a paperclip icon) and "Save".

Participant



Your Health. Your Safety. Our Commitment.

Workplace Violence Risk Assessment Tool

User Guide for Acute Care and Long Term Care



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