Pre-risk Assessment Survey

# Background

This tool was originally developed for hospitals as part of the Workplace Violence Prevention in Health Care Leadership Table. It has been adapted for long-term care homes to address the needs of the sector.

Long-term care homes are an environment where residents often feel vulnerable and anxious. This can include, for example, aging residents and their caregivers/care partners, individuals experiencing a physical or mental health crisis, those needing addiction support, and residents who have unmet needs they are unable to express. According to the Canadian Institute of Health Information (CIHI) (2015-16), fifty percent of residents with dementia in long-term care exhibit responsive behaviours. Some examples of responsive behaviours include: verbal or physical aggression (striking, self-harm), exit seeking, resistance to personal care, refusal to eat/take medication, etc. These behaviours may be due to a number of factors including an unmet need (e.g. pain, environment (hot/cold), feeling hemmed in, influences of other residents/staff and social history). Despite the fact that an aggressive action stemming from a responsive behaviour may be due to dementia or an unmet need, if it leads to an aggressive action against a worker in a workplace and meets the definition of workplace violence under the *Occupational Health and Safety Act*, (OHSA), it is considered workplace violence (herein referred to as workplace violence). Workplace violence in long-term care homes can originate from a number of sources, including from residents and their families and friends or other external people and/or from any employee associated or formerly associated with the workplace.

In order to prevent workplace violence, employers must implement workplace violence policies, measures, procedures and programs, conduct risk assessments and re-assessments for the risks of workplace violence, establish measures and procedures for: summoning immediate assistance when violence occurs or is likely to occur, reporting violent incidents and investigating incidents and complaints of violence, and providing information, education and training to workers so they may recognize and be protected from workplace violence. Employers, typically represented by senior management, hold the greatest responsibility with respect to worker health and safety within health care workplaces such as long term care homes.

### CCSA and PSHSA License Agreement

CCSA has adapted these violence and aggression prevention tools and resources and we acknowledge the hard work he PSHSA has done in the development and sharing of these valuable resources for our members in the Alberta Continuing Care Industry. Accessing the PSHSA violence prevention materials for use in the Province of Alberta is with the agreement that the terms and conditions will be met under the license agreement between PSHSA and the CCSA.

These documents and resources may have references to the Ontario context and legislative requirements specific to the Province of Ontario. Though the CCSA has adapted these for use in Alberta, users of these resources are still advised to reference the Alberta OHS legislation.

# Pre-Risk Assessment Survey

Organization Name:

Click here to enter text.

## Purpose of this Survey

To be completed in conjunction with the Risk Assessment for Violence Assessment, this survey is conducted with workers to better understand their concerns and perceptions of workplace violence. The survey results assist the Employer in determining the measures and procedures, controls and training that are required in the workplace to reduce the hazards related to violence and eliminate the risks of workplace violence. There are opportunities in this survey for workers to provide suggestions to reduce hazards and eliminate risks of workplace violence.

## General Information

1. What Role are you in?

Clerical/Administrative

Allied Health add unregulated health care worker as a role

Nursing

Physician

Manager/Supervisor

Facilities

Other (Please Specify) Click here to enter text.

1. How long have you worked at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_? (enter name of the home)

< 1 year

1-4 years

5-10 years

11-15 years

16 years or longer

## Personal Experiences of Workplace Violence

1. Have you personally witnessed the following at enter long-term care home name   
   Click here to enter text. (Click all that apply)

Assault

Harassment

Near Miss

Physical attack

Sexual Abuse

Threat

Verbal Abuse

I have not witnessed the above

1. Have you personally experienced the following at enter long-term care home name   
   Click here to enter text. (Click all that apply)

Assault

Harassment

Near Miss

Physical attack

Sexual Abuse

Threat

Verbal Abuse

I have not witnessed the above

1. If you have experienced or been witness to the above have you sought   
   medical attention?

Yes

No

Not Applicable

1. If you have experienced or been witness to the above have you lost time at   
   work as a result?

Lost time is any time away from work with or without pay.   
(e.g. time away from usual duties to seek medical attention)

Yes

No

Not Applicable

1. Do you feel physically safe at enter long-term care home name   
   Click here to enter text.

All the time

Most of the time

Some of the time

Never

Not sure

If not please explain

Click here to enter text.

1. In the last two (2) years how many times (approximately) have you been in   
   situations where you concerned for your personal safety due to resident or   
   visitor violence?

zero (0) times

less than three (3) times

three (3) to six (6) times

seven (7) to ten (10) times

more than ten (10) times

1. Do you feel prepared to handle and protect yourself in a violent situation, threat or   
   be able to de-escalate a responsive behaviour exhibited by residents while at work?

All the time

Most of the time

Some of the time

Never

Not sure

If you answered “all the time” or “most of the time”, please explain what has   
made you prepared

Click here to enter text.

If you answered “some of the time” please explain

If you answered never please explain why you feel unprotected or not   
adequately prepared.

Click here to enter text.

1. Do you feel prepared to handle and protect yourself in a violent situation, threat or   
   be able to de-escalate behaviours from a visitor while at work?

All the time

Most of the time

Some of the time

Never

Not sure

If you answered “all the time” or “most of the time”, please explain what has made   
you prepared

Click here to enter text.

If you answered “some of the time” please explain

If you answered never please explain why you feel unprotected or not   
adequately prepared.

Click here to enter text.

1. If you have experienced or witnessed violence, threats (including verbal assault),   
   or aggression, who initiated the incidents (check all that apply)

Resident

Visitor

Family

Staff

Physician

Volunteer

Contractor

I have not experienced/witnessed the above

1. In the last two (2) years (approximately) how many times have you witnessed occurrences of resident to staff aggression/violence?

zero (0) times

less than three (3) times

three (3) to six (6) times

seven (7) to ten (10) times

eleven (11) to twenty (20) times

more than twenty (20) times

1. In the last two (2) years (approximately) how many times have you witnessed occurrences of resident to resident aggression/violence?

zero (0) times

less than three (3) times

three (3) to six (6) times

seven (7) to ten (10) times

eleven (11) to twenty (20) times

more than twenty (20) times

1. In the last two (2) years (approximately) how many times have you witnessed occurrences of domestic violence that has entered the workplace or had incidents directly shared with you by a co-worker? Indicators: threatening/disturbing phone   
   calls, texts or emails to co-workers while at work, partners showing up at work to confront family members, stalking.

zero (0) times

less than three (3) times

three (3) to six (6) times

seven (7) to ten (10) times

more than ten (10) times

## Reporting Violent Incidents and Hazards

1. Do you know how, when and to whom to report any incidents of violence,   
   hazard of violence, threats or aggression?

Yes

No

Not formally

1. Are you required at enter long-term care home name Click here to enter text.   
   to report threats, violence and aggression?

Yes

No

If not all please list which ones?

1. Are you required at enter long-term care home name Click here to enter text.   
   to report any hazards related to workplace violence?

Yes

No

1. Are you aware that the *Occupational Health and Safety* Act places a legal obligation   
   on a worker to report the existence of hazards related to Workplace violence?

Yes

No

1. If yes, do you feel that you can report the existence of hazards related to work   
   place violence without the fear of being punished or meeting with resistance after reporting the safety concern?

Yes

No

Not Applicable

1. Are you aware that when an incident of workplace violence has resulted in you   
   seeking medical attention or being unable to perform usual duties, your employer   
   is legislatively required to report the incident to the Joint Health and Safety   
   Committee or Health and Safety Representative (in workplaces with 6 -19 workers), trade union (if applicable) and the WSIB?

Yes

No

## Instruction (Verbal and Written) on Control Measures, Policies and Procedures on Workplace Violence Prevention

1. Have you read the enter long-term care home name Click here to enter text.   
   Workplace Violence Prevention Policy?

Yes

No

1. Do you know where to find the enter long-term care home name   
   Click here to enter text. Violence Prevention Policy?

Yes

No

1. Has your employer trained you on all of the measures and procedures contained   
   in the workplace violence program?

Yes

No

1. If yes, did you find the program information easy to understand?

Yes

No

1. Do you feel that your employer has provided you with the necessary supports,   
   policies, control measures and procedures to protect your safety at work?

All the time

Most of the time

Some of the time

Never

Not Sure

If no, do you have any suggestions for improvement?

Click here to enter text.

1. How would you rate the employer’s communication of its workplace violence   
   policies and procedures and control measures to its workers?

Poor

Adequate

Exceptional

Unsure

1. What other control measures, procedures, training, or processes (health and safety   
   or otherwise) do you think are required to help better protect you from violence?

I can’t think of any

Unsure based on my role

My suggestions are: Click here to enter text.

1. Are there any improvements required in the long-term care home that would make your workplace safer and address violence? Select all that apply and please expand

Lighting

Secure restrooms

Secure parking lots

Secured staff room/kitchen

Restricted public access to your work area on your unit

Secured stairwells

Cameras/mirrors to eliminate hidden or blind spots in the home

Hallway clutter (could be used as weapon)

Communication of care plan, including triggers and behaviours

Flagging of violent residents

Discussion with physicians when least restraint procedure is not appropriate

Full-time geriatric physician support

More programs to keep residents occupied

Staffing

Security

Training on workplace violence control measures and procedures

Crisis intervention and self-protection skills and physical intervention training

Personal Safety Response System Devices e.g. personal panic alarms

Code White procedures

Training in understanding dementia and responsive behaviours and how to   
 respond and de-escalate these behaviours?

Other suggestions:   
Click here to enter text.

## Training on Workplace Violence Prevention (Including De-escalation and Crisis Intervention)

1. How would you rate the quality and training specifically on workplace violence prevention policies, control measures and procedures for its workers?

Excellent

Very Good

Good

Poor

Very Poor

Explanation:   
Click here to enter text.

1. This question is for workers with two (2) years or less service at *enter the name of the long term care home here* When you think back to your initial orientation *at enter the name of the long term care home here*, do you feel workplace violence risk, safety and your protection was adequately addressed to prepare you to handle workplace violence incidents?

Yes

No

Not applicable to me

1. Please list (as many as you can recall) the violence prevention policies, control measures and procedures you have been trained on? (insert text box) as a min list those in # 28 above.   
   Click here to enter text.
2. How would you rate your ability to verbally de-escalate an agitated or escalated resident or visitor?

Extremely high

High

Moderate

Low

Extremely low

Not applicable to my role

1. Do you feel it is part of your job responsibilities to physically intervene with   
   aggressive or violent residents where there is a clear and imminent risk of harm   
   to self or others?

Yes

No

Not applicable to my role

1. Have you had to physically intervene with aggressive or violent residents where   
   there is a clear and imminent risk of harm to self or others?

Yes

No

Not applicable to my role

1. How would you rate your level of competence to intervene physically and   
   effectively manage an aggressive or violent resident or visitor?

Extremely high

High

Moderate

Low

Extremely low

Not applicable to my role

1. How would you rate your level of competence to protect yourself if being attacked?

Extremely high

High

Moderate

Low

1. Do you feel you should be provided with additional training to adequately protect yourself against being attacked?

Yes

No

Unsure

1. Have you received crisis intervention training to assist you in dealing with   
   hostile, abusive, violent, aggressive residents and visitors?

Yes

No, I should have received training, but it never occurred

No, it’s not applicable to my role

1. If you have received crisis intervention training approximately when was your   
   last training session?

Within the last six months

Within the last seven (7) to twelve (12) months

Twelve (12) to twenty four (24) months ago

It’s been more than twenty four (24) months

1. Was this training delivered on-line, in classroom or a combination of both?

On-line

Classroom

Combination

1. What do you believe is the most effective method of delivering this training?

On-line

Classroom

Combination

1. What is your understanding of how often this initial and subsequent (refresher)   
   crisis intervention training is to occur?

Annually

Every two (2) years

Every three (3) years

Unsure

1. Are these refresher trainings occurring?

Yes

No

Unsure

1. How would you rate your retention of physical self-protection skills and physical intervention techniques learned from the training?

Extremely low

Low

Moderate

High

Extremely high

Not applicable to my role

1. How would you rate your retention of the verbal skills learned from the training?

Extremely low

Low

Moderate

High

Extremely high

Not applicable to my role

1. When was the last time (approximately) you participated in a mock drill for a violent/aggressive resident or visitor?

Never

1-3 months ago

4-6 months ago

7-12 months ago

It’s been more than 12 months

Not applicable to my role

1. Other than formal training, when was the last time you were provided time to   
   practice physical self-protection skills and physical intervention techniques?

Never

1-3 months ago

4-6 months ago

7-12 months ago

It’s been more than 12 months

Not applicable to my role

1. Please describe the current crisis intervention training in terms of providing you   
   with the necessary skills to prevent and manage crisis intervention situations.

Exceptional

Adequate

Inadequate

Not applicable to my role

1. When thinking about the current crisis intervention training how would you describe the effectiveness of the prevention concepts and verbal de-escalation strategies?

Extremely effective

Somewhat effective

Ineffective

Not applicable to my role

1. When thinking about the current crisis intervention training how would you describe the effectiveness of the physical self-protection skills (wrist releases, etc.)

Extremely effective

Somewhat effective

Ineffective

Not applicable to my role

1. Are there any training skills you feel you need that you have not been taught that would better prepare you to safely perform your job and or react to a violent or aggressive situation?

Unsure

Not applicable

My suggestions are: (insert text box)

1. Care planning incorporates least restraint policies and this policy needs to be balanced with ensuing workers safety. Please pick the answer that best describes how you feel about *enter the name of the long term care home here*’s Restraint Policy (sometimes referred to as Least Restraint).

The policy has a positive impact on my safety because the residents feel safe and know what to expect

The policy has a negative impact on my safety because restraints sometimes don’t happen when they should

The policy does not accurately reflect the realities of the resident population

I feel that my safety is not as important as the resident’s safety

I’m unsure how I feel about the policy

## Summoning Immediate Assistance

1. How would you rate your ability to assess when a potentially violent situation requires an elevated response such as Code White?

Extremely Low

Low

Moderate

High

Extremely High

Not applicable in my role

1. Do you have a means of summoning immediate assistance (e.g. personal panic alarm   
   or panic button) when you feel you are at imminent risk of harm e.g. physical assault?

Yes

No, I should have but I don’t

Not applicable to my role

1. If you are working alone (where no one could hear you if you called for help) is   
   there another system in place that will summon immediate assistance when   
   violence occurs and/or is likely to occur?

Yes

No

Please explain Click here to enter text.

1. How would you rate the effectiveness of the implementation and monitoring of   
   Code Whites and/or the personal alarms or panic button policy, measures and procedures to summon immediate assistance at enter long-term care home name   
   Click here to enter text.

Excellent

Very Good

Good

Poor

Very Poor

Please explain Click here to enter text.

1. How would you rate reliability of devices provided (e.g. personal alarms or panic buttons) in summoning immediate assistance? Enter long-term care home nameClick here to enter text.

Excellent

Very Good

Good

Poor

Very Poor

1. How do you feel about the effectiveness of enter long-term care home name Click here to enter text.’s code white procedures. Are there any changes or improvements that can be made to better protect your safety?

Click here to enter text.

1. How would you rate Code White response times on your unit/home area?

Poor

Adequate

Exceptional

Unsure

Not applicable to my role

1. When a Code White is called, are there adequate number of staff available to assist to effectively and safely manage the situation?

Yes, always

No, more staff are required

Sometimes yes; sometimes no

1. Do you have security personnel in your long-term care home to respond when summoning immediate assistance?

Yes

No

1. If you answered yes to the above question then how would you describe the response time when security personnel respond to crisis?

Poor

Adequate

Exceptional

Unsure

Not applicable to my role

1. If you answered yes to the above question then how would you rate the quality of the security response in taking control during a violent assault or other crisis situation that you feel you cannot safely control?

Poor

Adequate

Exceptional

Unsure

Not applicable to my role

1. If you answered yes to the above question do you feel there are enough security personnel on each shift to effectively respond to Code Whites and security assists when required?

Yes, I feel we have enough security to address the number and acuity of residents

No, the number of security personnel does not reflect the number and acuity of residents

## Post Incident Response

1. In the event that you have witnessed or experienced workplace violence, were you offered the opportunity to express your thoughts about the incident and learn about normal stress reactions and available services through debriefing or counselling?

Yes

Not Applicable

Not Applicable

1. How would you rate the level of support and debriefing from management following traumatic or crisis episodes?

Poor

Adequate

Exceptional

Unsure

Not applicable to my role

1. In the event that you have witnessed or experienced workplace violence, please describe the statement that best reflects the debriefing and support you received   
   from management.

The debriefing focused primarily on how the incident impacted me and other workers. I was given the opportunity to express my thoughts openly and was provided with information and access to available internal and external services/supports.

The debriefing focused primarily on strategies to prevent a similar situation from occurring. It felt more like a review of the incident, with less emphasis on how   
well I and the other worker were coping.

The debriefing was a balance of ensuring workers were emotionally okay and were afforded the opportunity to vent, as well as discussing strategies and system issues that may help prevent a similar occurrence. Internal and external supports/services were discussed and made available.

I was not offered any support or debriefing after experiencing or witnessing workplace violence

Not applicable to my role

1. How would you rate the level of support and debriefing from co-workers following a traumatic or crisis episode?

Poor

Adequate

Exceptional

Unsure

Not applicable to my role

1. Have any of the following safety supports been offered to you by your employer or supervisor when you have raised concern for your safety and/or as part of a post incident plan? Check all that apply

|  |  |  |
| --- | --- | --- |
|  | Offered after raising a safety concern | Offered as part of a post-incident plan |
| The assistance of a buddy to escort you on or off property |  |  |
| The assistance of security to escort you on or off property |  |  |
| The assistance of security to assist with managing an aggressive resident |  |  |
| A device (personal alarm) to summon immediate assistance when needed |  |  |
| Additional workers in the long-term care home to manage a surge in resident population or acuity |  |  |
| EAP support for workers directly or indirectly involved in the event of workplace violence |  |  |

Other (please specify)

Click here to enter text.

1. Are you aware that the long term care home can work with you to develop a plan to ensure your personal safety at work should there be a potential for domestic violence to occur at the workplace?

Yes

No

## Supervisor Competency in Adhereing to the OHS legislation

1. Does your direct manager/supervisor (supervisor may be referred to as manager where applicable) promote open communication and a culture of safety regarding workplace violence that allows you to feel comfortable bringing safety issues, concerns or hazards to his/her attention?

Yes, all of the time

Most of the time

Sometimes – it’s inconsistent

Rarely

Not at all

Not applicable

1. Does the manager/supervisor (supervisor may be referred to as manager where applicable) on the unit investigate violent incidents, safety concerns, issues and hazards regarding workplace violence without delay?

All the time

Most of the time

Never

Not sure

1. Does the manager/supervisor (supervisor may be referred to as manager where applicable) take immediate and appropriate corrective action including control measures and procedures to protect workers without delay?

All the time

Most of the time

Never

Not sure

Please explain:

Click here to enter text.

1. How engaged is your manager/supervisor (supervisor may be referred to as manager where applicable) in identifying violence hazards and alerting you to those hazards?

Very engaged

Somewhat engaged

It rarely happens

Not at all

Not applicable to my role

1. Does your manager/supervisor (supervisor may be referred to as manager where applicable) reassess the risk to you and others of violence when there is a staffing shortage or, an increase in resident population and/or acuity?

All of the time

Most of the time

Sometimes – it’s inconsistent

Rarely

Never

Not applicable to my role

1. Has there ever been an occasion(s) when you did not bring workplace violence safety concerns, issues, hazards to your manager/supervisor (supervisor may be referred to as manager where applicable) when you should have?

Yes

No

Not applicable

1. If you answered yes to the previous question then what would you consider to be the primary reason for not informing your manager/supervisor (supervisor may be referred to as manager where applicable) of the concern?

I didn’t feel the issue was serious

I felt that nothing would change despite brining the issue forward

I feared reprisal if I was to bring the issue to my manager/supervisor   
(supervisor may be referred to as manager where applicable)

I didn’t want to appear like I was complaining

Other (please explain):

## Notification of Risk and a History of Violent Behaviour

1. Is a resident’s previous history of violence or behavioural issues consistently documented in the resident’s care plan or safety plan?

All the time

Most of the time

some of the time

Never

Not sure

1. Are you or your co-workers briefed about a violent incident during shift change report or before dealing with a previous violent resident?

All the time

Most of the time

some of the time

Never

Not sure

1. How often are you adequately informed when having direct contact with residents or visitors with a previous history, or potential for violence?

Never

Rarely

some of the time

Most of the time

Always

Not applicable to my role

1. Has the use of the identification of residents at risk for violence on admission and flagging in home areas (e.g. bracelets, signage, etc.) and the Violence Risk Assessment and Identification of Residents at Risk for Violence (Flagging) procedure improved your awareness and responsiveness to residents?

Yes

No

1. Once informed that a resident or visitor has a history of, or potential for violence do you know what steps to take to obtain more specific information?

Yes, I know exactly what to do

No, the process is unclear to me

Not applicable to my role

1. Once adequately informed does *insert name of long term care home here*, provide adequate measures to protect your safety?

Yes, all the time

Most of the time

Rarely

Never

Not applicable to my role

## Suggestions for Workplace Violence Prevention

1. Have you noticed a pattern for increased violence in your unit? E.g. Time of year, time of day, type of activity?

Click here to enter text.

1. Does you unit have specific measures and procedures related to the prevention or management of workplace violence that are working well and could be used as a best practice across the long term care home?

Yes

No

If so what are they?

Click here to enter text.

1. When you think about the risk of violence at your workplace, what causes your concern (please click all that apply).

Resident population seem to be getting more violent

Training is not keeping up with resident acuity

(Insert name of the employer here) violence prevention and management   
policies and procedures need to be more protective and updated

I don’t feel supported by my manager/supervisor (supervisor may be referred   
to as manager where applicable)

Staffing resources do not match resident acuity

The physical environment is unsafe

Equipment and systems to keep me safe are not adequate   
(e.g. panic alarms/buttons, personal protective equipment)

I don’t feel supported by my peers

There is no security to protect me

There is not enough security to protect me

Physician’s orders often risk my safety

Other:

Click here to enter text.

1. Do you have any recommendations or suggestions that can make your   
   workplace safer?

Click here to enter text.

1. Please feel free to provide additional comments, thoughts, or suggestions?

Click here to enter text.

Acknowledgements: This tool was developed based on Safe Management Group’s Pre-Risk Assessment Survey developed for the Centre for Addiction and Mental Health

# Acknowledgements

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