

Health Care Violence Inspection Checklist

This guide is intended to make employers aware of the parts of the Occupational Health and Safety Regulation that prevention officers will be focusing on as part of the Health Care High Risk Strategy.

Employer:	Location #:	Firm #:
Address:		
Primary Contact Name:	Phone #:	
WorkSafeBC Officer:	Date:	

The violence prevention checklist is a tool to assess for regulatory compliance and facilitate violence prevention in health care. This checklist is to be completed by officers during the course of the site inspection and will focus on the following: Violence Risk Assessment, related policies and procedures, worker training and supervision, and employer investigations.

Gaps identified will be communicated to the employer through orders issued by WorkSafeBC prevention officers. The employer will be required to prepare a Notice of Compliance that details an action plan with responsibilities and dates for completion that is acceptable to WorkSafeBC.

1. Violence prevention program	Y, N, N/A
Is the Violence Prevention Program being reviewed on an annual basis? If so, by whom?	
Violence Risk Assessment (VRA)	
Has the employer conducted a VRA?	
Who did the VRA?	
How was the Joint Health & Safety Committee (JHSC) involved in the VRA process?	
How were workers involved in the VRA process?	
Did the individuals who conducted the VRA have training in the identification and assessment of workplace violence?	
When was the VRA last conducted?	
When was the VRA last reviewed and who performed this review?	
What significant changes have been made in the nature of the business, since the most recent date that the risk assessment was conducted/reviewed?	

1. Violence prevention program	Y, N, N/A
What is the makeup of patient population (age, type of mental illness, history of violence, number of patients)?	
What is the makeup of staff that includes contractors and subcontractors?	
Have there been facility changes (changes to layout function) and what are they?	
Have there been work procedure changes (e.g. patient care approach, Code White) and what are they?	
Have there been changes in staffing deployment and scheduling on-site? Explain.	
Did the VRA include the consideration of previous experience in that workplace?	
Did the VRA include the consideration of occupational experience in similar workplaces?	
Did the VRA include the consideration of the location and circumstances in which work will take place?	
Did the VRA include a Risk Matrix for high, medium, low work tasks/patient-nurse interactions and associated controls, policies and safe work procedures?	
Did the VRA include an environmental assessment of the physical space?	
Did the VRA include consideration of the level of controls required in accordance with the hierarchy of controls?	

1. Violence prevention program	Y, N, N/A
What were the major risk factors and hazards noted in the VRA and did it include a list of recommendations, responsibilities, and time lines?	
Has safe egress been provided at all areas identified?	
Have all of the recommendations from the VRA been implemented? If not, then why not?	
If there have been delays, what is the timeline for implementation? What interim measures have been put in place?	
How was the JHSC involved in the implementation of these recommendations (including the recommendations that will not be implemented)?	
Was the JHSC provided with reasons why recommendations were not implemented?	
Policies and Procedures	
Has the employer established effective procedures, policies and work environment arrangements to eliminate the risk to workers? This includes "other workers" i.e. contract workers, policies and procedures to include patient pre-admission criteria, violence prevention training for new and seasoned workers, Code White procedure/ response, PRN/meds, use of Personal Panic Alarms fixed alarms etc.	
If elimination of the risk to workers is not possible what procedures, policies and work environment arrangements have been established to minimize the risk to workers?	

1. Violence prevention program	Y, N, N/A
How is the employer ensuring for patients/clients/residents, other residents, visitors and worker safety given that physical and chemical restraints may have been reduced or eliminated?	
Are policies and procedures made readily available/communicated to workers?	
Has the employer ensured that the recommended corrective actions have been effective in minimizing the risk to workers? Explain.	
Has the employer informed workers who may be exposed to the risk of violence of the nature and extent of the risk? Explain.	
Has the employer provided information related to the risk of violence from persons whom workers are likely to encounter in the course of their work? Explain.	
Supervision and Training of Workers	
Has the employer instructed all workers (full-time, part-time, casual, "other workers") who may be exposed to the risk of violence in the means for recognition and the potential for violence?	
Have managers and supervisors been instructed in the recognition and control of violence?	
Has the employer instructed workers who may be exposed to the risk of violence in the procedures, policies and work environment arrangements, equipment (such as PPAs, cameras and monitors) which have been developed to minimize, or effectively control the risk to workers from violence? Explain.	

1. Violence prevention program	Y, N, N/A
Are violence prevention inspections and mock violent incident drills conducted? How often? By whom? Are they documented? Do they include observation of workers interacting with patients?	
Has the employer instructed all workers in the appropriate response to incidents of violence, including how to obtain assistance?	
How has the employer instructed all workers in the procedures for reporting, investigating, and documenting incidents of violence?	
Explain the procedure for workers (including "other workers") for reporting incidents of violence?	
Are incidents of violence involving "other workers" investigated?	
Has the employer ensured that a worker reporting an injury or adverse symptom as a result of an incident of violence is advised to consult a physician of the worker's choice for treatment or referral?	
Is there a record of all manager, supervisor and worker education and training? Who is responsible to maintain the record? Is it readily available?	
Have workers received instruction and training specific to violence prevention and their responsibility to report incidents of violence?	
What was the training? (On-line? Classroom? Hands-on simulation?)	

1. Violence prevention program	Y, N, N/A
When did it occur? When are refreshers required?	
Is the training appropriate and practical (i.e., does it include de-escalation techniques, break away techniques, and defensive moves)? Have managers and supervisors received instruction and training specific to their responsibilities for health and safety in general, and workplace violence in particular, at the site?	
What was the training?	
When did it occur?	
Is it appropriate?	

2. Investigations	Y, N, N/A
Are incident investigations completed promptly and in accordance with the Act and the Regulation?	
Do the persons conducting the investigations know:	
<ul style="list-style-type: none"> • The intent of investigations 	
<ul style="list-style-type: none"> • What incidents to investigate and the timeframe for conducting them 	
<ul style="list-style-type: none"> • What incidents to report to WorkSafeBC Prevention and the timeframe for conducting them 	
<ul style="list-style-type: none"> • The content of the investigation report form 	
<ul style="list-style-type: none"> • The appropriate distribution of the investigation report 	
Is there evidence of worker involvement in incident investigations?	
Do investigation reports include causes, contributory factors and corrective actions with responsibilities and timelines?	
Are corrective actions being implemented in a timely manner and tracked?	
Are corrective actions being communicated to workers?	
Are the findings and recommendations shared with the JHSC?	
Are records of accident investigations maintained and available to the JHSC, union reps, workers, and WorkSafeBC?	
Are site and department-specific violent incidents discussed at management meetings? JHSC meetings?	
Are violent incidents summaries being reviewed as part of the employers' Violence Prevention Program on an annual basis?	

Resources

Visit the [Health Care High Risk Strategy](#) section of [worksafebc.com](#) for links to related resources.

Related Law and Policy

Full text of the *Workers Compensation Act* and the Occupational Health and Safety Regulation can be found online at [worksafebc.com/law-policy](#).

Violence in the Workplace

OHS Regulation

Part	Section	Descriptor
4	4.27	Definition
4	4.28	Risk assessment
4	4.29	Procedures and policies
4	4.30	Instruction of workers
4	4.31	Advice to consult physician

Workplace Accountabilities and Responsibilities

Workers Compensation Act

Part	Division	Section	Descriptor
3	3	115	General duties of employers
3	3	116	General duties of workers
3	3	117	General duties of supervisors
3	3	118	Coordination at multi-employer worksites
3	4	125–140	Joint committees
3	10	172–176	Accident reporting, investigation, and follow-up action

Additional OHS Regulation

Part	Section	Descriptor
3	3.5, 3.7, 3.8	Workplace inspections
3	3.10	Reporting unsafe conditions
3	3.16	First aid
3	3.23, 3.24, 3.25	Young or new worker orientation and training