



VCH

SRO Workplace Violence Risk Assessment Project

2007 – 2008

Presented by

Vancouver Community / Risk Management / OH&S

VCH

Workplace Violence Prevention Program

- Workplace Violence Prevention Policy
- Workplace Violence Prevention Program
- Emergency Response
- Weapons in the Workplace Policy
- Working Alone Policy
- Right to Refuse Unsafe Work
- Risk Assessment Program
- Education and other tools

Pathway

- Initial stimulant! – WorkSafeBC IR
 - To Senior Executive – proceed as a project
 - Establish Steering Committee
 - Implement a working group to identify issues and locations

The Assessments

- Establish list of all SRO's and Hotels in the DTES and other areas of Vancouver's Downtown where VCH does or may provide service,
- Work with front line staff, review high risk issues and develop criteria for risk of violence.

Criteria

- **Access / Exits**
- **Lighting**
- **Elevators / Stairs**
- **Site Management**
- **Maintenance / Cleanliness**
- **Site Security Systems**
- **Activity**
 - fighting, drug use, weapons, etc.
- **History of Violence**

Application of Criteria

- Apply criteria to list of SRO's and hotels,
- Team members confirmed results,
- Used and modified (with permission) City of Vancouver's Risk Assessment forms –
Why reinvent the wheel????
- Conduct site visits using criteria and applicable documents.

Forms / Documents

- Facility Profile
- Staff Involvement
- Violence Prevention Risk Assessment Checklist
- Risk Assessment Work Sheet
- Mgt. Led Assessment
- Risk Assessment Summary
- SRO/Hotel Violence Risk & Safety Action Tool
- VCH Right To Refuse Unsafe Work & Ethical Framework for decision making

Practice Guidelines

- 1 person visit
- 2 person visit
- Visit with Security Escort or Police
- No Visit – implement alternative

Share Point Team Site

- Active alerts
- Completed Assessments
- Events – meetings
- Assessment Tools
- Other Documents
- Members /Contacts / Tasks / Discussions

Share Point Team Site



All Sites

Advanced Search

Home Documents and Lists Create Site Settings Help

Site Actions

View All Site Content

Documents

- Facility Alerts
- Completed Assessments
- Assessment Tools
- Working Group Documents

Pictures

Lists

- Contacts
- Tasks

Discussions

- General Discussion

Surveys

Recycle Bin

Facility Alerts

Type	Name	Modified By
	Backpackers Inn - Feb 5, 2008	Hawkins, Kenneth [VC]

Add new document

Completed Assessments

Type	Name	Modified By
	Facility Name - A to F	Hawkins, Kenneth [VC]
	Facility Name - G to K	Hawkins, Kenneth [VC]
	Facility Name - L to O	Hawkins, Kenneth [VC]
	Facility Name - P to S	Hawkins, Kenneth [VC]
	Facility Name - T to Z	Hawkins, Kenneth [VC]

Add new document

Announcements

There are currently no active announcements. To add a new announcement, click "Add new announcement" below.

Add new announcement

Events

6/19/2008 3:30 PM WorkSafeBC Order Compliance Working Group Meeting

Add new event

General Discussion

Subject
DTFS Sites - Recent News & Concerns

Assessment Tools

Type	Name	Modified By
	Staff	Hawkins, Kenneth [VC]
	Corporate	Hawkins, Kenneth [VC]

Add new document

Members

- Affleck, Dale [VC]
- Coulter, Suzy [VC]
- Fisher, Jan [VC]
- Goodis, Phil [VA]
- Hawkins, Kenneth [VC]
- Leung, Mayeeta [VC]
- Loneragan, Judy [VC]
- Mulder, Tammy [VC]
- Nelson, Denise [VC]
- Pineda, Nena [VC]
- Porter, Jane [VC]
- Smutylo, Daniel [VC]
- Wan, Benjamin [VA]
- Wright, Daphne [VC]

Add new user

Risk Assessment Tools



Vancouver Community Violence Prevention Risk Assessment Checklist

Risk Assessment Criteria	Adequate Yes / No	Location	Requirement / Comments
Is there overt drug activity or other illegal conduct on-site?	<input type="checkbox"/> <input checked="" type="checkbox"/>		
Is there a presence of weapons on-site (conventional or improvised)?	<input type="checkbox"/> <input checked="" type="checkbox"/>		
8. Maintenance / Cleanliness			
Is the site clean and well maintained?	<input type="checkbox"/> <input checked="" type="checkbox"/>		
Is there evidence of uncapped needles or hazardous debris?	<input type="checkbox"/> <input checked="" type="checkbox"/>		
Is there the presence of bodily fluids?	<input type="checkbox"/> <input checked="" type="checkbox"/>		
9. Security Systems (Alarm, Cell Coverage, etc.)			
Are there security guards present on-site if required?	<input type="checkbox"/> <input checked="" type="checkbox"/>		
Are emergency communication devices readily available?	<input type="checkbox"/> <input checked="" type="checkbox"/>		
Do cellular phones operate in the building?	<input type="checkbox"/> <input checked="" type="checkbox"/>		
Are there personal/emergency alarms available?	<input type="checkbox"/> <input checked="" type="checkbox"/>		

DRAFT

Risk Assessment Tools



Vancouver Community Violence Prevention Risk Assessment Summary

For use in conjunction with the VC Violence Prevention Risk Assessment Checklist

Facility Name:
Location:
Type of Facility:

Assessment Date:
Assessment Recorded By:

HAZARD	RISK	CONTROLS	RECOMMENDATIONS

DRAFT

Risk Assessment Tools

SRO/Hotel Violence Risk & Safety Tool

This is a tool for all staff providing outreach within Vancouver Community to use at each outreach location, or when appropriate. This tool is a guide to determine if a site is a one-person visit, two-person visit, or a do-not-visit.

If at any time a staff person is feeling unsafe or identifies a risk in the work place, they should leave immediately and inform their direct supervisor of their inability to complete the client service.

For more detailed information, refer to: [Workplace Violence Prevention Program Policy \(VCH Intranet\)](#)

Action Algorithm for Serious Occurrences		
Open weapons used in a threatening manner	→	<ul style="list-style-type: none"> - Leave immediately - Contact police - Do not return until advised by management that it is safe to do so
Open weapons not used in a threatening manner	→	<ul style="list-style-type: none"> - Leave immediately if feeling unsafe - When safe to return discuss/contract with client - Advise building manager, as appropriate - Advise program manager and document in client's chart
Fighting, chaos or illegal activity in building	→	<ul style="list-style-type: none"> - Leave immediately if feeling unsafe - 2 person visit until risk assessment determines safe for 1 person visit - Advise program manager and document in client's chart - Advise building manager, as appropriate
Increased activity and numbers of people around	→	<ul style="list-style-type: none"> - Staff with > 1 year experience working in inner city or 2 staff visit - Coordinate/consult with other staff or site management if possible

Risk Assessment Tools

SRO/Hotel Violence Risk & Safety Tool

Work Environment	Risk Present		Decision/Action
Access/Exit <ul style="list-style-type: none"> - Is access to the site controlled? - Are access keys readily available (if necessary) - Are exits clearly identified and available? - Is access or exit obstructed by people objects etc. - Are bushes/shrubs pruned enough to reduce the hiding places of an assailant? 	Yes	No	If Yes... <i>The safety assessment should begin before exiting the vehicle or if on foot as you approach the site. If your are identifying risk to one or more of the assessment questions consider making visit two person.</i>
Lighting <ul style="list-style-type: none"> - Is the outdoor lighting appropriate? - Is the indoor lighting appropriate? 	Yes	No	If Yes... <i>If outdoor lighting not appropriate ensure it is clear on chart and share point not to visit after dark alone or no evening visit if other risk factors present. If indoor lighting is poor and other risk factors present – 2 person visit.</i>
Elevator/Stairs <ul style="list-style-type: none"> - Is the elevator in working order and easily accessible for staff use? - Are the stairs well lit and wide enough? 	Yes	No	If Yes... <i>If there are identified risks consider two person visit.</i>
Site Management <ul style="list-style-type: none"> - Is there someone on site during the day who can advise VC staff regarding safety risks? - Is there someone on site who can assist VC staff if they feel unsafe? - Are caret tenant support workers / attendants on site? 	Yes	No	If Yes... <i>If the answer to these questions is no – consider two person visit</i>
Maintenance/Cleanliness <ul style="list-style-type: none"> - Is there evidence of uncapped needles or hazardous debris? - Is the site clean and well maintained? - Evidence of bed bugs? 	Yes	No	If Yes... <i>If uncapped needles and hazardous debris proceed with caution or do not visit. Consider two person for future visits if visiting alone. If evidence of bed bugs contact building manger to report, ensure use of bed bug kits for client visit.</i>

Barriers / Issues / Challenges

- The balance = provide care and services, ensure staff safety
- Confidentiality, privacy, and legality
- New or inexperienced workers
- Peer pressure between workers
- Perceptions on violence
- Changing population and demographics and other realities

Getting Started

- Commitment from your senior leadership
- Establish a working group
- Review your existing program, and see how this ties into it,
- Utilize available tools, forms, etc.
 - (don't re-invent the wheel)
- Do the best you can with the tools and resources you have!

Contact Information

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