

HEALTH AND SAFETY SURVEY OF AGGRESSION AGAINST STAFF

This survey is in order to compile information related to the history of aggression against staff so that an effective violence prevention program can be put in place. Please take the time to respond to the questions. If you require any assistance please contact your risk assessment team.

Check off the box next to your response or fill in the blanks as required. If more than one response is applicable, then check off as many boxes as required.

Violence under **section 4.27** of the Industrial Health and Safety Regulations is defined as follows:

4.27 Violence means the attempt or actual exercise by a person, other than a worker, of any physical force so as to cause injury to a worker, and includes any threatening statement or behaviour which gives a worker reasonable cause to believe that the worker is at risk of injury.

Section 1:

1. Have you ever been subjected to an act of violence in your workplace? Yes No

2. How many times have you been subjected to an actual incident of violence in the last:
week _____ month _____ year _____

3. What was the nature of the aggression? were you:

- struck
- kicked
- bitten
- clawed
- tripped
- pushed
- cut
- slapped
- grabbed
- sexually assaulted
- subjected to verbal aggression
- other (specify) _____

4. Were you exposed to blood or body fluids? Yes No

5. Does the employer have post exposure protocols in place? Yes No

6. If you were subjected to verbal aggression, were the threats to:

- injure you
- kill you or a family member
- damage or destroy personal property
- other (specify) _____

7. Were others close enough to provide assistance?

- no, I was alone
- yes, other staff
- yes, police

8. Prior to the incident, did you suspect that a violent situation might arise?

- No
- Yes, warning from chart, files, reports
- Yes, warning from co-workers
- Yes, warning from other professionals
- Yes, warning from supervisor
- Yes, previous warning from client
- Yes, escalation of a client/ resident's behaviour

9. Would you say that the incident was related to lack of sufficient staffing? Yes No

10. Would you say that this incident occurred as a result

of facilities closing? Yes No

11. Would you say that this incident occurred because of downsizing? Yes No

12. Is a process in place to seek assistance from co-workers? If yes, what? No Yes

(specify) _____

13. Does this process work? Yes No

14. Does the employer have a process in place for reporting incidents? Yes No

15. Did you report this incident? Yes No

16. Did you file a Workers' Compensation report? Yes No

17. Did the health and safety committee receive a copy of the report? Yes No

18. Was an investigation conducted by the health and safety committee? Yes No

19. Was any action taken after the incident? No Yes

- client/resident assigned to other worker
- client/resident discharged or transferred
- changed work policy/procedure
- implemented a violence training pkg
- increased security
- client/patient was convicted or charges were laid
- other (specify) _____

20. Where did the incident(s) of violence occur? (Please list) _____

21. What time did the violence occur? day shift afternoon shift night shift

22. Did the act of aggression result in having to take time off work? Yes No
How long? _____

23. Is there a process or mechanism in place to assess clients and their potential to abuse? Yes No

24. Does the Employer have a policy regarding violence? Yes No

25. Are there policies and procedures in place? Yes No

26. Have you received training in the recognition of the potential for abuse? Yes No

27. Have you been trained in diffusion techniques? Yes No

28. Do you feel that violence in your job is increasing? Yes No

29. Does the employer have debriefing or counselling available to staff? Yes No

30. Are you ever alone during working hours (for example, no other staff present)?

- Always
- Over 75% of the time
- 50 & 75% of the time
- 25 & 50% of the time
- Under 25% of the time
- Don't know if I'm alone

31. When you are working alone, do you notify anyone when you are finished working?

- I never work alone
- Yes, always
- Yes, sometimes
- No, never

Section 2: In this section, we are interested in your understanding of current workplace policies, procedures and practices which are related to minimizing on-the-job risks and dealing with "aggressive acts".

32. Does your workplace have a written policy about the following? (check as many as apply)

- How to handle a violent client/patient/resident
- When & how to request the assistance of a co-worker
- When & how to request the assistance of the police
- What to do about a threat of violence
- How to report "aggressive acts or incidents"
- What to do about harassment
- There are no written policies

33. When dealing with a potentially violent person or situation, if you request that a second person assist or accompany you, is the request automatically granted every time?

- Yes
- No
- Sometimes
- I never request assistance

34. During the past two years have you or your co-workers raised any of the following issues about

violence with management?

- Working alone
- Levels of staffing
- Alarm systems
- Training
- Other (specify) _____

Section 3: This section deals with any training that you may have received which would help you deal with aggressive incidents in the workplace.

35. Have you received specific training about how to recognize and deal with potentially violent persons or situations?

- No training received
- Yes, during college or university studies
- Yes, during orientation period in present job
- Yes, during in-services workshops
- Yes, during courses given by outside institutions/agencies
- Yes, during course(s) given by the Union
- No specific training, but have received relevant information from supervisor

Section 4: In this section, we have a few questions about your workplace and what measures, if any, could be usefully implemented to minimize possible risks from aggression.

36. I believe that current policies, guidelines and security measures of my workplace are adequate in addressing potentially violent situations.

- Strongly agree
- Agree
- No opinion
- Disagree
- Strongly disagree

37. I frequently worry about my personal safety on the job.

- Strongly agree
- Agree
- No opinion
- Disagree
- Strongly disagree