BE SAFE

A guide to home visits and off-site activities
**Mission**

Providence Healthcare, a Catholic-sponsored facility, provides rehabilitation, complex continuing care, long-term care and outreach programs within a welcoming community of compassion, hope and healing.

**Values**

**Sanctity of Life:** Every life is a sacred gift that has meaning and value.

**Human Dignity:** Everyone has intrinsic value and is worthy of respect.

**Compassionate Service:** The needs of every person are attended to with thoughtfulness, understanding and sensitivity.

**Community:** People of diverse backgrounds gather together with a shared purpose and support each other in hope and celebration.

**Social Justice:** Each person is treated in a fair and equitable manner, according to one’s needs.

**Social Responsibility:** Accountability is demonstrated by the prudent use of the resources given to us in trust.

**Vision**

Providence Healthcare will use best practices, innovative solutions and leading-edge technology to help patients, residents and clients achieve their highest possible level of independence and dignity.

At Providence Healthcare, we recognize that helping people and healing lives to the best of our ability begins with ensuring the health and safety of our employees.

This guide has been developed to meet the unique health and safety needs of visiting professionals. Being accountable for, and passionate about, our own health and safety enables us to serve our patients, clients, residents and their families to the level of excellence we strive for each and every day.

But simply meeting our health and safety needs, isn’t enough. Equally important is how we do this. As we approach everything at Providence Healthcare, it is with innovation, teamwork and action-oriented attitudes.

It is all part of what makes Providence Healthcare such a great place to work and learn.

The Be Safe Guide

This guide has been developed for Providence Healthcare employees providing outreach visits at clients’ homes and in the community. Although this is the primary purpose of this tool, anyone exposed to unfamiliar situations or locations may benefit from this resource.
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Occupational Health, Safety and Wellness Policy
Statement

Providence Healthcare strives for excellence in occupational health and safety by supporting and promoting a culture of ‘health and safety’ and a system of accountability that is integrated into our business practices. Our policies and procedures and risk management measures strive to prevent illness and injury, while the promotion of healthy lifestyles contributes to the organization's effectiveness and quality of work life.

Our Policy

Providence Healthcare’s Board of Directors and management team are committed to continually improving our workplace health and safety performance in order to ensure the health and safety of employees, physicians, volunteers and all other persons conducting business on the premises.

The provision of a safe and healthy environment using national standards and best practices is integral to the objectives of our strategic plan.

Management is accountable for the health and safety of their staff. All supervisors are responsible for ensuring that safe and healthy working conditions are maintained, and that work is done in compliance with Providence Healthcare’s policies and relevant health and safety legislation, standards and guidelines.
Employees, physicians, volunteers and all other persons conducting business on the premises are required to be aware of, and to work in compliance with, all health and safety policy and program requirements, and applicable legislation, standards and guidelines. Hazardous situations must be reported immediately for corrective action in order to prevent illness and/or injury. Non-compliance will not be tolerated.

All staff must read and become familiar with all Providence Healthcare health and safety policies, and sign the required form indicating that you have read and understood the policies, before participating in home visits or other off-site activities.

We thank everyone for your diligence in supporting these initiatives and for his or her contribution to creating a healthy and safe work environment at Providence Healthcare and helping us become an ‘employer of choice’.
**Awareness, Assessment, Attitude, Action**

The four cornerstones of health and safety for home visits and off-site activities are awareness, assessment, attitude and action.
Awareness

Recognize the value of taking steps to ensure your health and safety.

Know Providence Healthcare’s policy for home visit safety.

Be aware of the environment around you, from the weather and the neighbourhood, to the client’s mood and home environment.

Know when it is mandatory for visiting staff to postpone or immediately leave a visit.
Providence Healthcare visiting professionals are expected to postpone or immediately terminate a visit when you think your health and safety is at risk. For example, this could occur when:

- You are verbally or physically threatened with violence
- You are asked to leave
- The client or family member demonstrates signs of alcohol intoxication or drug influence
- You perceive sexual advances
- The building or location poses a risk to your health and safety (see checklists from page 23 to 27.)
- The client or others present have an airborne transmittable disease, such as influenza
- You have an airborne transmittable disease
- An animal threatens your safety and the client refuses to contain the animal in another room while you are there
- Someone is exhibiting irrational behaviours or questionable mental health
- You are exposed to visually threatening or sexual gestures, such as a client answering the door partially clothed, or sent written suggestive material, such as letters or photos
- You feel unsafe or threatened
**Assessment**

Evaluate risk factors before, during and immediately after your home visit.

See easy-to-use checklists on pages 14 to 28, for your convenience.
Attitude

Everyone has a different attitude about health and safety. Are you aware of your own? If so, do you understand how your attitude about health and safety influences what you will notice and how you will react to it?

Health and safety attitudes can range from not being concerned at all to being excessively concerned about it. If you have a high tolerance for risk or are significantly restricting your activities from constant fear, it is important to actively work toward having a more balanced attitude in this area.

Home visit health and safety should be approached in the same manner as infection control standard/routine precautions. Take preventative measures at every home visit, not just when you perceive a need.
Action

Be accountable for your safety. Take charge, before, during and immediately after your home visit. Plan ahead. If you sense a client or the client’s environment is unsafe, remove yourself from the situation and inform your supervisor.
Safety steps prior to a visit

Providence Healthcare employees making home visits should complete the following steps, before leaving for their visit:

1. Assess your car for safety preparedness using checklist on page 15

2. Confirm the home visit tote has a complete safety kit using checklist on page 16

3. Perform the pre-home visit assessment using checklist on pages 18 and 19

4. Give the manager or designate a copy of the day’s home visit itinerary, including location and time of each home visit to be conducted
## Car check list prior to home visit safety

<table>
<thead>
<tr>
<th>Item</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copy of car ownership in glove compartment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy of driver’s licence in glove compartment or on person</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy of valid car insurance for business in glove compartment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>List of emergency numbers in glove compartment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gas tank more than half full</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windshield wiper fluid topped up and spare container in trunk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Snow tires on in the winter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Small first aid kit in the trunk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Area maps in the car</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Solar or wool blanket in the trunk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-perishable food, such as granola bars, and water</td>
<td></td>
<td></td>
</tr>
<tr>
<td>“Help! Call police!” sign under foot mat in car</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Home-visit tote check list prior to visit

<table>
<thead>
<tr>
<th>Item</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mini flashlight with charged batteries</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disposable procedure mask</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disposable gloves</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disposable paper booties</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Whistle</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hand cleanser</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Charged cellular phone(^1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Four quarters taped to one of your business cards</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Notepad and pen</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home visit safety decision card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee photo identification</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash on hand for parking</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Providence Healthcare policies and report forms (see Appendix A on page 53 for list of forms)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

\(^1\) Sign out a cellular phone for a home visit, if you do not have a mobile phone of your own to use.
Home-visit tote contents
Pre-home visit assessment, for use 24 to 48 hours prior to home visit

Your to-do list

Confirm time of arrival

Confirm purpose of visit

Confirm who is making the visit

Obtain client’s commitment to have any pets at the residence removed to a secure room for visit

Confirm if any other people will be at the client’s residence during the visit, and if so, who

Confirm you are not permitted to accept food or drinks during the visit

Confirm any children at client’s residence will be supervised by a guardian in another room during the visit, or engaged with activities within sight, to minimize disruption during the assessment  [With infant(s), schedule visit between feeds, ideally during nap]

Ask if client has unexplained myalgia (muscle aches)

Ask if client has unexplained malaise (severe tiredness, feels unwell)

Continued next page...
Ask if client has severe headache (worse than usual)

Confirm if client has a cough (onset within seven days)

Confirm if client feeling feverish, had shakes or chills in the last 24 hours
Confirm if client has shortness of breath

Ensure your manager or designate knows your home visit schedule, cell number, home phone number

Inquire if there are any cultural or faith traditions that should be respected during the visit, such as prayer times, removing shoes once in the house, covering hair with scarf

Note: Make sure you have an understanding of the client’s cultural norms before conducting the visit.
Process during a visit

These steps should be taken by Providence Healthcare employees during their home visit:

1. Follow the home visit safety guidelines for during a visit, on pages 21 and 22 in this guide.

2. Follow the environmental safety guidelines from page 23 to 27 in this guide.

3. Call your supervisor or designate within the first half-hour of your home visit, to indicate you have arrived and to reconfirm when the visit will be completed.
## Home visit safety checklist for day of visit

<table>
<thead>
<tr>
<th>Item</th>
<th>Done</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leave your purse at home or locked up safely</td>
<td></td>
</tr>
<tr>
<td>Ensure items are in your trunk and not visible on your car seats or front dash</td>
<td></td>
</tr>
<tr>
<td>Check the neighbourhood you are going to visit to determine if it is a potentially dangerous area</td>
<td></td>
</tr>
<tr>
<td>Wear flat shoes</td>
<td></td>
</tr>
<tr>
<td>Dress professionally</td>
<td></td>
</tr>
<tr>
<td>Wear little or no jewellery</td>
<td></td>
</tr>
<tr>
<td>Bring a fully-stocked home-visit tote (See tote checklist, page 23)</td>
<td></td>
</tr>
<tr>
<td>Wear photo ID using a lanyard that separates when pulled</td>
<td></td>
</tr>
<tr>
<td>Park close to client’s residence in well-lit area</td>
<td></td>
</tr>
<tr>
<td>Assess environment for fire hazards and physical hazards</td>
<td></td>
</tr>
<tr>
<td>Identify closest restaurant, convenience store, pay phone</td>
<td></td>
</tr>
<tr>
<td>Confirm pets secured before entering the house</td>
<td></td>
</tr>
<tr>
<td>When you feel it necessary, check in with the superintendent or security personnel to let him/her know you are in the building and at a certain apartment</td>
<td></td>
</tr>
</tbody>
</table>

Continued next page...
Identify emergency exits, stairs in apartment buildings

Observe for presence of insects and rodents

Have client enter rooms first, while you remain the closest to the doorway

Sit closest to the exit door

Leave your shoes on and wear booties

Decline any offered food or drink

Keep all bags closed when not in use

Sit on hard chair, rather than soft couch

Convey a sense of control and confidence during the visit

Do not reveal your home address or personal information

Within five minutes upon arriving in client’s home, call office to confirm arrival and test your cellular phone’s reception

Confirm if client has a working phone and know where it is located

Do not offer to drive client in your car or the client’s car; travel separately
**Home environment safety assessment during home visit**

Using this safety assessment form helps to develop and sharpen your “safety lens.” This can help you recognize more hazards and the speed at which you can spot them.

The list is not all-inclusive. If you identify another hazard, we have left space for you to add it to the list.

<table>
<thead>
<tr>
<th>Entrance to Building/home</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visibility of entrance and exit screened by trees, bushes or fences</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Building structurally unsound, for instance with loose brick, siding, broken or absent window panes</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Clutter, accumulated garbage</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Poor lighting for entrance, steps and walkways</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Broken, steep, rotting or narrow steps to the building</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Inadequate handrails, or lack of handrails, for safe use of stairs to the home</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Ice/snow on walkway and or driveway</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Leaves and branches scattered on walkway</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Uneven or slippery walkways</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Fire Hazards</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
<td>-----</td>
<td>----</td>
</tr>
<tr>
<td>Portable heaters near flammables, children, pets, clothing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>People in the home who smoke</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Matches or lighters accessible to children</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Presence of open deep-fryer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unguarded open fire in fireplace</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overloaded extension cords</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frayed or cracked electrical cords</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electrical cords running beneath furniture and rugs or carpeting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electrical cords attached to walls, baseboard, etc., with nails, staples</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extension cords and appliance cords located close to sink, bath or range</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ashtrays, smoking materials and other fires sources (heaters, hot plates)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Only one exit from home</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No portable fire extinguisher</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unused small plugged-in electrical appliances</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wood burning stoves improperly installed</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Fire hazards, continued...

Old, frayed, worn, or plugged-in and switched-on electrical blankets

Lack of evacuation procedures for clients in wheelchairs

Absence of, or improperly located, smoke and carbon monoxide detectors on home level

Poorly maintained fireplace and/or chimney

Flammable products or products giving off vapours, such as solvents
<table>
<thead>
<tr>
<th>Security hazards</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>No working telephone.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows or doors routinely unlocked</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Presence of alcohol or drug use</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Isolated area, out of voice-range from other people</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Over-crowded in the home or groups/people loitering outside</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Broken glass, bats and other potential weapons, or presence of firearms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lack of well-lit parking area close to building and well-lit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home/building located in high risk area/environment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No building security system or personnel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unrestrained pets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No emergency numbers posted near telephone, such as, 911, family doctor, poison control centre</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health, chemical and environmental hazards</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-----</td>
<td>----</td>
</tr>
<tr>
<td>Unsanitary or dirty conditions, such as accumulated garbage</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Presence of rodents, birds or insects</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Pets in excessive numbers or without clear living areas or adequate grooming and flea protection</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Inadequate plumbing, such as water contamination, frozen or blocked water pipes, poor water pressure</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Unsafe or inadequate heating, cooling or ventilation</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Main living area cluttered</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Inadequate air quality, due to factors such as cigarette smoke, house paint fumes, damp rooms, poor hygiene</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Inadequately functioning kitchen ventilation system or range exhaust</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Extreme home temperature (too hot or cold)</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Inadequate lighting in home/apartment or apartment hallways or stairwells</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Floors are not clean, not dry and/or slippery</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Absence of running water, or lack of functioning toilet</td>
<td>❑</td>
<td>❑</td>
</tr>
</tbody>
</table>
Process after a visit

1. Go directly to your means of transportation and once safely in the vehicle, call your supervisor or designate to confirm the visit is complete.

If in a public area (such as a street car, or taxi) refer to your client by the time of their visit rather than by their last name, to protect their confidentiality. Do not state their address, for the same reason.

2. Conduct a self-evaluation of how you addressed the four cornerstones of health and safety for home visits and off-site activities: awareness, assessment, attitude and action. Identify what you should stop, start and continue doing.
Visiting in pairs

Visiting professionals should assess the need to work in pairs on a case-by-case basis.

The following factors require visiting in pairs: recent random violence in the area; recent evidence of drug dealing; evidence of active mental health concerns with the client; client with a criminal record (in the past five years) for violent offences; giving the client information that may be upsetting; and/or you feel threatened.

Toronto Police Service will accompany you on a visit for exceptional circumstances. They prefer to receive a minimum of 24-hours advance notice when possible.
Interacting with potentially aggressive or hostile clients

Prior to entering a home, assess the situation from outside, look and listen for any indication of a potential hazard, and if you identify a hazard do not enter the home; leave immediately and report the situation to your supervisor. If you walk into a dangerous situation, leave immediately.

Follow your instincts. If, while visiting a client you feel your safety is in danger, leave immediately. Return to the office and discuss the issue with your supervisor.

When in a client’s home, remain close to an exit door.

Always assess your surroundings for potentially dangerous objects.

Avoid sitting when the client is standing or standing when the client is sitting.

Stay between the door and the client, so the client cannot prevent you from leaving.

Your Providence Healthcare identity badge must be worn and visible during interactions with client and family.

Always carry your keys on your person. Do not have personal or professional identification on your key or key chain.

Avoid strong exclamations of surprise in response to the client’s words or behaviour.

Do not disclose any personal information.
Do not act fearful, as this promotes the victim syndrome. State your position concisely and in a matter-of-fact way.

Always wear clothing that does not restrict your movements. Avoid wearing earrings or other accessories that can be grasped or pulled by another person, or necklaces around your neck.

Avoid wearing clothing that is too revealing and may be interpreted as suggestive, thereby inviting unwanted attentions. Refer to Providence Healthcare’s Dress Code Policy under the Be Safe section of the Intranet, for full details.

Wear comfortable, flat shoes with non-skid soles that allow you to move quickly and safely. Do not remove your shoes during home visit. Cover your shoes with protective booties. If the client does not want you to wear your shoes inside, explain you must wear them because of the organization’s employee health and safety policy.

Avoid bringing your purse or bags other than your home visit tote on home visits.

Carry a cellular phone that is charged and activated with autodial to 911. A dedicated cellular phone for assessments is available at two locations in Providence Healthcare: the Alzheimer Day Program (ADP) and at specialized services in the Regional Geriatric Program (RGP).

If you are attacked, leave the client’s home immediately, if possible, and call 911.
The Criminal Code gives you the right to use the degree of force that is reasonably necessary in the circumstances to disengage yourself and/or others from the situation. Excessive force – significantly more than the attacker is using or threatening to use or than is necessary to extricate yourself from the situation - is not allowed.

If the client attempts to restrict you from leaving, advise him/her of the fact that you are expected back at the office, and that if you are not back by a specific time, the institution will automatically initiate its safety protocol, which will include sending the police.

Note key facts about the incident for reports, including information of interest to the hospital and the police.

You must report all health and safety incidents to your immediate supervisor the same day and complete an Employee Incident Report and/or a Health Service Incident Form. Copies are provided in your home-visit tote.

Providence Healthcare provides staff training for all new employees, to teach them: how to recognize and prevent incidents; how to report incidents; personal safety and security; recognizing escalating violent behaviour; and methods of defusing anger.
Process when there is an incident

Move to a safe area. Call 911 to request emergency assistance (police, fire or medical help), if needed.

Page supervisor or designate at Providence Healthcare to report the incident. Provide the following info:

- your present location and location of incident
- a quick summary of what happened
- request for emergency services, if necessary
- name of person(s) involved
- name of any witnesses
- your cell phone number

Write down any key details, when you are in a safe position to do so, to remember them clearly.

If you have witnessed an incident or injury, remain at the scene until EMS arrives. Then return to Providence Healthcare to complete a Health Service Incident Form, and promptly give your direct supervisor or designate the filled-out document.

If you are injured, complete an Employee Incident Report and immediately notify your direct supervisor or designate and Providence Healthcare’s Occupational Health Department, by phone.

In the event of an automobile collision, break-in or theft during a home visit, contact your own insurance agency to make a claim if you own the vehicle. If the vehicle belongs to Providence Healthcare, inform your direct supervisor or designate, and complete a Health Service Incident Form. See steps on page 34.
Steps to take after an **automobile collision**

**At the scene**

One: If it is safe, remove vehicles from the roadway.

Two: Call police/EMS if there is: personal injury; criminal activity is involved (e.g., suspected impaired driving; collision involving federal, provincial or municipal vehicles, including transit; collision involving an uninsured or suspended driver; and/or a collision involving vehicles transporting dangerous goods.

Three: Complete the *Providence Healthcare Accident Report form* – a copy should be in your home-visit tote or in the Providence vehicle.

Four: If you do not have an accident report form, exchange info with involved parties, including: witness names and contact info; driver’s name, driver’s license number, car license plate number, address, phone numbers, car insurance info, and; year/model/colour of car. Include time and date of accident and name of street and/or major intersections.

**As soon as possible**

One: Notify your supervisor or delegate.

Two: Report to a collision reporting centre within 24 hours, with accident report form.

Three: If you own the vehicle, report the accident to your insurance company.

Four: Fill out a *Health Care and Safety Association Employee Incident Report* if personal injury occurs. Fill out a *Health Service Incident Form*. 
Note: Please refer to your employment letter of offer for details regarding mileage reimbursement and insurance coverage for your car.
Steps to take following a car break-in or theft

At the scene

One: Call the police to report incident immediately.

Two: If the car was stolen, record: year, make, model, colour(s), licence plate number, vehicle identification number, serial numbers of special equipment, special markings (e.g., dents, scratches, other damage).

Three: Contact your supervisor or delegate.

As soon as possible

One: Fill out a Health Service Incident Form

Two: Contact your insurance company, if you own the vehicle.
Steps to take when your automobile breaks down

At the scene

**One:** Raise the hood, get back in the car, and lock the doors.

**Two:** Call for roadside assistance.

**Three:** If you do not have a phone, remain in the car and ask someone to call for help. Provide your business card taped with four quarters.

**Four:** Contact your supervisor/or delegate.

As soon as possible

**One:** Fill out a Health Service Incident Form.
Safety awareness at a glance quiz

In the following five illustrations there are safe and unsafe actions being taken.

Can you spot them?

After you have tried to find each safe and unsafe action, turn to page 44 to see if you have the correct answers.
Safety awareness at a glance quiz
List three correct safety measures in each of the following five images and three things that threaten safety. Answers on page 44.

Scene one
A visiting professional leaving her car upon arriving at a client’s residence.
Safety awareness at a glance quiz
List three correct safety measures in these images and three things that threaten safety. Answers on page 44.

Scene two
A visiting professional in an elevator at a client’s building.
Safety awareness at a glance quiz
List three correct safety measures in these images and three things that threaten safety. Answers on page 44.

Scene three
A visiting professional at a home visit.
Safety awareness at a glance quiz
List three correct safety measures in these images and three things that threaten safety. Answers on page 44.

Scene four
A visiting professional in a basement apartment.
Safety awareness at a glance quiz
List three missing home-visit tote items. Answers on page 44.

Scene five
Incomplete home-visit tote contents.
Answers to **safety awareness at a glance** quiz

<table>
<thead>
<tr>
<th>Image</th>
<th>Correct</th>
<th>Incorrect</th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>Flat shoes. No jewellery. Using a home-visit tote.</td>
<td>Carrying her purse. Parking far from kiosk. Provocative clothing (e.g., sleeveless shirt and fitted skirt). No photo ID. Valuables visible on car dashboard.</td>
</tr>
<tr>
<td>Two</td>
<td>No purse. Facing back of elevator. Professional attire.</td>
<td>Lots of jewellery. Standing at opposite side to control panel. Two questionable strangers with a dog in elevator with her. No photo ID.</td>
</tr>
<tr>
<td>Five</td>
<td>The home-visit tote contents in the illustration are all needed.</td>
<td>Missing booties, mask and coins for emergency phone call. Drinking coffee.</td>
</tr>
</tbody>
</table>
Emergency info

Emergency................................................. 911
Police (non-emergency)......................... 416-808-2222
Fire (non-emergency)......................... 416-338-9050
Providence Healthcare
        Supervisor/designate’s pager..............
        Switchboard.................................. 416-285-3666,
                                                  (press ‘0’)
        Security................................. call switchboard
        Alzheimer Day Program emerg.line.416-285-4023
Ambulance......................................... 416-392-2000
Crown taxi (if using a taxi chit)............ 416-750-4800
        (if not using a chit)............. 416-750-7878
Towing company.................................
Next-of-kin (work telephone #)............
Next-of-kin (home telephone #)...........
Your car’s service garage.................
Traffic report station......................... 680AM
Weather info...................................... 680AM
Roadside assistance.........................
Your family physician.........................
Your allergies.................................
Other medical issues, such as diabetes:

Medic Alert Bracelet, yes___ , no_____
Resources

Training resources

**Canadian Centre for Occupational Health and Safety (CCOHS)**
Promotes a safe and healthy working environment by providing information and advice about occupational health and safety. Website lists on-going/repeating continuing education programs from around the world, in addition to listing available CCOHS training courses.

www.ccohs.ca

**Crisis Prevention Institute, Inc.**
Offers the *Nonviolent Crisis Intervention®* training program.

3315-K North 124th Street, Brookfield, WI 53005 USA
Tel.: 1-877-877-5390
E-mail: support@crisisprevention.com

www.crisisprevention.com

**George Brown College**
Offers two-day customized workplace safety and awareness programs. For information call 416-415-5000 ext. 4781.

www.georgebrown.ca
Ontario Safety Association for Community and Healthcare
This non-profit corporation established under the Ontario Business Corporations Act offers training programs and products, including downloadable ‘fast facts’, posters, report forms and videos. Formerly called the Health Care Health & Safety Association of Ontario (HCHSA).

www.osach.ca

Ontario Service Safety Alliance (OSSA)
The designated Safe Workplace Association for the Service Sector in Ontario, delivering Health & Safety consulting, training, products and services to a wide range of clients. OSSA is a not-for-profit Health & Safety consulting company.

www.ossa.com

Workers Health & Safety Centre
Provides info on more than 100 hazard-specific awareness, skill development and occupational health and safety leadership development programs ready for immediate delivery through the Workers Centre. Customized training also provided.

www.whsc.on.ca
**Community information resources**

**OSH For Everyone**
This site provides one-stop hazard-specific information and access to Ontario's Health and Safety associations.

www.oshforeveryone.org

**The City of Toronto**
The City’s portal links you to community safety resources, including the Toronto Police Service, Toronto Fire Services and Toronto Emergency Medical Services.

www.toronto.ca

**Toronto Police Service, 41 Division**
For inquiries about safety presentations, call 416-808-4127. To inquire about a police escort for a home visit, call 416-808-4108, with as much advance notice as possible. For pamphlets dealing with crime prevention, visit

www.torontopolicе.on.ca/crimeprevention
Government resources

Ontario Ministry of Labour
Enforces the Occupational Health and Safety Act, which also includes the Workplace Hazardous Materials Information System (WHIMIS)

www.labour.gov.on.ca

Workplace Safety and Insurance Board of Ontario
Oversees Ontario's workplace safety education and training system, provides disability benefits, monitors the quality of health care, and assists in early and safe return to work.

www.wsib.on.ca

WorkSmartOntario
The official website of the Ontario Ministry of Labour, with information to help young or new workers be safe at work.

www.worksmartontario.gov.on.ca
Acknowledgements

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- Toronto Police Service, 41 Division
- Toronto Hydro
- Children’s Aid Society of Toronto
- Baycrest
- Bloorview Kids Rehab
- Regional Geriatric Program of Toronto
- Scarborough Community Care Access Centre (now part of the Toronto Central East CCAC)

References

*Crime prevention for professional home visitor*, Toronto Police Service, Community Policing Support Unit, Crime Prevention Section

*Health & safety policy*, 2003, Toronto Hydro

*Tips for guarding your personal safety on home visits*, 2003, HCHSA Fast Facts

*Safety handbook for employees working in an office or in the community*, Children’s Aid Society of Toronto


*Protecting workers who work alone*, 2003, HCHSA Fast Facts

*Indications for OT home visit*, St. John’s Rehab Hospital (Toronto)
Providence Healthcare’s
Occupational Health and Safety Policy,
policy number X-10

Purpose

To promote and maintain the highest possible degree of health and safety for Providence Healthcare's staff, physicians, volunteers, students, contract workers and for the community at large.

To encourage a collaborative proactive approach that will contribute to the organization's effectiveness and the quality of work life.

Policy

1. Providence Healthcare is committed to maintaining a safe and healthy working environment through the implementation of its Occupational Health and Safety Program and Plan of Action (Refer to Occupational Health and Safety Department Policy and Procedure Manual # 6.2). This mandate is everyone's responsibility, and all persons carrying on activities within Providence Healthcare’s campus or during the course of conducting external business activities on behalf of Providence Healthcare must accept personal ownership of safety by complying with all relevant requirements of the Occupational Health and Safety Program.

2. Management is committed to the prevention of occupational illness and injury and will ensure compliance with all applicable health and safety legislation.
3. Every supervisor is responsible for ensuring that safe and healthy working conditions are maintained, and that workers comply with all applicable health and safety legislation.

4. Each worker has a responsibility to work in compliance with all applicable health and safety legislation as well as the health and safety policies and program requirements of Providence Healthcare.

5. Sub-contractors and their workers have a responsibility to meet Providence Healthcare's health and safety program requirements, and to comply with all applicable health and safety legislation.

6. Health and safety will not be sacrificed for expediency, and unacceptable performance of health and safety duties will not be tolerated.

7. Failure to adhere to this policy will result in disciplinary action, up to and including dismissal.

**Joint Health and Safety Committee**

The purpose of the Joint Health and Safety Committee (JHSC) is to identify workplace hazards and promote prevention of workplace injury through a process of recommendation, inspection, communication and promotion in support of Providence Healthcare’s Health and Safety Program and in accordance with the Occupational Health and Safety Act of Ontario and relevant clauses in the existing collective agreements.
Appendix A

Key policies, reports and forms

Providence Healthcare’s Occupational Health and Safety Policy outlines the organization’s commitment to ‘promote and maintain the highest possible degree of health and safety for Providence Healthcare’s staff, physicians, volunteers, students, contract workers and for the community at large’.

Providence Healthcare’s commitment to the health and well-being of staff is based on its Mission and Values, framed by adherence to government legislation, and supported by policies and procedures. The following policies are posted for your convenience in the Organizational Health and Wellness section of our Intranet, under Be Safe Guide Appendices.

You may refer to these anytime, or talk to your supervisor or director if you have questions or concerns:

- Occupational Health and Safety Policy (Human Resources Policies, X-10)
- Occupational Health and Safety Program and Plan of Action (Human Resources Policies, X-11)
- Joint Health and Safety Committee, Terms of Reference (General Administrative Manual, II-20)
- Photo Identification Badges (Human Resources Policies, I-40)
- Employee Incident/Injury Reporting and Investigation (Human Resources Policies, X-60)

- Dress Code Policy (Human Resources Policies, V-50)

- Standard/Routine Precautions (from Infection Control Manual and also posted on Intranet, under Organizational Health and Wellness)

The following forms are provided to you in your Be Safe home-visit tote file, or can be obtained from your manager/supervisor:

- Health Service Incident Form

- Employee Incident Report (Ontario Safety Association for Community and Healthcare)

- Providence Healthcare Accident Report
For additional copies of this guide, contact
info@providencehealthcare.com