

VARB Healthcare Toolkit Development

Violence in the workplace is one of the most pressing challenges facing healthcare today.

In 2017, the Public Services Health and Safety Association (PSHSA), a health and safety association funded by the Ontario government, launched five toolkits to help healthcare organizations better manage this difficult challenge. To date, more than 100 organizations have used our *Workplace Violence Risk Assessment Tool* (found at: www.workplace-violence.ca) to conduct nearly 300 assessments, particularly in the acute care and long-term care sectors (find out more information about the five toolkits at <https://www.pshsa.ca/article/marb-project/>).

Now, PSHSA has started developing four additional toolkits, at the express request of the Joint Leadership Table led by the Ministries of Labour and Health & Long-Term Care:

Incident Reporting and Investigation (esp. root cause analysis)
Patient Transit (inside the facility) and patient transfer (to another facility)
Code White
Work Refusals

These toolkits will be developed with the guidance and input of a broad range of stakeholders and partners in the healthcare sector to ensure the tools meet the needs of those working in the sector.

The project is being guided by a multi-stakeholder **Steering Committee** with members representing healthcare organizations, professional associations, and labour unions.

In order to get additional input from a broad range of healthcare workers, we are also convening a **Design and Development Consultation Forum**. As part of the forum, we are reaching out to those in different healthcare settings (acute, long-term care, community care, etc.) and also those working in different organizational levels and roles (front-line care providers, supervisors, health and safety professionals, etc.).

We are currently looking for volunteer members to participate on the forum. Your requirement to participate is voluntary and flexible (meaning you can participate when you are able) and we will likely engage via online surveys, online focus group, brief telephone interviews, and/or in-person meetings. We expect to reach out to you every month or so for the next 6-12 months. Additional detail about the forum can be found in the Frequently Asked Questions section below.

If you would like to provide your perspective and help us develop one or more of these important toolkits, please provide us with your information by completing the survey at the below link. Please also share this information with others who you think could provide us with valuable insight.

Link to participate in Design and Development Consultation Forum:
<https://www.surveymonkey.com/r/VARBDDCF>

Thank you in advance.

Design and Development Consultation Forum Frequently Asked Questions

What is the Design and Development Consultation Forum?

The forum will play a critical role in providing us with the broad range of perspectives and insight we need to design the toolkits. Because these toolkits are intended to assist workers and supervisors in hospitals, long-term care facilities, and home care service settings, it is crucial that we recruit a large, representative group of individuals for the forum.

Will Forum members be expected to participate in the development of all four toolkits?

Members will be asked to indicate their expertise and preference for providing input on one, two, three, or all four toolkits. Each toolkit is expected to involve similar types and numbers of consultation engagements.

Will participation take place during business hours?

Online surveys may be completed at any time convenient to forum members. Any interviews or workshops will likely be held during regular business hours of a regular business day (Mon-Fri).

Will Forum members be paid?

While we cannot pay for members' time to participate, the VARB healthcare project can reimburse out-of-pocket travel expenses to attend any in-person workshops that are conducted (in accordance with reimbursement rules established by the Government of Ontario).

Do I need my supervisor's approval to register as a Forum member?

We encourage you to discuss your interest with your immediate supervisor, as some of the time commitments may involve requests to participate during scheduled work hours.

What if I have to drop out halfway through the project?

We hope everyone is able to participate for the duration of the project, however, we understand that circumstances may change and that you may need to withdraw. The forum is also designed to be flexible so you can participate when you are able.

What kind of members are you looking for?

We are looking for professionals in the health care sector including those who:

- Have had firsthand experience with workplace violence, particularly in any of the areas being addressed by one of the four toolkits (as noted in the overview above)
- Represent the perspective of either a front-line worker or a supervisor
- Have responsibility for ensuring safety of both workers and patients/clients/residents
- Are occupational health and safety professionals
- Are members of a Joint Health and Safety Committee

What if I have more questions about this project?

We would be happy to answer any questions you may have. Feel free to contact us at violenceprevention@pshsa.ca.