

**Scarborough Healthcare Centre**  
**Health and Safety Manual**

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The Occupational Health and Safety Act places duties on many different categories of individuals associated with workplaces, such as employers, constructors, supervisors, owners, suppliers, licensees, officers of a corporation and workers. This outlines the duties of these people.

### **General Duties of Employers**

An Ontario employer who is covered by the Act, has an obligation to:

- instruct, inform and supervise workers to protect their health and safety
- assist in a medical emergency by providing any information—including confidential business information—to a qualified medical practitioner who requests the information in order to diagnose or treat any person
- appoint competent persons as supervisors." *Competent person*" has a very specific meaning under the Act. He or she must:
  - be qualified—through knowledge, training and experience—to organize the work and its performance;
  - be familiar with the Act and the regulations that apply to the work being performed in the workplace;
  - know about any actual or potential danger to health and safety in the workplace;
- inform a worker, or a person in authority over a worker, about any hazard in the work and train that worker in the handling, storage, use, disposal and transport of any equipment, substances, tools, material, etc.
- help committees and health and safety representatives to carry out their duties
- not employ workers who are under such age as may be prescribed or knowingly permit underage persons to be in or near the workplace
- take every precaution reasonable in the circumstances for the protection of a worker
- post in the workplace a copy of the Occupational Health and Safety Act, as well as explanatory material prepared by the ministry that outlines the rights, responsibilities and duties of workers. This material must be in English and the majority language in the workplace
- prepare a written occupational health and safety policy, review that policy at least once a year and set up a program to implement it
- post a copy of the occupational health and safety policy in the workplace, where workers will be most likely to see it
- provide the joint committee or the health and safety representative with the results of any occupational health and safety report that the employer has. If the report is in writing, the employer must also provide a copy of the relevant parts of the report
- advise workers of the results of such a report. If the report is in writing, the employer must, on request, make available to workers copies of those portions that concern occupational health and safety
- ensure that every part of the physical structure of the workplace can support all loads to which it may be subjected, in accordance with the Building Code Act and any standards prescribed by the ministry. This duty also applies to the self-employed.

## **Duties of Supervisors**

The Act sets out certain specific duties for workplace supervisors. A supervisor must:

- ensure that a worker complies with the Act and regulations;
- ensure that any equipment, protective device or clothing required by the employer is used or worn by the worker;
- advise a worker of any potential or actual health or safety dangers known by the supervisor; and
- take every precaution reasonable in the circumstances for the protection of workers.

## **Duties of Owners**

A person who owns a workplace that is not a construction project also has both general and prescribed duties. An owner must ensure that:

- workplace facilities are provided and maintained as prescribed;
- the workplace complies with the regulations;
- no workplace is constructed, developed, reconstructed or altered except in compliance with the Act and regulations;
- workplace drawings, plans or specifications are given to a director of the Ministry of Labour, as prescribed;
- An owner or employer can be required, by regulation, to file with the ministry, before any work is done, complete plans for the construction of or change to a workplace. These plans, and any subsequent changes in the plans, could be reviewed by a ministry engineer to determine compliance with the Act and regulations. The ministry engineer could also require additional information on the plans from the employer or owner;
- If a regulation required the plans to be reviewed by the ministry engineer, a copy would have to be available at the workplace for examination by a ministry inspector; and
- The owner of a mine must update drawings and plans every six months and include details, as prescribed.

## **Duties of Workers**

Workers also have several general duties under the Act. A worker must take responsibility for personal health and safety insofar as he or she is able. Under the Act, a worker must:

- work in compliance with the Act and regulations;
- use or wear any equipment, protective devices or clothing required by the employer;
- report to the employer or supervisor any known missing or defective equipment or protective device that may be dangerous;
- report any known workplace hazard to the employer or supervisor;
- report any known contravention of the Act or regulations to the employer or supervisor;
- not remove or make ineffective any protective device required by the employer or by the regulations;

- not use or operate any equipment or work in a way that may endanger any worker;  
and
- not engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct. Racing powered hand trucks in a warehouse or seeing who can pick up the most boxes are examples of unsafe and unacceptable workplace conduct.

## **General Health and Safety Policy**

**Date Effective:** 01/01/2012

**Date Revised:** 01/01/2016

Scarborough Healthcare Centre is a private practice offering chiropractic, acupuncture, and physiotherapy, massage therapy, chiropody and nutrition services.

The management of Scarborough Healthcare Centre is vitally interested in the health and safety of its employees. Protection of employees from injury or occupational disease is a major continuing objective. Scarborough Healthcare Centre will make every effort to provide a safe, healthy work environment. All supervisors and workers must be dedicated to the continuing objective of reducing risk of injury. Scarborough Healthcare Centre as an employer is ultimately responsible for worker health and safety. As owner of Scarborough Healthcare Centre I give you my personal promise that every reasonable precaution will be taken for the protection of workers.

Supervisors will be held accountable for the health and safety of workers under their supervision. Supervisors are responsible to ensure that machinery and equipment are safe and that workers work in compliance with established safe work practices and procedures. Workers must receive adequate training in their specific work tasks to protect their health and safety.

Every worker must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the company.

It is in the best interest of all parties to consider health and safety in every activity. Commitment to healthy and safety must form an integral part of this organization, from the owner to the workers.

This policy will be signed and dated on an annual basis by the owner of Scarborough Healthcare Centre.

Signed:

Dated:

## **Health and Safety Representative**

**Date Effective:** 01/01/2012

**Date Revised:** 01/01/2016

Scarborough Healthcare Centre is dedicated to complying with the Ontario Occupational Health and Safety Act. As such, they are committed to ensuring that there is a devoted and functioning Health and Safety Representative at all locations.

A health and safety representative is required at a workplace or construction project where six or more workers are regularly employed, and where there is no joint committee. The representative must be chosen by the workers of the company.

A health and safety representative has the power to:

- **Identify Workplace Hazards**

The health and safety representative has the power to identify workplace hazards. This power is usually exercised by conducting workplace inspections on a monthly basis.

- **Obtain Information from the Employer**

The health and safety representative is entitled to the same information available to a joint committee member. The employer must share with the representative any such information that he or she has.

- **Be Consulted about Workplace Testing**

If the employer intends to do testing of any kind in or about the workplace and related to occupational health and safety, the representative has the right to be consulted before the testing takes place. He or she may also be present at the beginning of such testing.

- **Make Recommendations to the Employer**

The representative has the power to make recommendations to the employer on ways to improve workplace health and safety—the same power given to joint committees. The employer must respond in writing to any written recommendations within 21 days.

- **Investigate Work Refusals**

The health and safety representative should be present at the investigation of a work refusal.

- **Investigate Serious Injuries**

If a worker is killed or critically injured on the job, the representative has the right to inspect the scene where the injury occurred and any machine, equipment, substance, etc., that may be connected with it. His or her findings must be reported in writing to a director of the Ministry of Labour.



- Request Information from the Workplace Safety and Insurance Board (WSIB)

The health and safety representative is entitled to request the same information from the WSIB that is available to a joint committee member. When this information is received from the WSIB, the employer must post it in the workplace, in a location where it is likely to be seen by the workers.

The representative is entitled to carry out inspections and investigations. During this time, he or she must be paid the regular or premium rate, whichever is applicable.

The representative may from time to time come across confidential information. Therefore he or she is required to follow the basic rules of confidentiality:

- must not disclose any information about any workplace tests or inquiries conducted;
- must not reveal the name of any person from whom information is received;
- must not disclose any secret manufacturing process or trade information; and
- may disclose the results of any medical examinations or tests of workers only in a way that does not identify anyone.

## **The Right to Refuse Work**

**Date Effective:** 01/01/2012

**Date Revised:** 01/01/2016

The Occupational Health and Safety Act gives a worker the right to refuse work that he or she believes is unsafe.

Workers who have a responsibility to protect public safety (i.e. health care workers employed in workplaces like hospitals, nursing homes, psychiatric institutions, rehabilitation facilities, etc.) cannot refuse unsafe work if the danger in question is a normal part of the job or if the refusal would endanger the life, health or safety of another person.

The Act sets out a specific procedure that must be followed in a work refusal. Please see Refusal to Work Process (Appendix G).

A worker can refuse to work if he or she has reason to believe that one or more of the following is true:

- Any machine, equipment or tool that the worker is using or is told to use is likely to endanger himself or herself or another worker;
- The physical condition of the workplace or work station is likely to endanger the worker; and/or
- Any machine, equipment or tool that the worker is using, or the physical condition of the workplace, contravenes the Act or regulations and is likely to endanger himself or herself or another worker.

If a worker refuses unsafe work:

- The worker must immediately tell the supervisor that the work is being refused and explain why.
- The supervisor must investigate the situation immediately, in the presence of the worker and the Health and Safety Representative.
- The refusing worker must remain in a safe place near the workstation until the investigation is completed. This interval is known as the "first stage" of a work refusal. If the situation is resolved at this point, the worker will return to work.
- If the refusing worker is not satisfied with the results of the investigation, the worker can continue to refuse the work if he or she has reasonable grounds for believing that the work continues to be unsafe. At this point, the "second stage" of a work refusal begins.
- If the worker continues to refuse to work, the worker, the employer or someone acting on behalf of either the worker or employer must notify a Ministry of Labour inspector. The inspector will come to the workplace to investigate the refusal by consulting with the worker and the employer (or a representative of the employer). The Health and Safety Representative will also be consulted as part of the inspector's investigation.
- While waiting for the inspector's investigation to be completed, the worker must remain in a safe place near the workstation, unless the employer assigns some other

reasonable work during normal working hours. If no such work exists, the employer can give other directions to the worker.

- The inspector must decide whether the work is likely to endanger the worker or another person. The inspector's decision must be given, in writing, to the worker, the employer, and the Health and Safety Representative. If the inspector finds that the work is not likely to endanger anyone, the refusing worker is expected to return to work.

The employer or supervisor can ask another worker to do the work that was refused. The second worker must be told that the work was refused and why. This must be done in the presence of the Health and Safety Representative.

The second worker has the same right to refuse as the first worker.

Scarborough Healthcare Centre is not allowed to dismiss, discipline, suspend or penalize a worker in any way, or threaten to do any of these things to a worker who has acted in compliance with the law.

## **Training Policy**

**Date Effective:** 01/01/2012

**Date Revised:** 01/01/2016

**Policy:** Scarborough Healthcare Centre provides competency-based training upon hire and as needed to staff in the area of health and safety. By providing the appropriate training, Scarborough Healthcare Centre will maintain safety compliance, reduce accidents and offer a safer working environment.

**Procedure:** Involved is training in the following areas:

- Health and safety policy and practices
- Emergency Procedures
- Evacuation Procedures
- Workplace Harassment & Violence
- The duties of employers, supervisors and employees

These trainings will be provided in a manner that will not only ensure health and safety in an office setting, but also in the community. Each training will include discussion based training and a review of the organization's policies and procedures. The new employee is required to sign the New Employee Orientation Checklist (Appendix A).

Documentation of staff training will be kept at both Scarborough Healthcare Centre offices in the Safety notebook and in staff employment records when necessary.

## **Workplace Inspections**

**Date Effective:** 01/01/2012

**Date Revised:** 01/01/2016

**Policy:** Scarborough Healthcare Centre provides a program of inspections to insure the health and safety of staff, persons served, and employees.

**Procedure:** The designated Health and Safety Representative will conduct Workplace Inspections on a monthly basis. If it is not practical, for some reason, to inspect the entire workplace once a month, at least part of it must be inspected monthly, following a schedule agreed upon by the representative and the employer. The entire workplace must be inspected at least once a year.

Other workers, as well as the employer, must give the representative any information and assistance needed to carry out these inspections.

To ensure that all items are covered during the inspection the Facility Inspection Checklist (Appendix B) is to be used. Any areas of concern will be recorded and clearly described.

The results of this inspection are documented on a written report that identifies the areas inspected, recommendations for areas needing improvement and actions taken to respond to the recommendations. The completed inspections results and actions will be provided to the Clinical Director for review.

## **Incident Reporting**

**Date Effective:** 01/01/2012

**Date Revised:** 01/01/2016

**Policy:** Scarborough Healthcare Centre follows the guidelines as required by the Ontario Occupational Health and Safety Act and the Workplace Safety Insurance Board (WSIB) for reporting incidents.

**Procedure:** Following any incident (including a critical incident), the employer should:

- Complete the Accident and Incident Investigation Form (Appendix C). Document the event, including the date, cause of the emergency, actions taken, problems that arose and persons involved.
- If a person, whether a worker or not, has been critically injured or killed at the workplace, the employer must immediately notify the Ministry of Labour Health & Safety Contact Centre and the Health and Safety Representative by telephone or other direct means. Within 48 hours, the employer must also notify, in writing, a director of the Ministry of Labour, giving the circumstances of the occurrence and any information that may be prescribed
- If an accident, explosion or fire occurs and a worker is disabled or requires medical attention, the employer must notify the Health and Safety Representative within four days of the incident. This notice must be in writing and must contain any prescribed information. If required by an inspector, this notice must also be given to a director of the Ministry of Labour.
- The Employers' Report of Injury/Disease (Form 7) must be completed and sent to the WSIB within three days of learning of a work-related injury or occupational disease that either causes a worker to: be absent from their regular work; require modified duties at less than regular pay; earn less than regular pay at regular work; require modified duties at regular pay for more than seven calendar days; and/or obtain health care.
- If an employer is told that a worker has an occupational illness or that a claim for an occupational illness has been filed with the Workplace Safety and Insurance Board, the employer must notify a director of the Ministry of Labour, the joint committee (or health and safety representative) and the union, if any, within four days. This notice must be in writing and must contain any prescribed information [section 52(2)]. The duty to notify applies not only to current employees but also to former ones [section 52(3)].

## **Emergency Plan Policy**

**Date Effective:** 01/01/2012

**Date Revised:** 01/01/2016

**Policy:** Scarborough Healthcare Centre is committed to protecting staff in the event of an emergency through the development of emergency plans.

**Procedure:** Emergency plans address emergency situations that may arise in Scarborough Healthcare Centre locations that may threaten human health and safety, and damage the agency's assets. Examples of an emergency are fire, tornado, earthquake, and bomb threat, medical or violent behaviors.

### **Fire:**

In the event of a fire, the following procedures are observed:

1. Evaluate the situation; determine quickly, if possible, the size, nature and location of the fire within the facility. The nature of the fire is a key factor in determining a course of action. Smoke color may indicate the potential danger of the situation as follows:
  - Yellow smoke may indicate the presence of toxic gases. Evacuation should proceed immediately, and no effort should be made to extinguish the flame.
  - Gray smoke with brown wisps is indicative of an electrical fire. Again the area should be evacuated immediately, and all should stay clear of the area.
  - Gray-black smoke is indicative of primary fire. The first priority remains evacuation of the immediate area. Staff members may attempt to extinguish the fire only if there is no severe danger of smoke inhalation.
2. If indicated, staff notifies all persons in the facility by loudly announcing the evacuation (i.e. "This Scarborough Healthcare Centre site is being temporarily evacuated. Please leave by the nearest (designate) exit immediately."). Make this announcement twice, and repeat it every minute or more frequently if needed, if applicable. A fire deemed in any way to be a threat to the safety of persons calls for evacuation to the outside area, away from the building.
3. All windows and doors to the facility should be closed, and all electrical switches and breakers turned off. However, do not waste time doing this if the condition is an emergency.
4. The Administrative Assistant or designated Fire Warden shall be responsible for securing and transporting the sign in sheet, first aid kit and emergency contact log to the evacuation meeting point.
5. All persons in the facility leave the facility following the fire drill procedure and follow evacuation routes.

6. The Administrative Assistant or designated Fire Warden will make certain that all persons are accounted for and safe.
7. Move to other locations as required.
8. Call 911/notify the fire department of the need for assistance. Other communication networks, such as cell phone, should be utilized in the event that the fire has caused the telephone system to be out of order.
9. Staff trained to do so provide first aid or seek emergency medical care, if needed.
10. One staff go to the nearest intersection to direct fire department vehicles to the scene, if there are adequate number of staff to ensure the safety of the persons served.
11. Upon arrival of the fire department the Clinical Director or designee establishes contact with the senior fire department official and coordinates subsequent activities with him or her.
12. Any of the steps above may be done simultaneously as the number of staff members on duty permit. The decision not to follow any of these steps is justifiable only when there is certainty that there is imminent danger.
13. If the fire is small, any of the facility's fire extinguishers may be used to put it out by trained staff. Although there should be no hesitation regarding the use of fire extinguishers, the fighting of any fire by staff members should be undertaken only if there is no imminent danger. All staff are trained in the use of fire extinguishers. For a small fire that is very contained, e.g. in a small trash can, staff may put out the fire with the facility's fire extinguisher and dispose of the flammable materials to ensure that they cannot re-combust, e.g. flush in the toilet. At no time does staff take any action that could endanger the staff or others.
14. Any individuals unable to independently utilize stairs or exit the facility are assisted in doing so.
15. Ensure that no re-entry is attempted until authorized by the fire department.
16. Document the event and provide the information to the Safety Officer.

#### **Severe Weather and Natural Disasters:**

In the event of a severe weather and natural disasters, the following procedures are observed:

1. Make an announcement, Example: "Scarborough Healthcare Centre, Inc. is experiencing severe weather. Please go to the safe area (designate) immediately." Make this announcement twice, and repeat it every minute or more frequently if needed, if applicable.
2. Staff assists all persons in moving to the designated safe area.
3. The Administrative Assistant shall be responsible for securing and transporting the sign in sheet, first aid kit and emergency contact log to the interior safe area.
4. Maintain flashlight and voice contact among persons at all times.



5. Turn off the main breaker, water supply and gas supply to the structure only if time permits and it is safe to do so.
6. Direct all persons to kneel down on their knees with their head between their legs covering their head with their hands. .
7. Make sure to do a head count before moving to the safe place, after arriving at the safe area, and after leaving the safe area.
8. After absolutely certain that the storm has passed, staff members should do a head count, provide any necessary first aid and call 911 for any necessary response agencies. Check the complete building for any damages such as fire, water, or structural. Turn on and test utilities.
9. Notify the Health and Safety Representative and Clinical Director as soon as possible with an update of conditions.
10. Document the event and provide the information to the Safety Officer.

#### ***Severe thunderstorm WATCH***

- Advise all staff members of the weather condition.
- Monitor radio/television news for updates .
- Modify outdoor activities to ensure that relatively quick access to shelter is available.

#### ***Severe thunderstorm WARNING***

- Advise all staff members of the weather condition.
- Monitor radio/television news for updates.
- Terminate outdoor activities and seek shelter.
- Turn off all electronic equipment including computers and do not use office telephones.
- Monitor sky conditions. If you see a dark, funnel shaped cloud, seek shelter and if possible, call 911 and report it.

#### **Natural Gas:**

1. If there is a natural gas leak, the properties of natural gas are that it is lighter than air and will dissipate into the atmosphere in the unlikely event of a leak outside the building.
2. If the leak is within the building the situation is much more serious. Natural gas in its natural state is non-toxic and odorless. As a safety precaution, an odorant is added to ensure quick detection in case of a gas leak. If you can smell gas do not smoke, induce a spark, light flames, or use a mobile phone in the vicinity.
3. Follow the procedures under All Evacuations found later in this manual.

#### **Utility, Power or Mechanical Failure:**

In the event of power failure:

- The building's emergency's lights, if so equipped, should come on automatically.
- There are flashlights available to staff.
- There is a battery-operated radio to be used to monitor weather conditions, etc.
- Contact the local power company and the Clinical Director.

In the event of the loss of water staff contacts the local public works if the water loss is neither the result of a general power failure nor the result of an internal plumbing problem. Contact the Clinical Director.

In the event of telephone loss, staff uses cellular phone to contact the local telephone company repair service (only if loss of service is not the result of a general power failure) and the Clinical Director.

In the event of loss of heat/air conditioning (emergencies only) contact the Clinical Director who will contact the installer of the system and/or company that services the units or the landlord.

In the event of plumbing problems contact the Clinical Director who will contact the plumbing company or landlord.

In the event of problems with locks and keys contact the Clinical Director who will contact the landlord or make arrangements with a locksmith.

In case of a utility failure that threatens safety, all persons should follow the following procedures for All Evacuations. Arrangements are made either for repair or for temporary location to an approved home or office, if needed.

#### **Medical Emergency and First Aid:**

If an employee/individual is injured, the initial responsibility of an employee is to provide the needed first aid or arrange for emergency medical response or professional medical care. Always follow your First Aid/CPR training.

1. Treat the injured individual using the supplies from first aid kit.
2. In the event a person is injured and requires professional medical care, drive the person to a medical provider if it is safe to do so.
3. If a person has a medical emergency requiring emergency medical services, 911 is called and the person's emergency contact person and agency's Clinical Director are notified immediately.
4. Any person not involved in assisting the victim is removed from the area where the emergency is occurring. Persons are shielded from the activity to prevent fear and anxiety.
5. When emergency medical services personnel are finished providing services, staff and others are debriefed as necessary, then allowed to resume the activities already in progress.
6. Complete incident report documentation and follow up with the person as needed.

#### **Evacuations:**

In the event of a fire, bomb threat, electrical, chemical or other emergency that would require the evacuation of the building, all staff members should adhere to the following:

1. Telephone Call 911 or the local emergency agency (for example, fire, police, hazardous materials team, etc.)
2. Make an announcement, (i.e. "This Scarborough Healthcare Centre site is being temporarily evacuated. Please leave by the nearest (designate) exit immediately."). Make

this announcement twice, and repeat it every minute or more frequently if needed, if applicable.

3. The Administrative Assistant shall be responsible for securing and transporting the sign in sheet, first aid kit and emergency contact log to the evacuation meeting point.
4. Check all areas of occupancy, offices, restrooms, and public areas to verify that employees and individuals are evacuated.
5. Secure all cash, checks, and documents if time permits.
6. Designate a safe area outside agency as a gathering point for all employees/others. In the event of inclement weather, the employees and others may seek temporary shelter in vehicles, until the building has been deemed safe.
7. Take a head count of employees/others to insure all were safely evacuated, if applicable. (Usually the receptionist who has the sign in sheet.)
8. No one re-enters the building. Management will notify the ranking fire or other emergency response official on the scene of a potentially trapped person and their approximate whereabouts.
9. Dismiss all non-essential employees.
10. Telephone the Clinical Director and others, as appropriate.

#### **Safety Meeting Areas:**

The following areas are the official Safe Meeting areas in the event of an Emergency:

In the event of an emergency that would require the evacuation of the building, all staff members, consumers, and other occupants of the building should meet at:

**The Lawrence Avenue East Doors at the Medix Centre - make sure that you are 9 meters away from the doors.**

## **First Aid**

**Date Effective:** 01/01/2012

**Date Revised:** 01/01/2016

**Policy:** Scarborough Healthcare Centre is committed to protecting staff in the event of an emergency by insuring that they effectively meet the first aid regulations for the province of Ontario and for the Workplace Safety Insurance Board (WSIB).

**Procedure:** In All Cases of Injury/Disease

### ***The worker must:***

1. Get first aid right away.

First aid includes but is not limited to: cleaning minor cuts, scrapes or scratches; treating a minor burn, applying bandages and/or dressings, cold compress, cold pack, ice bag, splint, changing a bandage or a dressing after a follow-up observation visit and any follow-up for observation purposes only.

2. Tell the employer of any injury or the possible onset of a work- related disease/condition.

3. Claim benefits if the injury causes him or her to seek health care. Health care includes services requiring the professional skills of a health care practitioner (i.e., a doctor, nurse, chiropractor or physiotherapist); services provided at hospitals and health facilities and prescription drugs.

The worker should also claim benefits if the injury causes him or her to:

- Be absent from regular work
- Require modified duties at less than regular pay
- Require modified work at regular pay for more than seven calendar days after the date of accident
- Earn less than regular pay at regular work.

4. Claim Workplace Safety Board Insurance benefits by signing WSIB Form 1492, the Workers' Claim/Consent Form, and giving a copy of the form to the employer or Signing WSIB Form 6, Worker's Report of Injury/Disease and giving a copy of the form to the employer.

5. Choose a doctor or other qualified health professional. Do not change health professionals without permission from the WSIB.

### ***The employer must:***

1. Make sure first aid is given immediately. First aid includes but is not limited to: cleaning minor cuts, scrapes or scratches; treating a minor burn, applying bandages and/or dressings, cold compress, cold pack, ice bag, splint, changing a bandage or a dressing after a follow-up observation visit and any follow-up for observation purposes only.

2. Make sure there is a record of the first aid treatment/advice given to the worker using

the First Aid Log and Inspection Record (Appendix D).

3. Complete and give to the worker the Treatment Memorandum Form 156 if the worker needs more than first aid treatment/advice.
4. Provide immediate transportation to a hospital, a doctor's office, or the worker's home, if necessary.
5. Complete WSIB Form 7, Employer's Report of Injury/Disease, if the worker gets health care. Health care includes services requiring the professional skills of a health care practitioner (i.e., a doctor, nurse, chiropractor or physiotherapist); services provided at hospitals and health facilities and prescription drugs.

He or she should also complete WSIB Form 7, Employer's Report of Injury/Disease if the injury causes the worker to:

- Be absent from regular work
- Require modified duties at less than regular pay
- Require modified work at regular pay for more than seven calendar days after the date of accident
- Earn less than regular pay at regular work.

#### **First Aid Station:**

Scarborough Healthcare Centre shall ensure that there is a first aid station that shall contain,

- a first aid box containing the items required by regulation; and
- a notice board displaying:
  - the Workplace Safety and Insurance Board's poster known as Form 82;
  - the valid first aid certificates of qualification of the trained workers on duty; and
  - an inspection card with spaces for recording the date of the most recent inspection of the first aid kit and the signature of the person making the inspection.

The first aid station is at all times in the charge of a worker who,

- is the holder of a valid St. John Ambulance Standard First Aid Certificate or its equivalent; and
- works in the immediate vicinity of the box.

#### **First Aid Kit Requirements:**

The first aid kit is required to be inspected on a monthly basis by the designated Health and Safety Representative.

- a current edition of a standard St. John Ambulance First Aid Manual;
- 24 safety pins;
- 1 basin, preferably stainless steel; and

- dressings consisting of:
  - 48 adhesive dressings, individually wrapped
  - 2 rolls of adhesive tape, 1 inch wide
  - 12 rolls of 1 inch gauze bandage
  - 48 sterile gauze pads, 3 inches square
  - 8 rolls of 2 inch gauze bandage
  - 8 rolls of 4 inch gauze bandage
  - 12 sterile gauze pads, 2 inches square
  - 4 rolls of 2 inch gauze bandage
  - 4 rolls of 4 inch gauze bandage
  - 4 sterile surgical pads suitable for pressure dressings, individually wrapped
  - 6 triangular bandages
  - 2 rolls of splint padding
  - 1 roll-up splint

\*Requirements for more than 5 workers and not more than 15 workers

## **Workplace Violence**

**Date Effective:** 01/01/2012

**Date Revised:** 01/01/2016

**Policy:** The management of Scarborough Healthcare Centre is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. We will take whatever steps are reasonable to protect our workers from workplace violence from all sources.

Violent behavior in the workplace is unacceptable from anyone. This policy applies to workers, visitors and clients. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

The Occupational Health and Safety Act defines workplace violence as the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker. It also includes an:

- attempt to exercise physical force against a worker in a workplace, that could cause physical injury to the worker; and a
- statement or behaviour that a worker could reasonably interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Examples of workplace violence include:

- verbally threatening to attack a worker;
- leaving threatening notes at or sending threatening e-mails to a workplace;
- shaking a fist in a worker's face;
- wielding a weapon at work;
- hitting or trying to hit a worker;
- throwing an object at a worker;
- sexual violence against a worker; or
- kicking an object the worker is standing on such as a ladder.

There is a workplace violence program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents, or raise concerns.

Scarborough Healthcare Centre, as the employer, will ensure this policy and the supporting program are implemented and maintained and that all workers and supervisors have the appropriate information and instruction to protect them from violence in the workplace.

Supervisors will adhere to this policy and the supporting program. Supervisors are responsible for ensuring that workers follow measures and procedures and that workers have the information that they need to protect them.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats.

Management pledges to investigate and deal with all incidents and complaints of workplace violence in a fair and timely manner, respecting the privacy of all once rendered as much as possible.



## **Workplace Harassment**

**Date Effective:** 01/01/2012

**Date Revised:** 01/01/2016

**Policy:** The management of Scarborough Healthcare Centre is committed to providing a work environment in which all individuals are treated with respect and dignity.

Workplace harassment will not be tolerated from any person in the workplace. Everyone in the workplace must be dedicated to preventing workplace harassment. Managers, supervisors and workers are expected to uphold this policy, and will be held accountable by the employer.

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace. It can involve unwelcome words or actions that are known or should be known to be offensive, embarrassing, humiliating or demeaning to a worker or group of workers. It can also include behaviour that intimidates, isolates or even discriminates against the targeted individual(s).

Workplace harassment often involves repeated words or actions, or a pattern of behaviours, against a worker or group of workers in the workplace that are unwelcome.

This may include:

- making remarks, jokes or innuendos that demean, ridicule, intimidate, or offend;
- displaying or circulating offensive pictures or materials in print or electronic form;
- bullying;
- repeated offensive or intimidating phone calls or e-mails; or
- inappropriate sexual touching, advances, suggestions or requests.

The policy is not intended to limit or constrain the reasonable exercise of management functions in the workplace.

Workers are encouraged to report any incidents of workplace harassment.

Management will investigate and deal with all concerns, complaints, or incidents of workplace harassment in a fair and timely manner while respecting workers' privacy as much as possible.

Nothing in this policy prevents or discourages a worker from filing an application with the Human Rights Tribunal of Ontario on a matter related to Ontario's Human Rights Code within one year of the last alleged incident. A worker also retains the right to exercise any other legal avenues that may be available.

## **Workplace Harassment and Violence Prevention Program:**

The Company clearly and unequivocally prohibits harassment and violence in the workplace. This policy is displayed on a notice board in the workplace that is accessible to all employees at each location. The Company is committed to providing employees with a work environment free of violence, abusive or aggressive behaviour and makes every reasonable effort to ensure that employees are not subjected to violence, abusive or aggressive behaviour in the workplace. This policy is not meant to inhibit relationships based on mutual consent or normal social contact between employees in the workplace.

### **Responsibility:**

The Company:

- it is the responsibility of the Company to make every reasonable effort to ensure that employees are not subjected to workplace harassment, violence, abusive and aggressive behaviour

The Owner:

- it is the responsibility of the Owner to investigate and respond to complaints and reported instances of workplace violence or abusive and aggressive behaviour

Supervisors:

- it is the responsibility of the Supervisor to be aware of, understand, comply, and enforce the terms and conditions of this policy;
- complete the company provided training;
- provide employees, to the best of their ability, a workplace that is free of violence, abusive and aggressive behaviour;
- take action, upon being advised of a specific situation, and/or through the Annual Risk Assessment, to prevent violence from occurring, including but not limited to, identifying and intervening in inappropriate workplace behaviour as defined by this policy;
- demonstrate willingness to discuss and address concerns with any employee regarding workplace violence or abusive and aggressive behaviour;
- ensure that retaliatory action or threat of reprisal is not taken against employees who initiate complaints or participate in investigations;
- communicate and enforce this policy with business associates, visitors, customers, vendors, volunteers and contractors, as necessary, to ensure the workplace is free of violence, abusive and aggressive behaviour; and
- immediately contact the police in the event of a perceived or actual threat, assault, injury or damage to any person or property.

Employees:

- it is the responsibility of the employee to be aware of, understand, and comply with the terms and conditions of this policy;
- complete the company provided training;
- treat fellow employees with respect and dignity and ensure that their behaviour in the workplace is free of violence, including abusive and aggressive behaviour;

- make their disapproval known to any employee demonstrating violence, abusive or aggressive behaviour, if they perceive that they have been violated, or if they have observed another employee being subjected to violent, abusive or aggressive behaviour. Where making their disapproval known would place them in danger, employees must immediately inform their direct manager of the incident;
- assist in the implementation and enforcement of this policy by promptly, and in good faith, reporting violations to their immediate manager;
- be aware that any form of retaliation or threats of reprisal against a complainant or a witness for taking part in an investigation of a complaint is strictly forbidden and will result in disciplinary action against the individual found to be retaliation or threatening reprisal, up to and including termination of employment; and
- provide full cooperation during investigation's relating to workplace violence or abusive and aggressive behaviour.

### **Risk Assessment:**

Scarborough Healthcare Centre will look at every aspect of the workplace and related work procedures to identify every possible risk of violence in the workplace.

As part of such assessments, all employees at both work locations will be required to participate in a Hazard Assessment Questionnaire (Appendix E). Risks must be reassessed as often as necessary to protect workers from workplace violence.

Scarborough Healthcare Centre will advise all management and the Health and Safety Representative of the results of the assessment or reassessment of risks of workplace violence.

### **Training:**

Training on workplace violence will ensure that all employees are aware of what behaviours will not be tolerated, and all employees and managers to appropriately handle situations should they arise. Training should include:

- recognizing violent or harassment situations;
- effectively dealing with violent and harassing behaviour at an early stage;
- correct response procedures for employees who are at risk;
- violence and harassment prevention procedures and work practices to minimize risk; and
- incident reporting procedures.

### **Complainant and Respondent's Rights:**

The Complainant has the right to:

- file a complaint in good faith without fear or reprisals by the Company;
- ensure that no written complaint is filed in their personal employee file;
- receive information relating to the status of any investigation of the complaint, the findings of the investigation and whether any disciplinary action was imposed on the Respondent, subject to the applicable legislations regarding the protection of personal information; and
- be treated fairly.

The Respondent has the right to:

- be informed that a complaint has been filed against him/her;
- be provided with the written allegations and have the opportunity to respond to the allegations;
- receive information relating to the status of any investigation of the complaint, the findings of the investigation and whether any disciplinary action was imposed on the Respondent, subject to the applicable legislations regarding the protection of personal information; and
- be treated fairly.

### **Confidentiality:**

Information concerning allegations of harassment or violence and any subsequent investigation including the name of the complainant and the circumstances related to the complaint are not to be disclosed. Except where disclosure is necessary, information will be shared on a need to know basis only for the purposes of:

- investigating the complaint;
- taking disciplinary action in relation to the complaint;
- for the protection of other employees or any other individuals;
- legal actions in defense of the Company and/or its Managers; and/or
- as compelled by law.

### **Domestic Violence:**

Any employee who believes that domestic violence may occur in the workplace that would likely expose them or another employee to physical injury should report the matter to Human Resources. Scarborough Healthcare Centre recognizes and respects the sensitivity and confidential nature of such information. The Company is committed to reducing the risk of domestic violence occurring in the workplace and needs the help of all employees. Employees who believe that they are at risk of being subjected to domestic violence are supported by Scarborough Healthcare Centre and provided with appropriate and confidential outside support as appropriate.

### **Lodging a Complaint:**

- The Complainant should consider discussing the alleged with the Respondent with a view of finding an appropriate resolution, if he or she feels comfortable in doing so.
- If the Complainant is not comfortable with directly approaching the Respondent, or if this first step is unsuccessful, s/he should then discuss the alleged on a confidential basis with his/her Manager with a view to resolving the issue.
- A report will be completed immediately and an investigation conducted as required, if any of the following incidents of workplace violence, abusive or aggressive behaviour are reported, including but not limited to:
  - An employee is in anyway assaulted, abused, threatened, intimidated, or harassed by other employees, contractors, volunteers, visitors, customers, vendors, and/or the general public or vice versa;
  - Scarborough Healthcare Centre is contacted by an employee's treating physician advising that an employee will be violent or has a high potential for violent behaviour; and/or,
  - Company property is damaged.

- An employee who lodges a complaint must provide the name of the individual(s) committing the act, details of the incident(s) including dates, times and places, and any witnesses who either observed or can substantiate the allegation(s).
- Any employee who is found to have brought forward a vexatious or bad faith complaint may be subject to disciplinary action, up to and including termination of employment for just cause.
- Managers who receive a complaint must advise the complainant that Scarborough Healthcare Centre takes allegations seriously and treats each complaint with sensitivity, discretion and confidentiality (to the extent possible). Where the complaint involves a customer, vendor, contractor, volunteer and/or visitor, and the complaint has been directed against an employee of the Company, the complaint will be dealt with in the same manner.
- Managers are to immediately report all complaints to the Clinical Director.
- To protect the complainant and to encourage the reporting of violence and harassment in the workplace, the following provisions apply:
  - all complaints will be handled with discretion and in as confidential a manner as possible;
  - any form of retaliation or threats of reprisal against a complainant or a witness for taking part in an investigation of a complaint is strictly forbidden and will result in disciplinary action against the individual found to be retaliating or threatening reprisal, up to and including termination of employment for just cause;
  - a complaint will be promptly investigated with the objective to complete the investigation and implement the necessary corrective action as soon as possible or within thirty (30) days of receipt of the complaint; and
  - where evidence is found to support the complaint, the results of the investigation will include disciplinary action up to and including termination of employment for just cause for the perpetrator of the workplace violence.

#### **Investigation:**

- A thorough and impartial investigation of the complaint will be conducted by the Clinical Director.
- The investigation is to include an interview with the Complainant, the Respondent, relevant witnesses and a review of any pertinent records. Notes of these interviews and investigative actions are to be documented and maintained in a confidential human resources file.
- The investigator's findings regarding the merit of the complaint together with the appropriate recommendations regarding corrective action are to be communicated to and agreed upon with the Manager.
- The Complainant and the Respondent will be informed, in writing, as to whether the complaint has merit.
- Where evidence is found to support the complaint, the respondent will be informed in writing of the determination and the corrective measures to be taken. Corrective measures may include suspension without pay, instigating a probationary period, a demotion, the removal from a position of authority, a public or private apology, or any action up to and including termination of employment for just cause. These corrective measures, may be applied to:

- Any employee who is found to have committed a violent, abusive or aggressive act as defined in this policy;
- Any employee who does not provide his/her full cooperation during investigations relating to workplace violence or abusive and aggressive behaviour;
- Any employee who is unwilling to accept and carry out appropriate treatment or undergo mandatory testing;
- Any manager who does not take action to prevent violence from occurring, including but not limited to, identifying and intervening in inappropriate workplace behaviour as defined by this policy; and/or
- Any manager who demonstrates a lack of willingness to discuss and address concerns with any employee regarding workplace violence.
- The Complainant and the Respondent will be informed, in writing, of the findings of the investigation.
- If disciplinary action is taken, corrective actions are to be maintained on the Respondent's employee file, for an indefinite period of time and taken into consideration should further violation of this policy occur. All other documentation of the full investigation is to be maintained in a separate investigation file, which must be kept, managed and made accessible in accordance with privacy policy as dictated by applicable legislation.

### **Immediate Assistance**

*(Immediate danger; weapons involvement; physical injury related to violent behaviour; and obvious signs of abusive threatening behaviour)*

Scarborough Healthcare Centre has a list of Emergency Contacts (Appendix F) posted by all shared telephones.

For threats of violence, assaults or other violent incidents contact your supervisor immediately, if possible, or call 911 immediately. Critical information must be provided including the nature of the incident, whether emergency services are required, whether perpetrator(s) are still present, ether weapons are involved, etc.

After request for Police involvement and proper control of the emergency the event particulars shall be recorded on the Accident and Incident Investigation Form (Appendix C).