

Answer the following questions based on your perspective of how you rate your organization. Fill in the circle that is most applicable.

Section 1: History of workplace violence considerations

1. There is a history of physical assaults/attacks.

<input type="radio"/> Often	<input type="radio"/> Sometimes	<input type="radio"/> Rarely	<input type="radio"/> Never
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2. There are threats of physical assaults/attacks.

<input type="radio"/> Often	<input type="radio"/> Sometimes	<input type="radio"/> Rarely	<input type="radio"/> Never
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Section 2: Type of work environment considerations

3. Employees carry out inspections or have enforcement duties.

<input type="radio"/> Often	<input type="radio"/> Sometimes	<input type="radio"/> Rarely	<input type="radio"/> Never
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4. Employees work with people who may be in distress (unemployment, have a grievance, addictions, etc.).

<input type="radio"/> Often	<input type="radio"/> Sometimes	<input type="radio"/> Rarely	<input type="radio"/> Never
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5. Employees come into contact with people with whom they are not familiar.

<input type="radio"/> Often	<input type="radio"/> Sometimes	<input type="radio"/> Rarely	<input type="radio"/> Never
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6. Employees handle money, valuables or prescription drugs.

<input type="radio"/> Often	<input type="radio"/> Sometimes	<input type="radio"/> Rarely	<input type="radio"/> Never
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7. Employees work alone or in isolated areas.

<input type="radio"/> Often	<input type="radio"/> Sometimes	<input type="radio"/> Rarely	<input type="radio"/> Never
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8. Employees work in or near buildings or areas where there is a risk of violent crime.

<input type="radio"/> Often	<input type="radio"/> Sometimes	<input type="radio"/> Rarely	<input type="radio"/> Never
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9. Employees work in areas with poor office design or layout.

<input type="radio"/> Often	<input type="radio"/> Sometimes	<input type="radio"/> Rarely	<input type="radio"/> Never
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10. Employees work in areas with a lack of appropriate security measures.

<input type="radio"/> Often	<input type="radio"/> Sometimes	<input type="radio"/> Rarely	<input type="radio"/> Never
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Answer the questions in sections 3 and 4 by identifying a number on the scale of 1-10, with 10 being full agreement with the statement. Fill in the circle that is most applicable.

Section 3: Organizational culture considerations

11. Some forms of violent behaviours (e.g., threats, pushing) are tolerated.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	6	7	8	9	10

12. Safety of staff is not a high priority of the organization.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	6	7	8	9	10

13. An attitude exists about potential for violence that "This is just part of the job".

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	6	7	8	9	10

Section 4: Workplace violence policy and procedure considerations

14. Our organization has a policy on workplace violence.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	6	7	8	9	10

15. The policy on workplace violence is reviewed with all new employees.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	6	7	8	9	10

16. Our policy clearly states what constitutes inappropriate behaviour by employees, employers, clients, customers and strangers.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	6	7	8	9	10

17. Our policy specifically addresses physical violence (assault, threats), not just psychological violence (bullying, harassment).

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	6	7	8	9	10

18. Our policy is enforced at all levels.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	6	7	8	9	10

19. Our policy outlines a clear process for reporting incidents.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	6	7	8	9	10

20. Everyone takes the reporting of incidents seriously and complies.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	6	7	8	9	10

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FACILITATOR'S GUIDE

Facilitator's Role

As the facilitator of the *Workplace Violence Assessment* tool, your goal is to create an environment that stimulates healthy discussion, with the aim of decreasing potential for violence in the workplace.

The Process

1. Facilitator sets the stage by outlining the purpose of the meeting(s).
2. Each person fills out an assessment tool (approximately 10 minutes).
3. Facilitated discussion based on assessment tool results (1+ hours).

The length of this process will vary depending on your organization or group. You may also want to consider follow-up sessions.

Interpreting Results of Assessment Tool

In the first two sections of the assessment, the marking of "Often" or "Sometimes" indicates a higher potential for violence. The last two sections are based on a scale. Higher numbers indicate a greater potential for violence related to that question.

FACILITATING DISCUSSION

Phase 1 - General Observations

Once people have filled out the assessment on their own, open a conversation about some of their key observations in general terms. For example:

"Which of your responses to the assessment questions stands out to you as most concerning?"
"What areas of risk had you not thought about before this assessment?"

If you are facilitating the discussion with a larger group, consider breaking them up into smaller groups for an initial conversation before reporting back to the large group.

Phase 2 - Identifying Significant Issues and Themes

Now lead the group through their response to each of the questions. When significant themes or common issues arise, spend additional time exploring these concerns. In this phase, common concerns will typically emerge that will form the basis of the final discussion. Try to limit the discussion about solutions to the issues until the next phase.

Note that some of the questions may not be relevant to your specific organization.

Phase 3 - Identifying Solutions to High Risk Factors

Now that significant themes or common issues have emerged, spend time identifying possible ways to decrease the risks identified in previous phases. Focus on developing specific plans and strategies that are realistic and doable.

FACILITATION CONSIDERATIONS

- Who is the best person to lead the facilitated discussion? What is their role within the organization, and what are the potential dynamics to be aware of related to this?
- Consider group size. The larger the group, the more time you will likely need. However, more voices may mean you don't miss important issues that only a few people may have seen.
- Consider group make-up. What are the positives and negatives of having people from various departments in one group versus more focused departmental groups?
- Set guidelines for discussion and interactions - how will you speak with each other when you disagree? How will you listen to each other?
- Be prepared for differences of opinion and potential conflict about what the key issues are.

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