



Workplace Violence Assessment Tool Guide

The purpose of the Workplace Violence Assessment tool is to identify gaps in the organization's workplace violence (WPV) and related safety programs. Recognizing exposures and implementing or enhancing controls may prevent a workplace violence event or reduce the potential impact of these events. Understanding, recognizing, and implementing control strategies as well as providing employees with the knowledge and training to act accordingly will assist in reducing this fatal and life-changing exposure potential. This tool can be used for educational purposes, confirming competence with employees and agency staff, and determining adequacy and effectiveness of the organization's safety programs.

The assessment tool should be completed by a WPV assessment team that would include members of Human Resources, management, and front-line workers. Utilizing employees at different levels allows for multiple perspectives of programs and daily work procedures. The assessment tool is comprised of the following components:

- **Policies and Training:** Establishment of a workplace violence prevention policy is critical to demonstrate the organization's commitment to providing a safe working environment. Employees should receive training on all aspects of the policy including harassment, zero tolerance policy, hazard recognition, de-escalation techniques, reporting procedures and Employee Assistance Programs. Safety plans should also address procedures for handling disgruntled or violent employees, terminations, clients, customers, and visitors.
- **Building Security:** Enhancing building security will assist in reducing workplace violence exposures. The team should perform a walkthrough to review the organization's exterior and interior areas, including, but not limited to parking areas, building entrances, break areas, panic buttons/alarm and camera systems to identify areas for improved controls.
- **Work Activities:** Employee work activities should be assessed to ensure personal safety when performing tasks (i.e., public interactions, cash handling, lone worker, travel, community exposure, transportation, etc.). Pre-planning for worker tasks will identify exposures and control opportunities that will create safer outcomes.

These observations and follow-up discussions, for all of the above-mentioned uses, should be used as a learning experience for employees. Understanding the exposure and surrounding environments will allow the organization to pre-plan for a potential workplace violence event.