

Chapter 9

Safety Policy Templates



CORE QUALITY STANDARDS

- ◆ Access and Equity

Applicable Service Quality Management Requirement

“A system for assessing and contributing to the safety of learners, staff, volunteers, and others involved in the LBS Program while at program sites”

LBS Program Guidelines June 1998: Part 2, Section 1, Page 10

The safety and well being of learners, volunteers and staff members is essential to the agency.

- ☐ **GENERAL SAFETY:** All program staff are responsible for the safety of the learners, volunteers, and themselves.

WHY?

The health, well being, and safety of the participants, volunteers and staff must always be a primary objective.

Procedures:

1. *All staff members, volunteers and learners should understand the emergency procedures in place for the program.*
2. *A proper fire drill procedure is in place in every programming location. Staff shall ensure that there is an operable fire extinguisher in each program area at all times.*
3. *Staff will report all accidents, incidents and safety problems in writing to the executive director.*

Key Core Quality Standard:

7. **Access and Equity:** A quality literacy program respects differences. It has structures and supports in place to increase access and equitable outcomes and to help learners from all backgrounds reach their goals.

Features:

The program adapts its processes, systems and practices to meet the unique cultural, physical and other needs of individuals wishing to participate in the program.

- ◆ Facilities are safe, well lit and inviting.

Source: Adapted from Boys and Girls Clubs of Greater Victoria

- ☐ **SERIOUS INCIDENTS:** When a serious incident occurs, or is suspected to have occurred, the staff member must report it to the executive director immediately. The incident shall be documented at the earliest opportunity on an Incident Report.

WHY?

To ensure that management is aware of any potentially dangerous or critical situations so that preventative, corrective, and/or follow-up action can be immediately taken.

Procedures:

1. *A serious incident is defined as follows:*

- *Serious injury or hospitalization*
- *Excessive destruction*
- *Substance Abuse (e.g. alcohol or drug)*
- *Behaviour indicating potential risk to the participants, to others, or to the community*
- *Injury to staff while in the process of carrying out their responsibilities*
- *Aggression/assault*
- *Bomb threat*
- *Client complaint of staff abuse*
- *Earthquake*
- *Evacuation*
- *Fire*
- *Hostage taking*
- *Significant illness/injury*
- *Illegal acts*
- *Need for medical assistance*
- *Police assistance*
- *Suicide threats, attempts*
- *Weapons*

Serious incidents are characteristically occurrences/behaviours that are not viewed as normal.

2. *In responding to a serious incident, priority must be given to preservation of life and prevention of injury.*

3. *When a serious incident occurs that is not covered by existing policies and procedures, the agency staff shall:*
 - *Respond immediately with the type of assistance required by the specific circumstances*
 - *Enlist whatever internal and/or external support and/or expertise required to resolve the situation*
 - *Ensure the safety of learners, volunteers and other staff members if the circumstances warrant it.*
4. *A serious Incident Report shall be completed by the staff member as soon as possible and given to the executive director. (See sample "Incident Report" that follows)*
5. *When a serious incident is reported, the executive director shall conduct a preliminary enquiry and shall notify other parties if necessary (i.e.: the police, family contact for the learner or staff member).*

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INCIDENT REPORT

DATE: _____ **RECORDED BY:** _____

Persons involved in incident: _____

Describe Incident: _____

Reviewed by: _____ Date: _____

Further Action Taken: _____

- ☐ **ILLNESS OR INJURY:** The health, safety and well being of the learners and volunteers will be of prime importance to all employees of the agency. In the event of serious illness or injury to either learners, volunteers or other staff members, all efforts shall be made to immediately stabilize the situation and secure medical aid as quickly as possible.

WHY?

The health, safety and well being of the clients are the responsibility of the agency and its employees.

Procedures:

1. *Staff will make a reasonable effort to be aware of the medical problems of learners and to take this information into consideration in their programming decision.*
2. *If an illness or injury occurs and is of a nature significant enough to require emergency measures the attending staff member will use his/her good judgment in arranging for any necessary emergency assistance.*
3. *The emergency contact person on file will be notified of any significant illness or injury immediately.*
4. *An accident report should be filled out within 24 hours of an accident.*

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- ☐ **FIRST AID SUPPLIES:** The agency is equipped with a first aid kit that is kept in a location known and accessible to the staff and participants in a program.

WHY?

Quick and efficient response will prevent further injury, maintain an atmosphere of calm, and portray an attitude of preparedness and competence.

Procedures:

1. *The contents of the first aid kit shall be approved by a physician, the St. John's Ambulance Society, or the Workplace Safety and Insurance Board (WSIB).*
2. *It is the responsibility of the program coordinator to ensure that the first aid kit is properly stocked at all times.*

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- ❑ **FIRE SAFETY:** Fire drill procedures shall be set and implemented for all program areas. The agency shall conduct a fire drill practice at least once per month.

WHY?

All staff, volunteers and participants must be aware of, and practice proper fire drill procedures in order to ensure a safe and efficient evacuation and reassembling should a real fire occur.

Procedures:

1. *On hearing the alarm, react as if it is an EMERGENCY.*
2. *Staff will check all program areas for clearance of participants. If possible, all doors and windows should be closed.*
3. *Staff are to evacuate participants through the nearest fire exit, and assemble at the designated site, clear of building and fire equipment.*
4. *Fire drill procedures should be practiced twice each year.*

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Source: Adapted from Boys and Girls Clubs of Greater Victoria

☐ SMOKING: All agency workplaces are smoke free.

WHY?

The agency supports the philosophy of providing clean air and a safe environment for all. Numerous studies have proven that smoking and second-hand smoke is hazardous.

Procedures:

- 1. All program sites will be designated smoke-free.*
- 2. Each program site will designate an outside smoking area.*
- 3. Program staff members, volunteers and learners may smoke in designated areas only.*
- 4. Every program shall post the smoking rules in an area accessible to learners, volunteers and staff members. However, the absence of such notice does not affect the application of this policy.*

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Features:

7.3 The program adapts its processes, systems and practices to meet the unique cultural, physical and other needs of individuals wishing to participate in the program.

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Source: Adapted from University of Manitoba Clean Air Policy 508

- ❑ **DRUGS AND ALCOHOL:** Learners and volunteers are not to be under the influence of or in the possession of drugs and/or alcohol while in attendance at the program.

WHY?

Mood altering substances are both illegal and potentially hazardous to the health and safety of the participants and, subsequently, other members of the program.

Procedures:

1. *Participants under the influence will be asked to leave and an incident report will be filed.*
2. *A copy of the incident report will be kept on file.*
3. *The participant will receive a warning that if they attend again under the influence they will no longer be able to come to the program.*

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Source: Adapted from Boys and Girls Clubs of Greater Victoria

- ❑ **DISRUPTIVE BEHAVIOUR:** Agency staff involved in the management of disruptive or dangerous behaviour by an individual will attempt to use the least intrusive interventions necessary to provide safety to other participants and themselves.

WHY?

The safety and well being of all persons involved in or associated with the agency is a primary concern.

Procedures:

1. *Program staff will attempt to follow the guidelines of intervention as follows:*
 - *Use an assertive statement to request that the behaviour stop.*
 - *Request that the person leave and include the conditions under which they may return, if any.*
 - *Contact the police if necessary. When an illegal behaviour has occurred, it is mandatory to contact the police.*
 - *Use physical intervention only as an absolute last resort in order to protect yourself or others.*
2. *Where a program is required to evacuate the facility due to a participant's dangerous behaviour, they shall:*
 - *Advise any other participants to evacuate and, if possible, assist them.*
 - *Inform all other agency staff of the situation.*
 - *Summon immediate assistance from local police.*
 - *Document the occurrence on an Incident Report as soon as possible.*
3. *When a program staff has had physical intervention with a participant, the incident shall be reported to the program coordinator/executive director at the earliest opportunity. Where the laying of charges, either on behalf of or against the participant, is at issue, the local police will be contacted immediately.*

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- ☐ **ILLEGAL ACTIVITIES:** Staff will report illegal activities by clients in accordance with legal requirements and professional ethics.

WHY?

As representatives of a socially responsible human service agency it is important that staff always conduct themselves in an ethical and legal manner.

Procedures:

1. *Program staff are obligated to report to local police their witnessing or direct knowledge of actual or impending criminal behaviour. The executive director should be notified at the earliest opportunity.*
2. *When a program participant known to have an outstanding warrant issue regarding criminal behaviour attends the program, staff shall contact the local police.*

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- ❑ **DISCLOSURE:** If required by any Provincial or Federal statutes, any disclosure made by a learner or volunteer must be reported to the proper authorities. The participant must be informed that it is the program staff member's legal and moral obligation to report such disclosures.

WHY?

Disclosures are to be taken seriously with all reasonable effort made both to alert the proper authorities while continuing to support the participant.

Procedures:

1. *All confidences shall be respected, unless Federal or Provincial legislation requires disclosure or unless they involve risks to the participant of the program.*
2. *In the event of a staff member being made aware that a participant has committed a criminal code offense, the program staff member has a legal obligation to report the information to the police. The information shall also be reported to the executive director.*

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- ❑ DEATH:** The suspected death of a learner, volunteer or staff member while on program premises will be treated as a medical emergency until the person has been officially pronounced dead by a medical doctor. When a death occurs, the proper authorities and the board of directors, must be notified as soon as possible.

WHY?

The assumption must be made that life exists until death is absolutely confirmed so that, should the person be still alive, life-saving treatment will begin immediately.

Procedures:

1. *Whoever finds the participant or staff member will announce a medical emergency, begin artificial respiration/CPR and continue to do so until relieved by an ambulance crew, fire department team, or medical personnel or until advised to stop by a medical doctor.*
2. *As soon as possible they will call 911 or otherwise summon an ambulance, fire department or police.*
3. *An Incident Report shall be completed as soon as possible.*
4. *The executive director will notify the following parties when a death has occurred:*
 - *The Board of Directors*
 - *The Coroner*
 - *The Police*
 - *The Family, if any*
 - *The Family doctor*
 - *Necessary MET personnel*
 - *Appropriate “others”*

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- ☐ **SECURITY:** All staff, volunteers and learners are familiar with and comply with safety and security procedures.

WHY?

Safety and security measures are designed to protect the agency's equipment and facilities and ensure that they are always in safe and good working condition.

Procedures:

1. *Serious problems related to the security of the program equipment or facility shall be reported immediately to the executive director.*
2. *Serious problems include actual or attempted theft, break and enter, vandalism, willful damage or assaults.*
3. *Program staff will complete an Incident Report, notify local police and obtain the names of any witnesses.*
4. *Minor problems should be discussed with the executive director in an attempt to resolve them.*

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- ❑ COMPLIANCE WITH MUNICIPAL AND PROVINCIAL REQUIREMENTS:**
The executive director ensures compliance with the municipal and provincial requirements.

WHY?

The agency has a responsibility to ensure that all programs meet or exceed all health and safety requirements.

Procedures:

1. *The executive director will ensure that each program is in compliance with zoning, building, health, and fire laws, by-laws, codes and enactments.*
2. *The agency shall demonstrate that it is in compliance with or has been legally exempt from all of the following:*
 - *All applicable zoning laws, by-laws, codes and enactments.*
 - *All applicable building, plumbing and electrical laws, by-laws, codes and enactments.*
 - *All applicable sanitation and health laws, by-laws, codes and enactments.*
 - *All applicable fire safety laws, by-laws, codes and enactments.*
3. *The agency shall demonstrate the premises used for programming comply with:*
 - *The laws respecting the health of the participants of the area in which the premises are located.*
 - *Any rule, regulation, director or order of the local board of health and any direction or order of the local medical officer of health.*
 - *Any by-law of the municipality in which the premises are located or other law for the protection of participants from fire hazards.*
 - *Any restricted area, standard of housing or building by-law passed by the municipality in which the premises are located.*
 - *The Ontario Building Code and the Ontario Fire Code.*
4. *Any violation of any such laws, by-laws, codes or enactments shall be forthwith reported to the executive director.*

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- ❑ **INSURANCE COVERAGE:** The agency ensures that a policy of insurance with respect to each program operated by the agency is obtained and maintained in full force and effect.

WHY?

The agency has an obligation to ensure and maintain the safety and security of its learners, volunteers and staff members and to provide adequate coverage in case of accident or mishap.

Procedures:

1. *A policy of insurance with respect to each program shall contain:*
 - *Fire and extended coverage including coverage for the theft of the physical aspects of the program and property of the participants.*
 - *Comprehensive general liability coverage and personal injury coverage, including coverage for the employees of the programs and volunteers in the programs.*
 - *A clause concerning liability arising out of any contract or agreement.*
 - *Motor vehicle coverage for all vehicles owned and/or operated by the agency and used by employees.*
2. *The executive director shall maintain up-to-date insurance policies for all programs.*

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- ☐ **COMPREHENSIVE GENERAL LIABILITY INSURANCE:** The agency has suitable insurance to cover all aspects of its operations. The limit on the general liability insurance will not be less than \$1,000,000.00 per occurrence.

WHY?

The agency and its employees and volunteers must be adequately insured to cover all reasonable contingencies. The term contingency refers to “something that may or may not happen”. The idea is to make sure that the organization is covered against all possibilities. People have tended to become more litigious so it is better to be safe with excessive insurance coverage than to be in situation where someone is able to secure a judgment against your organization that exceeds the amount of your insurance coverage. As part of the contractual agreement that each agency signs with MET there is a requirement to maintain comprehensive general liability insurance subject to a limit of not less than \$1,000,000.00 inclusive per occurrence. (*LBS Program Guidelines June 1998, Part 3, Appendix 2, Clause 20, Page 4*)

Procedures:

1. *The agency shall carry a minimum of five million dollars [or amount of insurance that your agency carries] liability insurance package, inclusive per occurrence. This insurance will include third party insurance and non-owned automobile insurance, and is meant to protect the agency, it's employees and volunteers from law suits by persons other than employees resulting from malpractice and negligence in the use of premises, equipment and during off-premise, job-related activities.*
2. Personal Vehicle Insurance:
 - a) *Employees who drive their own vehicles during the course of their employment, should request from their insurance company or agent, written confirmation that their automobile insurance policy includes coverage for the same and that coverage is not restricted for pleasure.*
 - b) *A copy of such letter is to be filed with the Executive Director.*
 - c) *The agency will not be responsible for loss of or damage to its employee's vehicles.*

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