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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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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:

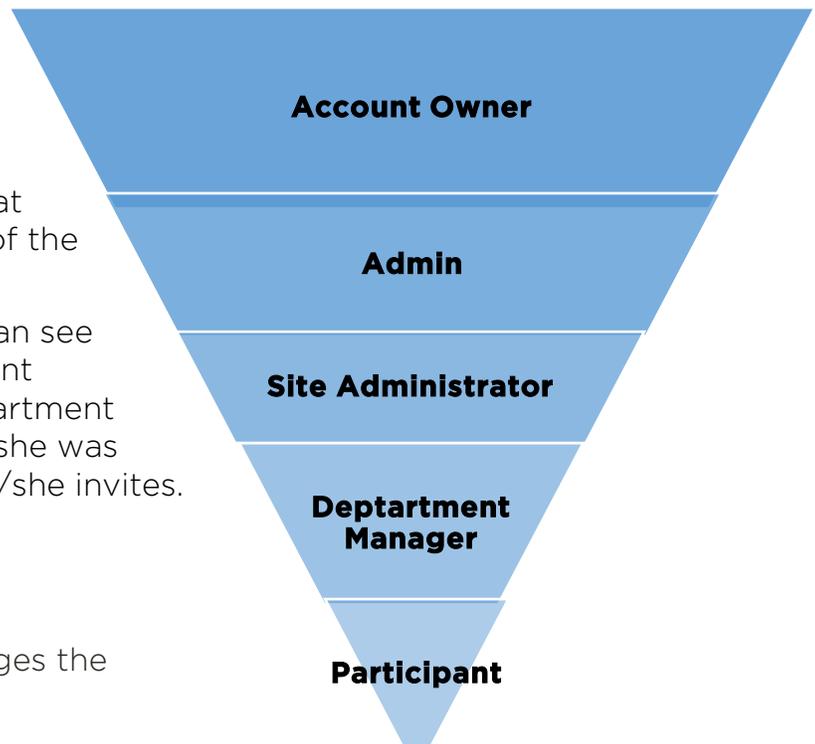
Icon	Meaning
	Use to edit an entry
	Use to delete an entry
	Minimizes (collapses) a field
	Expands a field
	Opens up a calendar
	Attach a document (jpg, word, excel...)
	There is a comment and the number

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.

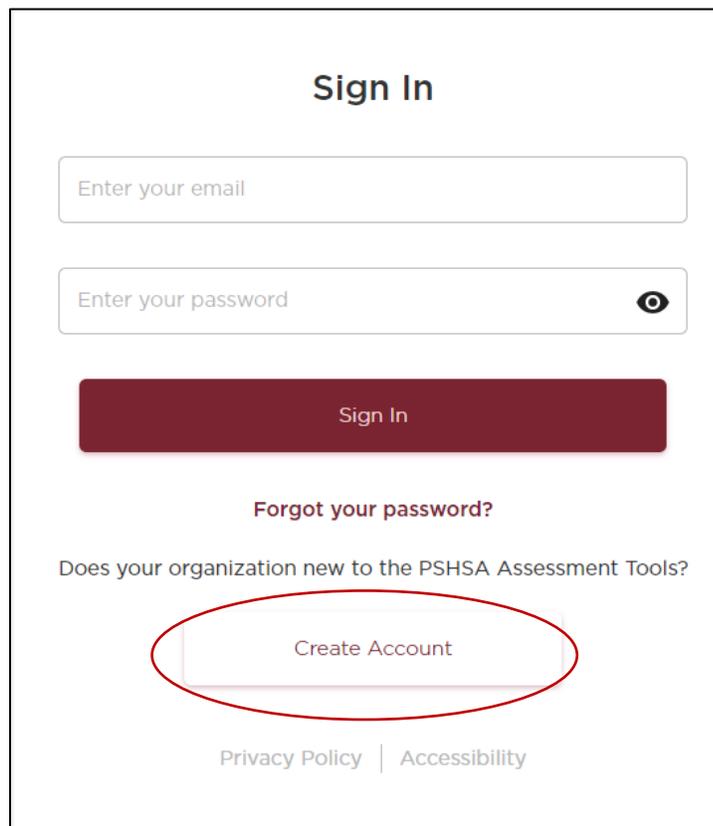
Account Owner/Administrator

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' form with the following elements:

- Header: **Sign In**
- Input field: Enter your email
- Input field: Enter your password (with an eye icon for visibility toggle)
- Button: Sign In (dark red)
- Text: **Forgot your password?**
- Text: Does your organization new to the PSHSA Assessment Tools?
- Button: Create Account (white with a red border, circled in red)
- Footer: Privacy Policy | 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

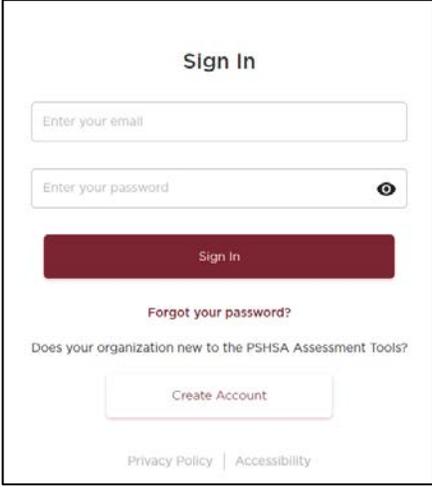
[Privacy Policy](#) | [Accessibility](#)

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 enhance functionality.

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



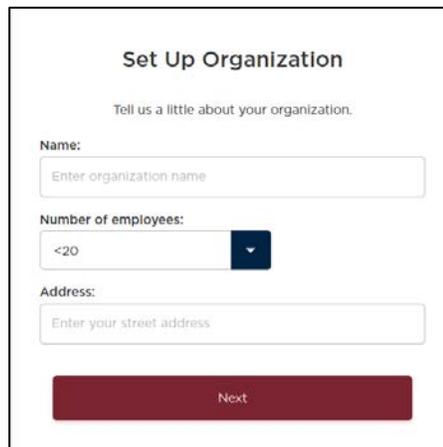
The image shows a sign-in form with the following elements:

- Sign In** (title)
- Input field: Enter your email
- Input field: Enter your password (with an eye icon for visibility toggle)
- Red button: Sign In
- Text: **Forgot your password?**
- Text: Does your organization new to the PSHSA Assessment Tools?
- Input field: Create Account
- Footer: [Privacy Policy](#) | [Accessibility](#)

Setting-up an Organization

Set Up Organization

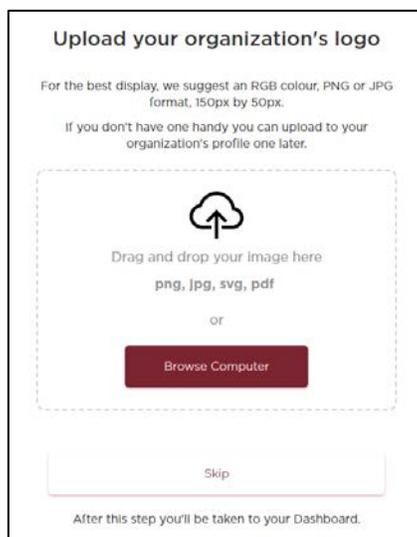
- Enter your Organization's name
- Click on the arrow to select the number of employees in your organization
- Enter your organization's street address
- Click "Next"



The screenshot shows a form titled "Set Up Organization" with the instruction "Tell us a little about your organization." It contains three input fields: "Name:" with a text box containing "Enter organization name"; "Number of employees:" with a dropdown menu currently set to "<20"; and "Address:" with a text box containing "Enter your street address". A red "Next" button is located at the bottom of the form.

Upload Your Organization's logo

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

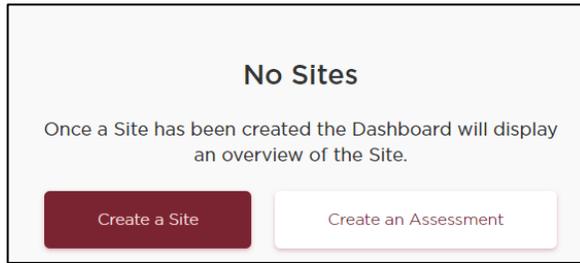


The screenshot shows a form titled "Upload your organization's logo". It includes instructions: "For the best display, we suggest an RGB colour, PNG or JPG format, 150px by 50px." and "If you don't have one handy you can upload to your organization's profile one later." Below this is a dotted box containing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

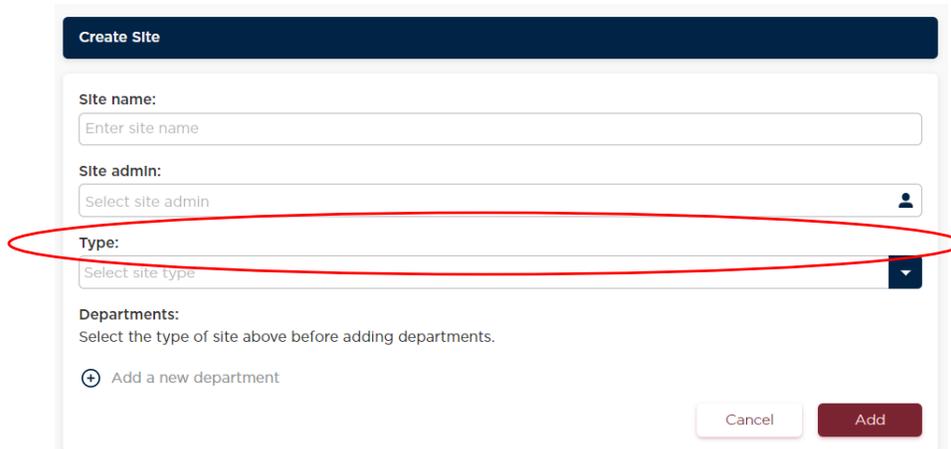


Click on “+Add new site”



- Enter Site name (you need to complete this step for every site at your organization, even if there is only one site)
- Enter the name of the Site Administrator
- 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.



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

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”



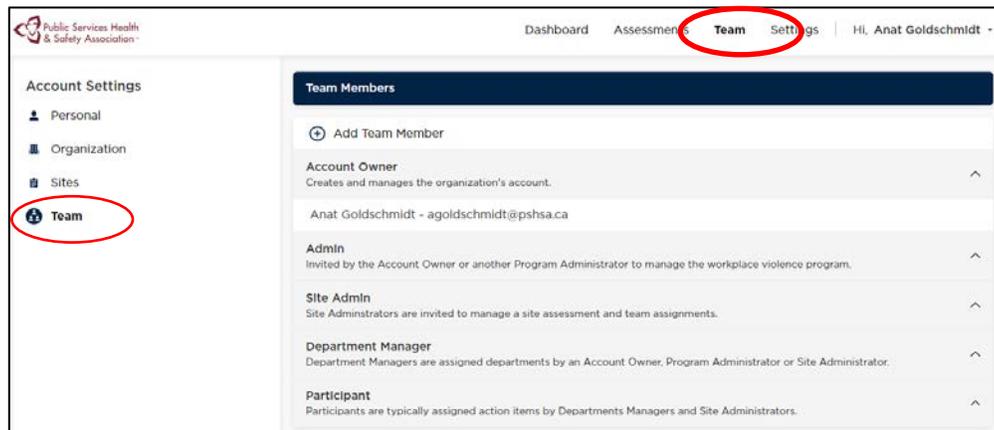
The screenshot shows a form titled "Add Site Department". It contains a text input field for "Department name" with the placeholder "Enter department name". Below this is a checkbox labeled "Direct Care" under the heading "Has direct care:". A red arrow points to the checkbox. At the bottom right, there are "Cancel" and "Add" buttons.

- 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 assesement. For example a Department Manager can add a participant when they are completing the action plan



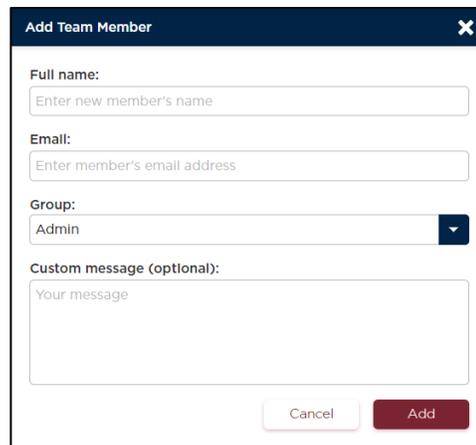
Account Owner/Administrator

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.

- Click on “+ Add Team Member” to add a member to any of the roles. An individual may be assigned to more than one role.
- Full name: enter the team member’s full name
- Email: enter the individual’s email address
- Group: using the drop down menu select the role the individual will be assigned
- 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.
- Click “Add”

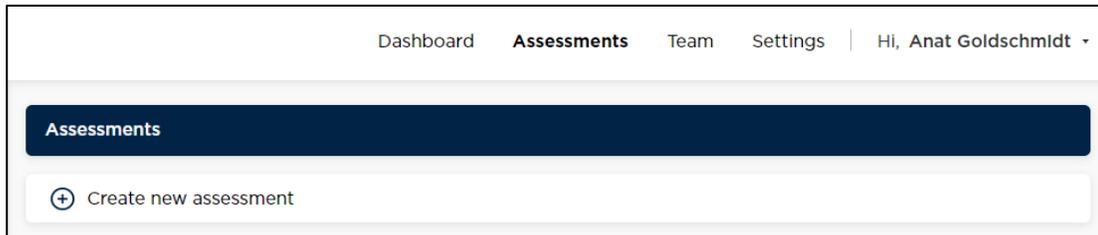


The screenshot shows a modal dialog box titled "Add Team Member" with a close button (X) in the top right corner. The dialog contains the following fields and controls:

- Full name:** A text input field with the placeholder text "Enter new member's name".
- Email:** A text input field with the placeholder text "Enter member's email address".
- Group:** A dropdown menu currently displaying "Admin".
- Custom message (optional):** A text area with the placeholder text "Your message".
- At the bottom right, there are two buttons: a light gray "Cancel" button and a dark red "Add" button.

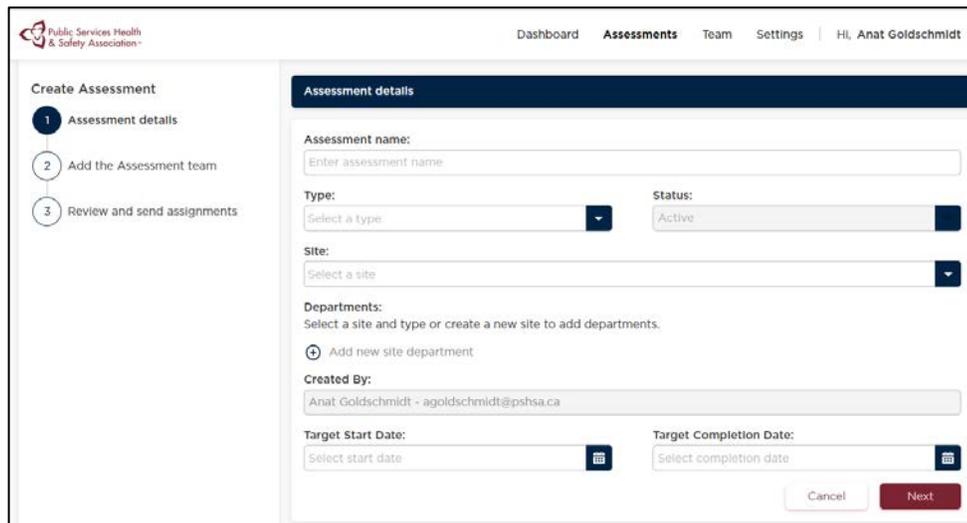
Creating a [Risk](#) Assessment

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.



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

- 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”

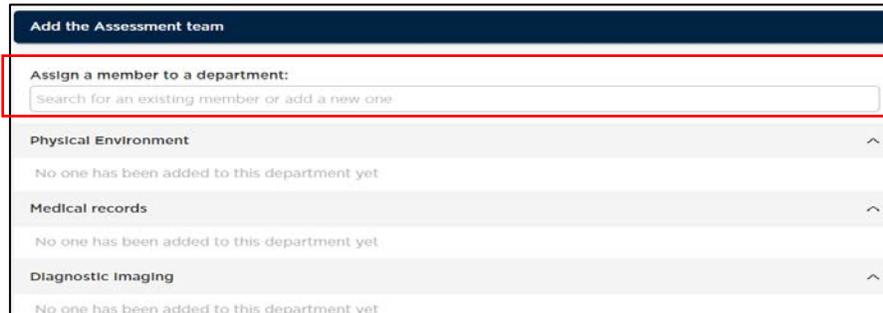
Step 2: Add the Assessment Team

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 a web interface for adding an assessment team. On the left, a sidebar titled 'Create Assessment' has three steps: 1. Assessment details, 2. Add the Assessment team (highlighted), and 3. Review and send assignments. The main content area is titled 'Add the Assessment team' and features a search bar for assigning members to departments. Below the search bar, two departments are listed: 'Physical Environment' and 'Nursing', each with a plus sign icon and the text 'No one has been added to this department yet'. At the bottom right, there are three buttons: 'Cancel', 'Back', and 'Next'.

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.



Add the Assessment team

Assign a member to a department:
Search for an existing member or add a new one

Physical Environment ^
No one has been added to this department yet

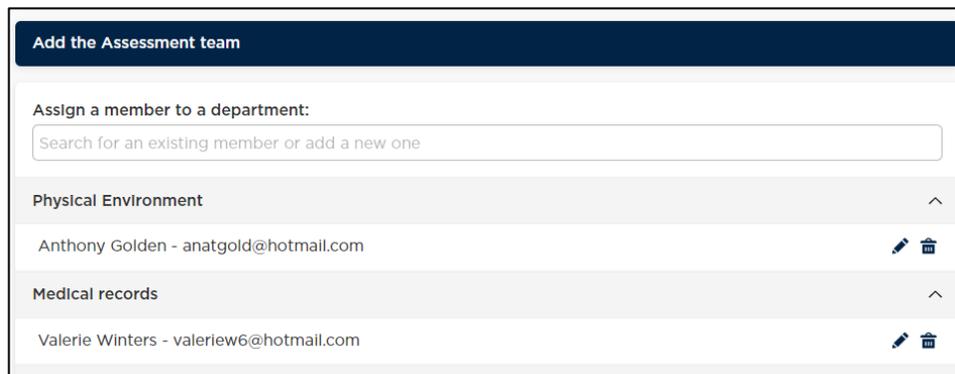
Medical records ^
No one has been added to this department yet

Diagnostic Imaging ^
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.



Add the Assessment team

Assign a member to a department:
Search for an existing member or add a new one

Physical Environment ^
Anthony Golden - anatgold@hotmail.com [edit] [delete]

Medical records ^
Valerie Winters - valeriew6@hotmail.com [edit] [delete]

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 department 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

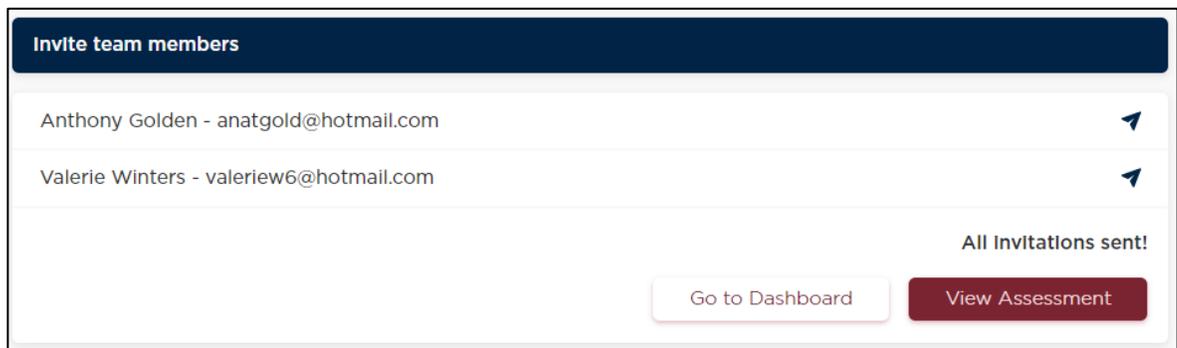
If a team member was already added to a department and you decide you would like them assigned to more departments or change the department originally selected; you can do so  by clicking the pencil icon located to the right of the name.

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.

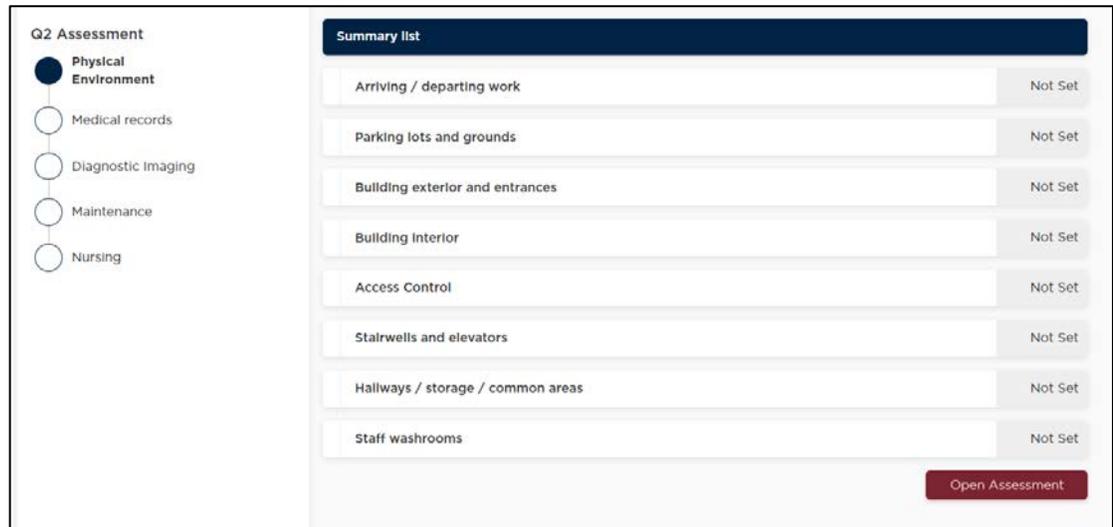
You then have the choice to either:

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:



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

- Click “Open Assessment”. It will open the items under each Department.
- 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:
+ Add a collaborator

Next

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

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

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.

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

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 up arrow to close the pop-up screen.

The rating will then appear on the assessment

Q2 Assessment

- Physical Environment
- Arriving / departing work** (Risk Level: Medium)
- 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: Medium)

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:
+ Add a collaborator

Approve Rating Next

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

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

 Post

Collaborators:
 Add a collaborator

Start Action Plan **Previous** **Next**

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”

The screenshot shows a web-based interface for creating an action plan. At the top, a yellow header bar displays the location: "Reception / Interdisciplinary team station / waiting area" and the "Risk Rating: Low" with a dropdown arrow. Below the header, there are two dropdown menus: "Status:" set to "All" and "Participant:" set to "All". The main content area is divided into several sections, each with a plus icon and the text "Add a Solution":

- Hazard Controls**: Includes a plus icon and "Add Control".
- Security / safety measures and devices**: Includes a plus icon and "Add a Solution".
- Effective management of area for safety**: Includes a plus icon and "Add a Solution".
- Reception / Interdisciplinary team station / waiting area design, visibility, and signage**: Includes a plus icon and "Add a Solution".

Under the "Reception / Interdisciplinary team station / waiting area design, visibility, and signage" section, there are two radio button options:

- 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

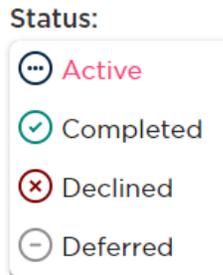
Note: The number of action items corresponds to the risk rating selected

Assigning an Action Plan

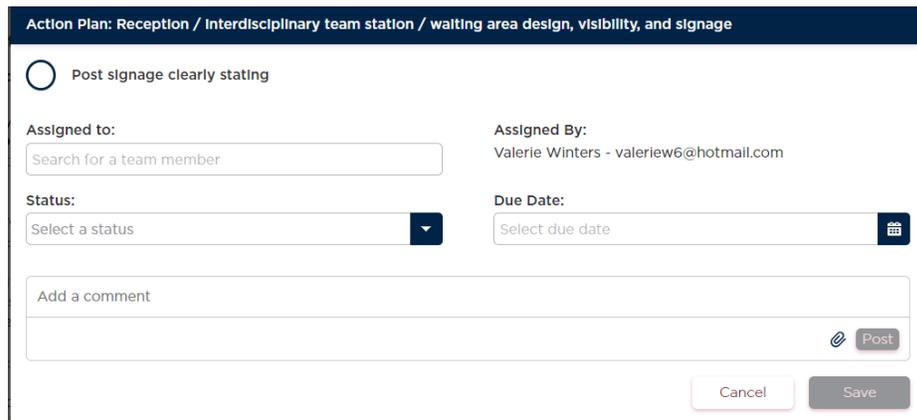
Once a solution is added/selected you will be able to assign a team member to action it.

- 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



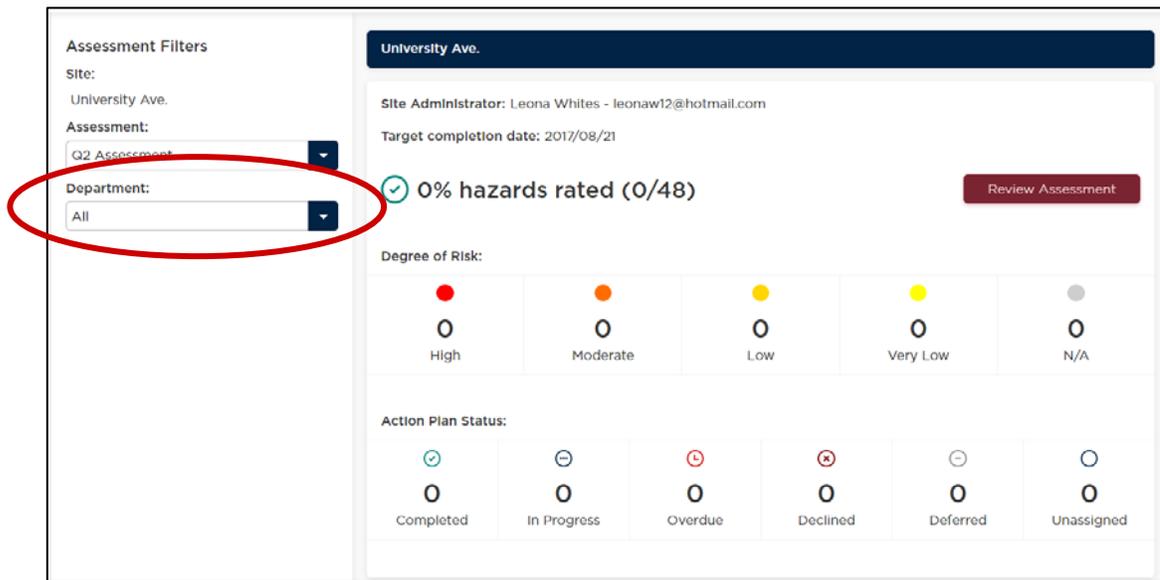
The screenshot shows a form titled "Action Plan: Reception / Interdisciplinary team station / waiting area design, visiblity, and signage". The form includes a task description "Post signage clearly stating", an "Assigned to:" field with a search box, an "Assigned By:" field showing "Valerie Winters - valeriew6@hotmail.com", a "Status:" dropdown menu, a "Due Date:" field with a calendar icon, a "Add a comment" text area, and "Cancel" and "Save" buttons at the bottom right.

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.

As 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

Q2 Assessment 2017	
<input checked="" type="radio"/> Physical Environment	
<input type="radio"/> Nursing	
<input type="radio"/> ICU	

Summary list	
Arriving / departing work	Action Plan
Parking lots and grounds	Risk Rating
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

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.

Dashboard Assessments Team Settings | Hi, Anat Goldschmidt ▾

Arriving / departing work 1 Risk Rating: Medium ▾

Status: All ▾ Participant: All ▾

Hazard Controls + Add Control

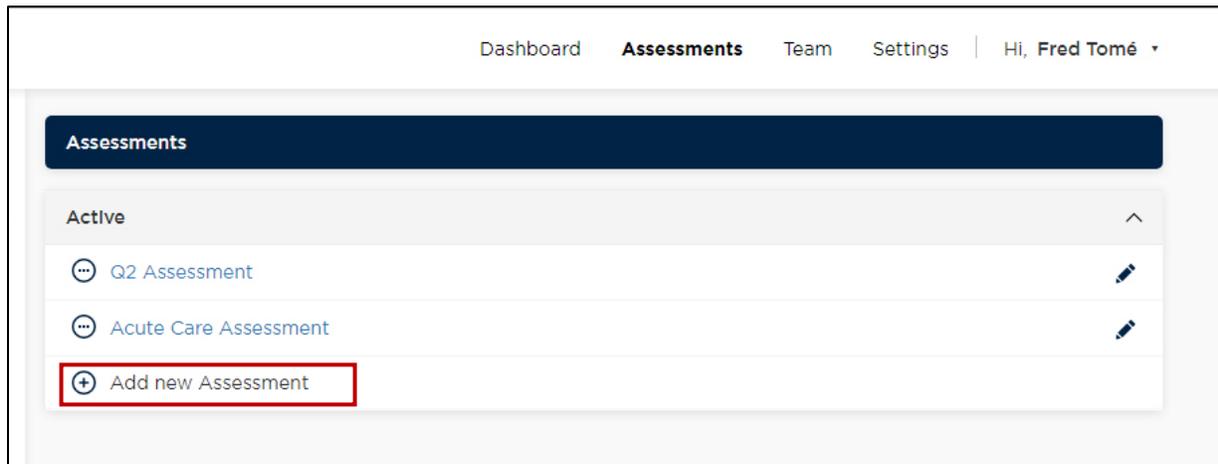
Security / safety measures at entrances ^

+ Add a Solution

⋮ Implement and enforce a 'Tailgating' policy in all secure areas 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.



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 application interface for creating an assessment. At the top, there is a navigation bar with 'Dashboard', 'Assessments', 'Team', and 'Settings', along with a user profile 'Hi, Fred Tomé'. Below this is a dark blue header for 'Assessment details'. The form contains several input fields: 'Assessment name' with a placeholder 'Enter assessment name'; 'Type' with a dropdown menu currently showing 'Security' (highlighted by a red oval); 'Status' with a toggle switch set to 'Active'; 'Site' with a dropdown menu showing '- Select a site -'; 'Created By' with a text field containing 'Fred Tomé'; 'Target Start Date' and 'Target Completion Date' with text boxes and calendar icons. At the bottom right, there are 'Cancel' and 'Next' buttons.

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 'Security Program Self Assessment' interface. On the left, a sidebar lists 10 assessment areas, with '1 Senior Management Commitment' selected. The main content area displays a statement: 'There is commitment from senior management to develop, implement and maintain a security plan and program'. Below this, a sub-section titled 'There is senior leadership commitment to' lists five tasks: '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 right of this section, there are three radio buttons: 'N/A' (selected), 'Yes', and 'No/Partial'. Below the radio buttons is a text input field labeled 'Add a comment' and a 'Post' button. At the bottom right of the main content area, there is a 'Next' button.

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

The screenshot displays the 'Security Program Self Assessment' interface. On the left, a vertical list of 11 items is shown, with item 1, 'Senior Management Commitment', highlighted. The main content area on the right is titled 'There is commitment from senior management to develop, implement and maintain a security plan and program'. Below this, a sub-section 'There is senior leadership commitment to' contains five statements, each with a green checkmark icon: '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 right of this section, there are three radio buttons: 'N/A', 'Yes' (which is selected), and 'No/Partial'. Below the radio buttons is a text input field labeled 'Add a comment' and a 'Post' button. At the very bottom right of the main content area is a red 'Next' button.

- 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.

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

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 form titled "Action Plan: Senior Management Commitment" with the following fields and options:

- Task:** **Oversee development, implementation and monitoring of the security plan and program**
- Assigned to:** Search for a team member (with a person icon)
- Assigned By:** Fred Tomé -
- Status:** A dropdown menu is open, showing four options: Active, Completed, Declined, and Deferred. The "Status" label is highlighted with a red box.
- Due Date:** Select due date (with a calendar icon)
- Buttons:** Post, Cancel, and Save.

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

The screenshot shows the same form as above, but with the following updates:

- Task:** **Oversee development, implementation and monitoring of the security plan and program**
- Assigned to:** Fred Tomé - (highlighted with a red box)
- Assigned By:** Fred Tomé -
- Status:** Active
- Due Date:** 2017-07-28
- Checkbox:** Assign all solutions in this control to Fred Tomé
- Buttons:** Post, Cancel, and Save.

- 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.

The screenshot shows a form titled "Action Plan: Senior Management Commitment". The main heading is "Oversee development, Implementation and monitoring of the security plan and program". The form includes the following fields and controls:

- Assigned to:** A dropdown menu with "Fred Tomé -" selected.
- Assigned By:** A dropdown menu with "Fred Tomé -" selected.
- Status:** A dropdown menu with "Active" selected.
- Due Date:** A date field with "2017-07-28" entered.
- Assign all solutions in this control to Fred Tomé
- Comment:** A large text area containing the word "Comment".
- Buttons:** A "Post" button (highlighted with a red box), a "Cancel" button, and a "Save" button.

- 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
Comment

Add a comment

Post

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
- 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**
- 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

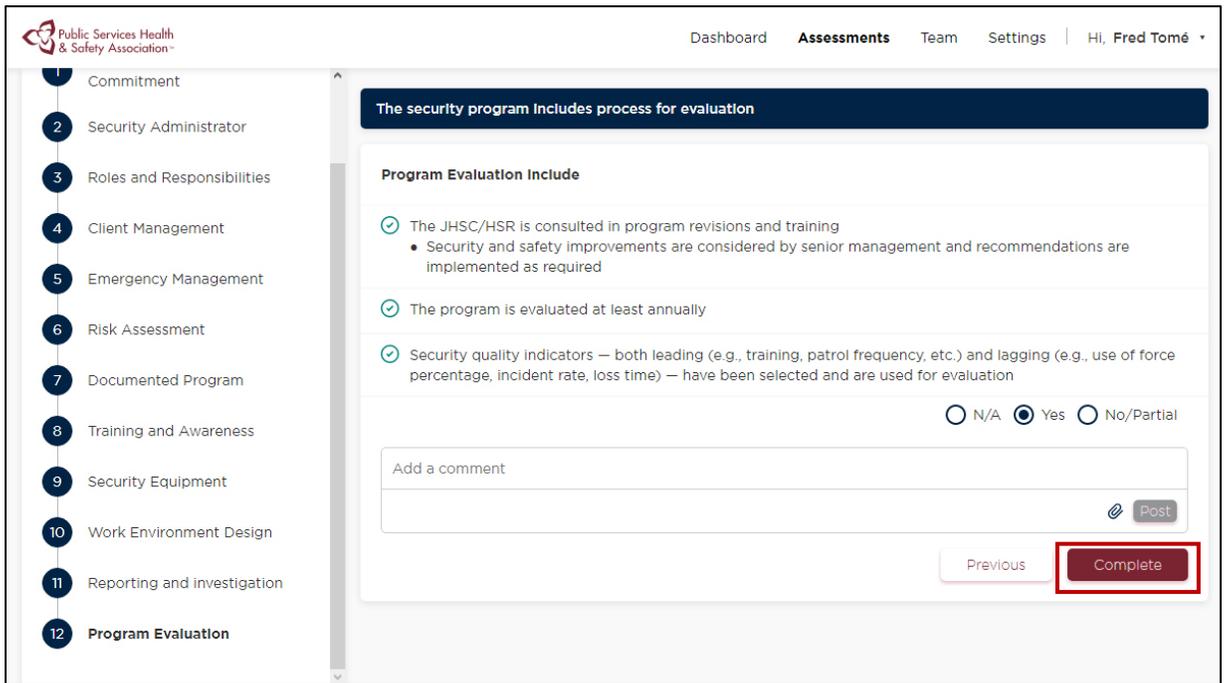
Add a comment

Post

Next

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.



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”

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.

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

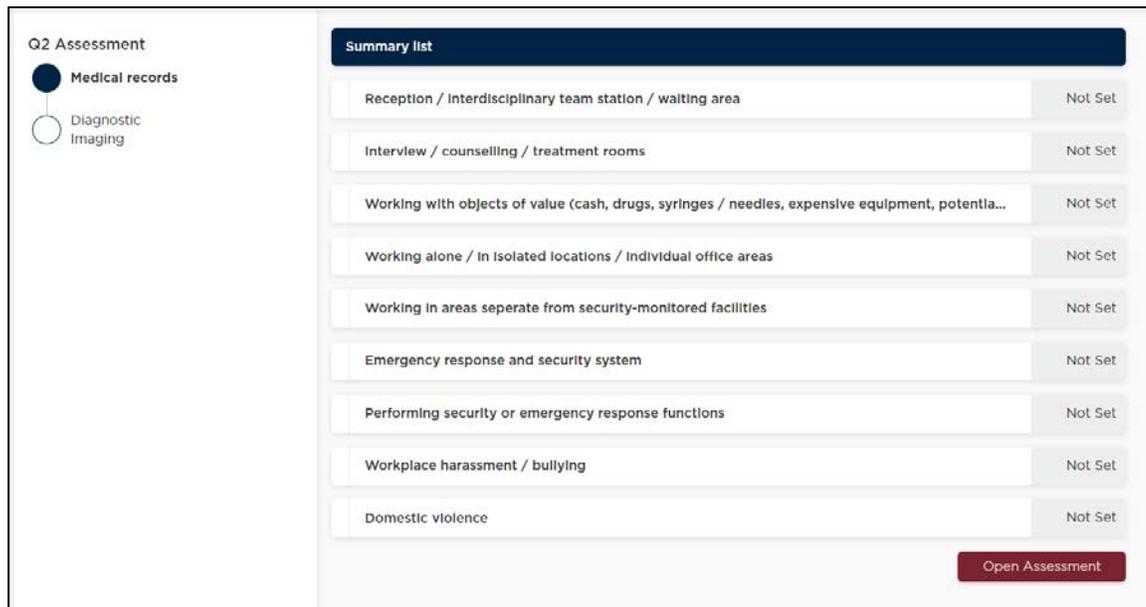
Sign In

[Forgot your password?](#)

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

[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.



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.

Q2 Assessment

- Medical records
- Reception / Interdisciplinary team station / waiting area** (Risk Level: Not Set)
- 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: Not Set

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

Next

- The following chart will appear:

Reception / Interdisciplinary team station / waiting area 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

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

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 Risk Rating: Low

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

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

Next

- 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

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

Post

Collaborators:
+ Add a collaborator

Start Action Plan Next

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

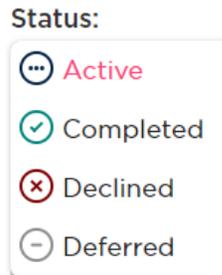
Note: The number of action items corresponds to the risk rating selected

Assigning an Action Plan

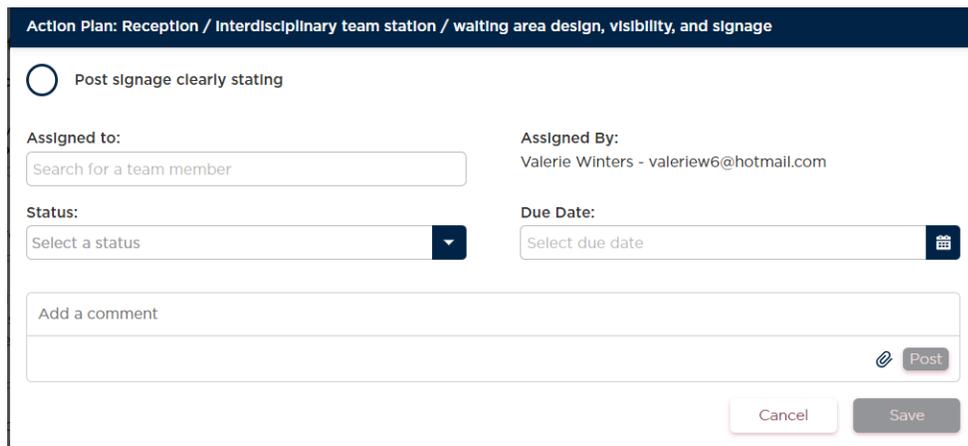
Once a solution is added/selected you will be able to assign a team member to action it.

- 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 a form titled "Action Plan: Reception / Interdisciplinary team station / waiting area design, visibility, and signage". The form contains the following fields and elements:

- A task title: "Post signage clearly stating" with a circular icon to its left.
- "Assigned to:" field with a search input "Search for a team member".
- "Assigned By:" field with the text "Valerie Winters - valeriew6@hotmail.com".
- "Status:" dropdown menu with "Select a status" and a downward arrow.
- "Due Date:" field with "Select due date" and a calendar icon.
- "Add a comment" text area with a "Post" button (indicated by an @ icon).
- "Cancel" and "Save" buttons at the bottom right.

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:

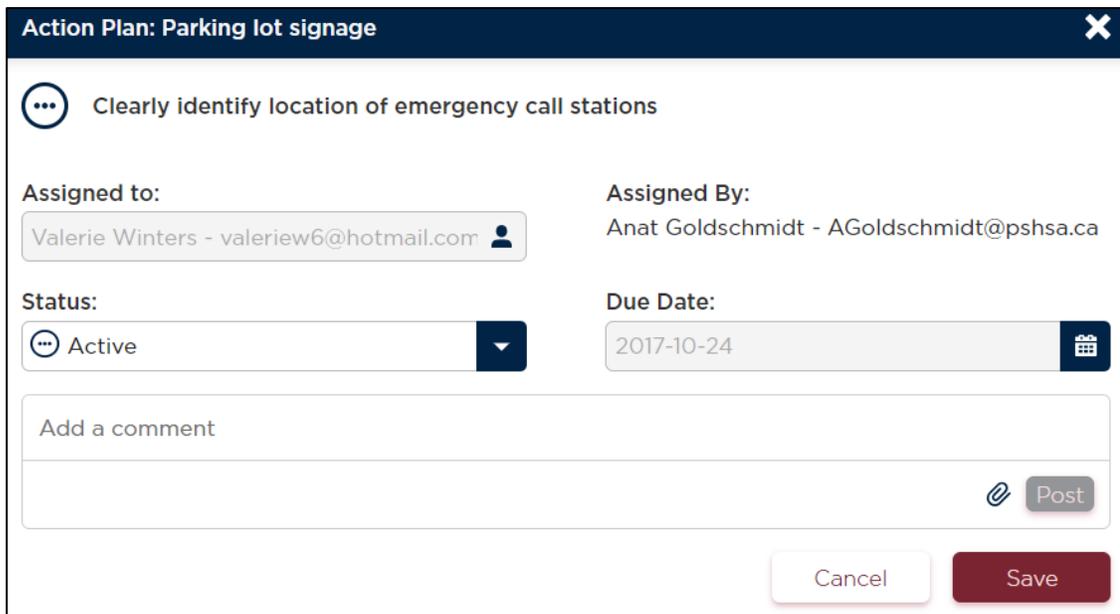
Click on the individual solution.

- 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.



The screenshot shows a web interface for an action plan. At the top, the title is "Action Plan: Parking lot signage" with a close button (X). Below the title is a task description: "Clearly identify location of emergency call stations". The form is divided into two columns. The left column contains "Assigned to:" with a text field showing "Valerie Winters - valeriew6@hotmail.com" and a user icon, and "Status:" with a dropdown menu currently set to "Active" and a sad face icon. The right column contains "Assigned By:" with a text field showing "Anat Goldschmidt - AGoldschmidt@pshsa.ca" and "Due Date:" with a text field showing "2017-10-24" and a calendar icon. Below these fields is a large text area for "Add a comment" with a paperclip icon and a "Post" button. At the bottom right, there are "Cancel" and "Save" buttons.

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 a dashboard for 'University Ave.' with the following components:

- Assessment Filters:** A sidebar on the left with filters for 'Site' (University Ave.), 'Assessment' (Q2 Assessment, circled in red), and 'Department' (All).
- Site Information:** 'University Ave.', 'Site Administrator: Leona Whites - leonaw12@hotmail.com', and 'Target completion date: 2017/08/21'.
- Hazard Status:** A green checkmark icon followed by '5% hazards rated (1/18)' and a 'View List' button.
- Degree of Risk:** A horizontal bar chart showing counts for risk levels: High (0), Moderate (0), Low (1), Very Low (0), and N/A (0).
- Action Plan Status:** A horizontal bar chart showing counts for action plan statuses: 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).

Q2 Assessment 2017	
<input checked="" type="radio"/> Physical Environment	
<input type="radio"/> Nursing	
<input type="radio"/> ICU	

Summary list	
Arriving / departing work	Action Plan
Parking lots and grounds	Risk Rating
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

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.

Dashboard **Assessments** Team Settings | Hi, Anat Goldschmidt ▾

Arriving / departing work 🗨️ 1 Risk Rating: Medium ▾

Status: All ▾ Participant: All ▾

Hazard Controls + Add Control

Security / safety measures at entrances ^

+ Add a Solution

⋮ Implement and enforce a 'Tailgating' policy in all secure areas 🗨️ 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 enhance 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

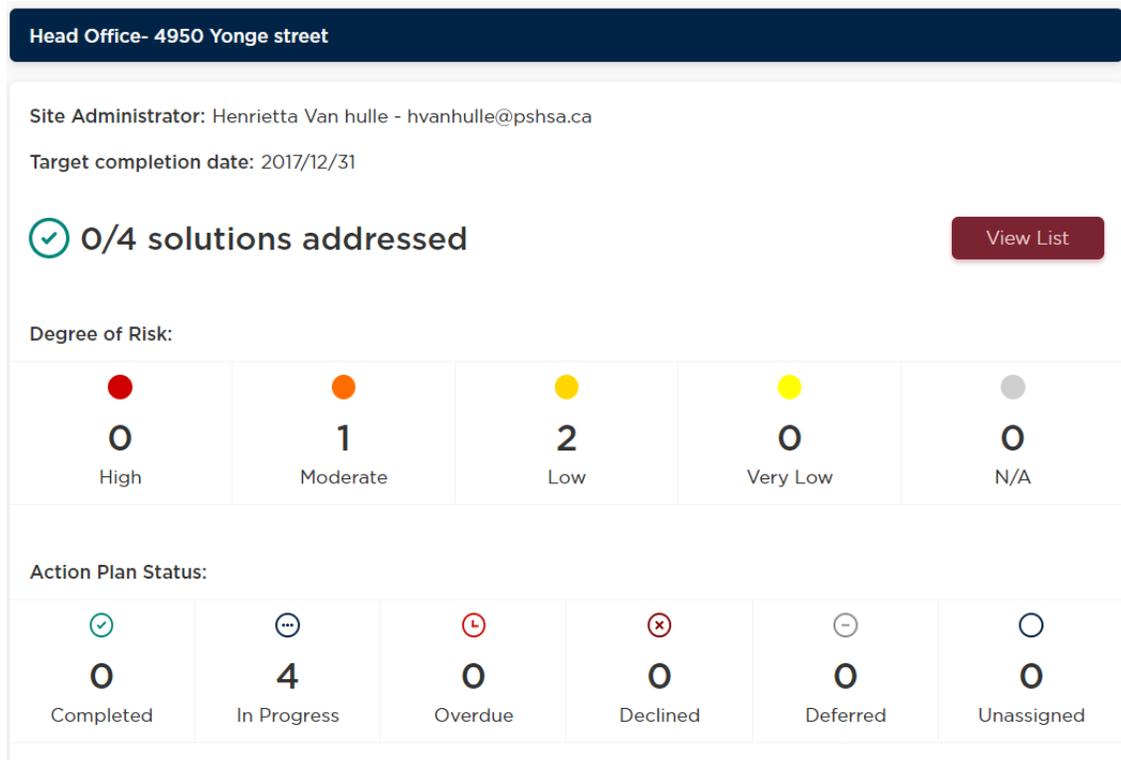
[Forgot your password?](#)

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

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

Solutions Assigned

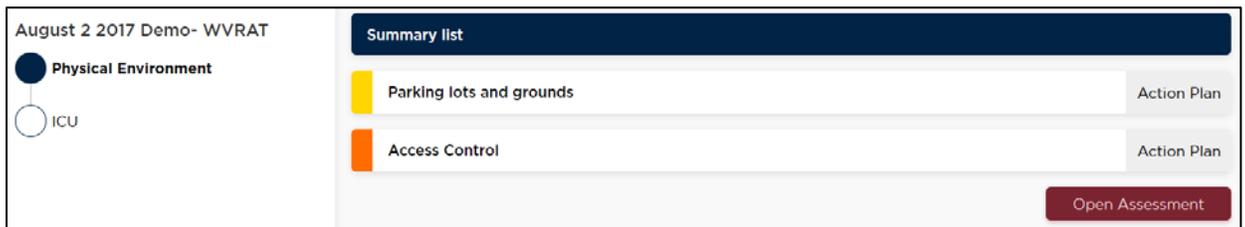
Once signed in you will see the Dashboard that shows the number of solutions assigned to you, their degree of risk and the status of the action plan.



To see the solution(s) you have been assigned

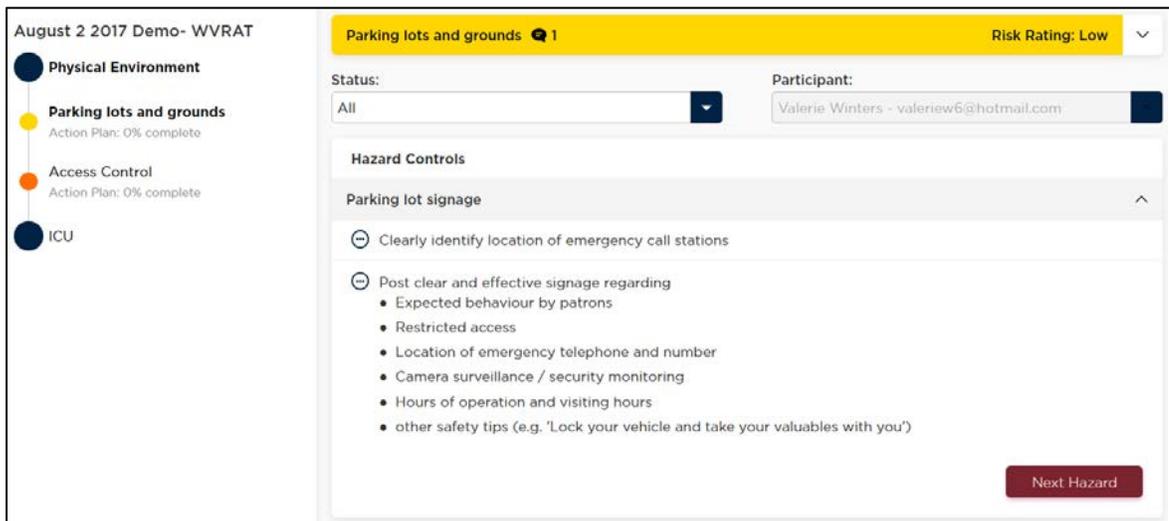
- a. Click on “View List” from the Dashboard.
A summary list of the solutions assigned to you will appear.

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.



To view the details

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



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.

Completing the Action Plan

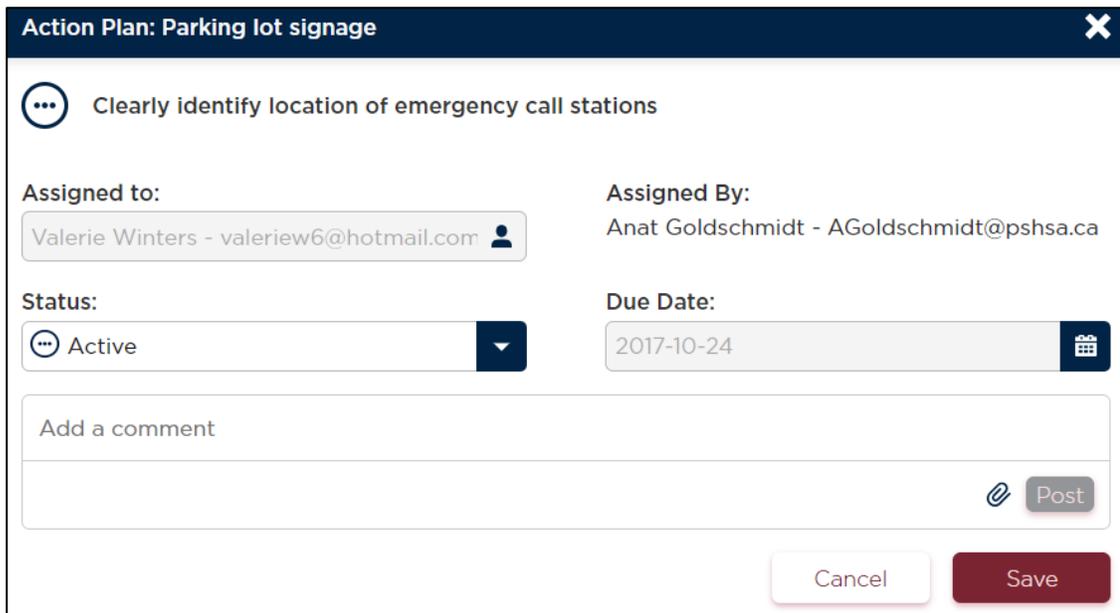
Click on the individual solution.

- 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 web form titled "Action Plan: Parking lot signage" with a close button (X) in the top right corner. The main heading is "Clearly identify location of emergency call stations" with a three-dot menu icon to its left. Below this, there are two columns of information: "Assigned to:" with a dropdown menu showing "Valerie Winters - valeriew6@hotmail.com" and a person icon; and "Assigned By:" with the text "Anat Goldschmidt - AGoldschmidt@pshsa.ca". Below these are two more dropdown menus: "Status:" with "Active" selected and a dropdown arrow, and "Due Date:" with "2017-10-24" and a calendar icon. At the bottom of the form is a text input field labeled "Add a comment" with a paperclip icon and a "Post" button to its right. At the very bottom of the form are two buttons: "Cancel" and "Save".



Workplace Violence Risk Assessment Tool

User Guide for Acute Care and Long Term Care

SASKATCHEWAN ASSOCIATION FOR
SAFE WORKPLACES
IN HEALTH

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