

# HEALTH CARE INDUSTRY SERVICES PORTFOLIO



## **ARE YOUR EMPLOYEES TRAINED TO HANDLE THE UNIQUE SAFETY RISKS THEY FACE AT WORK?**

- Our health care employee safety manual, bloodborne pathogens program and other employee-focused safety programs support your facility's workplace safety and loss control initiatives.

## **CAN YOUR EMPLOYEES RECOGNIZE AND HELP PREVENT WORKPLACE VIOLENCE?**

- We've got all the resources to help you implement a workplace violence prevention program to keep your employees safe and minimize days missed due to injury.

## **ARE YOU COMMITTED TO BUILDING A SAFETY CULTURE?**

- From minimizing needlesticks to reducing workers' compensation claims, our employee safety materials will help you promote a safety-minded workplace. We provide flyers, bulletin postings and presentations outlining how your employees can practice safety at your facility to protect your bottom line.

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## Medical Malpractice and Liability Risks Post-ACA

The recent changes to the U.S. health care system have caused shifts in liability trends and the general litigation environment in the medical world. Now that the Affordable Care Act (ACA) is in effect, risk managers in medical facilities can better understand the results of reform on their exposures.

### Potential Increase in Malpractice Claims

According to a study conducted by the RAND Corporation, a nonprofit global policy think tank, medical malpractice claims could rise 5 percent due to the increased number of newly insured patients after the implementation of the ACA.

The potential rise in malpractice claims is not estimated to come from doctor error, but from an increased number of insured patients, which means a higher number of interactions and procedures and more opportunities for patients to sue.

However, some insurance experts do not agree with this hypothesis. Some believe that the newly insured patients' gratitude for their previously absent care could make them reluctant to sue their doctors.

### Impact on Non-physician Practitioners

The influx of new patients increases the need for non-physician practitioners, such as physician assistants and nurse practitioners, and expands those practitioners' responsibilities.

These expanded responsibilities could extend legal and regulatory accountability for these employees.

Malpractice litigation involving nurse practitioners often focuses on their regulatory authority to practice certain types of patient care, and whether they are qualified to make medical decisions.

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## The potential increase in malpractice claims could cause physicians to experience a higher liability premium.

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The issue of vicarious liability, which imposes responsibility on one person for the actions of another, is also a risk associated with non-physician practitioners. Doctors and hospitals will be more vulnerable to vicarious liability claims based on the actions or diagnoses of nurse practitioners who work under their supervision. The management structure at a hospital or private practice may need to shift to accommodate closer supervision or extended training to reduce these risks.

### Health Care IT

Before the ACA, health care was one of the few industries that relied on paper records. One of the key features of the ACA is a move toward electronic health

# Return to Work

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## PURPOSE

This policy is in place to ensure ABC Home Care Co. provides meaningful work activity for employees who are temporarily unable to perform all, or portions, of their regular work assignments or duties. This policy applies to employees suffering from either work- or non-work-related injury or illness. The goal is to allow valued company employees to return to productive, regular work as quickly as possible. By providing temporary transitional or modified work activity, injured and recovering employees remain an active and vital part of the company. Studies show that a well-constructed Return to Work Policy reduces lost time days, allows workers to recover more quickly and makes for a more positive work environment.

## SCOPE

All active employees who become temporarily unable to perform their regular job duties due to a compensable work-related or non-work-related injury or illness may be eligible for transitory work duties within the provisions of this program. Return to work tasks may be in the form of:

- Changed duties within the scope of the employee's current position
- Other available jobs for which the employee qualifies, outside of the scope of his or her current position
- An altered schedule of work hours

## DEFINITIONS

- **Transitional duty** is a therapeutic tool used to accelerate an injured employee's return to work by addressing the physical, emotional, attitudinal and environmental factors that otherwise inhibit a prompt return to work. These assignments are meant to be temporary and may be limited to 90 days, though ABC Home Care Co. permits multiple 90-day assignments back-to-back if it is medically warranted.
- **Alternate duty** is a part of ABC Home Care Co.'s Return to Work policy. The policy is designed as a placement service for individuals who have reached maximum medical improvement (MMI) and are still unable to perform the essential functions of their pre-injury jobs.

## APPLICABILITY

### Length of Duty

- If work is available that meets the limitations or restrictions prescribed by the employee's attending practitioner, that employee may be assigned transitional or modified work for a period not to exceed 90 days unless ABC Home Care Co. permits additional 90-day assignments based on medical necessity. Transitional or light duty is a temporary program, and an employee's eligibility in these reduced assignments will be based strictly on medical documentation and recovery progress.

### Daily Application

- Any employee who fails to follow his or her restrictions may cause a delay in healing or may further aggravate the condition. Employees, who disregard their established restrictions, may be subject to disciplinary action, up to and including termination. Where applicable and as allowed by law, a disregard for restrictions may also jeopardize disability benefits.

### Qualification

- Transitional or modified duty will be available to all employees on a fair and equitable basis with temporary assignments based on skill and abilities. Eligibility will be based upon completion of the Return to Work Evaluation Form by the employee's attending medical professional. An employee on modified duty will be considered part of the regular shift staffing, with recognition of the employee's limitations within the department.

## **RESPONSIBILITIES**

The following responsibilities apply to various levels within the company.

- **Senior management** will ensure the policy's enforcement among all levels at ABC Home Care Co. and will actively promote and support this policy and the Return to Work Program as a whole.
- **Supervisors** will support the employee's return to work by identifying appropriate modified assignments and ensuring the employee does not exceed the medical professional's set restrictions. Supervisors will also stay in regular contact with absent employees and communicate ABC Home Care Co.'s attendance expectations clearly. They are also responsible for reporting any problems with employees and this policy to the return to work manager or program supervisor.
- **Injured workers** will notify their supervisors in a timely manner when their condition requires an absence. Injured workers should also note that, often, state law requires employees to report injuries and illnesses within specific time frames in order to qualify for certain benefits and protections. Injured employees will also closely follow their medical professional's treatment plan and actively participate in ABC Home Care Co.'s Return to Work Program, which includes following all the guidelines of this policy. Injured employees will also help supervisors identify potential options for transitional duties. While supervisors are responsible for maintaining constant communication with the injured employee, the worker also has the obligation to maintain contact with ABC Home Care Co. about his or her condition and status. The injured worker will complete all required paperwork in a timely manner.
- **Return to Work Program Manager** will be trained in understanding the physical and psychosocial aspects of disability and will understand the nuances of ABC Home Care Co.'s Return to Work Program, policies and all associated forms. This individual will be able to testify in court as a vocational expert, if necessary. He or she will provide program leadership by facilitating communication between union officials, employees, managers and medical providers. This manager will own the responsibility of creating the ABC Home Care Co. Job Bank and will assist supervisors with on-site problem solving.

## **PROCEDURE**

### Work Schedule

- ABC Home Care Co. will do everything in its power to tailor the restricted work schedule to the injured employee's normal, pre-condition work schedule. However, depending on the job limitations, it may be necessary for the employee to take on a specifically designed, temporary schedule to accommodate these restrictions.

### Payment of Wages

- If qualified authorities determine an employee's injury is work related, ABC Home Care Co. will pay benefits and wages in accordance with the state workers' compensation statute and with the company's human resources policies. These benefits will be coordinated with all applicable state, federal and company benefits.
- Employees performing modified duty on a restricted workweek will receive payment for hours worked from the company. For work-related illnesses or injuries, employees may be eligible for benefit payments through workers' compensation.
- An employee performing transitional duty for a non-work-related injury or illness on a normal work schedule shall receive an hourly rate for all time worked that may not necessarily equal the full-duty hourly rate.
- Employees performing transitional duty on a restricted workweek following a period of short-term disability (STD) may receive a combination of regular pay and partial disability benefits. The employee and the ABC Home Care Co. Human Resources department will work out this combination on a case-by-case basis.
- If employees take vacation or there is a holiday during restricted duty, they are entitled to their regular vacation selection or holiday pay as it would apply to normal, non-restricted duty. **[Employers should verify any workers' compensation or disability benefit plan's language pertaining to payment adjustments for vacation or holiday pay.]**

### Communication Expectations

- If an employee is unable to work in any capacity and the company approves of the absences, the employee must stay in constant communication with the Return to Work Program Manager and the direct supervisor. Each must receive an update of the employee's medical status on at least a weekly basis. Failure to do so may result in a reduction in available benefits and discipline up to and including termination.

#### Medical Appointments

- ABC Home Care Co. asks that, when possible, employees to schedule medical appointments at times resulting in the least interference with work hours. Employees may use time off for medical appointments if they have it available. Employees should inform their superiors of all medical appointments as soon as possible. Non-emergency medical appointments not scheduled in advance may be cause for denial of time off.
- The employee's medical provider must complete the ABC Home Care Co. Return to Work Evaluation Form for each visit to evaluate the employee's impairment. It is the employee's responsibility to inform ABC Home Care Co. of his or her medical status after each doctor visit. This applies to both work-related and non-work-related injuries and illnesses that interfere with work assignments.

#### Employee Procedures

1. In the event an injury or illness is work related, report it to your supervisor as soon as practicable.
2. Complete and sign a Report of Injury Form.
3. Let your supervisor know that you are seeking medical treatment and obtain a Return to Work Evaluation Form. The Return to Work Evaluation form must be completed for each practitioner visit regardless of your choice of physician and regardless whether the condition is work related or not.
4. Participate in the Return to Work Program on temporary transitional work for up to 90 days while your medical provider and supervisor continuously review your condition. ABC Home Care Co. may extend the 90-day period based on medical necessity.

### **REFUSAL TO PARTICIPATE**

If you are unable to return to your regular job but are capable of performing transitional duty, you must return to transitional duty. Employees who choose not to participate in the ABC Home Care Co. Return to Work Program or follow all regulations in this Return to Work Policy may become ineligible for state workers' compensation benefits, and, in some cases, refusal to participate may be a basis for termination. Unpaid family medical leave may apply upon refusal and disability benefits will cease.

### **FAMILY MEDICAL LEAVE AND OTHER BENEFITS**

State or federal leave laws may provide additional rights and protections during times of illness or injury. Lost wages may be reimbursed if disability benefits are available. Contact the Human Resources department for further details.

## Employee Acknowledgement

ABC Home Care Co.'s primary goal is to accommodate injured and recovering workers by identifying or modifying jobs to meet their physical capacities and allowing them to return to work as quickly and smoothly as possible. The company is committed to individualizing return to work programs based around the individual's physical capabilities and will review all task assignments regularly to ensure duties are appropriate.

We are committed to early return to work and recognize that it speeds up the recovery process and reduces the likelihood of permanent disability. ABC Home Care Co. employees are expected to show the same commitment to the program by following the Return to Work Policy and all guidelines of the Return to Work Program. The Return to Work Program requires a team approach, so employees are expected to cooperate with the management team, supervisors and medical staff should they ever become injured and unable to perform your full job duties.

Prior to working on any ABC Home Care Co. job site, each employee is expected to have read the entire Return to Work Policy, which includes the following sections:

- Purpose
- Scope
- Applicability
- Responsibilities
- Procedure
- Refusal to Participate
- Family Medical Leave

If you have any uncertainty or questions regarding the content of these policies, you are required to consult your supervisor. This should be done prior to signing and agreeing to the ABC Home Care Co. Return to Work Policy.

I am aware of and have read ABC Home Care Co.'s Return to Work Policy, and I understand the requirements and expectations of me as an employee. Should I become injured or ill and unable to carry out my regular duties, whether it happens inside or outside the workplace, I fully recognize ABC Home Care Co.'s expectations of me during my recovery. I also know that ABC Home Care Co. reserves the right to pay less than my full-duty rate during transitional work if it is justified.

I understand that if I choose not to participate in the Return to Work Program or follow this policy's guidelines, I may become ineligible for state workers' compensation benefits, and, in some cases, my refusal may be grounds for termination.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

ABC Home Care Co.

# Bloodborne Pathogens Program

Effective Date: 1/1/2023

Revision #:

# OSHA

## Reference Standard

Occupational Safety and Health Administration (OSHA); Bloodborne Pathogens, Subpart Z, 29 CFR 1910.1030

## Purpose

This program is designed to eliminate or minimize employee exposure to bloodborne pathogens.

## Scope

This program applies to all of our company employees, all contractors and vendors performing work on company property as well as all other individuals who are visiting or have business with our company.

*Note: This training guide does not apply to HIV and HBV research laboratories and HIV and HBV production facilities.*

## Responsibilities

- Management is responsible for the development and review of this program. Management is also responsible for appropriate employee training.
- Management and supervisors are responsible for the enforcement of this program.
- Employees must comply with all procedures outlined in this policy.
- Contractors and vendors must comply with all procedures outlined in this policy.

## Definitions

**Bloodborne Pathogens:** (BBP) Pathogenic microorganisms that are present in human blood and can cause disease to humans, such as HIV and Hepatitis B.

**Contaminated:** The presence (or the reasonably anticipated presence) of blood or other potentially infectious materials on an item or surface.

**Contractor:** A non-company employee being paid to perform work in our facility.

**Exposure incident:** Any specific eye, mouth, other mucus membrane, non-intact skin or other contact with blood or potentially infected material.

**Other Potentially Infected Material:** (OPIM) Any bodily fluid that is visibly contaminated with blood or any fluids in which it is difficult or impossible to tell what the fluid is and/or if it is contaminated with blood.

**Personal Protective Equipment:** (PPE) Gloves, safety glasses, suits, face shields, and similar items worn to prevent contact with blood or other bodily fluids.

This policy is merely a guideline. It is not meant to be exhaustive nor be construed as legal advice. It does not address all potential compliance issues with federal, state, local OSHA or any other regulatory agency standards. Employers should customize this document to address all of their legal and contractual obligations, and to account for requirements that are specific to their industry, line of business or project. Consult your licensed Commercial Property and Casualty representative at Odell Studner or legal counsel to address possible compliance requirements. © 2005, 2011-2012 Zywave, Inc.



**Regulated Waste:** Liquid or semi-liquid blood or OPIM in a liquid or semi-liquid state if compressed; items that are caked with dried blood or OPIM and are capable of releasing these materials during handling; contaminated sharps; wastes containing pathogens or microbiological waste.

**Sharps:** Medical devices with a point or a blade capable of penetrating human skin (e.g. hypodermic needles, scalpels, etc.).

**Universal Precautions:** Our approach to infection control. All bodily fluid will be treated as if it was contaminated with a bloodborne pathogen and appropriate protection and sanitation steps will be taken.

**Vendor:** A non-company employee being paid to perform a service in our facility.

## Procedure

### Exposure Control Plan

There are only two possibilities for bloodborne pathogens exposure in our facility:

- While responding to an illness or injury to provide first aid care; or
- When cleaning and sanitizing a bodily fluid spill.

Additionally, an employee could experience unintended exposure from contact with blood or OPIM.

Accordingly, there are no direct engineering controls available. Our exposure control plan is:

1. Only designated personnel who are trained, authorized and equipped to respond to medical emergencies and or bodily fluid spills will do so. All other personnel will avoid contact and notify their supervisor if a spill or exposure incident is encountered;
2. While responding to bodily fluid spills, an appropriate level of PPE will be worn including:
  - Safety glasses—Incidents with minimal exposure potential (e.g. a laceration with minimal bleeding);
  - Face Shield—Incidents with a potential of bodily fluid becoming airborne (e.g. a laceration with spurting, arterial bleeding);
  - Disposable liquid-proof gloves—All incidents;
  - Apron (or disposable suit) and shoe covers—Incidents with a potential of bodily fluid becoming airborne or incidents in which response personnel could walk through a spill or move against material contaminated with a spill; or
  - Barrier mask and/or Bag Valve Mask—Incidents requiring mouth-to-mouth or mouth-to-nose breathing;
- Adequate supplies of personal protective equipment are kept in the following locations and are available for employee use (at no cost to employees):  
(List locations of BBP PPE) \_\_\_\_\_.
3. Regulated waste (such as contaminated dressings and bandages) and other materials will be double bagged in red biohazard bags and disposed of as regulated waste using an approved disposal contractor. We do not use any medical sharps;
4. All potentially contaminated surfaces will be cleaned and sanitized with an approved sanitizing solution or will be disposed of as contaminated medical waste. Personnel performing this duty will be trained in all aspects of this plan and will be required to wear appropriate PPE as outlined above;
5. After performing necessary duties personnel will clean, sanitize, remove and discard any contaminated PPE;
6. All personnel are required to wash their hands with soap and warm water. (Handwashing facilities (or waterless skin sanitizer when potable water is remote from the scene) is will be available to use when potable water is remote from the scene) immediately after removing PPE;
7. If an exposure is suspected, any employee, trained or untrained, should immediately:

- Wash exposed skin surfaces with large amounts of soap and warm water;
- Rinse exposed mucus membranes with large quantities of warm water;
- Report any actual or suspected exposure incident to their supervisor or the plan administrator. The employee will immediately be referred to a physician or other licensed health care provider for a confidential follow-up (at no cost to the employee);

### **Plan Review**

The program administrator will review and revise this plan annually and as needed.

### **Training**

All employees who are authorized to respond to potential exposure incidents will be trained annually regarding this exposure control plan and their duties. Employees wishing to access these training materials before their annual training, including the exposure control plan, may do so by **[INSERT INSTRUCTIONS FOR ACCESSING THESE MATERIALS]**

Employees who have no occupational contact with potentially contaminated materials will receive awareness training upon hire.

### **Hepatitis B Vaccination**

All personnel who are assigned job duties where they are required to respond to potential exposure incidents will be offered the Hepatitis B vaccination series at no cost. The initial offer of the Hepatitis B vaccination will be within 10 days of assignment. If the employee initially declines the vaccination he or she can rescind the declination at any time. Any employee who declines the Hepatitis B vaccination is required to sign the declination form. (See Appendix A for copies of the Acceptance and Declination statements)

### **Recordkeeping**

The employer will maintain accurate records for each employee with exposure to bloodborne pathogens. Each exposed employee record will include:

- The name and Social Security number of the employee;
- A copy of the employee's hepatitis B vaccination status (including the dates of all the hepatitis B vaccinations and any medical records relative to the employee's ability to receive vaccination);
- A copy of all results of examinations, medical testing, and follow-up procedures;
- The employer's copy of the healthcare professional's written opinion; and
- A copy of the information provided to the healthcare professional.

The employer will ensure that employee medical records are kept confidential and not disclosed or reported without the employee's express written consent to any person within or outside the workplace, except as required by this section or as may be required by law.

Revision History Record:

Revision Number	Section	Revised By	Description
0	NA	NA	Original document.

# Appendix A

## Hepatitis B Vaccination Acceptance and Declination Form

### Hepatitis B Vaccination Acceptance and Declination Form

#### ACCEPTANCE STATEMENT

I understand that due to my occupational exposure to blood or other potentially infectious materials, I may be at risk of acquiring Hepatitis B virus (HBV) infection. I hereby accept the opportunity to be vaccinated with the Hepatitis B vaccine, at no charge to myself.

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Employee Signature

Date

#### DECLINATION STATEMENT

I understand that due to my occupational exposure to blood or other potentially infectious materials I may be at risk of acquiring Hepatitis B virus (HBV) infection. I have been given the opportunity to be vaccinated with Hepatitis B vaccine, at no charge to myself. However, I decline Hepatitis B vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring Hepatitis B, a serious disease. If, in the future, I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with Hepatitis B vaccine, I can receive the vaccination series at no charge to me.

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Employee Signature

Date



# Health Care Employee **SAFETY MANUAL**

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ABC Home Care Co.

Provided by: Odell Studner

**Legal disclaimer to users of this employee handbook:**

The materials presented herein are for general reference only. Federal, provincial and/or local laws, or individual circumstances, may require the addition of policies, amendment of individual policies, and/or the entire manual to meet specific situations. These materials are intended to be used only as guides and should not be used, adopted, or modified without the advice of legal counsel. These materials are presented, therefore, with the understanding that the Company is not engaged in rendering legal, accounting, or other professional service. If legal advice or other expert assistance is required, the services of a competent professional should be sought. © 2008-2013 Zywave, Inc. All rights reserved.

ABC Home Care Co. recognizes that our people drive the business. As our most critical resource, employees will be safeguarded through training, provision of appropriate work surroundings, and procedures that foster protection of health and safety. All work conducted by ABC Home Care Co.'s employees will take into account the intent of this policy. No duty, no matter its perceived result, will be deemed more important than employee health and safety.

ABC Home Care Co. is firmly committed to the safety of our employees. We will do everything possible to prevent workplace accidents, and we are committed to providing a safe working environment for all employees.

We value our employees not only as employees but also as human beings who are critical to the success of their family, the local community and ABC Home Care Co..

Employees are encouraged to report any unsafe work practices or safety hazards encountered on the job. All accidents and/or incidents (no matter how slight) are to be reported immediately to the supervisor on duty.

A key factor in implementing this policy will be the strict compliance to all applicable federal, provincial and local laws, and company policies and procedures. Failure to comply with these policies may result in disciplinary actions.

Respecting this, ABC Home Care Co. will make every reasonable effort to provide a safe and healthful workplace that is free from any recognized or known potential hazards. Additionally, ABC Home Care Co. subscribes to these principles:

- All accidents are preventable through implementation of effective safety and health control policies and programs.
- Safety and health controls are a major part of our work every day.
- Accident prevention is good business. It minimizes human suffering, promotes better working conditions for everyone, holds ABC Home Care Co. in higher regard with customers and increases productivity. This is why we will comply with all safety and health regulations that apply to the course and scope of operations.
- Management is responsible for providing the safest possible workplace for employees. Consequently, the management team of ABC Home Care Co. is committed to allocating and providing all of the resources needed to promote and effectively implement this safety policy.
- Employees are responsible for following safe work practices and company rules as well as for preventing accidents and injuries. Management will establish lines of communication to solicit and receive comments, information, suggestions and assistance from employees where safety and health are concerned.
- Management and supervisors of ABC Home Care Co. will set an exemplary example with good attitudes and strong commitment to safety and health in the workplace. Toward this end, management must monitor company safety and health performance as well as work environment and conditions to ensure program objectives are achieved.
- Our safety program applies to all employees and people affected or associated in any way by the scope of this business. Everyone's goal must be to constantly improve safety awareness and to prevent accidents and injuries.

Everyone at ABC Home Care Co. must be involved and committed to safety. This must be a team effort. Together, we can prevent accidents and injuries. Together, we can keep each other safe and healthy in the workplace.

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President

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Risk Manager

1/1/2023  
1/1/2023

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The primary responsibility of the employees of ABC Home Care Co. is to perform their duties in a safe manner in order to prevent injury to themselves and others.

As a condition of employment, employees **MUST** become familiar with, observe and obey ABC Home Care Co.'s rules and established policies for health, safety and preventing injuries while at work. Additionally, employees **MUST** learn the approved safe practices and procedures that apply to their work.

Before beginning special work or new assignments, an employee should review applicable and appropriate safety rules.

If an employee has any questions about how a task should be done safely, he or she is under instruction **NOT** to begin the task until a discussion has taken place with the supervisor. Together, they will determine the safe way to perform the job.

If, after discussing a safety situation with the supervisor, an employee still has questions or concerns, he or she is required to contact the safety coordinator.

**NO EMPLOYEE IS EVER REQUIRED** to perform work that he or she believes is unsafe or likely to cause injury or a health risk.

### **Conduct**

"Horseplay," practical jokes, etc., are forbidden. Employees are required to work in an injury-free manner while displaying accepted levels of behaviour. Conduct that places the employee or others at risk, or which threatens or intimidates others, is forbidden.

### **Drugs and Alcohol**

Use and/or possession of illegal drugs or alcohol on company property or on company time are forbidden. Reporting for work while under the influence of illegal drugs or alcohol is forbidden.

### **Housekeeping**

Employees are responsible to keep work areas clean and safe. Cleanup should occur several times throughout the day, with trash and waste disposed of in approved containers, drips and spills wiped up immediately, and equipment and tools put away as work is completed.

The following areas must remain clear of obstructions:

- Aisles/exits
- Fire extinguishers and emergency equipment
- All electrical breakers, controls and switches

### **Injury Reporting**

All work-related injuries must be reported to a supervisor immediately. After each medical appointment resulting from a work-related injury, the employee must contact the supervisor to discuss progress. The supervisor must be given any paperwork received at the appointment.

ABC Home Care Co. provides transitional return to work (light-duty) jobs for employees injured at work. Transitional work is meant to allow the injured or ill employee to heal under a doctor's care while he or she remains productive. Employees are required to return to work immediately upon release.

### **Off-site Safety**

Employees of ABC Home Care Co. are required to follow all safety and security procedures during off-site visits. If the on-site contact person does not advise regarding safety hazards, the employee should consider emergency exit location(s), proper personal protective equipment and proper work attire.

These rules are established to help employees stay safe and injury-free. Violation of the above rules, or conduct that does not meet the minimum accepted work standards, may result in discipline, up to and including discharge.

When working at a customer location, employees are required to follow the above rules, as well as all customer rules and procedures, and work in a manner that reflects positively on the company. Before operating any equipment at a customer location, permission must first be secured from the customer contact.



**Purpose**

ABC Home Care Co. is committed to providing safety- and health-related orientation and training for all employees at all levels of the company. The company will maintain and support a program to educate and familiarize employees with safety and health procedures, rules, and safe work practices. The training subjects and materials have been developed using industry best practices criteria and site-specific data.

The training may include, but not be limited to, the following:

- Company-specific accident and incident data
- Hazards associated with the work area
- Hazards associated with a specific job or task
- Operation of specific equipment
- Personal protective equipment
- Emergency procedures
- Employee accident reporting requirements
- Return to work program
- Any required OH&S training not included or addressed above

**Periodic Inspections**

It is the policy of our company that workplaces are subject to periodic safety and health inspections to ensure implementation and execution of our policies and procedures as relates to employees, contractors and vendors.

All employees are responsible for cooperating during these inspections, and managers and supervisors are responsible for initiating corrective actions to improve items discovered during the walk-through inspection.

**Incident Reporting**

- Any work-related injury or suspected injury must be reported immediately to your supervisor, job site foreman and to human resources. A first report of injury form must be completed. Failure to promptly report an injury may result in disciplinary action.
- Human resources will issue a return to work evaluation form for the injured employee to take to the treating medical practitioner. The employee must return this form to human resources by the next business day.
- After each practitioner appointment, the employee must report to his or her supervisor and human resources to review his or her progress.
- ABC Home Care Co. provides light-duty work for employees recovering from injury. Employees are required to return to light-duty work immediately upon release.
- An accident investigation will be conducted to determine the root cause of the accident. The injured employee will be asked to participate in the investigation.

## Purpose

This policy is in place to ensure ABC Home Care Co. provides meaningful work activity for employees who are temporarily unable to perform all, or portions, of their regular work assignments or duties. This policy applies to employees suffering from either work- or non-work-related injury or illness. The goal is to allow injured company employees to return to productive, regular work as quickly as possible. By providing temporary transitional or modified work activity, injured employees remain an active and vital part of the company. Studies show that a well-constructed return to work policy reduces lost time away from work, allows workers to recover more quickly and makes for a more positive work environment.

## Scope

All active employees who become temporarily unable to perform their regular job due to a work-related or non-work-related injury or illness may be eligible for transitory work duties within the provisions of this program. Return to work tasks may be in the form of:

- Changed duties within the scope of the employee's current position
- Other available jobs for which the employee qualifies outside the scope of his or her current position
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## Definitions

- **Transitional duty** is a therapeutic tool used to accelerate injured employees' return to work by addressing the physical, emotional, attitudinal and environmental factors that otherwise inhibit a prompt return to work. These assignments are meant to be temporary and may not last longer than 90 days, though ABC Home Care Co. permits multiple 90-day assignments back-to-back if it is medically warranted.
- **Alternate duty** is a part of ABC Home Care Co.'s return to work policy that is designed as a placement service for individuals who have reached maximum medical improvement and are still unable to perform the essential functions of their pre-injury job.

## Applicability

### Length of Duty

If work is available that meets the limitations or restrictions set forth by the employee's attending practitioner, that employee may be assigned transitional or modified work for a period not to exceed 90 days. Transitional or light-duty work is a *temporary program*, and an employee's eligibility in these reduced assignments will be based strictly on medical documentation and recovery progress.

### Daily Application

An employee's limitations and restrictions are effective 24 hours a day. Any employee who fails to follow his or her restrictions may cause a delay in healing or may further aggravate the condition. Employees who disregard their established restrictions, whether they are at work or not, may be subject to disciplinary action up to and including termination.

### Qualification

Transitional or modified duty will be available to all employees on a fair and equitable basis with temporary assignments based on skill and abilities. Eligibility will be based upon completion of the return to work evaluation form by the employee's attending medical professional. An employee on modified duty will be considered part of the regular shift staffing, with recognition of the employee's limitations within the department.

## Responsibilities

The following responsibilities apply to various levels within the company.

- Senior management will ensure the policy's enforcement among all levels at ABC Home Care Co. and will actively promote and support this policy and the return to work program as a whole.
- Supervisors will support the employee's return to work by identifying appropriate modified assignments and ensuring the employee does not exceed the physician's set restrictions. Supervisors will also stay in regular contact with absent employees and communicate ABC Home Care Co.'s attendance expectations clearly. They are also responsible for reporting any problems with employees and this policy to the return to work manager or program supervisor.

- Injured or ill workers will notify their supervisors in a timely manner when their condition requires an absence. They will closely follow their physician's medical treatment plan and actively participate in ABC Home Care Co.'s return to work program, which includes following all of the guidelines of this policy. Injured employees will also help supervisors identify potential options for transitional duties that they discover. While supervisors are responsible for maintaining constant communication with the injured employee, the worker also has the obligation to maintain contact with ABC Home Care Co. about their condition and status. The injured worker will complete all the required paperwork in a timely manner.
- The return to work program manager will be trained in understanding the physical and psychosocial aspects of disability and will also understand the nuances of ABC Home Care Co.'s return to work program, policies and all associated forms. This individual will be able to testify in court as a vocational expert if necessary. He or she will provide program leadership by facilitating communication between union officials, employees, managers and medical providers. This manager will own the responsibility of creating the ABC Home Care Co. job bank and will assist supervisors with on-site problem solving.

### **Work Schedule**

ABC Home Care Co. will do everything in its power to tailor the restricted work schedule to the injured employee's normal, precondition work schedule. However, depending on the job limitations, it may be necessary for the employee to take on a specifically designed, temporary schedule to accommodate these restrictions.

### **Communication Expectations**

If an employee is unable to work in any capacity, the employee must stay in constant communication with the return to work program manager and the direct supervisor. Each must receive an update of the employee's medical status on at least a weekly basis.

### **Medical Appointments**

ABC Home Care Co. does not allow employees to schedule medical appointments that interfere with working hours. Employees may use time off for medical appointments if they have it available and if they coordinate the absence in advance with their supervisor. Nonemergency medical appointments that are not scheduled in advance may result in time off being denied.

The employee's physician must complete the ABC Home Care Co. return to work evaluation form for each visit to evaluate the impairment. It is the employee's responsibility to inform ABC Home Care Co. of his or her medical status after each doctor visit. This applies to both work-related and non-work-related injuries and illnesses that interfere with assigned duties.

### **Employee Procedures**

- In the event an injury or illness is work-related, report it to your supervisor immediately, or no later than the end of the shift on which the injury occurs.
- Complete and sign a report of injury form.
- Let your supervisor know that you are seeking medical treatment and obtain a return to work evaluation form. The return to work evaluation form must be completed for each practitioner visit regardless of your choice of physician and regardless whether the condition is work-related.
- Participate in the return to work program on temporary transitional work for up to 90 days while your physician and supervisor continuously review your condition.

### **Refusal to Participate**

If you are unable to return to your regular job but are capable of performing transitional duty, you must return to transitional duty. Employees who choose not to participate in the ABC Home Care Co. return to work program or follow all regulations in this return to work policy may become ineligible for provincial workers' compensation benefits, and, in some cases, refusal to participate may be a basis for termination.

**General Emergency Guidelines**

- Stay calm and think through your actions.
- Know the emergency numbers:
  - Fire/police/ambulance: 911
  - Internal emergency number: **(Insert Number if Applicable)**
  - Human resources: **(Insert Number or extension)**
  - Page: **(Insert number and instructions if applicable)**
  - Operator: 0
- Know where the exits are located.
- In the event of any emergency, do not take elevators; use the stairs.
- Do not hesitate to call or alert others if you believe that an emergency is occurring.
- First-aid supplies and emergency equipment are located **(insert location)** for use by those who are authorized and properly trained.

**Evacuation**

- Employees will be notified of a fire alarm either by the fire alarm system or by a paged announcement.
- Upon becoming aware of a fire alarm, employees should immediately evacuate the job site. Do not delay evacuation to get personal belongings or to wait for co-workers. Also, all doors should be closed as the last person passes through. (Note: Never use elevators during fire alarm situations.)
- Supervisors should be last to leave the area. Check the job site to be sure that all personnel have evacuated.
- Any employee with difficulty in mobility, visual, hearing, or other condition that may hinder them from becoming aware of an emergency or evacuating should request special assistance through human resources.
- Upon exiting the building, all personnel should report for a headcount.
- If any employee is missing, an immediate report should be made to the incident commander who will in turn report to the first available fire department officer.
- Employees should stay together in a group so that periodic updates on the situation can be issued.
- The order to reoccupy a job site or building will be issued by the incident commander.
- In the event of inclement weather, the incident commander will make arrangements for all personnel to move to shelter.

**Fire Safety**

- Alert individuals in the immediate hazard area.
- Activate a fire alarm or call **(insert name)** to page an emergency announcement.
- If you have been trained, you can use a fire extinguisher following these instructions:
- P = Pull the safety pin
- A = Aim the nozzle at the base of the fire
- S = Squeeze the operating lever
- S = Sweep side-to-side to cover the base of the fire

*\*When using a fire extinguisher, always stay between the fire and an exit; stay low and back away when the fire is extinguished.*

*\*Never feel that using a fire extinguisher is required. If the fire is too hot, too smoky or you are frightened, evacuate.*

**Medical Emergency**

- Upon discovering a medical emergency, call 911.
- Notify the supervisor and report the nature of the medical emergency and location.
- Stay with the person involved, being careful not to come in contact with any bodily fluids.
- Send two people (greeters) to the entrance to await the fire department. One person should call and hold an elevator car. Sometimes two fire department units will arrive, so the second greeter should wait at the entrance to receive the second unit while the first greeter escorts the fire department personnel to the scene.
- Employees in the immediate vicinity of the emergency, but not directly involved, should leave the area.
- Human resources will make any necessary notifications to family members of the person suffering the medical emergency.

**Severe Weather**

- The supervisor will monitor a weather alert radio. If a severe weather report is issued, he or she will immediately page the following announcement: (insert announcement). (This announcement will be repeated three times.)
- Employees will shut down all equipment and will be instructed where to go for safety. The supervisor will take the weather radio with him or her. When the severe weather warning is cancelled, the supervisor will send runners to advise that it is safe to return to work areas. A general announcement will also be made.

**Workplace Violence:**

- Any employee who feels that he or she has been threatened should immediately report the incident to his or her supervisor and human resources.
- If you observe anyone exhibiting threatening behavior or making threatening statements, warn others in the area and immediately notify human resources—stay away from the person exhibiting the threatening behavior.
- Depending upon the level of concern, 911 may be called immediately.
- Never attempt to confront any person exhibiting threatening behavior.
- If you have reason to believe that events in your personal life could result in acts of violence occurring at work, you are strongly urged to confidentially discuss the issue with human resources so that a prevention plan can be developed.

**EMERGENCY TELEPHONE NUMBERS:**

**FIRE DEPARTMENT:** \_\_\_\_\_  
**TELEPHONE:** \_\_\_\_\_

**POLICE DEPARTMENT:** \_\_\_\_\_  
**TELEPHONE:** \_\_\_\_\_

**EMERGENCY MEDICAL SERVICES (AMBULANCE):** \_\_\_\_\_  
**TELEPHONE:** \_\_\_\_\_

**HOSPITAL:** \_\_\_\_\_  
**TELEPHONE:** \_\_\_\_\_

**DOCTOR:** \_\_\_\_\_ **ADDRESS:** \_\_\_\_\_  
**TELEPHONE:** \_\_\_\_\_

**JOB SITE TELEPHONE NUMBERS:**

**PROJECT NAME/NUMBER:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_  
**TELEPHONE:** \_\_\_\_\_

**SITE SUPERINTENDENT:** \_\_\_\_\_  
**Cell/Home TELEPHONE:** \_\_\_\_\_

**CLIENT CONTACT:** \_\_\_\_\_  
**OFFICE TELEPHONE:** \_\_\_\_\_  
**Cell/Home TELEPHONE:** \_\_\_\_\_

**Purpose**

The purpose of this policy is to address issues of workplace abuse and harassment that arise at ABC Home Care Co.. Workplace abuse and harassment is not tolerated at ABC Home Care Co., and any parties suspected of workplace abuse and harassment will be subject to investigation and disciplinary action.

It is the policy of ABC Home Care Co. to maintain a work environment that is free from harassment based on race, colour, religion, sex (harassment of a sexual nature, including same-gender and gender-identity harassment), national origin, age, disability (mental or physical) and sexual orientation, and also to maintain an environment that is free from retaliatory harassment based on opposition to discrimination or participation in the discrimination complaint process.

In addition, it is the policy of ABC Home Care Co. that no retaliation will be tolerated against any employee for reporting harassment under this or any other policy or procedure, or for assisting in any inquiry about such a report.

**Scope**

This policy applies to interactions between employees at ABC Home Care Co.. Employees who violate this policy are subject to disciplinary action. Supervisors who do not act on reports of workplace abuse or harassment are also subject to disciplinary action.

While vendors and clients will not attend ABC Home Care Co.'s training or be subject to disciplinary action, employees are strongly encouraged to report any claims of workplace abuse and harassment that involve these parties.

Workplace abuse and harassment can occur at the worksite or workplace, in transit to the worksite or workplace, or through email or social media outlets. Abuse and harassment in any of these locations or mediums are forbidden.

**Definitions**

Workplace abuse can take the form of:

- Workplace Bullying
  - Abusive or offensive language
  - Unwelcome behaviour
  - Unreasonable insults or criticism
  - Teasing and/or spreading rumors
  - Trivializing of work or achievements
  - Exclusion or isolation
- Workplace Violence
  - Unwanted physical contact or proximity
  - Threatening words and/or actions
  - Damage to an individual's personal property
- Sexual Harassment
  - Requests for favours
  - Unwanted verbal or physical advances
  - Derogatory or suggestive comments
  - Offensive gestures, images or language

**Employee's Responsibility**

ABC Home Care Co. does not tolerate workplace abuse in any form. Employees who witness workplace abuse or are themselves involved in an abusive situation are required to report the details of the situation to management immediately. If the abusive situation involves the employee's direct manager, the employee may issue the report of abuse with another manager of his or her choosing at ABC Home Care Co..

**Employer's Responsibility**

Any reports of abuse will be followed up immediately with a thorough investigation and, when necessary, corrective action will be taken. ABC Home Care Co. will:

- Listen to any charges issued by employees and treat all claims seriously.
- Maintain a professional and respectful relationship with the reporting employee.
- Focus solely on facts without issuing judgment.
- Investigate immediately.
- Maintain confidentiality throughout the investigation.
- Prepare a chronology of the incident.
- Gather information about other incidents, if the incident is not isolated.
- Interview the claimant, the accused and any available witnesses.
- Administer disciplinary action as appropriate to the case.
- Conduct follow-up interviews with the claimant to ensure abuse and/or harassment has ceased.

**Disciplinary Action**

Appropriate to the severity and frequency of the incident, disciplinary action may be administered. Discipline may take the form of the following:

- Written warning
- Required completion of a workplace bullying or sexual harassment seminar or class
- Temporary suspension from work environment
- Probation
- Transfer to a different position or department
- Demotion
- Dismissal

**Ongoing Methods to Combat Workplace Violence**

ABC Home Care Co. provides all new employees with training on the importance of maintaining respectful and safe working relationships. Retraining is provided for current employees as deemed necessary and upon any changes to the workplace abuse and harassment policy. Following training, the employee must review and sign ABC Home Care Co.'s policy.



**Purpose**

This policy establishes how ABC Home Care Co. will protect employees in the event of a hazardous substance spill or release. It will outline the emergency action plan as well as the roles employees are expected to take on. The policy is in place to keep ABC Home Care Co.'s staff safe, but also to prevent environmental contamination.

After reading this policy, employees will understand:

- How to identify a hazardous substance spill or release
- What immediate actions he or she should take
- How his or her actions fit within the larger scope of ABC Home Care Co.'s emergency response plan

**Scope**

This policy applies to all ABC Home Care Co. employees who may witness or accidentally cause a hazardous substance spill or release.

**What Qualifies as an Emergency Spill?**

Not all spills are necessarily emergencies, even if they do involve hazardous substances. Incidental releases are spills that do not pose immediate or short-term safety or health hazards to employees in the vicinity or to those cleaning it up. However, the following will always constitute as emergency situations and require adherence to ABC Home Care Co.'s emergency response plan:

- High concentrations of toxic substances, whether because of a spill or leak
- Any situation involving hazardous substances that could cause injury or be life-threatening
- Environments that present imminent danger to life and health (IDLH situations)
- Accidents that result in an oxygen-deficient atmosphere
- Conditions that pose a fire or explosion hazard
- Any situation that requires evacuation of an area or that requires immediate attention because of the danger posed to employees in that area

**What Qualifies as a Hazardous Substance?**

Each employee and contractor performing work for ABC Home Care Co. is expected to know and understand what a hazardous substance is:

- A biological or other disease-causing agent
- Able to cause, or reasonably anticipated or expected to cause after release into the environment, death, disease, behavioural abnormalities, cancer, genetic mutation, physiological malfunctions or physiological deformations in people or their offspring upon exposure, ingestion, inhalation and/or assimilation
- Released by deposit, injection, dumping, spilling, leaking or placing near a site where the substance could feasibly enter the environment

**How Hazardous Substances Will Be Identified**

Each employee and contractor performing work for ABC Home Care Co. is expected to understand how to identify a hazardous substance, as well as:

- Use ABC Home Care Co.'s labelling system and Safety Data Sheets (SDS) to recognize a hazardous substance emergency
- Assess the potential outcomes associated with the hazardous substance emergency
- Have the ability to realize the need for additional resources and make appropriate notifications

**First Responder Awareness Level**

Individuals who are likely to witness a hazardous substance release but whose only responsibility is to notify the proper authorities must demonstrate the following:

- Knowledge of hazardous substance risks, how they should be handled and the potential outcomes associated with the situation
- The ability to specifically identify the hazardous substances, if possible

**First Responder Operations Level**

Individuals who have the responsibility of responding to hazardous substance releases for the purpose of protecting nearby people, property or environment from damage must demonstrate the following:

- Understanding and knowledge of all requirements of the First Responder Awareness Level
- Knowledge of ABC Home Care Co.'s emergency response plan and how to implement it
- Knowledge of hazard and risk assessment
- Knowledge of personal protective equipment (PPE) appropriate for the situation and how to use it
- Ability to classify, identify and verify known and unknown materials by using survey equipment
- Knowledge of basic control, containment and/or confinement operations
- Knowledge of basic chemical and toxicological terminology and behaviour

**Hazardous Materials Technician**

Members of the Hazardous Materials Team, who respond to releases with the purpose of actively and aggressively stopping them by patching, plugging or otherwise impeding, must demonstrate the following:

- Understanding and knowledge of all requirements of the Hazardous Materials Technician Level
- Understanding of the local, provincial and federal emergency response plans
- Ability to classify, identify and verify known and unknown materials using advanced survey equipment
- The ability to perform advanced control, containment and/or confinement operations with the resources and PPE available
- Ability to implement decontamination procedures
- Advanced knowledge of chemical, radiological and toxicological terminology and behaviour

**On-scene Incident Commander**

Members of the Hazardous Materials Team who assume control of the incident site in case of an emergency must demonstrate the following:

- Ability to implement ABC Home Care Co.'s incident command system
- Ability to implement ABC Home Care Co.'s emergency response plan
- Understanding of the hazards and risks associated with employees working in chemical protective clothing
- Understanding of the importance of decontamination procedures

**Training**

- Training will be provided until each employee understands and is able to demonstrate the knowledge required for his or her position.

- Training shall be provided not only for employees, but also ABC Home Care Co.'s contractors who have the reasonable possibility of being present during a hazardous chemical release or spill.
- Staff will receive additional, refresher training on these roles and responsibilities annually.

**Incidental Spills**

In the event a spill presents no immediate danger to the health and safety of employees or the environment:

- Inform those in the immediate area that a spill has occurred.
- If the chemical is flammable, eliminate any possible sources of ignition that may be in the area.
- If anyone has come into direct contact with the chemical, a trained first responder must be contacted to assess the individual.
- Determine what PPE is required to handle the hazardous material using the appropriate SDS.
- Follow the cleanup and control methods listed in the appropriate SDS.
- Make sure the area is completely decontaminated before work in that location resumes.
- Notify your immediate supervisor of the incident so he or she may report it to (insert the department that monitors the chemicals used in your company's operations).

**Unknown Material Spills or Large spills**

If a spill is very large or if the exact makeup or effects of the spilled chemical are unknown:

- Immediately inform those in the area that a spill has occurred and that they must evacuate.
- If the chemical is flammable, or if you are unsure whether it is flammable, eliminate any possible sources of ignition that may be in the area.
- Leave any containers in the area to aid the first responder or Hazardous Materials Team in identifying the spill.
- Close all doors to that area to keep the spill as contained as possible.
- Activate the building's fire alarm.
- Notify (insert the department that monitors the chemicals used in your company's operations) so they may send the appropriate assistance.
- Do not attempt to clean up the spill yourself; wait until the first responders arrive to assess the situation.
- If the first responders determine that the severity of the spill goes beyond their containment abilities, they will contact the Hazardous Materials Team.

**Spills Creating an Immediate Health Threat**

In the event a spill creates an immediate health threat to employees, patrons, visitors or any other witnesses in the area:

- Evacuate the area immediately.
- Leave everything in place and close all doors on the way out to isolate the area.
- Activate the building's fire alarm.
- Once clear of the affected area, immediately notify (insert the department that monitors the chemicals used in your company's operations) of the situation so they may send assistance.

- Wait in a safe area near the entrance to the building until the Hazardous Materials Team arrives so you can explain the details of the situation.

**Reporting**

All ABC Home Care Co. employees will be trained on and must comply with federal and provincial reporting standards for spills of hazardous substances.

**Employee Knowledge**

Both ABC Home Care Co. employees and hired contractors working with the reasonable possibility of being around a hazardous chemical release will be made aware of the Hazardous Substance Spill Emergency Response Plan and understand each of its parts, which include vital information on:

- Pre-emergency planning, including recognition and prevention
- Personnel roles, lines of authority, training and communication standards
- Safe distances and places of refuge in case of emergency
- Site security and control standards
- Evacuation routes and procedures
- Decontamination procedures
- Emergency medical treatment and first-aid procedures
- Emergency alerting and response procedures

To: All drivers of ABC Home Care Co.

Effective: 1/1/2023

This policy applies to:

- Vehicles owned, leased or rented to ABC Home Care Co..
- Personally owned vehicles driven by employees on behalf of ABC Home Care Co..

The following policy has been established to encourage safe operation of vehicles and to clarify insurance issues relating to drivers and ABC Home Care Co..

- All drivers must have a valid driver's licence.
- Driving records will be checked periodically. Driving privileges may be suspended or terminated if an employee's record indicates an unacceptable number of accidents or violations. Should the employee's record fall into ABC Home Care Co.'s insurance carrier's guidelines of an "unacceptable driver," his or her employment may be terminated.
- The supervisor must be notified of any change in an employee's licence status or driving record.

When operating a private vehicle for ABC Home Care Co. business:

- The employee's Personal Auto Liability insurance is the primary payer. ABC Home Care Co.'s insurance is in excess of the employee's coverage.
- The employee should carry at least \$(insert amount) per occurrence liability coverage. Evidence of insurance coverage is to be provided to ABC Home Care Co. each year, by a copy of the policy's Declaration page or a Certificate of Insurance.
- ABC Home Care Co. is not responsible for any physical damage to the employee's vehicle. Employees must carry their own collision and comprehensive coverage.
- Employees must report mileage for expense reimbursement.

In the event of an accident, the employee should:

- Take necessary steps to protect the lives of him- or herself and others.
- Comply with police instructions.
- Do not assume or admit fault. Others will determine liability and negligence after thorough investigation.
  - Report the accident to ABC Home Care Co. as soon as possible.

## General Computer Security and Use Policy

### Purpose

The ABC Home Care Co. General Computer Security and Use Policy forms the foundation of the corporate Information Security Program. Information security policies are the principles that direct managerial decision-making and facilitate secure business operations. A concise set of security policies enables the IT team to manage the security of information assets and maintain accountability. These policies provide the security framework upon which all subsequent security efforts will be based. They define the appropriate and authorized behaviour for personnel approved to use ABC Home Care Co. information assets.

### Scope

The ABC Home Care Co. General Computer Security and Use Policy applies to all employees, interns, contractors, vendors and anyone using ABC Home Care Co. assets. Policies are the organizational mechanism used to manage the confidentiality, integrity and availability issues associated with information assets. Information assets are defined as any information system (hardware or software), data, networks and components owned or leased by ABC Home Care Co. or its designated representatives.

### Guidelines

All employees, contractors, vendors and any other person using or accessing ABC Home Care Co. information or information systems must adhere to the following policies.

- All information systems within ABC Home Care Co. are the property of ABC Home Care Co. and will be used in compliance with ABC Home Care Co. policy statements.
- Any personal information placed on ABC Home Care Co. information system resources becomes the property of ABC Home Care Co..
- Any attempt to circumvent ABC Home Care Co. security policy statements and procedures (i.e., disconnecting or tunnelling a protocol through a firewall) is strictly prohibited.
- Unauthorized use, destruction, modification and/or distribution of ABC Home Care Co. information or information systems is prohibited.
- All users will acknowledge understanding and acceptance by signing the appropriate ABC Home Care Co. policy statements prior to use of ABC Home Care Co. information assets and information systems.
- At a minimum, all users will be responsible for understanding and complying with the following policy statements (in subsequent pages):
  - System Security Policy
  - Internet Acceptable Use Policy
  - Personal Equipment Policy
- All users will report any irregularities found in information or information systems to the IT team immediately upon detection.
- ABC Home Care Co. information systems and information will be subject to monitoring at all times. Use of ABC Home Care Co. information systems constitutes acceptance of this monitoring policy.
- Use of any ABC Home Care Co. information system or dissemination of information in a manner bringing disrepute, damage or ill-will against ABC Home Care Co. is not authorized.
- Release of ABC Home Care Co. information will be in accordance with ABC Home Care Co. policy statements.
- Users will not attach their own computer or test equipment to ABC Home Care Co. computers or networks without prior approval of the IT team or its designated representative.

## System Security Policy

ABC Home Care Co.'s System Security Policy addresses access control, use of hardware, operating systems, software, servers and backup requirements for all systems maintained and operated by ABC Home Care Co..

### Applicability

The System Security Policy applies to all ABC Home Care Co. employees, contractors, vendors and any other person using or accessing ABC Home Care Co. information or information systems. Exceptions to this policy must be approved by the CIO or his or her designated representative.

### Password System Security

In today's information age, poorly selected, reusable passwords represent the most vulnerable aspects of information security. In fact, computer security experts estimate that 96 per cent of all security breaches occur because of inadequate safeguards of network usernames and passwords. ABC Home Care Co. has adopted this policy to ensure that the private information of our clients and our proprietary corporate data are kept secure at all times. ABC Home Care Co.'s authorized users must comply with creation, usage and storage policies to minimize risk to corporate information assets.

- Passwords will conform to the following criteria:
  - Passwords will be a minimum of seven characters.
  - Passwords must use at least one uppercase letter, one lowercase letter and one number.
- The sharing of passwords is prohibited.
- Any suspicious queries regarding passwords will be reported to the IT team.
- Passwords will be protected as ABC Home Care Co. proprietary information. Writing them down or storing them unencrypted on the information system is prohibited.
- Users will be required to change passwords every 90 days and may reuse passwords only after 10 different passwords have been used.
- Accounts will be locked out after five failed password attempts in a 30-minute time period. Accounts can be reset by contacting the IT team or by waiting 30 minutes for the account to reset automatically.
- Users will be forced to unlock their computers using their network password after 60 minutes of inactivity on their desktops.
- All system passwords will be changed within 24 hours after a possible compromise.
- When users leave the organization, their accounts will be immediately disabled or deleted.
  - If the user leaving the organization was a privileged user or a network administrator, all system passwords will be changed immediately.

## Internet Acceptable Use Policy

Internet access is provided to ABC Home Care Co. employees to conduct ABC Home Care Co. business. While these resources are to be used primarily for ABC Home Care Co. business, the company realizes that employees may occasionally use them for personal matters and therefore provides access to nonoffensive personal sites during nonbusiness hours.

- Nonbusiness Internet activity will be restricted to nonbusiness hours. ABC Home Care Co. actively blocks nonbusiness sites during working hours. Working hours are defined as Monday through Friday from 7 a.m. to noon and from 12:45 p.m. to 5:00 p.m.
- The definition of nonbusiness sites is at the sole discretion of the IT team. This definition can, and will, change without notice as the Internet continues to evolve.
- Internet activity will be monitored for misuse.
- Internet activities that can be attributed to a ABC Home Care Co. domain address (such as posting to newsgroups, use of chat facilities and participation in mail lists) must not bring disrepute to ABC Home Care Co. or associate ABC Home Care Co. with controversial issues (e.g., sexually explicit materials).
- Internet use must not have a negative effect on ABC Home Care Co. operations.
- Users will not make unauthorized purchases or business commitments through the Internet.
- Internet services will not be used for personal gain.
- Internet users will make full attribution of sources for materials collected from the Internet. Plagiarism or violation of copyright is prohibited.
- Release of ABC Home Care Co. proprietary information to the Internet (e.g., posting information to a newsgroup) is prohibited.
- All Internet users will immediately notify the IT team of any suspicious activity.
- All remote access to the ABC Home Care Co. internal network through the Internet will be encrypted and authenticated in a manner authorized by the IT team.
- Accessing personal social networking accounts (including but not limited to Facebook®, Twitter®, Google+®, MySpace®, LinkedIn®, Foursquare® and TUMBLR®) or using ABC Home Care Co. email for social networking purposes is prohibited during working hours. The use of social networking sites for specific business purposes must be pre-approved or assigned by a manager or supervisor.

## Email Security Policy

The ABC Home Care Co. Email Security Policy specifies mechanisms for the protection of information sent or retrieved through email. In addition, the policy guides representatives of ABC Home Care Co. in the acceptable use of email. For this policy, email is described as any computer-based messaging including notes, memos, letters and data files that may be sent as attachments.

### Applicability

The Email Security Policy applies to all ABC Home Care Co. employees, contractors, vendors and any other person using or accessing ABC Home Care Co. information or information systems. Exceptions to this policy must be approved by the CIO or his or her designated representative.

### Policy

Authorized users are required to adhere to the following policies. Violators of any policy are subject to disciplinary actions, up to and including termination.



**The following items are the corporate policy statements for access controls:**

- All email on the ABC Home Care Co. information systems, including personal email, is the property of ABC Home Care Co.. As such, all email can and will be periodically monitored for compliance with this policy.
- Individual email accounts are intended to be used only by the person to whom they are assigned. Special arrangements can be made to share information between team members, such as between a producer and an account representative. In all other cases, no user is authorized to open or read the email of another without the express consent of senior management (i.e., CEO, COO, CFO, CIO or VP of HR).
- Email is provided to the users of ABC Home Care Co. primarily to enhance their ability to conduct ABC Home Care Co. business.
- Email will be stored in the system for up to a maximum of 75 MB per mailbox. Mailbox is defined as the combined total of deleted items, inbox, sent items and any user-created email folders. Users will receive a warning message stating that they need to clear out space when their mailbox size reaches 50 MB. However, once the mailbox storage space exceeds 75 MB, users will not be able to send new mail messages until the mailbox size falls below the 75 MB limit. However, in all cases, users will continue to receive incoming messages.
- The maximum size of any individual incoming email message will be 20 MB.
- Terminated employees will have all email access immediately blocked.
- Users who leave the company will have all new emails automatically forwarded to their supervisor, or their designated representative, for 30 days.
- The former employee's supervisor is responsible for disseminating stored emails to the appropriate party. Thirty days after the date of termination, the former employee's mailbox will be permanently removed from the system.

**The following items are the corporate policy statements for content:**

- Use of profane, inappropriate, pornographic, slanderous or misleading content in email is prohibited.
- Use of email to spam (i.e., global send, mail barrage) is prohibited. This includes the forwarding of chain letters.
- Use of email to communicate sexual or other harassment is prohibited. Users may not include any words or phrases that may be construed as derogatory based on race, colour, sex, age, disability, national origin or any other category.
- Use of email to send unprofessional or derogatory messages is prohibited.
- Forging of email content (e.g., identification, addresses) is prohibited.
- All outgoing email will automatically include the following statement: "This email is intended solely for the person or entity to which it is addressed and may contain confidential and/or privileged information. Any review, dissemination, copying, printing or other use of this email by individuals or entities other than the addressee is prohibited. If you have received this email in error, please contact the sender immediately, and delete the material from your computer."

**The following items are the corporate policy statements for usage:**

- Any email activity that is in violation of policy statements or that constitutes suspicious or threatening internal or external activity will be reported.
- When sending email, users should verify all recipients to whom they are sending the message(s).
- Be aware that deleting an email message does not necessarily mean it has been deleted from the system.

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**Hazard Communication**

- All ABC Home Care Co. employees have a right to know what chemicals they work with, what the hazards are and how to handle them safely.
- Safety Data Sheets (SDS) are documents provided by the supplier of a chemical that detail the chemical contents, associated hazards and general safe-handling guidelines. At ABC Home Care Co., the SDS collection is located at (insert location). Employees are free to utilize the SDS as needed.
- General rules for handling chemicals in an office environment are:
  - Read all label warnings and instructions.
  - Follow instructions for quantity.
  - Minimize contact with chemicals. Use double-layer cloths or gloves to protect your skin, and keep your face clear of the area to reduce inhalation.
  - Always wash your hands after handling chemicals.
  - If a chemical enters your eye(s) immediately hold open the injured eye(s) and rinse with clean, cool water for 15 minutes. Then be sure to report the injury immediately.
  - Any questions or concerns regarding chemicals should be reported to your supervisor and human resources.
- All chemical containers must be labelled in order to identify contents and hazards. Most labels use numbers to rank the hazard level in three important areas:
  - FIRE – for flammable materials
  - HEALTH – for any health risks posed by the material to handlers
  - REACTIVITY – for materials that may be dangerously unstable

After each hazard (Fire, Health, and Reactivity), a number from 1 to 4 will be assigned. The number reflects the degree (or amount) of hazard:

- 1 = Minimal
- 2 = Slight
- 3 = Moderate
- 4 = Serious

**Blood-borne Pathogens**

- Blood and other bodily fluids can carry pathogens, which are capable of spreading diseases to others. This includes HIV—which leads to AIDS—and hepatitis.
- Because we cannot tell by looking at a person if they are infected with a pathogenic disease, we must take precautions following an illness or injury when bodily fluids are released.
- In the event of a person losing bodily fluids, avoid the area and warn others to do the same.
- In the event that you find spilled bodily fluids, a syringe or other medically contaminated materials, do not attempt to clean it up by yourself. Call human resources immediately for instructions.

**Personal Protective Equipment (PPE)**

Inspect PPE prior to each use. Do not use damaged PPE. You are required to maintain and keep PPE clean.

- Safety glasses – must be worn at all times in designated areas
- Hard hats – must be worn at all times in designated areas.
- Gloves – work gloves must be worn at all times when handling sharp or rough stock, welding or while performing other jobs that could cause hand injuries. Synthetic gloves must be worn when handling chemicals.
- Respirators – only employees trained and authorized to use respirators are allowed to do so.
- Hearing protection – required in areas where noise exposure is more than 90dBA (85dBA if you have already experienced a hearing loss).

**Lockout/Tag Out**

Prior to working on any machinery when guards are removed, every energy source (electrical, hydraulic, chemical, mechanical, etc.) must be deactivated, stored energy dissipated, and the control locked in the “off” (safe) position.

Never remove or tamper with a lockout performed by another employee or contractor. A lockout could consist of a lock applied to a control such as a switch, breaker or valve. A tag containing words such as “DANGER—DO NOT OPERATE” may also be used for lockout. If you see the lock, the tag or both applied to an energy control device, it means, “Keep your hands off.”

- Do not perform any maintenance, inspection, cleaning, adjusting or servicing of any equipment without following the company's lockout/tag out program.
- If required to work on powered equipment (hydraulic, electrical, air, etc.), you must have your personal padlock with your name on it and personal key on your person at all times.
- Disconnect and padlock all machine power disconnects in the “off” position before removing guards for the purpose of working on or in the machinery or approaching its unguarded parts. (NOTE: When more than one employee is working on a single piece of equipment, each employee must use his or her own padlock along with lock-out tongs to lock out the equipment. When the work is completed, each worker must remove only his or her lock.
- Do not commence equipment repair or maintenance work until you have verified that the tagged or locked out switch or control cannot be overridden or bypassed.
- Replace all guards before removing personal padlocks from the control.
- Do not use or remove another employee's protective lock. Do not remove a lock from equipment unless you placed it there.
- Before machinery is put back into use after lockout/tag out, give a verbal announcement or sound a warning to fellow employees.

**Confined Space**

Only trained and authorized employees are permitted to enter confined spaces. If you believe that your job requires confined space entry, contact your supervisor prior to undertaking the work. Confined spaces are not meant for human occupancy, areas that have limited means of entry and exit, and have electrical, chemical, thermal, atmospheric or entrapment hazards.

**Respiratory Protection**

- Do not perform an operation requiring a respirator unless you have been approved to use a respirator, fitted and trained the company's respiratory protection program.
- Inspect respirators for cracked or worn parts before and after each use and after cleaning.

- Do not work in an area that requires the use of respiratory equipment if you fail to obtain a tight seal between the respirator and your face.
- Do not wear a respirator if facial hair prevents a tight seal between the respirator and your face.
- Clean and sanitize respiratory equipment according to the manufacturer's recommendations after each use.
- Store respiratory equipment in a clean and sanitary location.

**Fire Prevention**

- Smoking is only allowed in designated exterior smoking areas.
- No candles or open flames are allowed within the office facility.
- Only space heaters provided by the company are approved for use within the facility. Employees using space heaters are responsible to turn the heater off when leaving their desk for extended periods of time (lunch, end of the workday, etc.).
- No flammable chemicals are allowed inside the building at any time. If you feel that there is a work-related need to use a flammable chemical, contact the supervisor for guidance on hazard communication and fire safety.

**Electrical Safety**

- With the exception of independently fused multi-tap cords for computers, extension cords are not allowed in office areas.
- Keep electrical cords out of areas where they will be damaged by stepping on or kicking them.
- Turn electrical appliances off with the switch, not by pulling out the plug.
- Turn all appliances off before leaving for the day.
- Never run cords under rugs or other floor coverings.
- Any electrical problems should be reported immediately.
- The following areas must remain clear and unobstructed at all times:
  - Exit doors
  - Aisles
  - Electrical panels
  - Fire extinguishers

**Lifting**

- Plan the move before lifting; ensure that you have an unobstructed pathway.
- Test the weight of the load before lifting by pushing the load along its resting surface.
- If the load is too heavy or bulky, use lifting and carrying aids such as hand trucks, dollies, pallet jacks and carts, or get assistance from a co-worker.
- If assistance is required to perform a lift, coordinate and communicate your movements with those of your co-worker.
- Position your feet 45 to 90 centimetres apart with one foot slightly in front of the other.

- Face the load.
- Bend at the knees, not at the back.
- Keep your back straight.
- Get a firm grip on the object using your hands and fingers. Use handles when they are present.
- Hold the object as close to your body as possible.
- While keeping the weight of the load in your legs, stand to an erect position.
- Perform lifting movements smoothly and gradually; do not jerk the load.
- If you must change direction while lifting or carrying the load, pivot your feet and turn your entire body. Do not twist at the waist.
- Set down objects in the same manner as you picked them up, except in reverse.
- Do not lift an object from the floor to a level above your waist in one motion. Set the load down on a table or bench and then adjust your grip before lifting it higher.
- Never lift anything if your hands are greasy or wet.
- Wear protective gloves when lifting objects that have sharp corners or jagged edges.

**Ladders & Stepladders**

- Read and follow the manufacturer's instructions label affixed to the ladder if you are unsure of how to use the ladder.
- Do not use ladders that have loose rungs, cracked or split side rails, missing rubber foot pads or are otherwise visibly damaged.
- Keep ladder rungs clean and free of grease. Remove buildup of material such as dirt or mud.
- Do not place ladders in a passageway or doorway without posting warning signs or cones that detour pedestrian traffic away from the ladder. Lock the doorway that you are blocking with the ladder and post signs that will detour traffic away from your work.
- Do not place a ladder at a blind corner or doorway without diverting foot traffic by blocking or roping off the area.
- Allow only one person on the ladder at a time.
- Face the ladder when climbing up or down it.
- Maintain a three-point contact by keeping both hands and one foot or both feet and one hand on the ladder at all times when climbing up or down.
- When performing work from a ladder, face the ladder and do not lean backward or sideways from the ladder. Do not jump from ladders or step stools.
- Do not stand on tables, chairs, boxes or other improvised climbing devices to reach high places. Use a ladder or step stool.
- Do not stand on the top two rungs of any ladder.
- Do not stand on a ladder that wobbles, or that leans to the left or right of centre.
- When using a straight or extension ladder, extend the top of the ladder at least 1 metre above the edge of the landing.
- Secure the ladder in place by having another employee hold it if it cannot be tied to the structure.

- Do not move a rolling ladder while someone is on it.
- Do not place ladders on barrels, boxes, loose bricks, pails, concrete blocks or other unstable bases.
- Do not carry items in your hands while climbing up or down a ladder.

**Housekeeping**

- Do not place materials such as boxes or trash in walkways and passageways.
- Sweep up shavings from around equipment such as drill presses, lathes or planers by using a broom and a dust pan.
- Mop up water around drinking fountains, drink dispensing machines and ice machines immediately.
- Do not store or leave items on stairways.
- Do not block or obstruct stairwells, exits or accesses to safety and emergency equipment such as fire extinguishers or fire alarms.
- Do not block the walking surfaces of elevated working platforms, such as scaffolds, with tools or materials that are not being used.
- Straighten or remove rugs and mats that do not lie flat on the floor.
- Remove protruding nails or bend them down into the lumber by using a claw hammer.
- Return tools to their storage places after using them.
- Do not use gasoline for cleaning purposes.
  - Use caution signs or cones to barricade slippery areas such as freshly mopped floors.

**Laundering Concerns**

Sheets, towels, gowns and blankets used by patients often come in contact with body fluids that can be dangerous to your health if they carry diseases. If you are handling or washing these linens, you must take specific safety precautions to prevent accidental exposure to bloodborne pathogens.

1. Touch laundry as little as possible when sorting it with your hands. If you notice that items are soiled, bag them separately in the location where they were used.
2. Place wet, contaminated laundry in a leak-proof biohazard bag or container. Hold the bag or container as far away from the body as possible and avoid squeezing the materials inside.
3. Do not wash soiled linens with other laundry.
4. Pay close attention when stripping beds, gathering towels and collecting gowns; even small amounts of dangerous body fluids can cause adverse health problems.

**Reducing the Spread of Tuberculosis**

Tuberculosis (TB) is prevalent in long-term health care facilities and drug treatment centres due to the nature of the live-in population. Once infected with TB, individuals experience two stages of symptoms (which can vary from person to person):

1. Primary Stage – Infected individual can be symptom-free or can have flu-like symptoms.
2. Secondary Stage – Infected individual may experience fever, night sweats, fatigue, weight loss and dry cough that can lead to coughing up blood. This is known as “active disease” and is the most contagious stage.

TB is spread from one person to another through air droplets projected when an infected person coughs, sneezes, sings or speaks. Once the TB germ is airborne, other individuals can breathe it into their airway unknowingly. ABC Home Care Co. conducts a Mantoux Tuberculin test to screen for TB. This test will be conducted every three months, as ABC Home Care Co. is considered a high-risk facility.

If you must treat a resident with a confirmed case of TB, you must wear a NIOSH-certified respirator in the following circumstances:

1. When entering the resident’s room.
2. When performing high-hazard procedures.
3. During any transport activities.

ABC Home Care Co. will maintain a record of which employees and residents have had exposure to TB. We will also keep a record of all TB skin test results and medical evaluations for employees.

**Handling Hazardous Medications**

Though medications are meant to aid in pain management and fighting diseases, some may also be dangerous when handled or administered. Employees working with these drugs may accidentally inhale, inject or ingest chemicals that are hazardous to their health. Exposure to hazardous drugs can lead to short- and long-term ailments for health care professionals. To protect yourself against hazardous drugs, consider the following safety measures:

1. Wear the appropriate chemical-barrier face and eye protection in the event that the drug splashes or sprays into your eyes, nose or mouth.
2. Prepare drugs in approved Biological Safety Cabinets (BSCs) that vent to the outside.
3. Wear two pairs of protective gloves when handling hazardous drugs. One should be placed under your gown and the other should be placed over your gown cuff. No skin on your arms or wrists should be exposed. Remove and replace the outer gloves after each task, and place them into a sealable container marked for disposal.
4. Change gloves immediately if they tear, puncture or if you have worn them for more than one hour.
5. Wash your hands before and after putting on safety gloves.
6. Employees cleaning up after patients who have received hazardous drugs within the past 48 hours must wear the appropriate protective clothing. Employees should also dispose of gloves worn while cleaning immediately after the task is complete and wash their hands well.

**Lifting, Reaching and Moving Equipment**

1. Plan the move before lifting—ensure that you have an unobstructed pathway.
2. Test the weight of the load before lifting by pushing the load along its resting surface.
3. If the load is too heavy or bulky, use lifting and carrying aids such as hand trucks, dollies, pallet jacks and carts or get assistance from a co-worker.
4. If assistance is required to perform a lift, coordinate and communicate your movements with your co-worker.
5. Position your feet 15 to 30 centimetres apart with one foot slightly in front of the other, face the load, bend at the knees, get a firm grip on the object using your hands and fingers, hold the object as close to your body as possible and stand in an erect position.
6. Perform lifting movements smoothly and gradually; do not jerk the load.
7. If you must change direction while lifting or carrying the load, pivot your feet and turn your entire body. Do not twist at the waist.
8. Set down objects in the same manner as you picked them up, except in reverse.
9. Do not lift an object from the floor to a level above your waist in one motion. Set the load down on a table or bench and then adjust your grip before lifting it higher.
10. Never lift anything if your hands are greasy or wet.
11. Wear protective gloves when lifting objects that have sharp corners or jagged edges.
12. When moving IV poles, oxygen canisters or X-ray machines, use a rolling device or attach wheels to the machinery for transport. Consider attaching handles to the equipment for easier transport.
13. Limit reaching into deep sinks, laundry bins or garbage bags. Instead, use a plastic basin to raise items up in a sink or wash items next to a sink. Also use handling bags with side openings to dispose of laundry and garbage.
14. Switch between tasks to avoid overuse injuries.
15. Do not bend to clean objects—move them to waist level instead.
16. Use extension handles to avoid excessive strain on your back.
17. Use carts to transport supplies versus carrying them in your arms.

If you need special accommodations to accomplish daily tasks, contact your supervisor immediately.

**Infection Control**

1. Do not bend, recap, remove, shear or purposely break any contaminated needle.
2. Discard disposable needles or medical sharps into the containers labelled "Biohazard Sharps."
3. Do not reach into containers when discarding sharps.
4. Wash or flush areas with water if your skin's surface, eyes or mouth are splashed or spattered with blood or other bodily fluids.
5. Wear nonpermeable gloves when contact with blood, nonintact skin, mucous membranes or other infectious materials is possible.
6. Do not use gloves that are torn, cut or punctured.



7. When required to wear protective gloves, do not use hand-to-face movements when handling materials that are visibly contaminated with blood.
8. Wash hands and other exposed skin surfaces on the arms and forearms with soap and water or a waterless cleaner immediately upon removal of protective gloves.
9. Wear latex or vinyl gloves as well as full-face and body protection whenever large amounts of blood or body fluids are present or anticipated to be present.
10. Place protective equipment contaminated with human blood in the red containers labelled "biohazard"; these containers prevent leakage during collection, handling, storage and transport.
11. When performing emergency medical care, wear latex or vinyl gloves. When finished using the gloves, discard them immediately into the bag or container marked "biohazard" for proper disposal.
12. Wear full-face protection whenever administering patients who are vomiting, coughing, choking, sneezing or being intubated.
13. Clean up any broken glass using a dust pan and broom; do not pick up broken glass with your bare hands.
14. Use bag-valve masks or pocket mask-to-mouth devices when performing CPR.

### **Patient Handling**

A ABC Home Care Co. employee may find difficulty in assisting and handling a patient if the patient's size and weight exceeds the worker's carrying abilities, if the resident is combative or unwilling to be moved, or if the work area is restrictive (e.g., with a bed, tables or a toilet in the way). This can put your body at risk of ergonomic injuries when doing repetitive motions, putting your body in awkward poses and overexerting yourself to assist someone else. To reduce your risk of injury, ABC Home Care Co. has created a Patient Handling Program to not only improve the quality of care for our patients, but to also eliminate worker pain and muscle fatigue.

The tenants of this program shall be used during the following activities: (1) bathing and toileting; (2) moving from one room to another; (3) moving from the bed to a wheelchair and vice versa; (4) repositioning in bed.

#### *Bathing and Toileting:*

1. Use a shower chair that sits over the toilet and is then moved into the shower for bathing.
2. Use a bath cabinet or adjustable tub for bathing with minimal movement.
3. Use a toilet seat riser to equalize the height of the seat and a wheelchair for easy transfer.
4. Use a mechanical lift for patients who cannot support their own body weight.

#### *Moving from One Room to Another:*

1. Use an overhead track mounted lifter to move patients.
2. Attach a sling lift into the track mounted device and transfer patients without having to manually lift them.

#### *Moving from Bed to Wheelchair and Back:*

1. Use a lateral transfer to move patients from the bed to a wheelchair or gurney.
2. Place a sliding board underneath the patient to minimize lifting when transferring from the bed.
3. Use adjustable, electric beds to move patients to their specific wheelchair height for easy transfer.
4. Use wheelchairs with removable arms for easier lateral transfers.
5. Use a sitting-standing chair that can move the patient from sitting to standing and vice versa.

*Repositioning in the Bed:*

1. Use slip roller sheets to reduce friction when repositioning patients and to reduce the force needed from you.
2. Use a repositioning device to mechanically pull patients up in the bed.
3. Use a trapeze lift suspended over the bed to allow patients with decent upper body strength to reposition themselves.

**Responding to Violent Patients**

Many episodes of violence in the health care field are due to unruly behaviour from patient/resident to caregiver. ABC Home Care Co. is concerned for your safety with regard to residents who may become violent for one reason or another. As a valued member of our staff, you should feel comfortable reporting violence so that our management team can implement changes to protect your safety. In addition, ABC Home Care Co. has implemented the following safety measures to protect you against bodily harm:

1. Increased lighting in high risk areas—patient rooms and treatment areas.
2. Installed cameras and alarms.
3. Gathered resident records to remain abreast of any potentially dangerous individuals.
4. Arranged furniture in patient rooms in such a way to prevent employees from becoming trapped.
5. Used only lightweight furniture without sharp corners.
6. Removed excess clutter from resident rooms that could potentially be used as weapons.

In addition to these safeguards, you should identify a second exit in residents' rooms in the event that they become violent. You and a co-worker should also treat violent residents together; never attempt to treat a dangerous resident by yourself.

In the event of a violent act on the premises, contact our Violence Emergency Response Team immediately. Members of this team will investigate the situation and provide you with necessary medical care. By reporting the incident, ABC Home Care Co. can hopefully prevent a similar situation from occurring in the future.

1. If you perceive the possibility of a physical threat, use the emergency telephone number listed near the telephone.
2. If you perceive no immediate physical threat:
  - Notify other staff members and have a standby to render assistance.
  - State clearly who you are and what you can do to help.
3. If you perceive the possibility of severe physical injury:
  - Assume a nonthreatening physical posture and voice tone.
  - State in clear, concise terms what you want the individual to do.
  - State what you can do to help.
  - Speak with authority.
  - Make direct commands.
  - Set a time limit. At the end of set time, seek assistance from a staff member.

4. If you are assaulted:
  - Leave the area.
  - Report assault to appropriate party or parties.
  - Do not return alone; bring assistance with you.

# Safety Matters

## Health Care

Provided by: Odell Studner

### Scrubs Safety

In a recent study of hospital attire published by the American Journal of Infection Control, over 60 percent of the health care employee uniforms sampled tested positive for pathogens. Half of the samples tested positive for one or more different pathogens, with 11 percent of the discovered bugs being resistant to multiple front-line antibiotics.

While these are not shocking statistics given the nature of the job, these results do suggest a need for a closer look at how scrubs, and similar garments, are handled by health care workers.

### Where to Wear

Unfortunately, scrubs are often worn in many places where they should not be. From trips out to lunch to running errands on the way home from work, health care workers often wear scrubs outside of the workplace and could potentially be opening the general public up to a day's worth of pathogen buildup.

While it may seem like an added hassle, it is important that you change in and out of your scrubs at work. Even if you may just be going out to lunch or running a quick errand on your break, there is no need to take the unnecessary risk. Never leave the building with your scrubs on.

### Change Regularly

Researchers found that contamination increased the longer uniforms were worn. Changing scrubs daily instead of every two days cut down contamination from 29 to 8 percent.

Change your scrubs daily to reduce pathogen buildup. Even if scrubs appear clean, they could still be host to lingering bacteria.

### Don't Forget Your Hands

When analyzing the results, experts suggested that bacteria buildup on garments could in part be caused by employee neglect of proper hand-washing practices. It is important that along with proper uniform care you vigorously adhere to hand-washing standards to keep from transmitting potentially harmful pathogens from one area to another.

# The ABCs of Medical Malpractice Insurance

Most states require that physicians obtain medical malpractice insurance to offset the risk and costs of potential lawsuits. The risk is great enough that even in states that lack this requirement, physicians rarely practice without it. Whether it is obtained individually through a commercial insurer or through a physician's health care facility, medical malpractice premiums are among the highest in the insurance industry. Physicians in large-group settings that affiliate with hospitals are sometimes able to find more stable, low-cost insurance than those in small-group or solo practice settings, but in both cases, volatile conditions and increasingly costly medical malpractice litigation contribute to exceptionally high premiums.

In addition to physicians, there are other professions that should carry medical malpractice coverage, including nurses, dentists, optometrists, therapists and other medical professionals.

### Calculating Premiums

Premiums are based on the risk of the health care provider and the degree of certainty of this risk. Unlike auto insurance, medical malpractice insurance is not experience-rated, therefore when a physician has a claim, premiums do not increase. Instead, premiums are determined by a physician's specialty and geographic location; premiums are typically higher in urban settings than in rural areas, and high-risk practices like obstetrics,

gynecology, neurosurgery and orthopedics generally have the higher premiums than other, lower-risk practices.

While individual physicians' claims experience is too variable over short periods of time for policies to be experience-rated, for whole hospitals, this type of premium is more realistic. Even so, less than half of a hospital's total premium is based on experience, most of it depends on the hospital's location and level of care.

### State Regulation

Medical malpractice insurance is predominantly regulated by states, and malpractice insurers serve only one state or a small number of states. To combat rising medical malpractice litigation insurance premiums, some states have capped damages that can be collected in medical malpractice suits, and others have mandated the purchase of at least \$1 million of medical malpractice insurance. Other states have minimal requirements.

Check with Odell Studner for more information about the regulations that apply to you regarding medical malpractice insurance and to ensure that you do not face gaps in coverage, for example, when changing from one insurer to another due to differences in provisions.

Provided by Odell Studner

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# PLAYING IT SAFE HEALTH CARE



## Working Safely With Sharps

### *Tips for avoiding needle stick injuries*

The OSHA standard for blood-borne pathogens requires that any employee exposed to blood, or other potentially infectious materials (OPIM), follow proper safety precautions when working with needles and other possible contaminated sharps as part of their job duty.

A needle stick or cut from a contaminated sharp is one of the easiest ways health care workers expose themselves to potentially dangerous blood-borne illness, like hepatitis or HIV. Fortunately, most sharps accidents are preventable with the use of proper engineering controls, safe work practices, and personal protective clothing and equipment.

#### Handling, Storage and Disposal

The best way to prevent cuts and sticks from sharps is to minimize your contact with them. Follow these safety precautions when handling, storing or disposing of sharps:

- Never reach into a contaminated sharps container.
- Never shear or break contaminated sharps.
- Do not recap, bend or remove needles unless medically necessary. If there is no other alternative, make sure to use a mechanical device or one-handed technique.
- Dispose of sharps immediately after use.

- Dispose of contaminated sharps in designated sharps containers only.

Sharps containers should be puncture-resistant, leak-proof and labeled or color-coded red indicating its hazardous contents. Containers for disposable sharps should always have a lid and be maintained in an upright position to keep liquids and sharps inside.

- Do not place contaminated sharps in a full or overfilled sharps container.
- Never open, empty or manually clean a reusable sharps disposal container.
- Close the lid of a contaminated sharps container before disposing of it.
- Place primary sharps containers in secondary containers for disposal if there is any chance the primary container has a leak. Secondary containers should be closable, labeled or color-coded and leak resistant.

#### Needle Safety

If you are stuck by a needle or other contaminated sharp, or get blood or OPIM in your eyes, nose, mouth, or on broken skin, immediately flood the exposed area with water and clean any wound with soap and water, or a skin disinfectant, if available. Report the incident to your supervisor and seek immediate medical attention.

Be safe and healthy on the job at **ABC Home Care Co.** with these helpful tips provided by **Odell Studner**.

**“By following safe work practices, you can decrease your chances of contracting a blood-borne illness.”**

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