


Absolute Home Care Plus Policies and Procedures	
Section 5: Health and Safety	
Policy Title: Employee Personal Safety	Policy Number: 5.10
	Effective Date: 03/01/2014
	Revision Date:
	Approved By: Monica Armour
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PURPOSE


To minimize risk to staff when traveling to and from the job site, while working in the client's home or when working in the office.

POLICY

Absolute Home Care Plus is committed to ensuring the welfare of its employees by educating them on how to recognize personal safety hazards and on what protective actions to take to reduce risk, prevent injury and promote safety.

PROCEDURES


1. When working in a client's home, employees shall:
 - a. not go into homes or, if already there, should leave the premises immediately, where it appears that:
 - i. their safety may be at risk (e.g. weapons, drugs, alcohol, guard dogs);
 - ii. people are inebriated;
 - iii. people are abusive;
 - iv. sexual comments/gestures are made;
 - v. verbal or gestured threats are made;
 - vi. there is suspected illegal activity; and/or,
 - b. contact the local law enforcement, if immediate assistance is required, e.g. an assault or illegal activity is occurring;
 - c. not challenge clients with issues. Instead, collaborate with them, in a respectful and non judgmental manner, to facilitate a resolution.
 - d. immediately advise their Supervisor of any potential risk situations, even if they are only suspected risks.
 - e. handle abusive clients as follows:
 - i. leave the premises as soon as possible;
 - ii. avoid antagonizing them;
 - iii. remain calm and speak in a quiet manner; and,
 - iv. advise clients of their working schedule (so clients are aware that company/agency employees will be expecting them to be at a certain place at a certain time).
 - f. leave the home immediately, if they feel threatened; then:
 - i. telephone the Supervisor, from a safe location;
 - ii. notify proper authorities, as necessary; and,
 - iii. inform other individuals who provide care to the client.

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2. When employees are involved in a risk situation, the Supervisor shall:
 - a. investigate all potential risk situations reported by employees;
 - b. initiate an incident report;
 - c. if needed contact local law authorities, if and when indicated;
 - d. ensure details of the risk incident are obtained and documented including:
 - i. what the incident was;
 - ii. who was involved e.g. employee, client family/other;
 - iii. where it occurred;
 - iv. when it occurred;
 - v. what actions were taken and by whom; and,
 - vi. follow-up actions performed and/or follow-up actions scheduled;
 - e. cease service to the client temporarily while a review team consisting of the employee involved, Supervisor and other essential individuals (e.g. Social Worker) meet to evaluate staff safety and ongoing service;
 - f. document the outcome of the meeting with copies being placed in the client's file and being given to the Manager/Administrator;
3. When working in a client's home, employees shall:
 - a. make a note of where the telephone and exit are located;
 - b. be alert for changes in the behavior of people in the home, as they could be indicative of impending danger; and,
 - c. not make promises they are not able to keep.

GUIDELINES

1. Supervisor shall:
 - a. ensure that training is provided to employees during orientation and then annually; and that it includes:
 - i. a review of the employer's safety policies;
 - ii. risk factors for assault;
 - iii. techniques for dealing with hostile clients/families;
 - iv. techniques for calming irate individuals;
 - v. reporting policies.
 - b. assess a client's potential for violence when he/she is referred through observation, consultation with others and/or record review.

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2. In-home workers shall:
 - a. check in regularly with the office;
 - b. take their cell phones to work;
 - c. be alert for weapons in the home;
 - d. be aware of high crime areas.