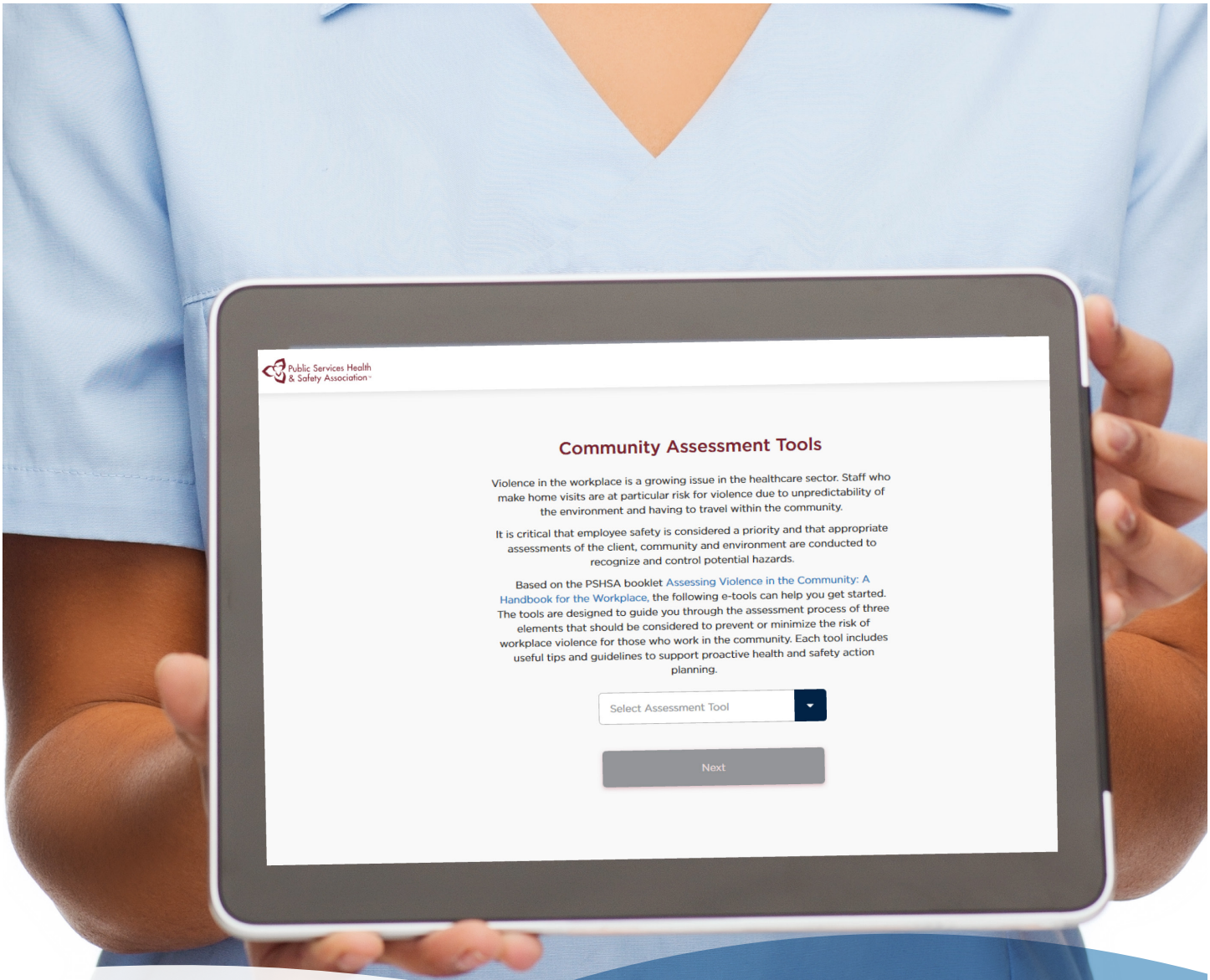

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Assessing Violence in the Community

Online User Guide

SASKATCHEWAN ASSOCIATION FOR SAFE WORKPLACES IN HEALTH

Assessing Violence in the Community - Online User Guide

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Product Code: SAS-VDVTLAEN0817

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1. Introduction

The Community Assessment Toolkit was designed to help you to assess the risk for violence for those who work in the community, along with useful tips and guidelines to address the risks. The toolkit provides the following tools:

- Pre-Travel Assessment. This assessment helps assess the geographic region that the worker will be entering and travel route they will be taking so that the safest route can used by the worker.
- Pre-Visit Assessment. This assessment helps a supervisor determine if there are hazards present in the physical environment or verbal/behavioural cues of which the worker should be aware before visiting.
- Worker/Home Community Assessment. This assessment helps a worker continue to assess the risk as a regular part of their daily routine.

Each of the assessment tools should be further tailored to the organization and work environment. To access the Toolkit, visit SASWH Violence website Tools tab.

This User guide will provide a detailed walkthrough into the creation of an assessment, with step-by-step screens explaining how to navigate the tool, its controls and functionalities, providing you an overview on how to conduct each of the different types of assessments.

Before You Start

When completing your assessment, you will have the optional opportunity to add risk specific guidelines and tips on how to mitigate the risk of your assessment, through the button “Add Actions”. The Default tab is “Suggested Controls”, with complementary tabs (such as B1, B2, B3, etc.) right next to it. You can position your mouse cursor on top of a tab to display its title.

In order to have a more complete final report, make sure to navigate through each tab selecting the relevant guidelines and tips.

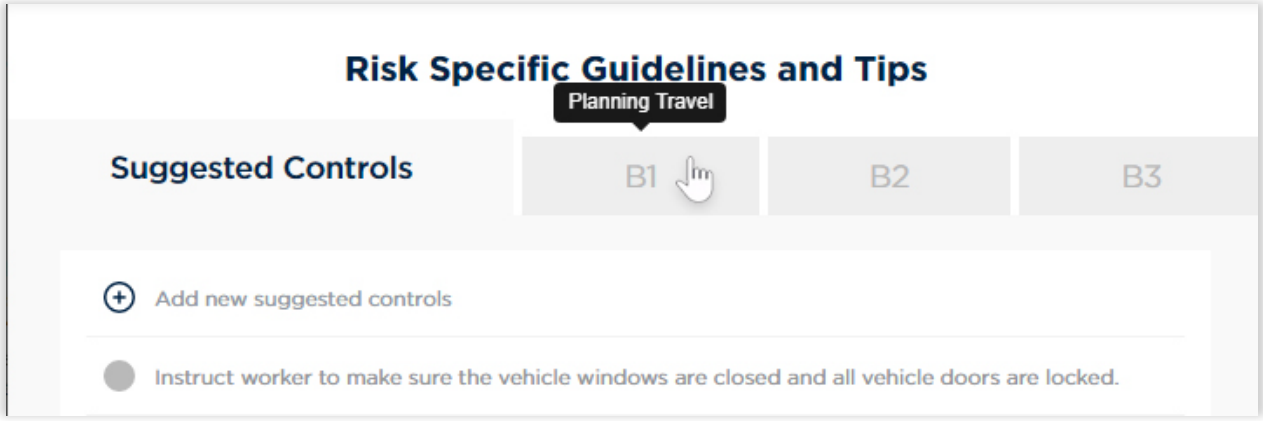

Figure 1: Risk specific guidelines and tips – Make sure to visit each individual tab. Mouse hover tabs to refer to their titles.

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2. Starting a Community Assessment

At the home page of the toolkit, click the down arrow next to “Select Assessment Tool” to the available assessments which include the Pre-Travel Assessment, Pre-Visit Assessment and the Worker/Home Assessment.

Select the assessment that best fit your needs. Note that you can only complete one assessment at a time. Afterwards, click on the “Next” button to start your assessment.

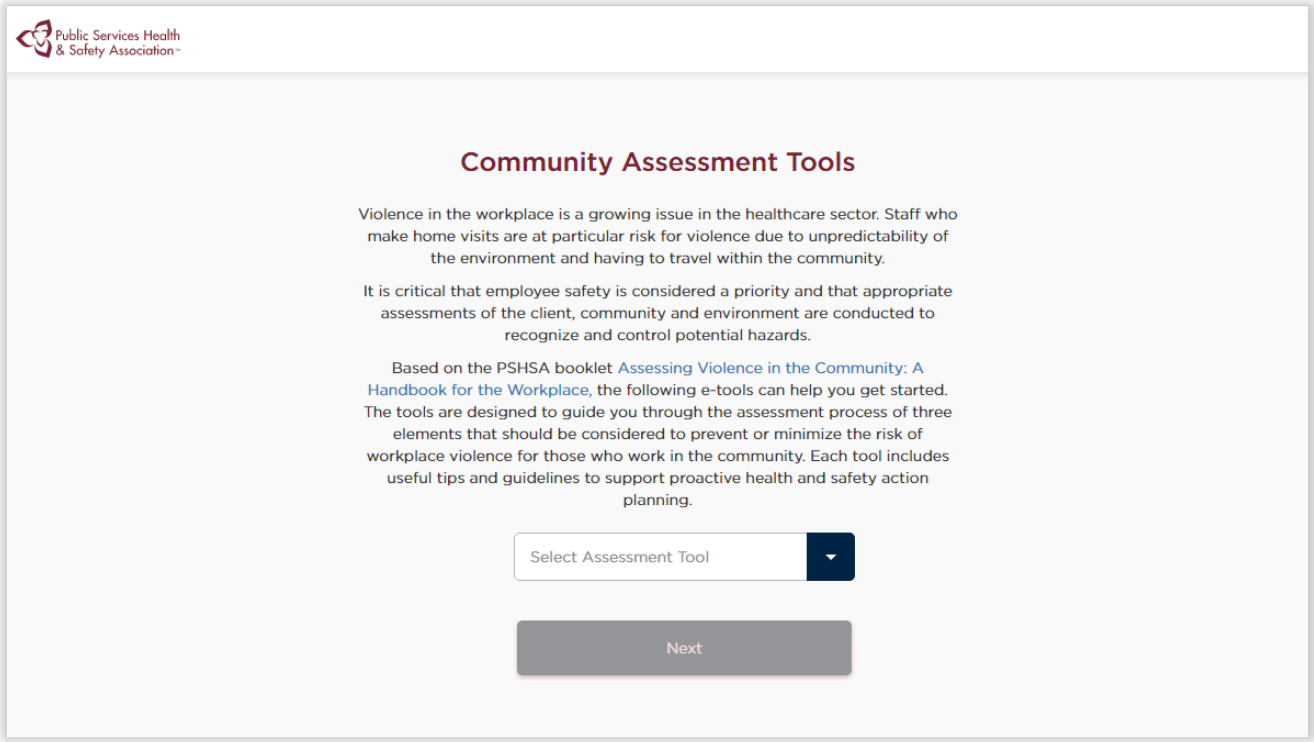

Figure 2: Welcome screen

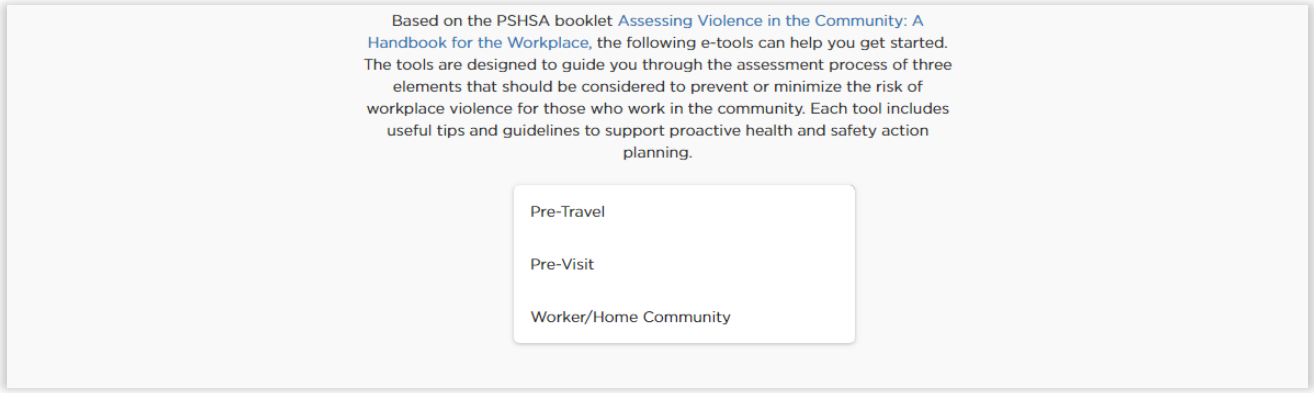

Figure 3: Dropdown menu with Assessment types

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3. Pre-Travel Assessment

The following instructions will help you on how to navigate and complete pre-travel assessments:

1. The left side menu presents a brief description about the current section and your overall progress through the assessment.
2. At any time, if you would like to start over your assessment, click on “Restart” at the top right corner of the page. This will bring you back to the home page of the toolkit.
3. The blue horizontal top bar describes your current section.
4. In each section of the tool you will be presented a checklist of potential risks. The default for each of these in the pre-Travel assessment is “yes” indicating that the risk has been managed. If the risk is still present click the toggle button to mark it as “No”. When you select “No” the “Add Actions” button will activate at the bottom of the page.
5. Click the text box to add specific information about the risks before going to the next section. (Optional)
6. Click “Add Actions” to add risk specific guidelines and tips on how to mitigate the risk to your assessment. (Optional)
7. Click the “Next” button to navigate to the next section.

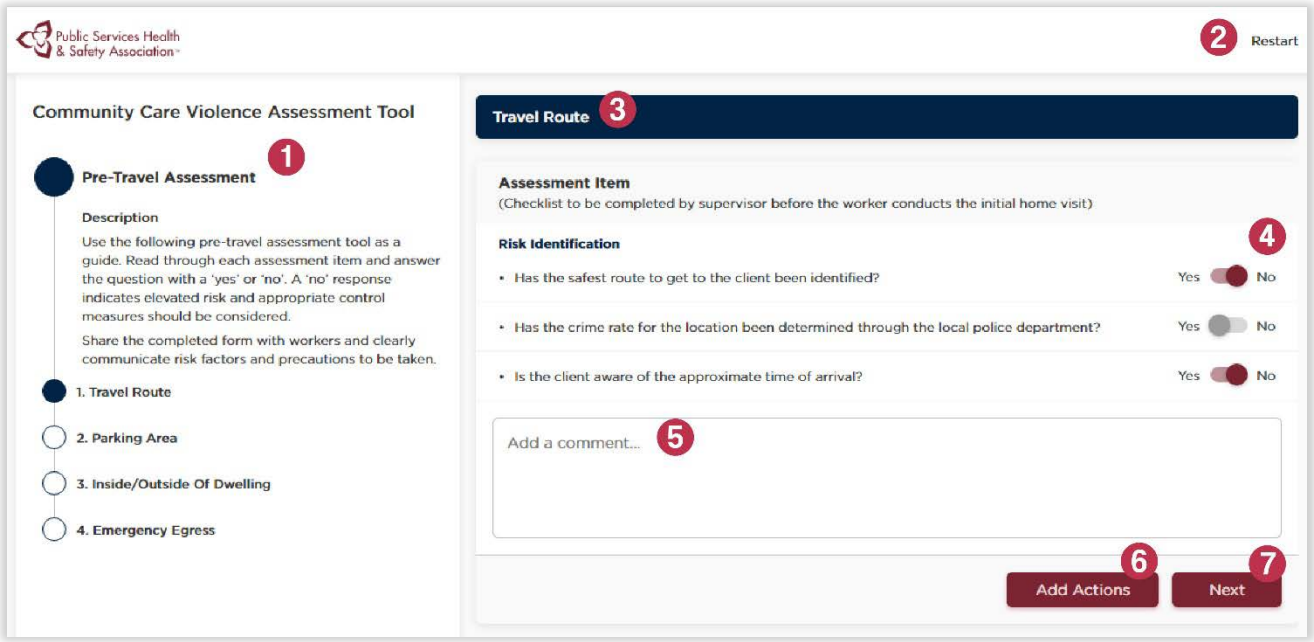

Figure 4: Pre-Travel Assessment Travel Route First Page

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3.1 Add Actions: Pre-Travel Risk Specific Guidelines and Tips

After clicking on “Add Actions”, a popup will open and present a list of suggested controls. These controls can be used to tailor your final assessment report with guidelines and tips to reduce identified risks.

1. At the top of the screen below the heading you will see tabs (Suggested Controls, B1, B2, B3). Click on these tabs to view more detailed controls. Note: the Suggested Controls tab are general controls for the topic area, the additional tabs provide more specific information.
2. Click the radial button next to a suggested control to add it to your final report. Clicking a previously selected item will unselect it.
3. If you want to create customized controls, click on the “+” icon next to “Add new suggested controls”. Type down the suggested control and click “Add” to finish including it.

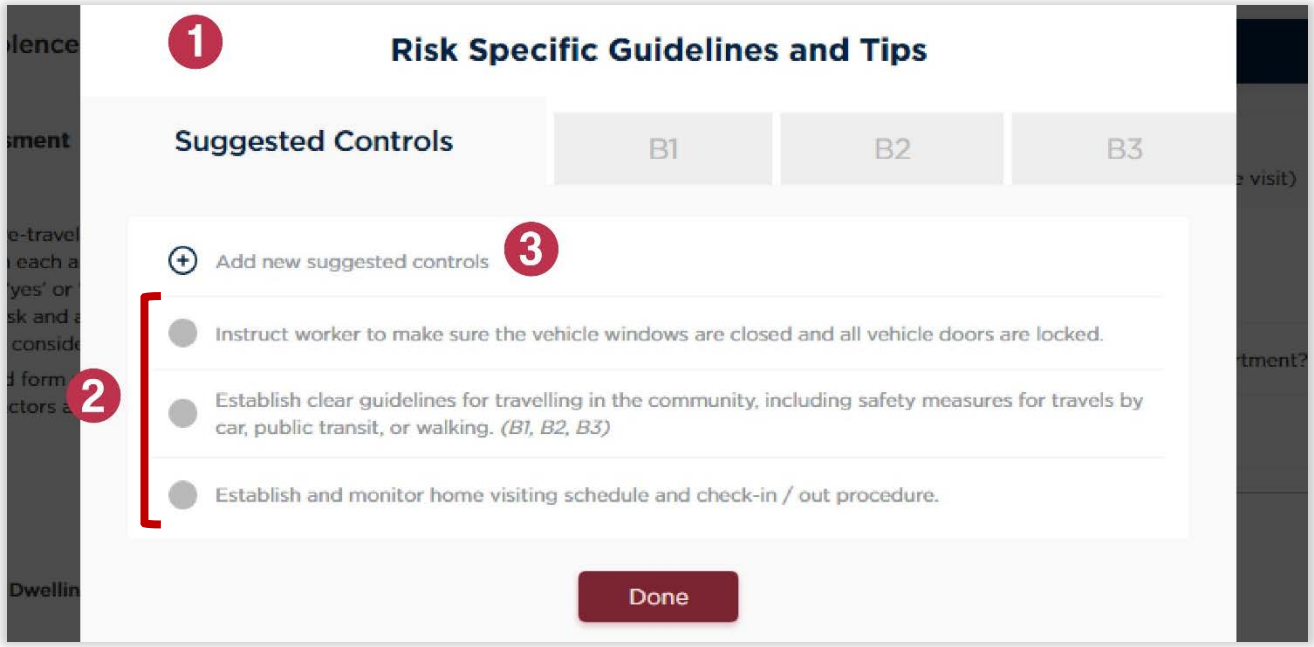

Figure 5: Pre-Travel Risk Specific Guidelines and Tips

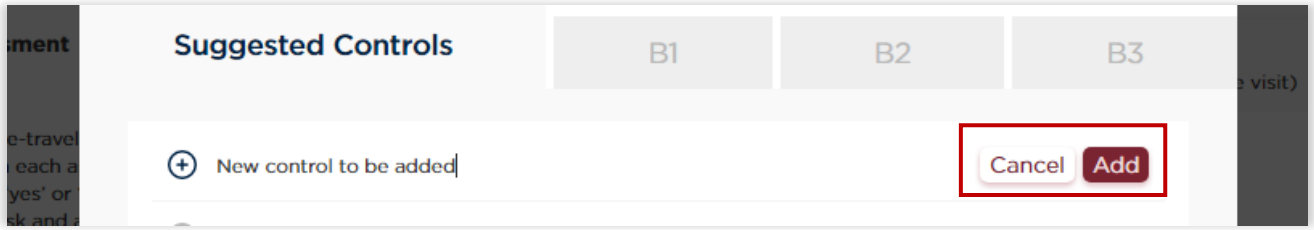

Figure 6: Pre-Travel Risk Specific Guidelines and Tips – Adding a custom suggested control

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4. Click on “Edit” of a customized control if you want to update its description. You can also completely delete it by clicking on the red “X” icon on the left of it.
5. After selecting the relevant items, click on “Done” to close the popup and return to continue the assessment.

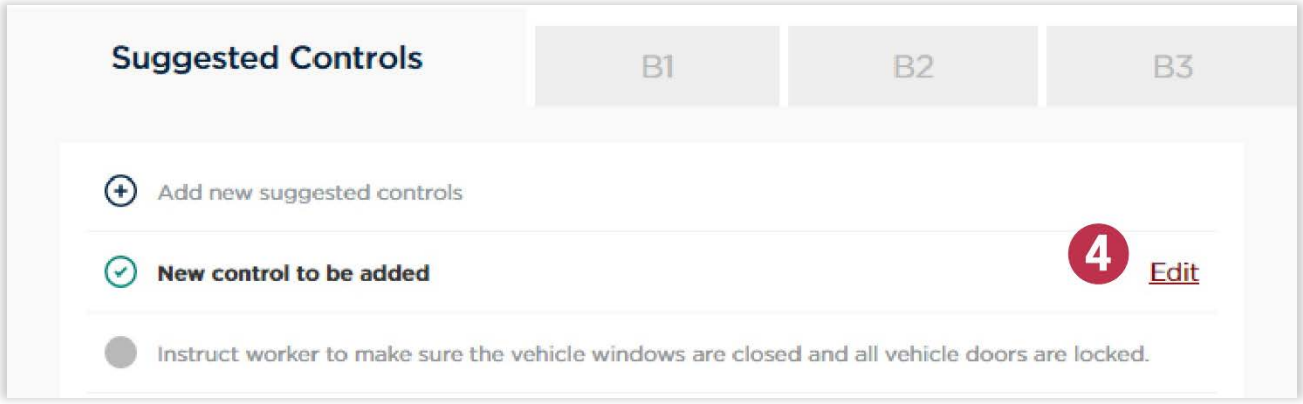

Figure 7: Pre-Travel Risk Specific Guidelines and Tips – Editing a custom suggested control

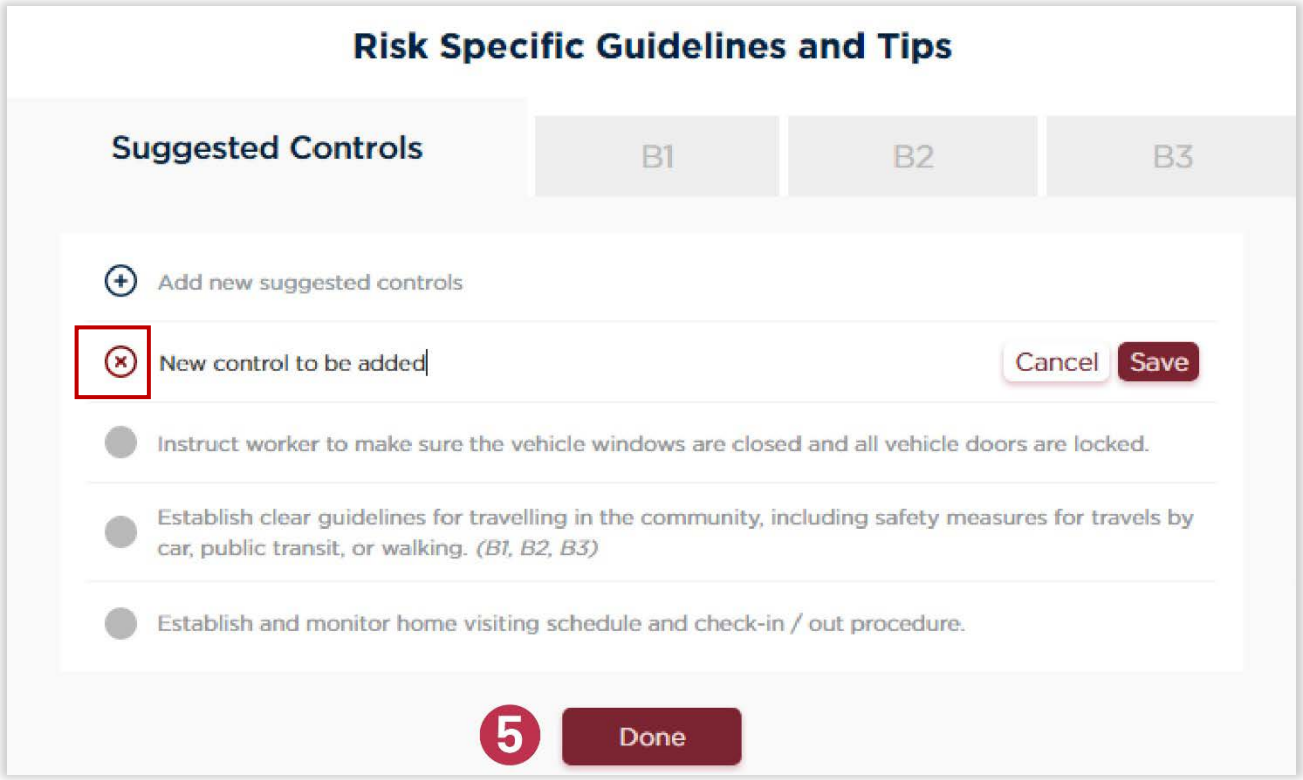

Figure 8: Pre-Travel Risk Specific Guidelines and Tips – Deleting a custom control

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3.2 Finishing the Pre-Travel Assessment

At the last page, click on “Complete” to finish your assessment. A popup will show up confirming that the assessment is marked as complete, and providing you with a few options:

- Select “New Assessment” if you would like to return to the home page
- Select “Print” to print your assessment, or “Download PDF” to download it. It will include the different controls that have been selected through the “Risk Specific Guidelines and Tips” functionality, as well as the comments that may have been added on each section.

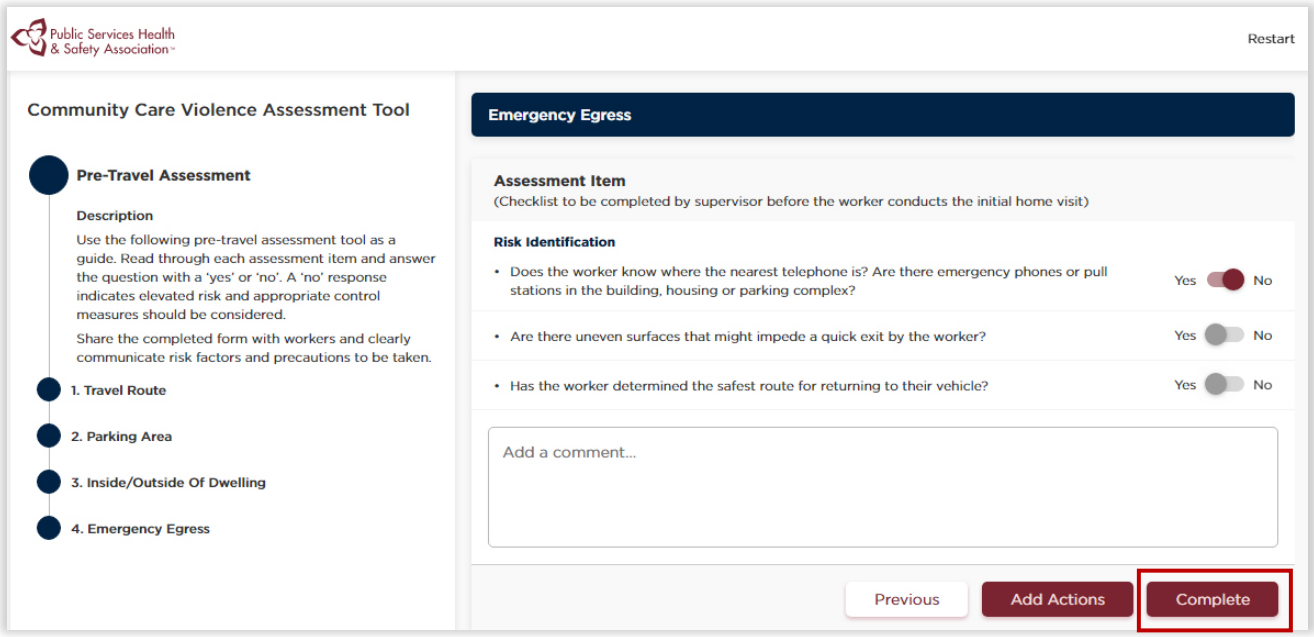

Figure 9: Pre-Travel Assessment Last Page

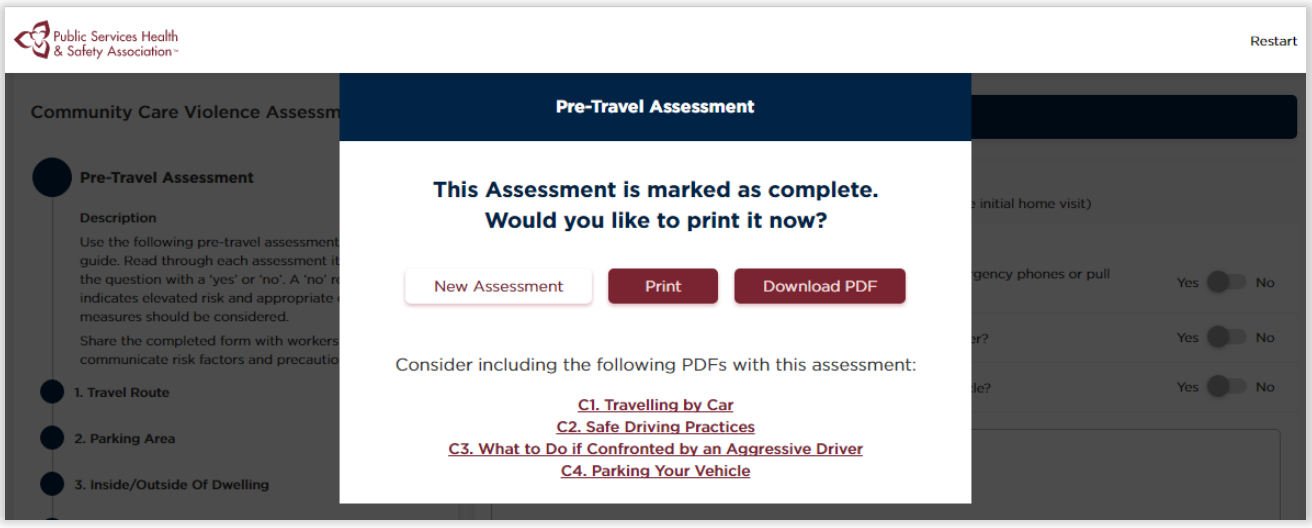

Figure 10: Pre-Travel Assessment Last Page – Finishing assessment popup

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4. Pre-Visit Assessment

The pre-visit assessment follows a similar structure to the pre-travel assessment. However, it is composed of only one section. The following instructions will help you on how to navigate and complete pre-visit assessments:

1. At any time, if you would like to start over your assessment, click on “Restart” at the top right corner of the page. This will bring you back to the home page of the toolkit.
2. In each section of the tool you will be presented a checklist of potential risks. The default for each of these in the Pre-Visit Assessment is “No” indicating that the risk has been managed. If the risk is still present click the toggle button to mark it as “Yes”. When you select “Yes” the “Add Actions” button will activate at the bottom of the page
3. Click “Add Actions” to add risk specific guidelines and tips on how to mitigate the risk to your assessment. (Optional)
4. Click the text box to add specific information about the risks before going to the next section. (Optional)

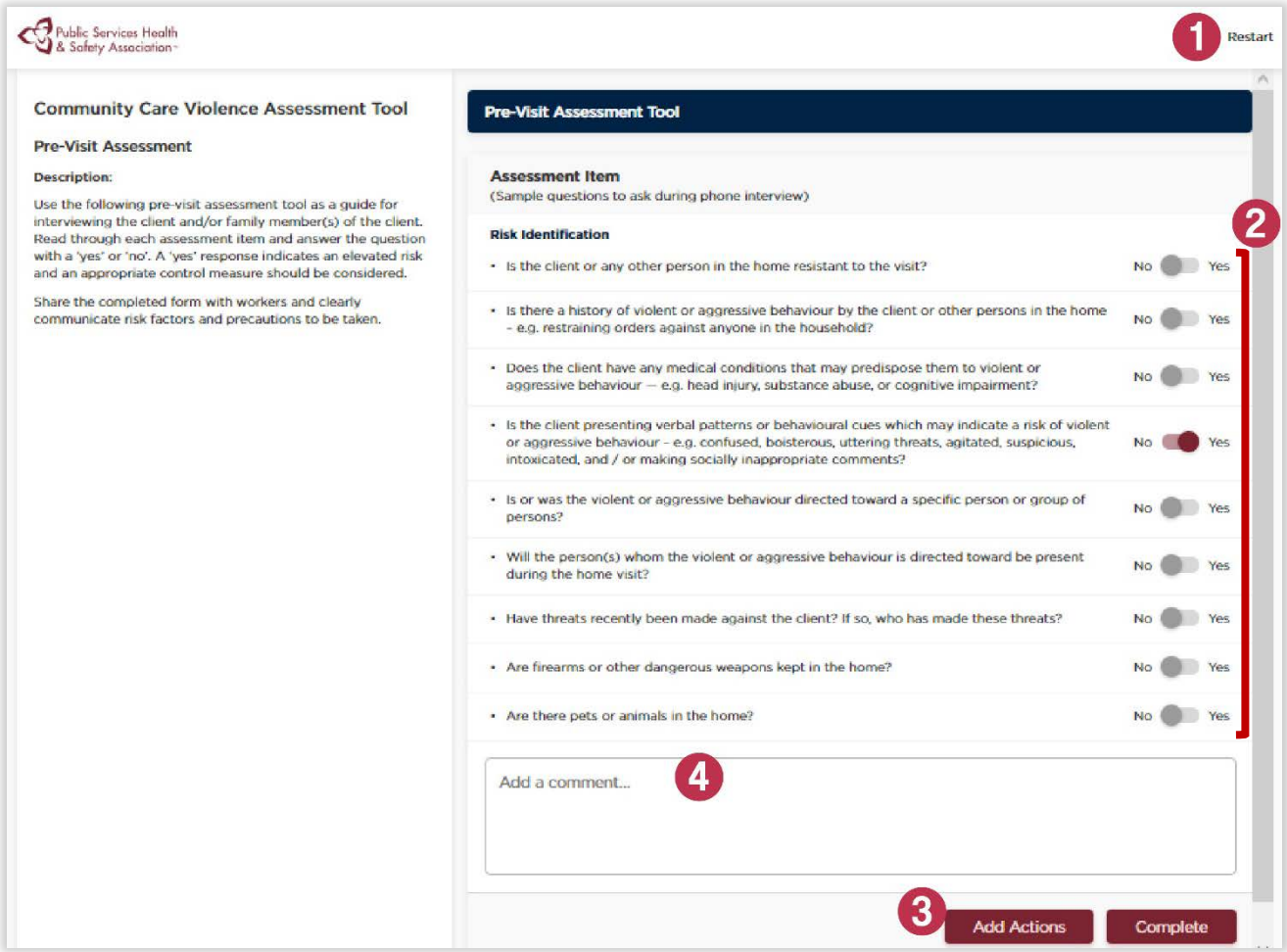

Figure 11: Pre-Visit Assessment

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4.1 Add Actions: Pre-Visit Risk Specific Guidelines and Tips

After clicking on “Add Actions”, a popup will open to help you tailor your final assessment report with guidelines and tips based on the identified risks.

1. At the top of the screen below the heading you will see tabs (Suggested Controls, A1, A2, A3, A4, D2, E2). Click on these tabs to view more detailed controls. Note: the Suggested Controls tab are general controls for the topic area, the additional tabs provide more specific information.
2. Click the radial button next to a suggested control to add it to your final report. Clicking a previously selected item will unselect it
3. If you want to create customized controls, click on the “+” icon next to “Add new suggested controls”. Type down the suggested control and click “Add” to finish including it.

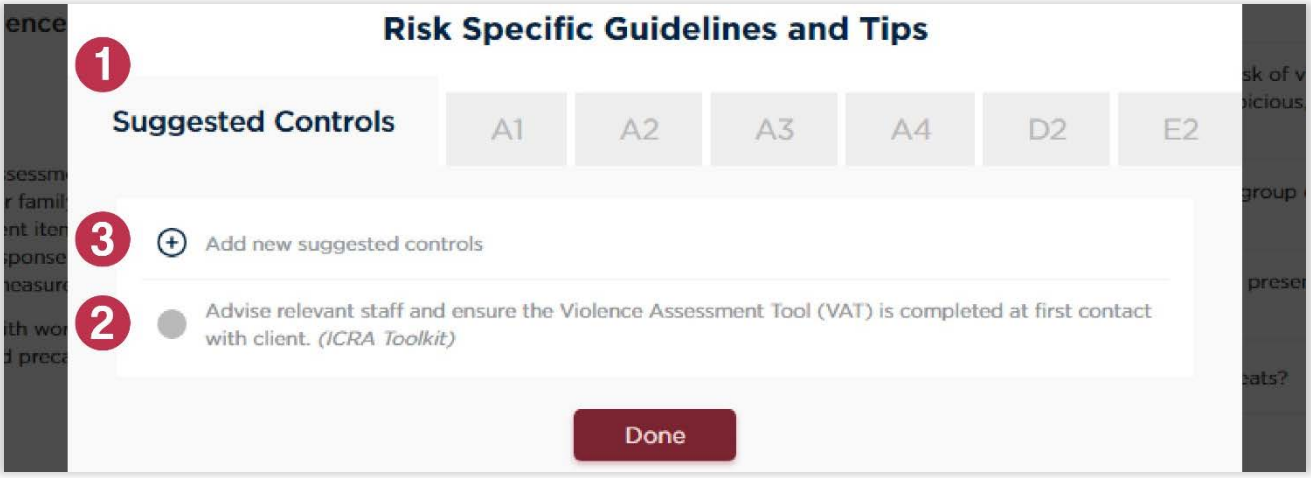

Figure 12: Pre-Visit Risk Specific Guidelines and Tips

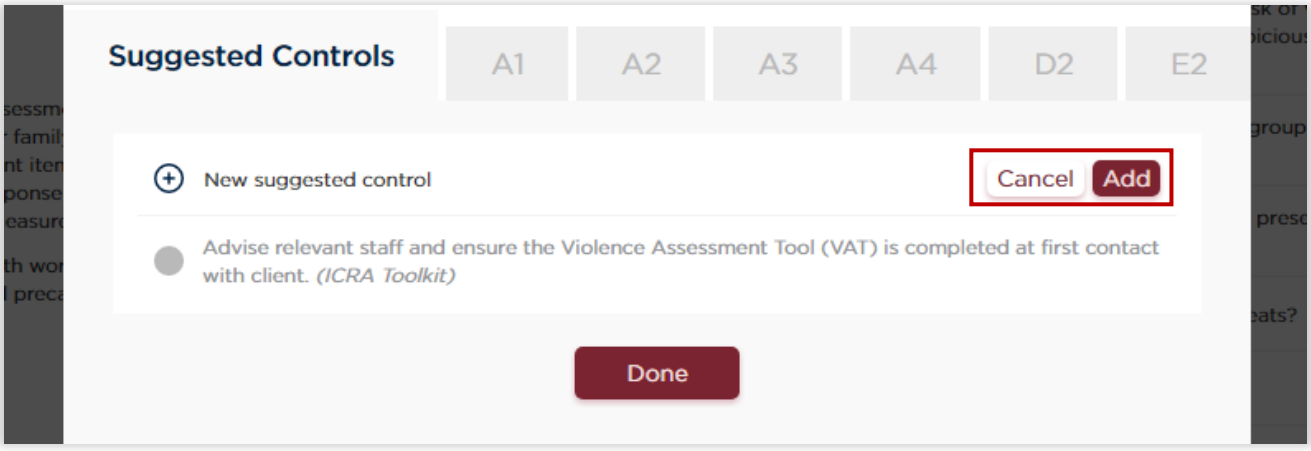

Figure 13: Pre-Visit Risk Specific Guidelines and Tips – Adding a custom suggested control

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4. Click on “Edit” of a customized control if you want to update its description. You can also completely delete it by clicking on the red “X” icon on the left of it.
5. After selecting the relevant items, click on “Done” to close the popup and return to continue the assessment.

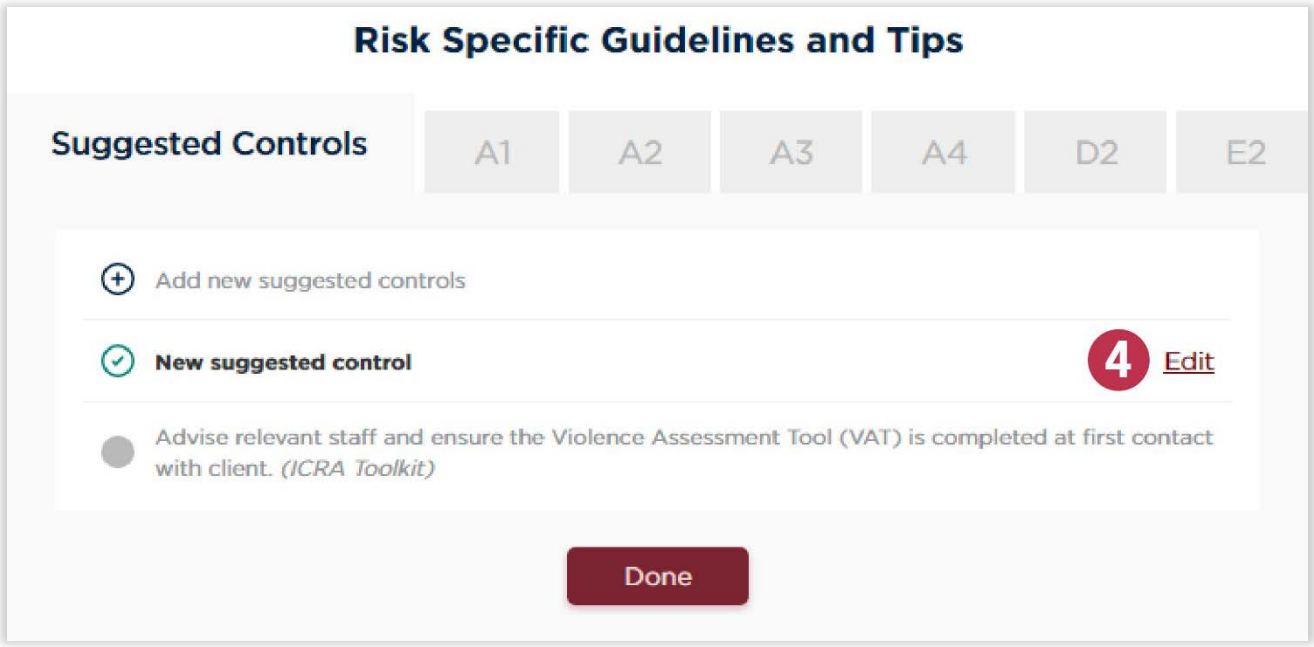

Figure 14: Pre-Visit Risk Specific Guidelines and Tips – Editing a custom suggested control

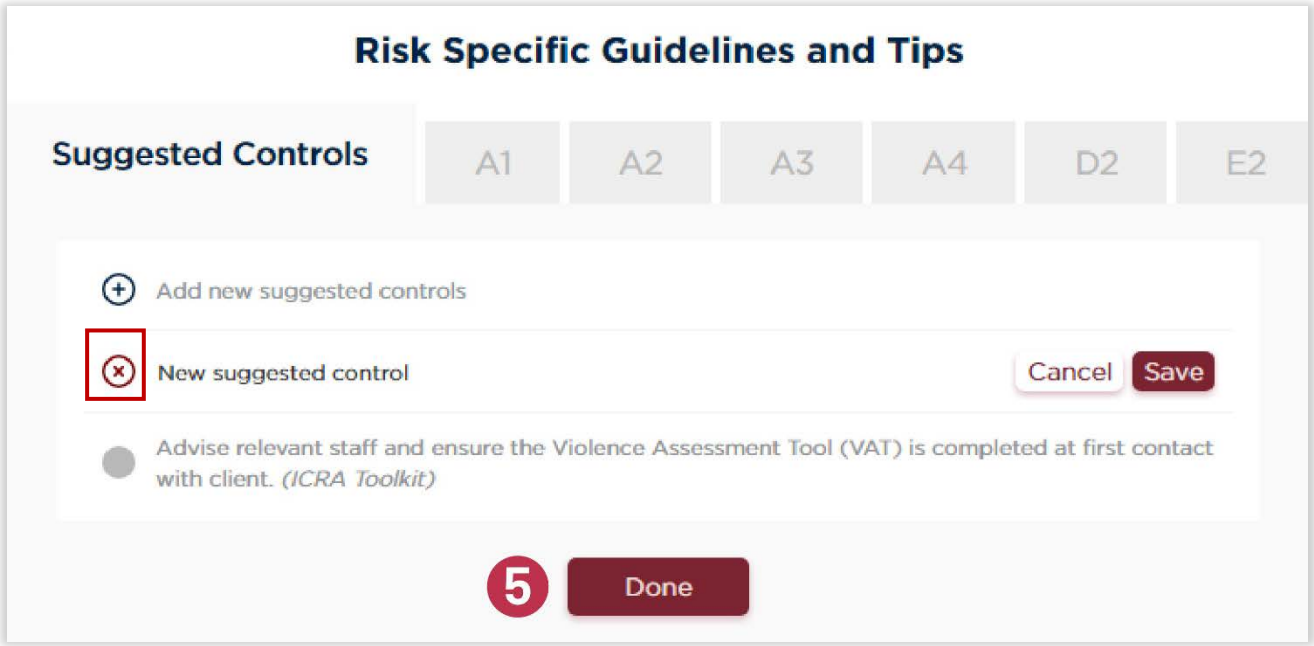

Figure 15: Pre-Visit Risk Specific Guidelines and Tips – Deleting a custom suggested control

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4.2 Finishing the Pre-Visit Assessment

After adding all relevant controls, guidelines, comments and tips, click on "Complete" to finish your assessment. A popup will show up confirming that the assessment is marked as complete, and providing you with a few options:

- Select "New Assessment" if you would like to return to the home page
- Select "Print" to print your assessment, or "Download PDF" to download it. It will include the different controls that have been selected through the "Risk Specific Guidelines and Tips" functionality.

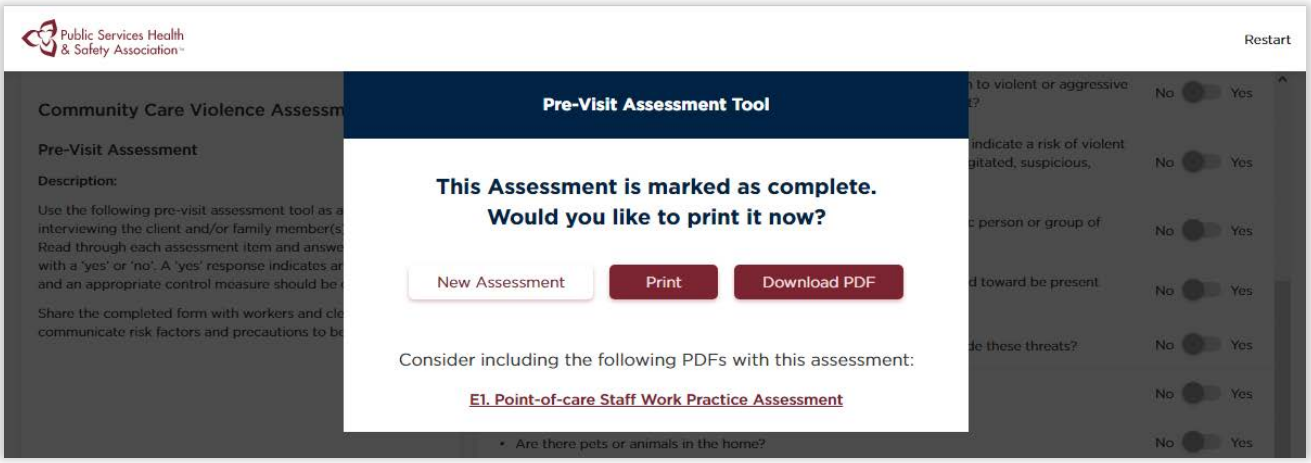

Figure 16: Pre-Visit Assessment - Finishing assessment popup

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5. Worker/Home Community Assessment

Home/Community assessment are similar to the Pre-travel and Pre-Visit assessments. However, it provides you instant feedback on how to proceed with the assessment based on your answers. The following instructions will help you navigate and complete pre-visit assessments:

1. The left side menu presents a brief description about the current section and your overall progress through the assessment.
2. At any time, if you would like to start over your assessment, click on “Restart” at the top right corner of the page. This will bring you back to the home page of the toolkit.
3. The blue horizontal top bar describes your current section.
4. At each section, a list of items is present to help you assess the risk. Read each item, click the radial button to select “yes” or “no” accordingly. After each selection, you will receive immediate feedback and guidance (see Figure 18) that provides next steps that you can, or should take..
5. Click the text box to add specific information about the risks before going to the next section. (Optional)

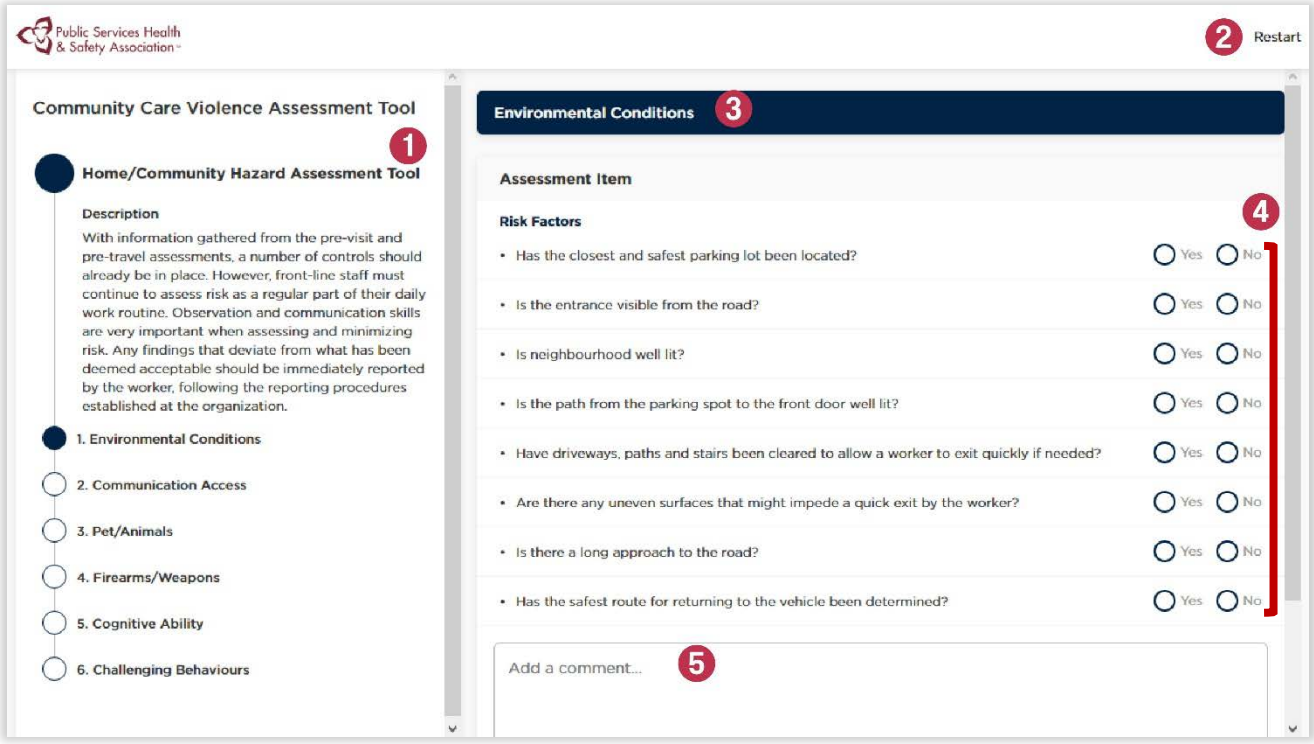

Figure 17: Worker/Home Community Assessment first page

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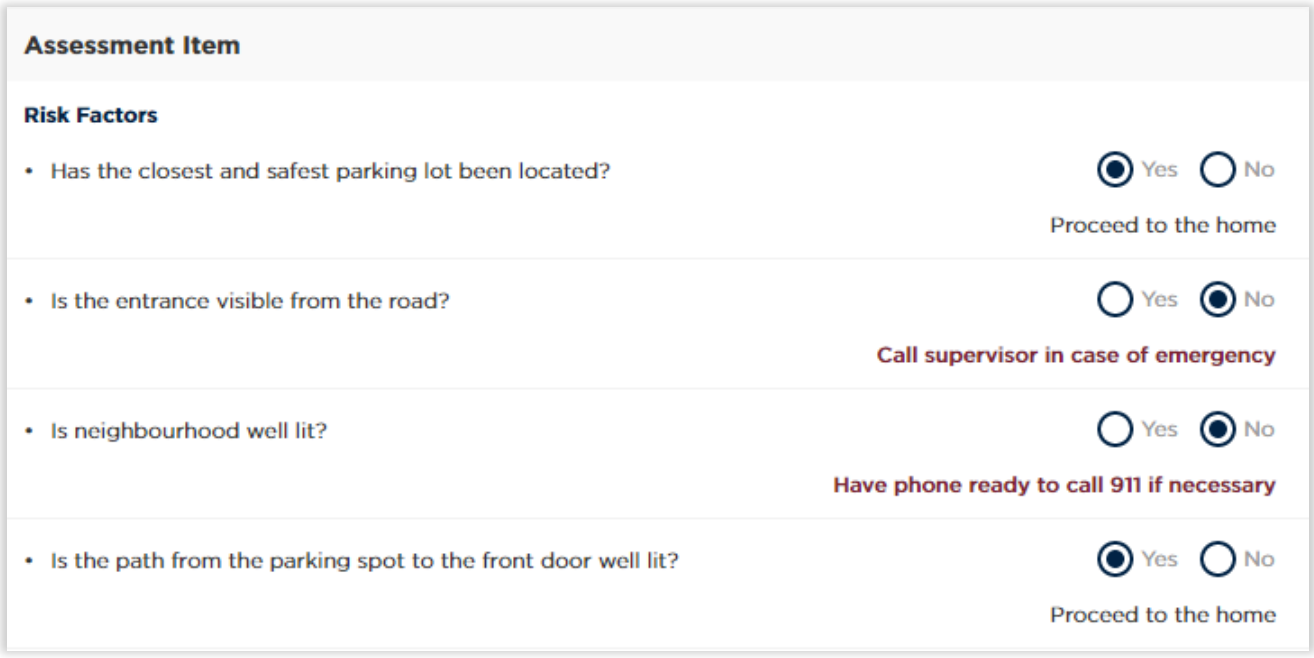

Figure 18: Instant feedback based on user's answers

6. If there is at least one threatening risk factor, you will have the option to add risk specific guidelines and tips to your assessment. To do so, click on the "Add Actions" button.
7. Click the "Next" button to navigate to the next section.

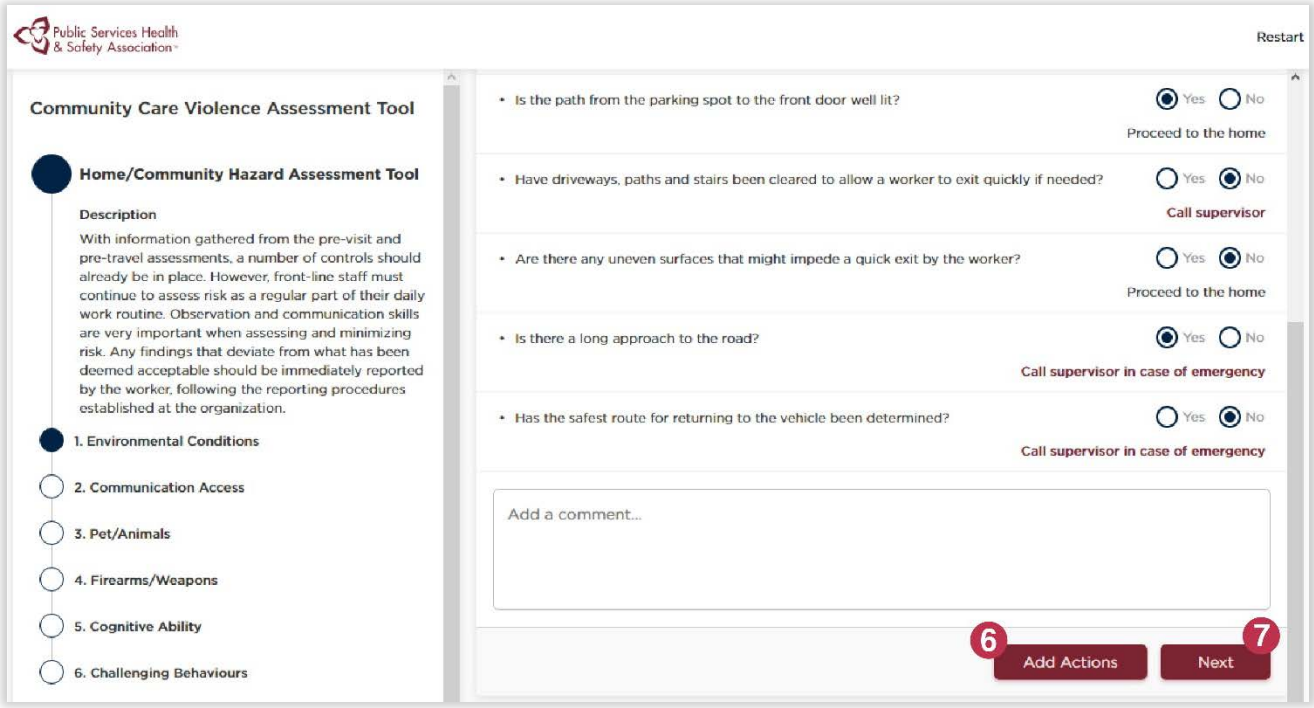

Figure 19: Worker/Home Community first page

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5.1 Add Actions: Worker/Home Community Risk Specific Guidelines and Tips

After clicking on “Add Actions”, a popup will open to help you tailor your final assessment report with guidelines and tips based on the identified risks.

1. At the top of the screen below the heading you will see tabs (Suggested Controls, B1, B3, C2, C4, C5). Click on these tabs to view more detailed controls. Note: the Suggested Controls tab are general controls for the topic area, the additional tabs provide more specific information.
2. Click the radial button next to a suggested control to add it to your final report. Clicking a previously selected item will unselect it
3. If you want to create customized controls, click on the “+” icon next to “Add new suggested controls”. Type down the suggested control and click “Add” to finish including it.

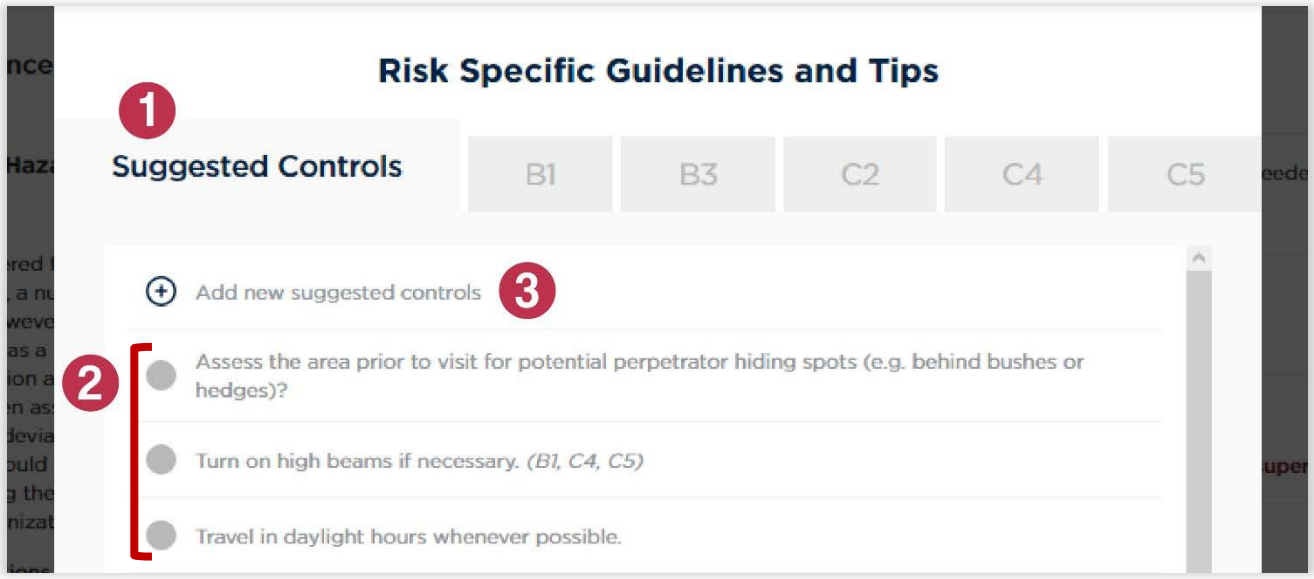

Figure 20: Worker/Home Community Risk Specific Guidelines and Tips

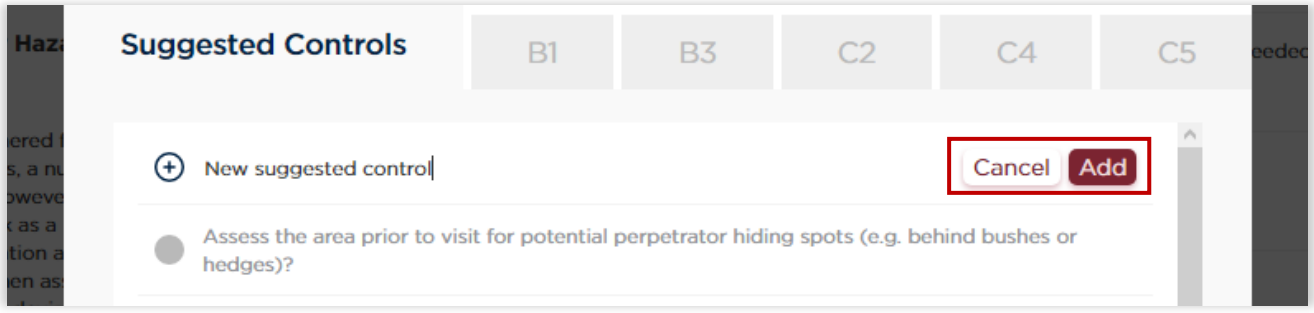

Figure 21: Worker/Home Community Risk Specific Guidelines and Tips – Adding custom suggested control

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4. Click on “Edit” of a customized control if you want to update its description. You can also completely delete it by clicking on the red “X” icon on the left of it.
5. After selecting the relevant items, click on “Done” to close the popup and return to continue the assessment.

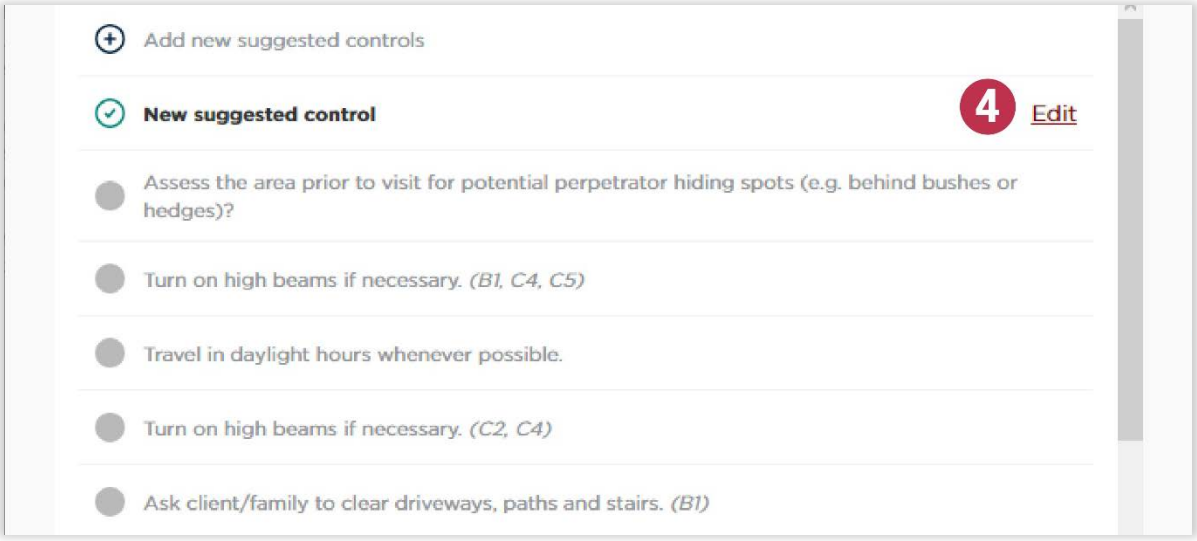

Figure 22: Worker/Home Community Risk Specific Guidelines and Tips – Editing custom suggested control

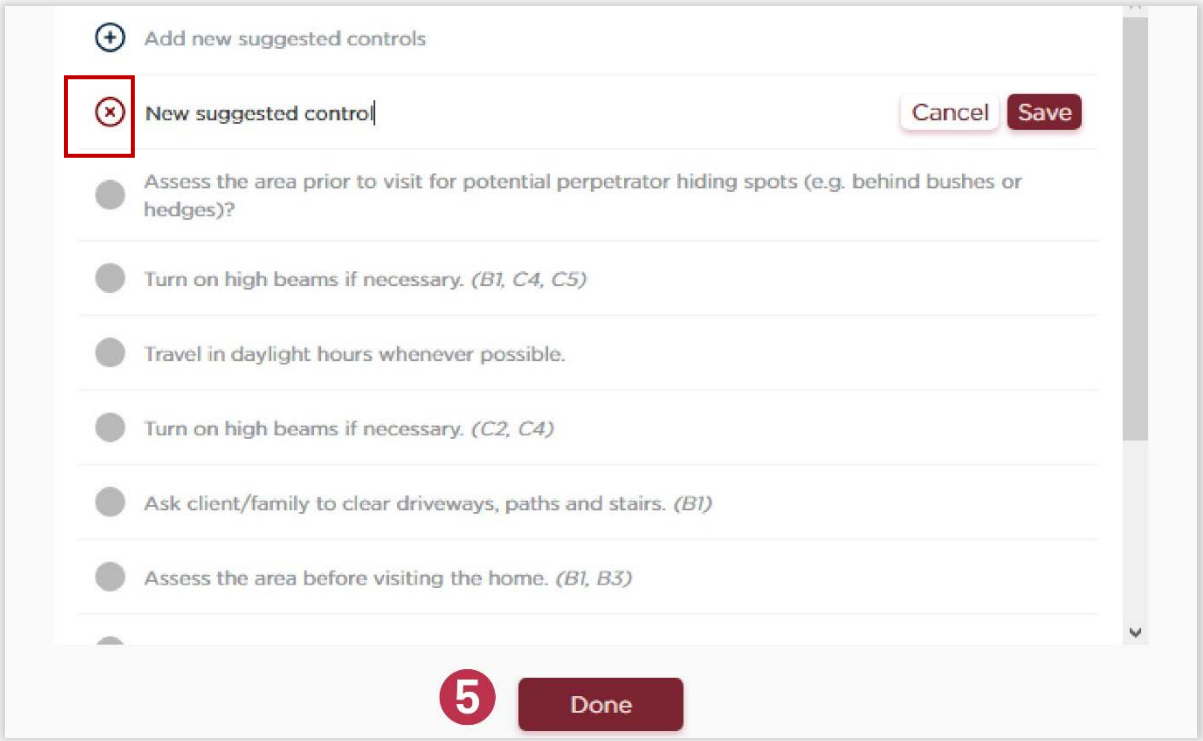

Figure 23: Worker/Home Community Risk Specific Guidelines and Tips – Deleting custom suggested control

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5.2 Finishing the Worker/Home Community Assessment

At the last page, click on “Complete” to finish your assessment. A popup will show up confirming that the assessment is marked as complete, and providing you with a few options:

- Select “New Assessment” if you would like to return to the home page
- Select “Print” to print your assessment, or “Download PDF” to download it. It will include the different controls that have been selected through the “Risk Specific Guidelines and Tips” functionality, as well as the comments that may have been added on each section.

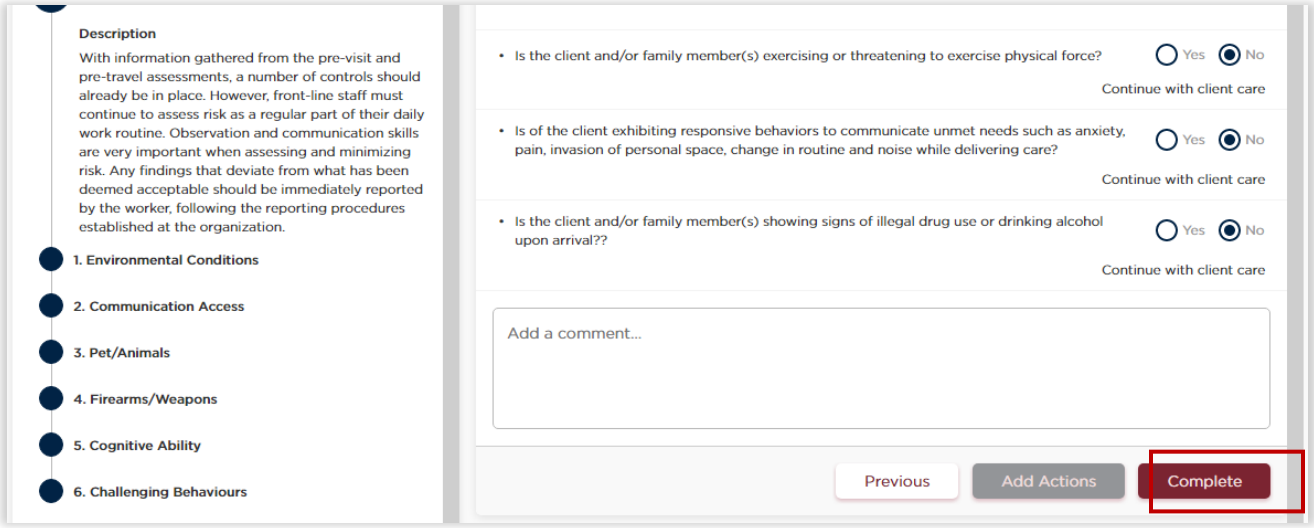

Figure 24: Worker/Home Community Assessment Last page

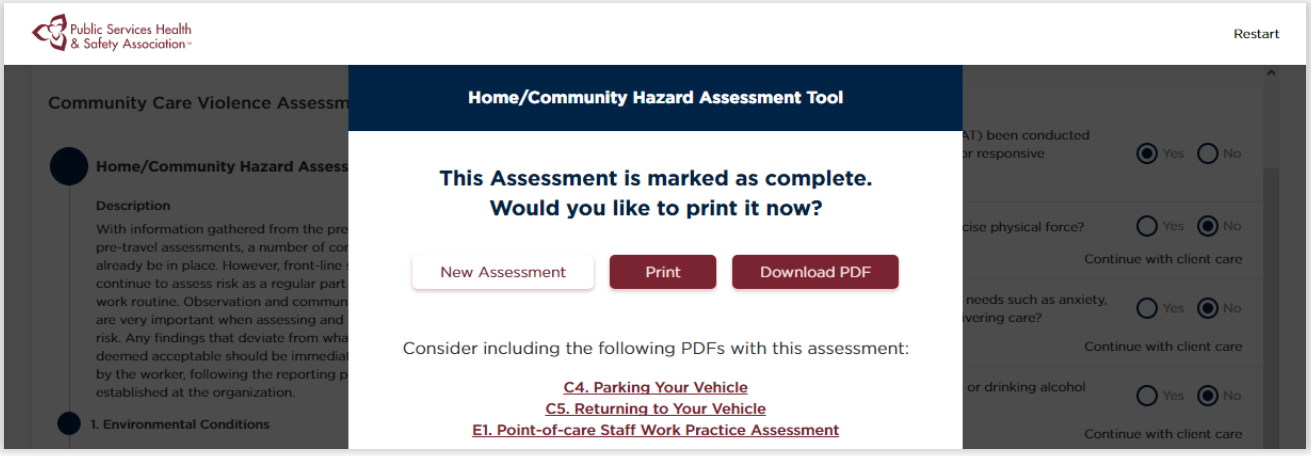

Figure 25: Worker/Home Community Assessment - Finishing assessment popup

The completed assessment should be available for all staff entering the home. Reassessment should be completed at subsequent visits if the risk changes.

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SASKATCHEWAN ASSOCIATION FOR SAFE WORKPLACES IN HEALTH

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