



Checklist of Risk Factors for Aggressive Behaviour

Work Settings or clients can contribute to workplace violence in healthcare workplaces. This potential should be assessed when developing your workplace violence prevention program. The following checklist can assist with this program assessment.

Client Factors

- Language or cultural barriers
- Diagnosis (psychogeriatric illness, mental illness, medical condition)
- Poverty
- Fear
- Loss of control
- Loneliness
- Frustration
- Boredom
- Effects of medications or lack of medication
- Anniversary of a significant event
- Losses (friends, family, no support system)
- Lack of information
- Time of day or week (“sundown syndrome”)
- Task too complicated
- Physiological needs (fatigue, hunger, need to void)
- Reaction to race and sex of caregiver

Caregiver Factors

- Unpredictable work load
- Lack of training
- Time of day (mealtime)
- Day of week
- Working alone, especially at night
- Geographic isolation (difficulty in getting help quickly)
- Stress
- Lack of staff (clients have to wait for care or attention)
- Worker unaware of client’s history of abusive behaviour
- Worker unfamiliar with client (staff rotation or change of staff)
- Uniform, appearance, religious jewellery
- Infringement on personal space
- Need to physically touch to provide care
- Body language
- Inconsistent handling
- Hurried approach
- Level of authority L
- Regimented client care schedule

Environmental or Ergonomic Factors

- Colour (cool colours are calming)
- Too much noise
- Lighting (too much glare on the floors or a lack of visual contrast may confuse cognitively impaired clients; too little light (for example, dark parking lots in isolated areas, underground, not supervised)
- Lack of space and privacy
- Lack of, or improper, communication systems
- Temperature (too hot, too cold)