



### Violence Assessment Tool (VAT)

The Violence Assessment Tool provides a snapshot of a client's immediate risk of violence. The VAT was developed (as part of the Individual Client Risk Assessment Tool) for employers and employees in the healthcare and emergency services sectors. It's designed to help these care providers identify risk factors and levels associated with workplace violence. By conducting regular client-risk assessments, providers can apply control interventions that promote both employee and client safety, as well as ensure client-centred care.

The VAT should be completed at first contact with a client, and on an ongoing basis depending on client population, individual client circumstances, and the employer's operational policies.

☐ Initial Assessment ☒ Reassessment

Public Services Health  
& Safety Association™

Your Health. Your Safety. Our Commitment.

# Violence Assessment Tool

## Online User Guide



## Violence Assessment Tool - Online User Guide

Copyright © 2017

Product Code: VPRTL BEN0917

### **Public Services Health and Safety Association (PSHSA)**

4950 Yonge Street, Suite 1800

Toronto, Ontario M2N 6K1

Canada

Telephone: 416-250-2131

Fax: 416-250-7484

Toll Free: 1-877-250-7444

Web site: [www.pshsa.ca](http://www.pshsa.ca)

Connect with us:

 [@PSHSAca](https://twitter.com/PSHSAca)

Please note that all information provided in this toolkit is general in nature and may not be appropriate for particular situations or circumstances. The toolkit is not intended to provide legal advice or replace the Occupational Health and Safety Act (OHSA), its regulations or other relevant legislation that may apply to your work setting. Under no circumstances shall Public Services Health & Safety Association (PSHSA) be responsible for any damage or other losses resulting from reliance upon the information given to you, and all such liabilities are specifically disclaimed to the full extent permitted by law.

All material copyright 2017 Public Services Health & Safety Association. You may make no claim to copyright in any materials incorporating or derived from these materials.

All other rights reserved.

# Terms of Use

By accessing or using these Public Services Health & Safety Association (PSHSA) training materials, you agree to be bound by these terms and conditions.

**Content:** Although PSHSA endeavors to ensure that the information provided within these training materials is as accurate, complete and current as possible, PSHSA makes no representations or warranties about the information, including in respect of its accuracy, completeness or currency. You agree that PSHSA shall not be liable for any loss or damage to you or any other person, howsoever caused, that is in any way related to the information found within these training materials or your use of it.

**Intent:** The content within these training materials is provided for educational and informational purposes. It should not be considered as solicitation, endorsement, suggestion, advice or recommendation to use, rely on, exploit or otherwise apply such information or services.

**Copyright:** These training materials and their content are protected by Canadian and international intellectual property laws, regulations, treaties and conventions. Except as specifically permitted by these terms and conditions, you shall not reproduce, download, modify, distribute, communicate, adapt, incorporate into another work or product, translate, or otherwise use any content from these training materials, in whole or in part, or authorize anyone else to do any of the foregoing, without PSHSA's prior written permission. In no circumstances may the information or content within these training materials be reproduced, in whole or in part, for marketing, advertising, promotional, or commercial purposes, except with the prior written permission from PSHSA. These Terms of Use must be retained and communicated in full on any permitted reproductions, disseminations and work products.

**Other intellectual property rights:** No permission is granted for the use of any other intellectual property right, including official marks or symbols, trademarks, logos, domain names or images.

Document Name: Violence Assessment Tool Online User Guide V1.1  
VPRTLBN0917

Product Code: VPRTLBN0917

Version Date: 24.08.2017



# Table of Contents

1. Introduction .....	1
1.1 What is the VAT/ICRA tool?.....	1
1.2 Understanding the User Guide .....	1
2. Starting the Violence Assessment Tool.....	2
3. Completing an Assessment.....	3
3.1 Controls and Navigation Overview .....	3
3.2 Risk Rating Reference.....	4
3.3 Completing Sections .....	5
3.3.1 Completing the Risk Indicators Section .....	5
3.3.2 Completing the Risk Rating Section .....	7
3.3.3 Completing the Contributing Factors Section.....	9



# **1. Introduction**

## **1.1 What is the VAT/ICRA tool?**

The Individual Client Risk Assessment (ICRA) toolkit has been developed to help identify behaviours and triggers associated with increased risk of violence so prevention measures for staff and the client may be taken. Within the ICRA is a Violence Assessment Tool (VAT) designed for assessing the risk of violence at a point in time related to a client's history of violence and the behaviours they are currently displaying. The online tool can be accessed through the link <https://icra.pshsa.ca>.

## **1.2 Understanding the User Guide**

The ICRA tool was designed to be intuitive and easy to use, so that you can jump in and start your assessment right away. This User guide will provide a detailed walkthrough into the creation of an assessment, with step-by-step screens explaining how to navigate the tool, its controls and functionalities, providing you an overview on how to conduct an assessment.

## 2. Starting the Violence Assessment Tool

When you open the Violence assessment tool you will be presented with a welcome box that asks you to complete some basic information (see Figure 1 below). Please note: Step 1 and Step 2 below are optional and not required to continue to use the tool.

1. (Optional) Click on the “*Client’s Name*” box and type in the client’s name
2. (Optional) Click on the “*Identification #*” box and enter the identification number used to identify this client within your organization. **Note:** Both steps 1 and 2 are **optional** and can be done manually on the printed version of the report generated by the system.
3. Click the down arrow next to “*Select Care Sector*” to see the different sectors. There are four different options, in the following order: Long Term Care (LTC), Acute Care, Emergency Medical Services (EMS) and Community Care. Click on the sector that best fits your needs. **Only one sector can be selected per assessment.**
4. Click on the checkbox to indicate if this is the client’s Initial Assessment or a Reassessment.
5. Click the “Next” button to start your assessment.

Public Services Health & Safety Association

### Violence Assessment Tool (VAT)

The Violence Assessment Tool provides a snapshot of a client's immediate risk of violence. The VAT was developed (as part of the Individual Client Risk Assessment Tool) for employers and employees in the healthcare and emergency services sectors. It's designed to help these care providers identify risk factors and levels associated with workplace violence. By conducting regular client-risk assessments, providers can apply control interventions that promote both employee and client safety, as well as ensure client-centred care.

The VAT should be completed at first contact with a client, and on an ongoing basis depending on client population, individual client circumstances, and the employer's operational policies.

- 1 Client's Name
- 2 Identification #
- 3 Select Care Sector
- 4 ☐ Initial Assessment ☐ Reassessment
- 5 Next

Figure 1: Welcome Screen Violence Assessment Tool



## 3. Completing an Assessment

### 3.1 Controls and Navigation Overview

Most of the assessment's pages follow the same pattern. Here is an overview on how to navigate and interact with the different controls:

1. The left side menu presents a brief description about completing the current section and your progress through the assessment.
2. The top horizontal bar shows your current section and 'Risk Rating' status. You can click the drop down arrow to see more details regarding the Rating Scale
3. Under each statement there is a toggle button that can be clicked to alternate between either "No" or "Yes". Note: the default option is "No".
4. The comment box allows you to add notes on the section that will be included in the PDF report generated by the tool.
5. Use the "Next" button after you are done with comments and marking statements to navigate to the next page.

The screenshot displays the 'Individual Client Risk Assessment Tool (ICRA)' interface. On the left, a vertical navigation menu (1) lists sections: 'A Risk Indicators' (selected), '1. History of Violence', '2. Observed Behaviours', 'B Risk Rating', and 'C Contributing Factors'. The main content area (2) is titled 'SECTION A: Risk Indicators - Long-Term Care' and shows 'Risk Rating: In Progress'. Under '1. History of Violence', there is a 'Past occurrence of:' section with three bullet points. Each bullet point has a toggle button (3) set to 'No'. Below this is a text input field for 'Add a comment' (4). At the bottom right is a 'Next' button (5).

Figure 2: Controls and Navigation Overview

## 3.2 Risk Rating Reference

The top horizontal bar displays your current section and when you click the 'down' arrow on the far right, a popup will open displaying more information regarding the Risk Rating Reference. This rating changes automatically as you complete the assessment.

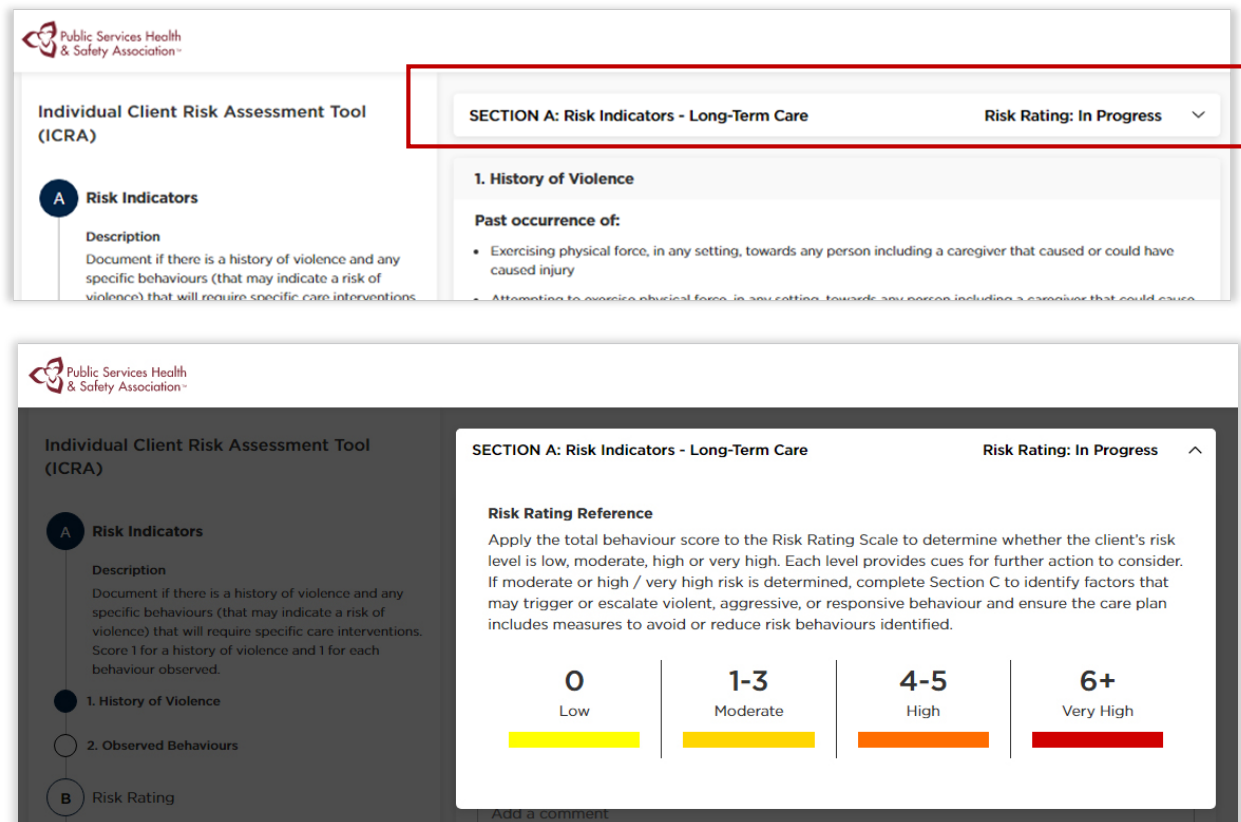


Figure 3: Horizontal Bar - Risk Rating Reference and Pop-Up Window

You can click on the 'up' arrow or anywhere outside the popup window to close it. After completing the first part of your assessment, "Risk Indicators", the horizontal bar will change its color to convey the client's level of risk. The different colors and their meaning are:

- Bright Yellow – Low risk.
- Dark Yellow – Moderate risk
- Orange – High Risk
- Red – Very High

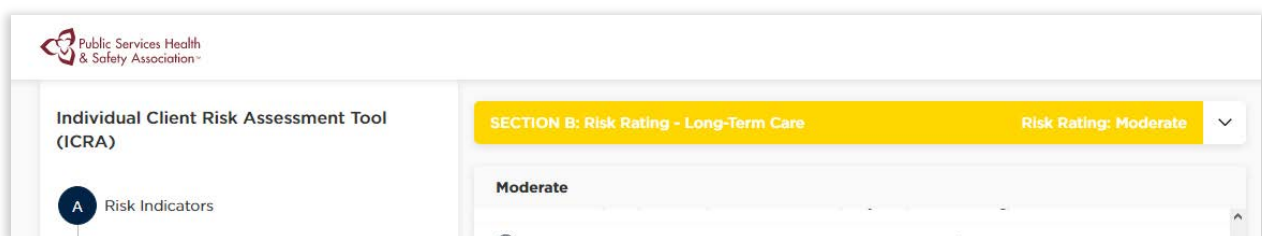


Figure 4: Risk Indicators Bar

## 3.3 Completing Sections

The assessment is divided in three main sections:

- Risk Indicators,
- Risk Rating and
- Contributing Factors.

The left menu show how many pages each section is composed. You can freely navigate within a section, but you **cannot revisit sections that are already completed**.

### 3.3.1 Completing the Risk Indicators Section

1. For each page within the Risk Indicators section you will be presented a list of risks or behaviours to assess. Click the toggle button after each risk or behaviour to mark it as “Yes” if it can be observed. If the risk or behaviour is not observed leave the button as default, in the “No” position.
2. After evaluating all risks and behaviours, press the “Complete” button to finish this section. **Note:** that you have to scroll down through all 11 Behaviours before marking this section as complete.

Public Services Health & Safety Association

Individual Client Risk Assessment Tool (ICRA)

**A Risk Indicators**

Description  
Document if there is a history of violence and any specific behaviours (that may indicate a risk of violence) that will require specific care interventions. Score 1 for a history of violence and 1 for each behaviour observed.

1. History of Violence

2. Observed Behaviours

**B Risk Rating**

**C Contributing Factors**

**SECTION A: Risk Indicators - Long-Term Care** Risk Rating: In Progress

**2. Observed Behaviours**

**Body Language:**

- Torso shield – arms / objects acting as a barrier
- Puffed up chest – territorial dominance
- Deep breathing / panting
- Arm dominance – arms spread, behind head, on hips
- Eyes – pupil dilation / constriction, rapid blinking, gazing
- Lips – compression, sneering, blushing / blanching

1 No Yes

Add a comment

Previous Complete 2

Figure 5: Risk Indicator Section

3. At this point, you can print or download the client assessment, or continue on to sections B and C.

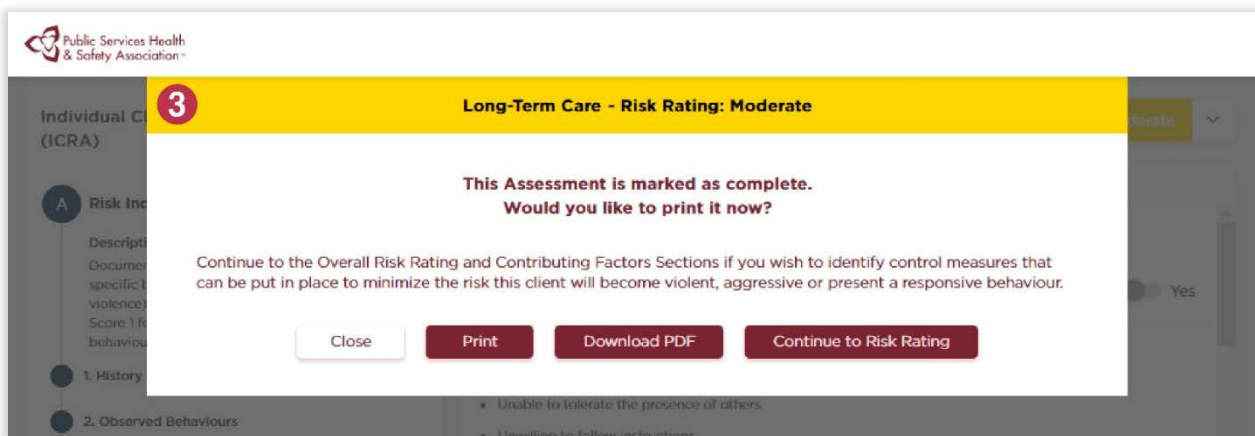


Figure 6: Print Risk Indicators Section

Continuing is optional, but will provide you with two more sections intended to identify control measures in order to minimize client's risk of escalating behaviour, providing a more complete assessment to be downloaded or printed in the end.

### 3.3.2 Completing the Risk Rating Section

The Risk Rating Section provides a specific list of suggested interventions that can be used within your organization to deal with observed risks and behaviours. The number of suggestions displayed is based on your Risk rating. Completing this section will update the final report with the selected suggested interventions.

1. To select a suggested intervention to include in the report, click on the radial button to the left of the intervention. Clicking an already selected item will un-select it.

Public Services Health & Safety Association

Individual Client Risk Assessment Tool (ICRA)

**A** Risk Indicators

**B** Risk Rating

**Description**  
Risk specific suggested interventions have been provided. Check off the interventions that will be implemented for this client. Complete Section C Contributing Factors to identify client specific factors that may trigger or escalate violent, aggressive, or responsive behaviours and ensure the care plan includes measures to avoid or reduce risk behaviours identified.

**C** Contributing Factors

**SECTION B: Risk Rating - Long-Term Care** Risk Rating: Moderate

**1 Moderate**

- ☒ Apply flag alert
- ☒ Promptly notify shift supervisor so they can inform relevant staff and coordinate appropriate client placement, unit staffing, and workflow
- ☐ Alert back-up staff / security / police and request assistance when needed.
- ☒ Scan environment for potential risks and remove if possible
- ☐ Ensure section C is completed and initiate the violence prevention care planning process - care plan should address known triggers, behaviours and include safety measures appropriate for the situation for both clients and workers
- ☐ Use effective therapeutic communication e.g. maintain a calm reassuring demeanor, remain non-judgemental and empathetic, and provide person-centered care
- ☐ Be prepared to apply behaviour management and self-protection teachings according to organizational policy / procedures that are appropriate for the situation - training programs provided may include GPA, Montessori, SMG, P.I.E.C.E.S., U-First Me & U-First, Stay Safe, MOAB training, and Self Defense
- ☒ Collaborate with Behavioural Support Ontario (BSO) trained staff / psychogeriatric resource consultant as required
- ☐ Ensure communication devices / processes are in place (e.g. phone, personal safety alarm, check-in protocol and / or global positioning tracking system)

Continue to Contributing Factors

Figure 7: Risk Rating Section

2. You are also able to add customized interventions to the list. To do so, click on the “+” icon at the bottom of the list to create a new text field.

The screenshot shows the 'Individual Client Risk Assessment Tool (ICRA)' interface. On the left, there are three sections: A Risk Indicators, B Risk Rating, and C Contributing Factors. Section B is currently selected. The 'Risk Rating' section has a description and a list of interventions. A red circle with the number 2 highlights the '+' icon at the bottom of the list of interventions, indicating where to click to add a new intervention.

Figure 8: Adding Customized Interventions

3. After writing the text, click “Add” to confirm that you would like to add your new custom intervention or “Cancel” to delete it.

The screenshot shows the 'Individual Client Risk Assessment Tool (ICRA)' interface. On the left, there are three sections: A Risk Indicators, B Risk Rating, and C Contributing Factors. Section B is currently selected. The 'Risk Rating' section has a description and a list of interventions. A red circle with the number 3 highlights the 'Add' button at the bottom of the list of interventions, indicating where to click to confirm adding a new intervention.

Figure 9: Saving Customized Interventions

### 3.3.3 Completing the Contributing Factors Section

The Contributing Factors section allows for documenting triggers and behaviours, and provides preventative measures and de-escalation techniques. Completing this section will update the final report with the selected considerations, preventative measures and de-escalation techniques. This section follows a similar scheme to Section B, Risk Rating.

1. Click on the radial button on the left of each item to select the ones that apply. Clicking an already selected item will un-select it.
2. You are also able to add customized options to each list. To do so, click on the “+” icon at the bottom of the list to create a new text field. After writing the text, click “Add” to confirm that you would like to add your new custom intervention or “Cancel” to delete it.

Public Services Health & Safety Association

Individual Client Risk Assessment Tool (ICRA)

A Risk Indicators

B Risk Rating

C Contributing Factors

Description

Certain factors can lead to or escalate violent, aggressive or responsive behaviours. These factors tend to fall into four categories: physical, psychological, environmental, and activity triggers. Documenting known triggers and behaviours and asking your patient, client or substitute decision maker (SDM) to help identify them can help you manage them more effectively and safely. Use the information collected and intervention resources listed to develop an individualized violence prevention care plan and a safety plan to protect workers at risk.

1. Considerations

2. Preventative Measures

3. De-escalation Techniques

SECTION C: Contributing Factors - Long-Term Care

Risk Rating: Moderate

1. Question for client:

To help us provide the best care possible, please describe:  
If there is anything during your stay that could cause you to become agitated, upset or angry? e.g., I am agitated when...

1.1 Considerations

1. Physical triggers — e.g., hunger, pain, infection, new medication

2. Psychological — e.g., fear, uncertainty, feeling neglected, loss of control, being told to calm down, being lectured

3. Environmental triggers — e.g., noise, lighting, temperature, scents, privacy, time of day, days of the week, small spaces / overcrowding, visitors

4. Activity triggers — e.g., bathing, medication, past experiences, toileting, changes in routine, resistance to care

2. Add a new question

Next

Figure 10: Adding Customized Options to Contributing Factors List



3. After completing all pages, click in either “Print” or “Download PDF” at the bottom right of the page to finish your assessment.

Public Services Health & Safety Association

**Individual Client Risk Assessment Tool (ICRA)**

**A** Risk Indicators

**B** Risk Rating

**C** Contributing Factors

**Description**  
Certain factors can lead to or escalate violent, aggressive or responsive behaviours. These factors tend to fall into four categories: physical, psychological, environmental, and activity triggers. Documenting known triggers and behaviours and asking your patient, client or substitute decision maker (SDM) to help identify them can help you manage them more effectively and safely. Use the information collected and intervention resources listed to develop an individualized violence prevention care plan and a safety plan to protect workers at risk.

**1. Considerations**

**2. Preventative Measures**

**3. De-escalation Techniques**

**SECTION C: Contributing Factors - Long-Term Care** Risk Rating: Moderate

**3. Potential De-escalation Techniques:**

Identify potential de-escalation strategies based on previous information

**3.1 De-escalation Techniques**

☒ Give eye contact

☐ Use humor

Add a comment

Previous Print **Download PDF** 3

Figure 11: Printing or Downloading Contributing Factors List

4. To start a new assessment, either load the tool again at <https://icra.pshsa.ca> or select the option of “New Assessment” that is generated after clicking on the “Download PDF” option for the first time.

Public Services Health & Safety Association

**Individual Client Risk Assessment Tool (ICRA)**

**A** Risk Indicators

**B** Risk Rating

**C** Contributing Factors

**Description**  
Certain factors can lead to or escalate violent, aggressive or responsive behaviours. These factors tend to fall into four categories: physical, psychological, environmental, and activity triggers. Documenting known triggers and behaviours and asking your patient, client or substitute decision maker (SDM) to help identify them can help you manage them more effectively and safely. Use the information collected and intervention resources listed to develop an individualized violence prevention care plan and a safety plan to protect workers at risk.

**1. Considerations**

**2. Preventative Measures**

**3. De-escalation Techniques**

**3. Potential De-escalation Techniques:**

Identify potential de-escalation strategies based on previous information

**3.1 De-escalation Techniques**

☐ Actively Listen

☒ Offer choices

☐ Give eye contact

☐ Use humor

Add a comment

Download PDF **New Assessment** 4

Figure 12: Starting a New Assessment





# Violence Assessment Tool

## Online User Guide

### **Public Services Health and Safety Association (PSHSA)**

4950 Yonge Street, Suite 1800

Toronto, Ontario M2N 6K1

Canada

Telephone: 416-250-2131

Fax: 416-250-7484

Toll Free: 1-877-250-7444

Web site: [www.pshsa.ca](http://www.pshsa.ca)

Connect with us:

 [@PSHSAca](https://twitter.com/PSHSAca)

Product Code: VPRTL BEN0917