

Appendix D–8: Checklist of Risk Factors for Aggressive Behaviour (OSACH 2006)

Client Factors

- Language or cultural barriers
- Diagnosis (psychogeriatric illness, mental illness, medical condition)
- Poverty
- Fear
- Loss of control
- Loneliness
- Frustration
- Boredom
- Effects of medications or lack of medication
- Anniversary of a significant event
- Losses (friends, family, no support system)
- Lack of information
- Time of day or week (“sundown syndrome”)
- Task too complicated
- Physiological needs (fatigue, hunger, need to void)
- Reaction to race and sex of caregiver

Caregiver Factors

- Unpredictable work load
- Lack of training
- Time of day (mealtime)
- Day of week
- Working alone, especially at night
- Geographic isolation (difficulty in getting help quickly)
- Stress
- Lack of staff (clients have to wait for care or attention)
- Worker unaware of client’s history of abusive behaviour
- Worker unfamiliar with client (staff rotation or change of staff)
- Uniform, appearance, religious jewellery
- Infringement on personal space
- Need to physically touch to provide care

- Body language
- Inconsistent handling
- Hurried approach
- Level of authority
- Regimented client care schedule

Environmental or Ergonomic Factors

- Colour (cool colours are calming)
- Too much noise
- Lighting (too much glare on the floors or a lack of visual contrast may confuse cognitively impaired clients; too little light (for example, dark parking lots in isolated areas, underground, not supervised)
- Lack of space and privacy
- Lack of, or improper, communication systems
- Temperature (too hot, too cold)

