

Sample Violence Hazard Assessment / Inspection Checklist

CUPE members provide valuable services to members of the public in a variety of situations which can become difficult, or are more likely to expose them to violence. This form has been created to assist health and safety committee members to identify aspects of the workplace or work tasks that may place workers at a higher chance of being exposed to a violent incident. Not all work aspects listed in this document will be applicable to all workplaces. It is advised that health and safety committee members create a separate inspection from using only the aspects that are potentially relevant to their workplace, and that also allows for additional notes to be recorded.

Introduction section for your records:

Department/Unit:	Building/Site Location:
Person(s) Conducting the Inspection:	Inspection Date:
Additional Comments:	

Staffing	
Training	
Are workers trained in the emergency response plan (for example, escape routes, notifying the proper authorities)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are workers trained to report violent incidents or threats?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are workers trained in how to handle difficult clients or patients?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are workers trained in ways to prevent or defuse potentially violent situations?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are workers trained in personal safety and self-defence?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are workers trained to identify situations that may escalate and become violent?	
Are workers trained to recognize signs of domestic violence and follow up, including helping with safety plans and referrals?	
Are workers trained to recognize and address discrimination, stereotypes and harassment?	
Security Staff	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is there someone responsible for building security?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there trained security personnel accessible to workers in a timely manner?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are workers told who is responsible for security?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is there a system in place such as a “buddy system” to use when workers are in potentially dangerous situations?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do security personnel have sufficient authority to take all necessary actions to ensure worker safety?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are security personnel provided outside the building (for example in front of entrances and in areas accessible to the general public)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is the parking lot attended or otherwise secure?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are security escorts available to walk employees to and from the parking lot?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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Working Alone	<input type="checkbox"/> Yes <input type="checkbox"/> No
At the time of the inspection, were any work areas isolated?	<input type="checkbox"/> Yes <input type="checkbox"/> No
In isolated areas, is there a telephone or a sign directing you to assistance?	<input type="checkbox"/> Yes <input type="checkbox"/> No
In isolated areas, is the worker able to easily call for help?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there alarms or panic buttons available and easily accessible?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are alarms or panic buttons functioning? (date of test _____)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Patterns of Movement	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do workers arrive and leave at the same time every day using the same route?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Could someone easily get to know the patterns of a workers movement?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there multiple well-lit routes or walkways people can take if they are concerned about the potential for violence?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can workers easily tell what is at the other end of each walkway or corridor?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Marginalized Workers	
Are there specific measures to prevent violence or harassment against marginalized workers:	
Workers with disabilities	<input type="checkbox"/> Yes <input type="checkbox"/> No
Racialized workers	<input type="checkbox"/> Yes <input type="checkbox"/> No
New or recent immigrants	<input type="checkbox"/> Yes <input type="checkbox"/> No
Gay, Lesbian, bisexual and transgender (LGBT) workers	<input type="checkbox"/> Yes <input type="checkbox"/> No
Aboriginal workers	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are marginalized workers represented in assessments and decision-making on health & safety?	<input type="checkbox"/> Yes <input type="checkbox"/> No

EMERGENCY ASSISTANCE	
Has an emergency contact number been established for use:	
during regular hours of operation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
after regular hours of operation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are emergency numbers posted on phones?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are emergency phones accessible in all areas?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is there a designated "safe" room where employees can go during an emergency?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does this room have a telephone and a door that can be locked from the inside?	<input type="checkbox"/> Yes <input type="checkbox"/> No

WORKPLACE PROCEDURES	
Are there safety procedures for employees that:	
work with the public?	<input type="checkbox"/> Yes <input type="checkbox"/> No
handle money, valuables, or prescription drugs?	<input type="checkbox"/> Yes <input type="checkbox"/> No
carry out inspection or enforcement duties?	<input type="checkbox"/> Yes <input type="checkbox"/> No
provide services to the public such as care, advice, or education?	<input type="checkbox"/> Yes <input type="checkbox"/> No
work with unstable or violent persons?	<input type="checkbox"/> Yes <input type="checkbox"/> No
work where alcohol is served?	<input type="checkbox"/> Yes <input type="checkbox"/> No
work during the late hours of the evening or early hours of the morning?	<input type="checkbox"/> Yes <input type="checkbox"/> No
use public transit during the workday?	<input type="checkbox"/> Yes <input type="checkbox"/> No
travel to other cities/countries?	<input type="checkbox"/> Yes <input type="checkbox"/> No
stay in hotels?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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are likely exposed to prejudice and harassment as marginalized workers, e.g. as a minority of women in a male-dominated unit or of racialized or LGBT workers?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are special security measures taken to protect people who work late at night (escorts, locked entrances, security call buttons etc.)?eq	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have a policy for receiving, escorting, and identifying visitors?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are authorized visitors to the building required to wear ID badges?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are identification tags required for staff (omitting personal information such as the person's last name)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are workers notified of past violent acts or violence risk by particular clients, patients, co-workers etc.?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is information treated carefully, for example shift schedules and work assignments on "need to know" basis, to prevent stalking or other violence?	
Is there an established liaison with local police, women's shelter and referral services?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are patients or clients or visitors in waiting areas clearly informed by staff or simple signage how to use the department's services so they will not become frustrated?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are waiting times for patient or client services kept short to prevent frustration?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there enough staff and supplies to provide needed services?	
Are broken windows and locks and other property damage repaired promptly?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are security devices (locks, cameras, alarms, etc.) tested on a regular basis and repaired promptly when necessary?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do workers avoid carrying items, which someone could use as a weapon against them?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is there a safety manual and training to ensure it's well understood?	
Are safety procedures, signage and other measures accessible to staff with literacy challenges or English/French as a second language?	

FACILITY DESIGN	
General	
Is the work area a highly visible area with adequate lighting?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is there controlled public access to the work area?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there limited access points to the work area?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are entrances and exits adequately lit?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are entrances and exits under observation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there enough exits and adequate routes of escape?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can exit doors be opened only from the inside to prevent unauthorized entry?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there employee-only work areas that are separate from public areas?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you use coded cards or keys to control access to the building or to certain areas within the building?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you change locks/codes immediately if keys/cards are lost or misplaced?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Could someone hear a worker call for help?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is a secure place available for employees to store their personal belongings?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are floor plans posted showing building entrances, exits and location of security personnel?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are these floor plans visible only to staff and not to outsiders?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are change rooms, washrooms and other gendered spaces safe for transgender workers?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are change rooms and washrooms safe for women, especially on night shifts or in male-dominated workplaces?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Signage	
When you enter the building, are there signs to identify where you are?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there signs inside the building showing you where to get emergency assistance?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are visitor areas and private areas clearly marked?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are rules for visitors clearly posted?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there adequate exit signs throughout?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can the posted signs be easily seen by everyone?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are the hours of operation clearly posted?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Reception and Waiting areas	
Is your reception area easily seen and easy to get to?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can the receptionist clearly see incoming visitors/patients?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is your reception area staffed at all times?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can outsiders enter the building when there is no receptionist present?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is the reception area the first stop for visitors?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the reception area function as a security screening area for unwanted visitors?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your receptionist work alone at times?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is there an emergency call button at the reception area?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If there is an emergency call button, have response procedures been developed?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there objects/tools/equipment in this area that someone could use as a weapon?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are reception and work areas designed to prevent unauthorized entry?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is access to work areas only through a reception area?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can workers observe patients or clients or other visitors in waiting areas?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Washrooms	
Are private, locked restrooms available for staff?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can the public use the same washrooms as staff?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can the lights in the washrooms be turned off?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are washrooms checked before the building is vacated?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Worker Offices	
Are certain employees at a higher risk of being exposed to workplace violence because of the office layout or location?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Has furniture been arranged to:	
allow for a quick exit from the office?	<input type="checkbox"/> Yes <input type="checkbox"/> No
maintain a minimum distance (approx. 2 metres) between employees and clients?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have the number of objects that can be used as weapons been reduced?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do these offices have good visibility through the use of shatterproof glass in walls/doors?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Interview and Meeting Rooms	
Do you have a separate interview/meeting rooms?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can other employees see inside the interview/meeting rooms?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is there an alarm system in interview/meeting rooms?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is the furniture arranged to allow access to emergency exits?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are waiting and work areas free of objects that could be used as weapons?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are chairs and furniture secured to prevent use as weapons?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are patient or client areas designed to maximize comfort and minimize stress?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Places Potential Violent People could Hide	
Are there empty rooms that are unlocked and accessible to patients or clients or other members of the public?	<input type="checkbox"/> Yes <input type="checkbox"/> No
In walkways and corridors, are there corners or alcoves where someone could hide?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there small areas where someone could hide, such as:	
recessed doorways	<input type="checkbox"/> Yes <input type="checkbox"/> No
unlocked storage areas	<input type="checkbox"/> Yes <input type="checkbox"/> No
stairwells	<input type="checkbox"/> Yes <input type="checkbox"/> No
elevators	<input type="checkbox"/> Yes <input type="checkbox"/> No
What would make it easier to see if someone is hiding:	
transparent materials like glass window in wall or door	<input type="checkbox"/> Yes <input type="checkbox"/> No
mirrors	<input type="checkbox"/> Yes <input type="checkbox"/> No
angled corners	<input type="checkbox"/> Yes <input type="checkbox"/> No
less shrubbery	<input type="checkbox"/> Yes <input type="checkbox"/> No
other _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
Stairwells and Exits	
Do exit doors identify the exit location?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Could someone easily hide at the bottom of stairwells?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is the lighting bright enough?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can lights be turned off in the stairwell?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is there more than one exit route?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there any exit routes, which prevent you from getting away?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do stairwell doors lock behind you?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there alarms or other notification if a door is left ajar?	
Elevators	
Are you able to see if the elevator is occupied before entering?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is there an emergency phone or emergency call button in each elevator?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is there a response procedure for elevator emergencies?	<input type="checkbox"/> Yes <input type="checkbox"/> No

External Building Environment	
General	
Are you isolated from other buildings?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is the building entrance well lit?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are the entrances and exits well marked?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is your building shared with other businesses in a way that compromises the security of your entrances or exits?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have neighboring facilities and businesses experienced violence or crime?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do violent, criminal, or persons under the influence of alcohol or drugs ever come into your building?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is your workplace near any buildings or businesses that are at risk of violent crime (e.g., bars, banks)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there signs of vandalism, such as damage or graffiti on the building walls?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are the entrances to the building clearly visible from the street?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is the area surrounding the building free of bushes or other hiding places?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is video surveillance provided outside the building?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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Is there enough lighting to see clearly outside the building?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are all exterior walkways visible to security personnel?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are garbage areas, external buildings, or equipment that employees use:	
in an area with good visibility?	<input type="checkbox"/> Yes <input type="checkbox"/> No
close to the main building with no possible hiding places?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Parking Lot	
Is there a nearby parking lot reserved for employees only?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do workers feel safe walking to and from the workplace?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the lot have signs with security reminders (e.g., 'security patrolled')?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are parking lots and walkways adequately lit?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is the parking lot free of bushes or other hiding places?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are alarms clearly marked?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do pass cards control access to the lot?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are company vehicles parked on-site after hours?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, is there a secured parking lot for company vehicles after hours?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have vehicles been stolen from the parking lot?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have vehicles been broken into?	<input type="checkbox"/> Yes <input type="checkbox"/> No

FIELD WORK PROCEDURES	
Staffing	
Is there adequate staffing in the field?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are escorts or a team system implement when workers will work in potentially dangerous situations or areas?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is assistance provided to workers in the field in a timely manner when requested?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are assignments safe for marginalized workers, for example not assigning a racialized or LGBT worker to a patient or client known to be bigoted?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Training	
Have workers received adequate training on the security measures?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can workers effectively communicate with people they are required to meet in the field (same language, etc.)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are workers given GPS, maps and good directions covering the areas where they work?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are workers given alternative routes to use in neighborhoods with a high crime rate?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are marginalized workers' safety in the neighbourhood considered, e.g. risk of racial profiling?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are workers briefed about the area in which they will be working (violent incidents, drug activity, etc.)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does a policy exist and have worker been trained to allow workers to refuse service to clients or customers (in the home, etc.) in a hazardous situation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are people who work in the field late at night or early mornings advised about special precautions to take?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are workers notified of violence risk by particular clients, patients, etc.?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Field Work Equipment	
Is a safe vehicle or other transportation provided by the employer for use in the field?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are vehicles used in the field routinely inspected and kept in good working order?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is there always someone who knows where each worker is?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are name tags required for workers in the field (omitting personal information such as last name and Social Security number)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are employees provided two-way radios, or cellular phones?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are employees provided with personal alarm devices or portable panic buttons?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are vehicle door and window locks controlled by the driver?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are vehicles equipped with internal physical barriers (Plexiglas partitions, etc.)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Additional precautions while in the field	
Are additional procedures or policies in place for high risk activities such as:	
Perform "enforcement" functions (parking control officers, inspectors, etc.)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Take something away from people (repossession, or turn off utilities, etc.)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Work with child or adult protection services	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have contact with people who behave violently?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Use vehicles or clothing with the name of an organization that the public may strongly dislike?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Perform duties inside people's homes?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have contact with dangerous animals (dogs, etc.)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Additional requirements while in the field	
Are there safe places for workers to eat, use the restroom, store valuables, etc.?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there places where workers can go for protection in an emergency?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is safe parking readily available for workers in the field?	<input type="checkbox"/> Yes <input type="checkbox"/> No