

# CCSA Workplace Violence Program Review Process

## The 5 Steps to Building Your Violence and Harassment Prevention Program



### ***Secure Leadership Commitment (Plan the Program Assessment Process)***

- The organization sends out a request for CCSA Guided Support or contacts a consultant
- CCSA will assign a consultant and coordinate with the organization's chosen to lead or identified sponsor (must be from Senior Management or Leadership Team).
- The organization's lead will coordinate with Joint Health and Safety Committee or the HSR, the union, leadership team, and a representative from each department (if not represented in the HSC) and establish a Workplace Violence and Harassment Prevention Committee.
- CCSA will set a pre-assessment meeting with the committee to provide an overview of the process, tools and review the roles and responsibilities of key stakeholders through the CCSA accountability framework.
- The committee will identify the main areas of improvement in the program by answering the CCSA Brief Organizational Assessment Tool (can be done Individually or as a consensus discussion).
- Note: Documentation review and group information sessions may be conducted. The process will be virtual although on-site observation may be conducted if needed.



### ***Assessing the Program Needs (Identify the Hazards and Determine Risk Rating)***

- Pre-Risk Assessment Survey will be sent to staff to understand the perception of violence. This survey is confidential.
- The CCSA will use the CCSA Workplace Violence Prevention Checklist to assess the program's best practice requirements (Part I)
- The CCSA Consultant and working group will use the Workplace Violence Risk Assessment Toolkit and determine risk ratings for each hazard.



### ***Develop Program Components (Develop the Action Plan and Control Hazards)***

- The WVH Prevention Committee will create a WPVRA action plan that includes a comprehensive and specific list of actions the organization has identified as controls that would be applicable to their organization (WPVRA Tool will have a few suggestions for controls for each identified hazard)
- The CCSA Consultant will support the WVH Prevention Committee in reviewing the Workplace Violence Prevention Checklist Part I - Assessment findings and discuss tools and recommendations for Part II - Action Plan.



### ***Implementing the Program (Implement the Action Plan)***

- The action plans and recommendations should be reviewed and approved by the organization's senior leadership.
- The organization should assign specific action plan items to appropriate individuals while considering priority levels from the risk rating and achievable time frames.



### ***Evaluating the Program***

- The CCSA Consultant will conduct a final meeting to discuss results, recommend following the PDCA cycle, and set pre-determined intervals for follow-up support.
- The working group will establish the frequency of evaluating the organization's Workplace Violence and Harassment Prevention Programs per standards and legislation.