

**Staff Handbook for Health and Safety.**  
**( Previously the Health and Safety Policy and Procedures Manual ).**

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## **HEALTH AND SAFETY STATEMENT**

### **Introductory Statements**

The Kitimat Child Development Centre is vitally interested in the health and safety of those receiving services, our staff and visitors. *Through cooperation and the full acceptance of the responsibility to consider health and safety in every activity, we will be able to make the Kitimat Child Development Centre a safe place to work and to receive our services.*

Protection of employees from injury or occupational disease or stress is a major and continuing objective. All employees must be dedicated to the continuing objectives of reducing risk of injury.

### **PURPOSE**

This manual provides policy and guidance regarding health, safety (including workplace violence) and a reference of accessible information that will be required in the event of an emergency.

Note: Workplace violence prevention is also covered in our Operations Policy and Procedure Manual 2.7.11

### **Policy #1**

All employees of the Centre are required to follow the regulations set by the Kitimat Fire Department, British Columbia Fire Code, the KCDCA, WCB, Coast Mountain School District and the B.C. Child Care Regulations.

### **Policy #2**

It is the policy of the Kitimat Child Development Centre Association to comply with legislative requirements and to make out place of work safe. We will strive to eliminate any foreseeable hazards or risk which might result in injuries, illnesses, fires, security loss, property damage or accidents.

**This manual is available in hard copy for all employees in our central stationary room. It is an expectation that all staff regularly review our manuals. This manual is also on our web site.**

Policy Implemented 2000

Revision date August 2004 (added Policy F1 and F5 to this policy)

Revision date is yearly prior to the yearly start of the school term or if Health and Safety Committee identify a change needed prior to the annual review.

**Policy #3**

**Employee Health** (Previous policy was Health Requirements)

**Policy**

All employees must be in good health as determined by the requirements of their job. A pre-employment medical assessment may be requested as a condition of employment.

**Procedures**

Pre-employment fitness and disclosure of infectious diseases.

A pre-employment health examination to determine physical fitness for employment may be requested. Any employee or prospective employee who has a medical condition, such as Hepatitis, Tuberculosis, AIDS, HIV or any other type of infectious disease that might be transmitted to another employee or client during the normal course of their duties must disclose to the employer that they have the disease. The employee or prospective employee is only required to disclose their medical condition if such a condition would cause a limitation to their fulfillment of a bona fide occupational requirement.

Disclosure is confidential to the direct supervisor of the employee and the Executive Director. A medical opinion on how the above noted diseases are transmitted and the risk to others may be requested. The information is kept in the employee's personnel file.

Inoculations.

In certain departments, preventative inoculations are an important safety measure for all staff members. These inoculations are provided by a physician or public health. If there is a cost for the inoculations the Centre will only cover pre-authorized costs.

It is recommended that all staff members be immunized against Diphtheria, Poliomyelitis, Measles and Rubella.

High-risk staff members will undergo testing for tuberculosis (TB) prior to employment and as required during employment, as prescribed by Provincial Regulation and employer policy.

Staff assigned to designated "high risk" areas will be offered a Hepatitis B vaccine.

Any staff member who refuses to provide required health/medical confirmations will be subject to disciplinary action, up to and including dismissal.

See Operations Policy and Procedure Manual regarding KCDC responsibility to pay for immunizations.

Policy F-3 Implemented 1996

Policy Revised 2000

Revision August 2004 by adding old policy G.2 ( Health and Safety Statement, Health Requirements, and Infectious Diseases.

## **INFECTIOUS and COMMUNICABLE DISEASE**

### **Policy**

1. The KCDCA will strive to provide a caring, supportive environment for clients, staff members or persons it serves with infectious diseases.
2. The Kitimat Child Development Centre Association will not discriminate against those with infectious or communicable diseases. Staff members and persons served by the Centre may not legally be denied access to services or terminated from their positions for having one of these medical conditions. See Health and Safety policy #2 procedure regarding disclosure of infectious diseases.

### **Procedures**

All staff members must observe general rules of hygiene and maintain a high level of personal cleanliness. All staff members must follow the Universal Precautions. These precautions are posted throughout the building. Copies of information on infectious diseases are in the appendix of this manual and more information is available on the Northern Health Authority Health and Safety web site

Any incidences of communicable diseases are to be reported to the employee's immediate Program Managers or the Executive Director.

Staff members or potential employees who have an infectious disease that is transmitted through the exchange of bodily fluids are required to disclose this information to the employer if the employee is asked to work with a child who has a pattern of unexpectedly biting caregivers.

Please see Operations Policy and Procedure Manual 2.3.2, 2.4.1 and 2.4.2 regarding hiring practices and our affirmative action statement.

Staff members with rashes, lesions, suture lines, burns, or other skin conditions may require medical approval prior to work. All such conditions are to be reported to the immediate Program Managers.

Staff members who are regularly involved in the preparation and handling of food are to report all incidences of illness, particularly those involving digestive upsets (e.g. diarrhea, vomiting, nausea, or infections) to their immediate Coordinator.

Staff members providing direct care (i.e. treating open wounds, changing children after bowel movements etc. ) must wear gloves, and wash their hands before and after providing such care.

Staff members are required to follow safe working procedures and reduce the risk of exposure to blood/body fluids by properly disposing of sharp objects and wearing adequate protective equipment when required.

Employees are provided with literature about the risks associated around working with children and families as they relate to Hep A and Hep B. This literature is kept as appendix of our health and safety manual or more information can be accessed by contacting our community nursing staff.

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Employees are asked to read information on Hep A and Hep B and assess their own risk. Employees are asked to give consideration to these risks and are recommended to contact our community health nurses for more information.

It is recommended that all staff receive an influenza immunization annually. Staff will be provided with this information on an annual basis.

It is noted that Preschool staff are required through licensing to be immunized against Hep A and B, MMR and DPT and influenza annually. If this is not possible for medical reasons, a letter from your physician must be provided. A record of these immunizations is kept on staff personnel files.

Policy F4, F8 and G2 summarized into one policy August 2004

Policy Implemented in 1996

Policy Revised 2000

Next Revision date \_\_\_\_\_

## Medical and Emergency Management

### Policy: #5

1. First Aide training of staff will meet regulatory requirements.
2. First aid kits will be located in accessible locations throughout the building and supplies replaced on regular basis.

See Telephone book for immediate first aid procedures.

### Remember Safety First

Before starting any first aid, always ensure the area is safe for yourself and the casualty.

Call for assistance  
Stay Calm  
Speak Clearly  
Answer questions.

State the type of emergency  
Give location of emergency  
Confirm that the call for assistance was received.

Ambulance is 632-5433  
Our Address is 1515 Kingfisher Ave.

## Procedures

### First Aid Equipment

First aid equipment is located in the pre-school, the stationary room and the child and youth care (kitchen) areas of the Centre. Blankets are kept in the stationary room.

When First aid supplies are used, the use is to be recorded in the first aid supply book kept beside the stationary room first aid kit. Supplies are checked during each health and safety inspection of the Centre and replaced by calling Glen Robinson at the Fire Hall. Glen checks all kits on a yearly basis in September of each year.

### First Aid Training.

Each year we determine the need for first aid training and who needs to update their qualifications. We try to provide these courses in house or set up times for a group rate.

### Policy # 5a.

## Kitimat Child Development Centre

### **Injured or Sick Child at the Centre**

It is the general policy of the Centre that staff and clients who are not well should be at home. The pre-school posts a list of illnesses that advised parents of when a child should not be attending school.

If an injury occurs immediate first aide procedures are to be implemented and then a call is made for assistance. See staff injury policy in this manual.

A determination is made regarding calling an ambulance, parents or other mode of transportation if the child needs to go to the hospital.

1. If the child is being taken to the emergency one staff member stays with the other children, the staff member taking the child to the hospital takes the child's CDC file with them.
2. One Centre staff member informs a program manager of the situation. The program manager phones the Kitimat General Hospital Emergency Department to tell them we will be bringing a child who is injured or sick, and also phones the child's parents/guardians regarding their child.
3. When a child becomes ill but does not need to go to Emergency, a staff member will phone the child's parent to come pick up their child.
4. A staff member records the incident in the child's file in the Progress Notes section.

Policy F – 3 Implemented 1997

Policy Revised 2000

Next Revision date \_\_\_\_\_

## **Staff Injuries Policy**

### **Policy #6**

The Board of Directors and the Executive Director of the Kitimat Child Development Centre recognize the possibility of staff becoming injured on or off the worksite. Every effort has been made to identify unsafe conditions which may lead to injury. In the event of an injury, the KCDC management will ensure that all staff members are aware of the appropriate measures to take when dealing with or reporting an injury.

#### **Purpose**

To outline the steps to be taken if an injury occurs. Please also see Critical Incident Quick Reference Guide which is distributed throughout the Centre.

#### **Procedure**

##### **Immediate Actions**

Consider the extent of the unsafe condition when adhering to the following procedure:

Remember Safety First. Assess safety for yourself and the injured person.

Then

- See to the injury immediately. Clean and dress the wound (if open), call for emergency assistance if necessary. The victim and their injury are the first priority.
- Notify the Executive Director or designate as soon as possible by either the person(s) involved or a co-worker.
  - The Executive Director or designate will assist in taking appropriate actions regarding the incident.
  - As appropriate, the Executive Director or designate will inform the next of kin, parent, guardian, sponsor, contact person, appropriate legal body (e.g. RCMP, Ministry of Children and Families, coroner, public trustee), medical practitioner, funding agency, and licensee.

##### **After the incident**

#### Policy # 7

##### Reporting Staff Injuries in the Workplace

All injuries involving an employee must be documented on an Incident Report form within 24 hours of the incident. Incident Report forms must be completed by the employee involved and be signed by any available witnesses. All reports will be investigated and followed up by the Executive Director within 2 working days of the incident. Reports will be forwarded to any other necessary agencies (i.e. WCB). The Executive Director will also ensure that a debriefing session takes place with the employee(s) involved.

- If a staff member seeks medical attention re: the incident, a WCB Form 7 must be filled out and the Executive Director notified so the supplementary Form 7 can be completed and sent to the WCB office. These forms are kept in the health and safety main manual.
- When appropriate the Ministry of Health Incident Report is to be completed and submitted to the licensing representative.

##### **Follow up responsibilities**

- Staff are responsible for initiating corrective action to prevent recurrences

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- All reports must be investigated and followed up on by the Executive Director or designate within 2 working days.
- The incident must be reviewed as a Risk Assessment at the next health and safety committee meeting.
- The Health and Safety Committee is responsible to regularly summarize and analyse accumulated incident forms for trends or patterns.
- Health and Safety Committee summary reports will be sent to licensing agencies as required.

Policy replaces Policy 2.15 June 2004

Policy reviewed August 2004.

## **Staff Safety Policies**

The KCDC has established the following staff safety policies. The KCDC recognizes that staff, due to the nature of our work may be in situations where harm, violence or crime may occur. These policies are based on taking preventative actions.

Sign in and Out  
Staff working alone  
Home visits  
Use of Cell Phones.  
Phone Calls received at Home.  
.  
Building Security/ keys.

### **For safety it is important to know where staff are.**

We have several procedures that staff are to follow.

#### **1. Staff working at the Centre**

All staff working in the building are to sign in on our staff sign in/out board.

### **Sign in and Out Procedure**

Sign In/Out Board Policy 2.8.3 of the Operations Policy Manual states when staff are away from the Centre during working hours, staff are required to write their names, the phone number where they can be reached, and the time of their expected return to the Centre on the wipe off sign in board.

When staff members have not returned after the noted time and there is concern for their safety, the program manager or administrative staff will telephone the staff member at the number. See Procedure if you are overdue for returning to the Centre.

#### **3. Procedure if staff is overdue in returning to the Centre**

- When staff members have not returned after the noted time administrative staff will telephone the staff member at the number posted on the sign out board or by cell phone.
- If no answer the program manager or designate will phone the residence you are attending using the numbers from the client file.
- If still no answer, and you are overdue by 30 minutes or more, the RCMP will be contacted for assistance.

**Remember to call the centre if you are going to be late returning of if you are delayed for any reason. Call your immediate supervisor or administration.**

**4. Use of a weekly schedule.** Some staff may be given permission by their program manager to provide a weekly schedule of your home visits and telephone in when changes occur.

#### **5. Use of Cell Phone**

The use of cell phones is encouraged. When staff members are going out of the Centre and there is a possible safety concern, they are required to take a cell phone with them (make sure it is charged and turned on) and leave the pertinent information with your program manager or designate.

**6. Phone Calls Received at Home.**

It is a policy of the CDC that staff do not receive work related calls at home. If this is occurring please inform the caller to call during your work hours and report this to your immediate supervisor.

**7. Away from work due to illness, holidays or leave of absence.**

All staff are to fill in the leave of absence form prior to being off work. This form is signed by your program manager and kept in the payroll administrators office. When calling in to be off work due to illness it is the staff members responsibility to inform their immediate supervisor.

**8. Building Security/Keys**

Building security is a major concern and every effort must be made to ensure that unauthorized persons are kept out.

To assist in keeping the building secure and confidential materials protected.

1. KCDC keys are signed out to staff on a need basis. Master keys are given to administrative staff and staff on our emergency call out. Security codes will be given to staff when assigned a key. Program specific keys are given to other staff. It is a staff responsibility to ensure doors are closed and locked appropriately.
2. Please keep a close watch on your keys and if you lose a key please inform your immediate program manager.
3. Please ensure all doors are locked and windows closed if you are the last staff to be leaving the building.

At the end of the work day (4:30) staff leaving must inform any staff staying later of their leaving and on leaving the building lock the doors.

Policy F-6

Policy Implemented 1996

Policy Revised 2000 August 2004

## **Working Alone Policy**

### **Policy #9**

The Kitimat Child Development Centre recognizes that, at times, employees may be placed in situations where they are working alone. Because working alone increases the risk of violence and crimes against employees, the KCDC will ensure all staff is trained in appropriate measures which will lower their risk.

### **Purpose**

To outline the steps to be taken to prevent violence and crime while working alone.

### **Procedures**

Plan ahead:

- Let a co-worker, your program manager or a friend know you are working late/possibly alone.
- Let someone know when they can expect you home.
- While another co-worker is present, check that all doors are locked and make sure washrooms/storage rooms are empty.
- Know the staff in your building and be aware of their schedules - check the in/out board to determine if you are indeed alone
- Lock all doors with outside access and ensure buzzer is working for visitors.
- Plan emergency exits and know about safe places and safe phones

### Be aware of your surroundings

- Ensure service areas are well lit and visible
- Make sure windows are not obscured
- Make sure there is a clear exit route from service areas to the doors
- Upon arriving at an empty office, check the building for unlocked rooms and lock the front and back doors behind you
- Check the lighting before it gets dark

### Plan ahead

- Always be aware of your surroundings
- Imagine appropriate responses to various situations and decide ahead of time how you would respond to these
- Avoid discussing where you live or any personal or vacation plans in front of/with clients or anyone who makes you feel uncomfortable
- If you must meet new clients alone for the first time, do so in a public place
- Avoid having new clients walk you to your car or escort you to your hotel or home.

### **When working late**

- If you are suspicious of people hanging around or of strange phone calls, notify other staff or the police if you feel it is necessary.
- Be assertive and confident when greeting clients - do not let them know that you are alone.
- Trust your instincts if you feel uncomfortable when someone enters the area - look directly at the person and make it clear that you are in charge.
- If possible do not let anyone know that you are working alone.

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- If you suspect someone is lurking outside, call someone to inform them of your suspicion, ask for assistance or call the RCMP at **632-7111**.

### If you are leaving a co-worker alone in the building

- When signing out check to see if there is anyone else in the building - if not, inform the worker that you are leaving and that they will be the only one left in the building.
- Ensure all rooms are empty and lock any outside access doors behind you.

### **Challenging Strangers in the workplace.**

Never let strangers know you are working alone. Say “ my supervisor will be right here to help you, or call someone outside the offices using a phrase such as “I’ll just ring\_\_\_\_\_ in His office and see if he is available. Address the stranger in respectful but assertive language, leave as soon as you can and call the RCMP if you feel threatened.

### **Driving Safety**

#### **Use of vehicles, driving Policy #10.**

The Kitimat Child Development Centre recognizes that employees are, at times, required to use personal vehicles or other forms of transportation. This may be for regular service delivery, professional development and this may include transportation of clients.

### **Policy**

#### **Procedures**

- Guidelines and requirements for vehicle drivers (this is also covered in our operations policy and procedure manual 2.81 Transportation of Children, youth and families and 2.7.10 traffic violations.
- Because traveling, especially out of town, places an employee at greater risk for violence, the CDC will ensure employees are aware of the steps and precautions that help lower their risk.

Laminated Safety Precaution sheets are available for all staff to keep in their vehicles. See appendix of this manual for a copy.

#### **Policy #11 Drivers Abstract**

All employee, that are required to drive their vehicle for Centre business must obtain a driver's abstract from the Licensing support Services for ICBC from Victoria. This abstract must be given to the employee's program manager to review and determine if the employee can drive on Centre business. A copy of the abstract is to be kept on the employee's personnel file. The Driver's abstract is to be renewed every 5 years or at the request of the manager.

Failure to comply with this requirement will lead to disciplinary action up to and including dismissal.

The toll free number for requesting the abstract is 1-800-950-1498 or you can go on the ICBC web site. Also on this site is a driver's safety self test. Employee's are encouraged to take this test.

#### **Policy 12 Personal Vehicle Inspection Report**

The KCDC requires all vehicles being used for Centre business to be inspected by the driver of the vehicle on a minimum of twice per year. On completion of the inspection report these reports are filed in the staff personnel file. The checklist form to use is in the appendix of this manual.

### **Unsafe Conditions Policy #13**

The Board of Directors and the Executive Director of the Kitimat Child Development Centre recognize the potential for unsafe conditions on or off the worksite. Every effort has been made to identify unsafe conditions and to minimize or eliminate any risks to staff.

The management of the KCDC will ensure that all staff members are aware of any unsafe conditions and are trained in the appropriate measures to protect against, report on and follow-up on any unsafe conditions.

No staff member is expected to deal with an unsafe condition if they feel uncomfortable doing so. The safety of our employees is the Kitimat Child Development Centre's first priority. The unsafe condition must not, under any circumstances, be ignored. It must be dealt with in a timely manner.

The following Policies and guidelines are to inform all employees of appropriate procedures and actions to take to prevent and/or reduce the risk of harm.

### **Policy # 14 Staff Responsibility**

All staff are responsible for taking appropriate preventative measures to reduce the risk of harm and it is a responsibility of all staff to report an unsafe condition or practice.

#### **Procedure**

##### Unsafe Conditions Procedure

Consider the extent of the unsafe condition when adhering to the following procedure:

- Remove yourself from the unsafe situation if necessary. Your safety comes first.
- Ensure that attention is brought to the situation. Warn fellow employees, and when possible look after unsafe condition immediately (i.e. clear a blocked hallway, clean up a spill).
  - A verbal report must be given immediately to the Executive Director or Designate, by the person(s) involved or a co-worker.
  - As appropriate next of kin, parent, guardian, sponsor, contact person, appropriate legal body ( RCMP, MCFD, Coroner, Medical Practitioner, Funding and licensing agencies) will be informed.
- Complete:
  - An unsafe incident report as soon as possible. This report must be filled out within 24 hours of the incident by all staff involved.
    - Reports must be completed by the employee involved and be signed by any available witnesses.
    - The Executive Director or designate will review the report and take appropriate action regarding the incident within two working days of the incident. Reports will be forwarded to any other necessary agencies (i.e. RCMP, WCB, MCFD, Health Licensing, Fire Department.)

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- File a copy of the Incident Report in the Health and Safety main binder and add the incident onto agenda for the next health and safety committee meeting.
  
- A WCB form must be completed if a staff member seeks medical attention. This form is to be filed with the Executive Director or designate.
  
- When appropriate complete and file the Ministry of Health Incident Report and forward report to the licensing representative. ( Pre-school/daycare licensing requirement).
  
- The KCDC Administration and Health and Safety Committee are responsible for
  - Initiating corrective actions to prevent a recurrence of the unsafe condition.
  - Providing an opportunity for a debriefing session with the employee(s) involved.
  - Regularly summarizing and analyzing accumulated incident forms for trends or patterns (use the Risk Management forms to complete this study)
  - Sending a summary of reports to licensing representatives as required.

Replaces Policy 2.13  
Revised March 8 2004.

## **WORKPLACE VIOLENCE PREVENTION**

### **Policy #14**

The Board and management of the Kitimat Child Development Centre believes in the prevention of violence and promotes a violence free environment. Any act of violence against employees is unacceptable and will not be tolerated.

We are committed to maintaining a Workplace Violence Prevention Program through the Health and Safety Committee which includes, but is not limited to:

1. Investigating reported incidents of violence in a prompt, objective and sensitive manner
2. Taking necessary corrective action
3. Providing appropriate support for victims

No individual shall be penalized in any way for making a complaint or giving evidence in an investigation regarding violence unless the charge proves to be malicious and without foundation.

**Procedures for reporting an act of violence in the workplace are the same as reporting an unsafe condition. See policy ...**

**Remember to inform the Executive Director or designate of the incident immediately.**

- All acts of violence involving an employee or occurring on the premises of the KCDC and or any other CDC related facilities must be documented on an incident report within 24 hours. Incident reports must be completed by the employee involved and be signed by a witness (when possible).

The following lists some preventative actions employees are advised to follow in preventing workplace violence. More information is available from program managers, and in the appendix of this health and safety manual.

#### Planning a Meeting with a Potentially Violent Client

- Employees must plan ahead for meetings with clients who are identified as potential risks for violence

#### Planning a Visit to a Potentially Violent Environment or Client

When planning to visit a potentially violent environment or client, the following precautions should be considered:

- Prior to the visit consult your program manager or colleagues in planning your visit strategy.
  - Consideration should be given to the following questions:
    - Will a co-worker be in the office at the time of the meeting?
    - Will your meeting occur in an office or in the main open area?
    - What materials will you need to prepare ahead of time so you will not have to leave the meeting area?
  - Have you considered what the client's arousal level may be given their present situation and the nature of the meeting?

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- Attempt to find out if the client has a known history of aggression or violence (R.C.M.P. or M.C.F.D.)
- Consider contacting clients before a home visit to gain insight into the home situation and identify any problems beforehand. For example, phone ahead to say, "Hi, I'm on my way over, do you need anything? Is it still a good time to visit?" Pay attention to the client's tone of voice, background noise etc.
- Visit with a colleague.
- Check the address to see if it is known to be in a potentially dangerous location.
- Review the KCDC Home Visit Tips Sheets. Tip sheets are in the Health and Safety appendix, laminated tip sheets are available for all staff to have as reminders in their vehicles.

### Prior to contact

- Inform your supervisor, executive director or designate of the potentially violent situation and your visit strategy.
- Make sure your supervisor is aware of your destination or has a way of finding this information.
- Sign out on the staff sign out board, leaving your planned time of return and contact information.
- Take a cell phone and leave the cell phone number with your supervisor or designated back up person.
- Dress appropriately for the visit. Dress appropriately for the situation and the environment. Short skirts and shorts are not appropriate. Consider removing any articles of clothing that could be used to cause you harm (i.e., necklaces, ties etc.). Leave at home any non-essential jewellery, carrying only work related materials, and wearing flat shoes and boots that allow you to move quickly.

### On arrival to the visit

- On arrival at a location, scan the area for any potentially dangerous situations before leaving your car.
- Avoid entering an elevator with someone you perceive to be potentially aggressive.
- Present yourself in a calm and confident manner.
- Be aware of your surroundings and always know where the exits and doors are. Do not put yourself in a position where you do not have access to an exit
- Do a visual check of the home. Look for objects which could be thrown at or used to strike you.
- Have identification available and identify yourself at the door. If you have any concerns do not use your name until you have established a rapport with the client.
- Do not remove your shoes (judgment).
- Do not stand if the client sits, nor sit if the client stands.
- Do not sit on a client's bed.
- Be careful of where you sit, and of what you drink or eat in a client's home.
- Do not touch the client unless it is part of your job function.
- Always sit closest to the door so you have an escape route.
- Leave your vehicle unlocked for quick entry
- Have RCMP or CDC on the speed dial of your phone.

**Notify your supervisor or designate if your visit has been prolonged.**

### Procedure In the Event of a THREAT or ACT of Violence

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In any situation where your safety is at risk or your presence places others at risk you must leave. If you feel the client is becoming aggressive, leave immediately. If the client does not allow you to leave, remember to:

Remain calm and polite.  
Speak softly.  
Use a sense of humor if you can.  
Tell the aggressive client that you are expected at a pre-arranged appointment.  
Advise the client that you have planned to meet a co-worker and that you are expected back at the office.

Recognize the individual's level of arousal and try to match your responses appropriately.

If a **THREAT** of violence occurs, immediately:

Distance yourself from the person  
Direct the person to leave the office  
Access backup from a co-worker if available  
Leave the office yourself  
Access backup from the RCMP  
Notify management, ED, coordinator as soon as possible

If an **ACT** of violence occurs, immediately:

Follow above steps  
Seek necessary medical intervention as necessary  
Report incident to RCMP  
Report incident to management

Replaces Policy 2.6  
Policy revised August 2004

**Physical Intervention/Contact Policy # 16**

**USE OF PHYSICAL RESTRAINT**

This policy is also in our program policy manual

**Purpose.**

To outline appropriate physical contact between staff members and clients.  
This policy is repeated in our program policy and procedure manual. Policy number

**Policy #16**

1. Physical Intervention is not an acceptable approach in regular contact between staff and clients
2. Under no circumstances is physical punishment ever to be administered to persons served. On rare occasions, however, it may be necessary to physically restrain or remove a client from a Centre program or activity in order to prevent injury or the threat of injury to the client, to staff or to the public at large. This should be done in the least restraining manner possible, given the specific circumstances of the situation and the disruptive individual.
3. In situations that present clear danger to the physical safety of the client, the staff member or to the public at large it may be necessary to physically restrain or remove a client. This should be done in using the least restrictive physical intervention.

**Procedure**

Physical intervention will only be used for as long as necessary to gain control of the dangerous situation or until other emergency personnel arrive (i.e. RCMP, ambulance etc.).

Whenever possible, a staff member should talk to the client out of his or her inappropriate actions. If this fails, assistance should be solicited. This third party should also attempt to talk the client out of the inappropriate behaviour.

If the third party fails and it is the decision of the two staff members that the client will need to be physically restrained or removed, the following guidelines should be used:

- If possible another staff member should be enlisted to serve as a witness
- The two staff members should get on with side of the client and restrain or remove the client using the least amount of physical restraint or force possible. When necessary, and if time allows, the aid of a police officer or fire fighter should be sought.
- Staff members should be careful not to force any joints or apply pressure to an artery and to protect the client's head. The exception to this is the case of a violent client who could endanger the lives or safety of other clients or staff.
- The incident should be immediately reported to the program manager and a full and detailed incident report must be completed in writing within 24 hours of the incident and submitted to the Executive Director.

The above circumstances do not apply to "coaching", which is the process of physically moving a client or parts of a client's body to a designated location or through a range of motions as a means of demonstrating a desired behaviour (i.e., physiotherapy, hand-over-hand assistance to do a task).

**KCDC Policy and Procedures ( # 16) if it is suspected that some form of physical intervention may be required with a client.**

If it is suspected that some form of physical intervention may be required with an individual, a written approach will be completed outlining the situations and the physical interventions to be used.

This approach will have to be approved by the Ministry of Children and Families, the caregiver or parent, the KCDC team of providers, the client and any other team members as deemed appropriate.

**Policy F – 7** Implemented 1996

Reviewed and compared to TDCS policy August 2004.

### **Reportable Incidents Policy #17**

The Kitimat Child Development Centre recognizes that employees, due to the nature of their work, may witness reportable incidents. Examples of reportable incidents include child abuse, criminal acts, clients at risk of suicide. These policies outline our basic procedures. If staff have any questions they should not hesitate to talk with their immediate program manager or a colleague if a manager is not available. Staff may call for outside assistance from the Ministry of Children and Family Development and/or the RCMP.

#### **Witnessing an act of child abuse or neglect.**

This policy is also in our program policy and procedure manual.

It is the legal duty to report incidents of child abuse or neglect is the responsibility of each person who has the believe that a child has been or is likely to be physically harmed, sexually abused or exploited, or needs protection.

This legal obligation to report overrides Centre professional obligation of confidentiality to the client, family, employer or third party.

Reporting the suspected abuse to a colleague, program manager or Executive Director does not release you from your legal obligation to report to the Ministry of Children and Family Development. 632- 7256 for the Kitimat office. After hour numbers are in the blue pages of our telephone book.

Recognizing child neglect, and or abuse is complex because it is a multidimensional problem. There is no universally accepted definition of neglect. The current working definition refers to persistent failure to meet a child's basic physical and or psychological needs likely to result in impairment of the child's health or development.

All staff are advised to read the B.C. Handbook for Action on Child Abuse and Neglect. This handbook is kept as an appendix to the Health and Safety Policy and Procedure Manual.

If in any doubt staff are advised to phone the Ministry of Children and Family Development and their Social Workers will assist in evaluating risk. All staff must comply with our record keeping policies and chart their observed concerns. See the Program Policy and Procedure Manual.

#### Witnessing a Crime While on a Home Visit Procedure

It is the responsibility of all individuals to uphold the law. Report all illegal acts which you have observed during the visit and encourage clients and their families to report illegal acts which they observe by calling the R.C.M.P. at 632-7111. The crime will be investigated and the caller's identity can be kept confidential.

- A call may be placed immediately or upon return to the office. Your supervisor should be notified as soon as possible.
- If the crime has been committed by a client, or by a person involved with other community agencies, make sure these agencies are notified of the situation, especially if the potential for risk is increased.
- A written Incident Report must be submitted to the Executive Director within 24 hours of the incident.

#### **Purpose**

To outline appropriate physical contact between staff members and clients.

### **Procedure**

Whenever possible, a staff member should talk to the client out of his or her inappropriate actions. If this fails, assistance should be solicited. This third party should also attempt to talk the client out of the inappropriate behaviour.

If the third party fails and it is the decision of the two staff members that the client will need to be physically restrained or removed, the following guidelines should be used:

- Another staff member should be enlisted to serve as a witness
- The two staff members should get on with side of the client and restrain or remove the client using the least amount of physical restraint or force possible. When necessary, and if time allows, the aid of a police officer or fire fighter should be sought.
- Staff members should be careful not to force any joints or apply pressure to an artery and to protect the client's head. The exception to this is the case of a violent client who could endanger the lives or safety of other clients or staff.
- All staff members involved independently should submit an incident report (need to look at forms?) form within 24 hours to the Executive Director using the Kitimat Child Development Centre report form.

The above circumstances do not apply to "coaching", which is the process of physically moving a client or parts of a client's body to a designated location or through a range of motions as a means of demonstrating a desired behaviour (i.e., physiotherapy, hand-over-hand assistance to do a task).

Replaces Policy 2.7 Witnessing Acts of Violence 2003.  
Revision done August 2004.

### **Drug and Alcohol Use Policy #18**

#### **Purpose**

To educate employees in the steps to be taken when a client is or is suspected of abusing alcohol and/or drugs.

This policy is repeated in our program policy and procedure manual Policy and our Operations policy manual. Staff Use of drug and alcohol is Policy 2.7.8  
Smoking policy is 2.7.7 The KCDC offers a smoke free work environment to all staff members. No smoking is allowed inside the premises.

It is included here to reinforce staff safety and preventative steps that can be taken.

#### **Policy Drug and Alcohol Abuse**

The Kitimat Child Development Centre recognizes that some clients are at risk for drug and alcohol abuse. An employee could be placed at increased risk for violence in a situation where drugs and/or alcohol are being misused.

#### **Procedure**

- First, assess your personal safety and the safety of any children present - if you feel threatened in any way, leave immediately

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- Remember to respect your client's rights to be treated with dignity
- Remain calm and if appropriate, discuss the following with your client: reporting the incident, rescheduling the appointment, arranging for responsible adults to care for children at the address, contacting a physician, and referring the client to another agency
- If possible remain with the family until a responsible adult has arrived to care for the children at the scene
- Follow-up with supervisor and when required: report to MCF, report to RCMP, notify any other community agencies necessary, document the incident and debrief

**\*\*Note: It is unlawful to leave a child under the care of an intoxicated person. The Pre-school cannot release a child to anyone who appears intoxicated.**

If a violent act occurs, follow the procedures for reporting in Policy 2.8.  
If you witness a crime, follow the procedures for reporting in Policy 2.7.

## **FIRE SAFETY Plan**

### **Policy #19**

All Centre employees, volunteers and visitors will abide by the Fire Safety regulations set out by the Kitimat Fire Department, British Columbia Fire Code, the KCDC, WCB and Coast Mountain School District.

### **Conditions**

Fire drills at the KCDC occur monthly. Fire drill reports are kept in the health and safety administration manual and in the preschool licensing requirement file.

The fire alarm system is checked monthly. Record of this check is kept in the health and safety administration manual. See procedure re: fire alarm check.

If the alarm goes off after hours the security firm responsible for the Centre will call designated staff. See alarm policy and procedure.

An outside locked key case is located at the front door to which the Fire Department has the key to access our key. The working of this key is checked during the routine fire inspections by the fire department.

### **Procedure**

Staff and volunteers at the KCDC must become familiar with the fire regulations, fire exits and procedures at their locations.

The Fire Department provides the posted Fire Evacuation plans.

The School District Maintenance staff check the fire extinguishers and the alarm system on an annual basis. The record of their inspections is attached to the fire extinguisher and is posted in the electrical room on the bottom floor.

### **Fire Procedures**

If you detect fire or smoke, carry out the following procedures:

1. Investigate the source quickly and quietly
2. Pull the fire alarm.
3. Call the Fire Department at **639 9111**
4. Assist in evacuation of the building.

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5. Unless otherwise directed or immediate danger
  - i. Close windows and doors as you clear an area
  - ii. Use available fire extinguishers to fight fire. (without endangering yourself)

Staff are responsible for knowing where fire alarm boxes and fire extinguishers, the number to call for assistance and our evacuation plan.

### Cold Weather Fire Alarm Procedure.

During cold weather there is potential health hazard in sending staff and students “out into the cold”, improperly clothed, for extensive periods of time.

In evacuating the building we have arranged to be allowed to go into the school district maintenance building. If this is not safe we would go to the High School. We have blankets stored by the first aid kit in the stationary room if it is safe to grab these.

### Fire Alarm and Smoke Detector Testing Procedure.

The Coast Mountain School District checks our smoke detectors on a regular basis, usually September of each year. The record of their inspections are posted in the electrical room, lower floor.

Posted throughout the building close to fire extinguishers and alarms is the following reminder tip sheet:

In Case of Fire, Pull the Alarm  
Evacuate clients and children  
Use the Fire Extinguisher if safe to do so  
Close all doors and windows if safe to do so  
Meet at the School District Maintenance Building  
Upon arrival of the Fire Department, direct them to the fire.

### Evacuation Plan

1. When an alarm occurs staff are to evacuate the building by the nearest exit.

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2. Staff are responsible for evacuation of the clients they are working with.
3. Administrative staff take the Health and Safety Manual which contains the staff list and telephone numbers. As they exit the building they take note of the staff sign in board and count the number of staff that should be evacuated.
4. Pre-school staff are responsible for taking their class registration list.
5. Staff and clients are to go to the School District Maintenance building, if safe to do so. If not, go to the High School.
6. Administration staff is responsible for counting all staff and if any discrepancy is noted to inform emergency personnel.
7. Pre-school staff are responsible for counting their pre-school class, informing emergency personnel if any discrepancies, and then informing parents/guardians for picking up of children if necessary.
8. Staff are not to leave until all clients are gone, a debriefing occurs or we are advised to do so.

See cold weather pre-cautions outlined in the above policy.

Policy F-1 Implemented 2000  
Policy and procedure revised August 2004.

**Bomb Threats**

In the event of a bomb threat the KCDC will respond in the following manner.

1. The staff who takes the call will keep the caller talking as long as possible, and follow the bomb threat telephone procedure. See the Critical Incident Quick Reference. Once the conversation is terminated, hang up, get a dial tone, and press 857. This will activate a trace.
2. Immediately inform the Executive Director or designate of the call.
3. The Executive Director or designate will call the RCMP 632- 7111
4. The Executive Director will call the Fire Department and inform them of the call and that the fire alarm will be pulled to evacuate the building.

Policy first developed 2002.

Reviewed and revised August 2004

**Building Closure/Inclement Weather/Power or Furnace Outage**

Steps to be taken

- Consult with the Executive Director or designate.  
If it is after day time hours call – Margaret 638-1739 ( home numbers). Mary at 632-6035 or Maryann at 632-4168

The KCDC expects that when unusual circumstances occur, services will continue, whenever possible. Closure will be determined on safety of clients and staff.

**Expectations for Centre Closure.**

It is expected the Executive Director or designate and all Program managers will be at the Centre or make arrangements by telephone to inform their staff. It is important for safety of staff and any clients that may show up to have a staff member at the Centre.

For inclement weather and closures the KCDC has set up a telephone tree where program managers phone staff.

For staff this is a day of work and there is an expectation they will come in if possible. If they cannot due to safety concerns there must be contact with their program manager, ensure clients are notified, and determine if work can be completed from home.

It is expected staff use their judgement of safety and determine if a closure is warranted, if clients or staff should go home early because of deterioration of road conditions.

**Procedure of Notifying Staff and Clients of a Closure.**

The KCDC has implemented a telephone call out tree to notify staff of centre closure or of other emergency news.

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### How to handle Anthrax and other Biological Agent Threats

While it is extremely unlikely that the Centre would be a target of this activity, it is possible that crank letters or packages may occur. The Canadian Medical Association has provided background information and linkages for further information on Anthrax. As well the US Center of Disease Control provides specific instructions on how to identify and deal with suspicious mail. Their backgrounders are included in the appendix of this manual.

## **HEALTH AND SAFETY STATEMENT**

### **Introductory Statements**

The Kitimat Child Development Centre is vitally interested in the health and safety of those receiving services, our staff and visitors. *Through cooperation and the full acceptance of the responsibility to consider health and safety in every activity, we will be able to make the Kitimat Child Development Centre a safe place to work and to receive our services.*

Protection of employees from injury or occupational disease or stress is a major and continuing objective. All employees must be dedicated to the continuing objectives of reducing risk of injury.

### **PURPOSE**

This manual provides policy and guidance regarding health, safety (including workplace violence) and a reference of accessible information that will be required in the event of an emergency.

Note: Workplace violence prevention is also covered in our Operations Policy and Procedure Manual 2.7.11

### **Policy #1**

All employees of the Centre are required to follow the regulations set by the Kitimat Fire Department, British Columbia Fire Code, the KCDCA, WCB, Coast Mountain School District and the B.C. Child Care Regulations.

### **Policy #2**

It is the policy of the Kitimat Child Development Centre Association to comply with legislative requirements and to make our place of work safe. We will strive to eliminate any foreseeable hazards or risk which might result in injuries, illnesses, fires, security loss, property damage or accidents.

**This manual is available in hard copy for all employees in our central stationary room. It is an expectation that all staff regularly review our manuals. This manual is also on our web site.**

Policy Implemented 2000

Revision date August 2004 (added Policy F1 and F5 to this policy)

Revision date is yearly prior to the yearly start of the school term or if Health and Safety Committee identify a change needed prior to the annual review.

### **Policy #3**

#### **Employee Health** (Previous policy was Health Requirements)

##### **Policy**

All employees must be in good health as determined by the requirements of their job. A pre-employment medical assessment may be requested as a condition of employment.

##### **Procedures**

###### Pre-employment fitness and disclosure of infectious diseases.

A pre-employment health examination to determine physical fitness for employment may be requested. Any employee or prospective employee who has a medical condition, such as Hepatitis, Tuberculosis, AIDS, HIV or any other type of infectious disease that might be transmitted to another employee or client during the normal course of their duties must disclose to the employer that they have the disease. The employee or prospective employee is only required to disclose their medical condition if such a condition would cause a limitation to their fulfillment of a bona fide occupational requirement.

Disclosure is confidential to the direct supervisor of the employee and the Executive Director. A medical opinion on how the above noted diseases are transmitted and the risk to others may be requested. The information is kept in the employee's personnel file.

###### Inoculations.

In certain departments, preventative inoculations are an important safety measure for all staff members. These inoculations are provided by a physician or public health. If there is a cost for the inoculations the Centre will only cover pre-authorized costs.

It is recommended that all staff members be immunized against Diphtheria, Poliomyelitis, Measles and Rubella.

High-risk staff members will undergo testing for tuberculosis (TB) prior to employment and as required during employment, as prescribed by Provincial Regulation and employer policy.

Staff assigned to designated "high risk" areas will be offered a Hepatitis B vaccine.

Any staff member who refuses to provide required health/medical confirmations will be subject to disciplinary action, up to and including dismissal.

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See Operations Policy and Procedure Manual regarding KCDC responsibility to pay for immunizations.

Policy F-3 Implemented 1996

Policy Revised 2000

Revision August 2004 by adding old policy G.2 ( Health and Safety Statement, Health Requirements, and Infectious Diseases.

## **INFECTIOUS and COMMUNICABLE DISEASE**

### **Policy**

1. The KCDCA will strive to provide a caring, supportive environment for clients, staff members or persons it serves with infectious diseases.
2. The Kitimat Child Development Centre Association will not discriminate against those with infectious or communicable diseases. Staff members and persons served by the Centre may not legally be denied access to services or terminated from their positions for having one of these medical conditions. See Health and Safety policy #2 procedure regarding disclosure of infectious diseases.

### **Procedures**

All staff members must observe general rules of hygiene and maintain a high level of personal cleanliness. All staff members must follow the Universal Precautions. These precautions are posted throughout the building. Copies of information on infectious diseases are in the appendix of this manual and more information is available on the Northern Health Authority Health and Safety web site

Any incidences of communicable diseases are to be reported to the employee's immediate Program Managers or the Executive Director.

Staff members or potential employees who have an infectious disease that is transmitted through the exchange of bodily fluids are required to disclose this information to the employer if the employee is asked to work with a child who has a pattern of unexpectedly biting caregivers.

Please see Operations Policy and Procedure Manual 2.3.2, 2.4.1 and 2.4.2 regarding hiring practices and our affirmative action statement.

Staff members with rashes, lesions, suture lines, burns, or other skin conditions may require medical approval prior to work. All such conditions are to be reported to the immediate Program Managers.

Staff members who are regularly involved in the preparation and handling of food are to report all incidences of illness, particularly those involving digestive upsets (e.g. diarrhea, vomiting, nausea, or infections) to their immediate Coordinator.

Staff members providing direct care (i.e. treating open wounds, changing children after bowel movements etc. ) must wear gloves, and wash their hands before and after providing such care.

Staff members are required to follow safe working procedures and reduce the risk of exposure to blood/body fluids by properly disposing of sharp objects and wearing adequate protective equipment when required.

Employees are provided with literature about the risks associated around working with children and families as they relate to Hep A and Hep B. This literature is kept as appendix of our health and safety manual or more information can be accessed by contacting our community nursing staff.

Employees are asked to read information on Hep A and Hep B and assess their own risk. Employees are asked to give consideration to these risks and are recommended to contact our community health nurses for more information.

It is recommended that all staff receive an influenza immunization annually. Staff will be provided with this information on an annual basis.

It is noted that Preschool staff are required through licensing to be immunized against Hep A and B, MMR and DPT and influenza annually. If this is not possible for medical reasons, a letter from your physician must be provided. A record of these immunizations is kept on staff personnel files.

Policy F4, F8 and G2 summarized into one policy August 2004

Policy Implemented in 1996

Policy Revised 2000

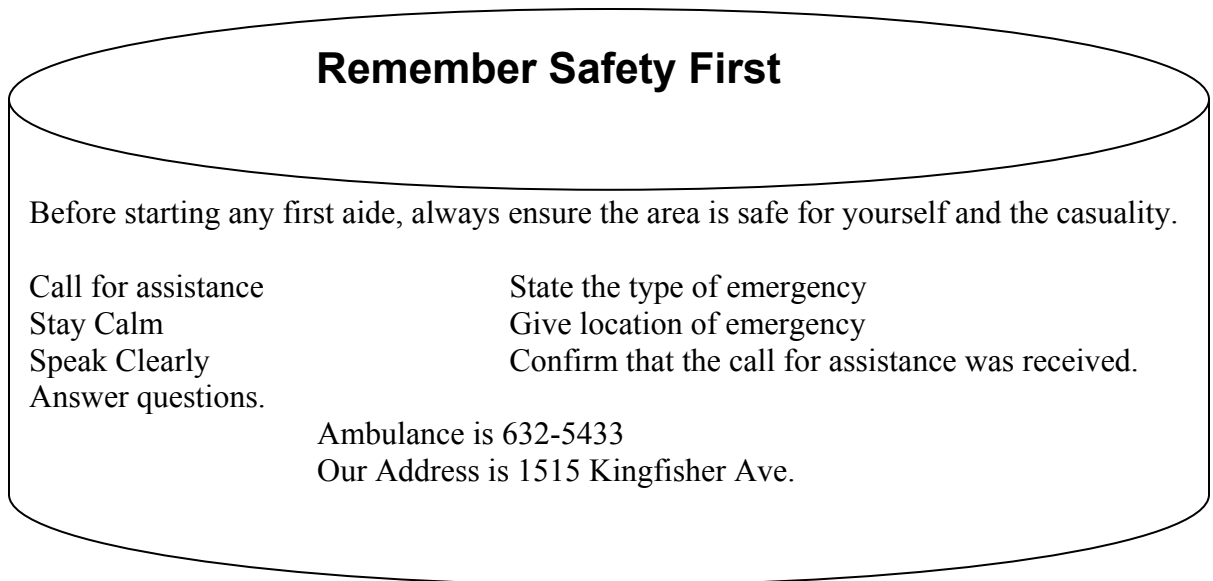
Next Revision date \_\_\_\_\_

## Medical and Emergency Management

### Policy: #5

3. First Aid training of staff will meet regulatory requirements.
4. First aid kits will be located in accessible locations throughout the building and supplies replaced on regular basis.

See Telephone book for immediate first aid procedures.



## Procedures

### First Aid Equipment

First aid equipment is located in the pre-school, the stationary room and the child and youth care (kitchen) areas of the Centre. Blankets are kept in the stationary room.

When First aid supplies are used, the use is to be recorded in the first aid supply book kept beside the stationary room first aid kit. Supplies are checked during each health and safety inspection of the Centre and replaced by calling Glen Robinson at the Fire Hall.

Glen checks all kits on a yearly basis in September of each year.

### **First Aide Training.**

Each year we determine the need for first aide training and who needs to update their qualifications. We try to provide these courses in house or set up times for a group rate.

### **Policy # 5a.**

#### **Injured or Sick Child at the Centre**

It is the general policy of the Centre that staff and clients who are not well should be at home. The pre-school posts a list of illnesses that advised parents of when a child should not be attending school.

If an injury occurs immediate first aide procedures are to be implemented and then a call is made for assistance. See staff injury policy in this manual.

A determination is made regarding calling an ambulance, parents or other mode of transportation if the child needs to go to the hospital.

2. If the child is being taken to the emergency one staff member stays with the other children, the staff member taking the child to the hospital takes the child's CDC file with them.
5. One Centre staff member informs a program manager of the situation. The program manager phones the Kitimat General Hospital Emergency Department to tell them we will be bringing a child who is injured or sick, and also phones the child's parents/guardians regarding their child.
6. When a child becomes ill but does not need to go to Emergency, a staff member will phone the child's parent to come pick up their child.
7. A staff member records the incident in the child's file in the Progress Notes section.

Policy F – 3 Implemented 1997

Policy Revised 2000

Next Revision date \_\_\_\_\_

## **Staff Injuries Policy**

### **Policy #6**

The Board of Directors and the Executive Director of the Kitimat Child Development Centre recognize the possibility of staff becoming injured on or off the worksite. Every effort has been made to identify unsafe conditions which may lead to injury. In the event of an injury, the KCDC management will ensure that all staff members are aware of the appropriate measures to take when dealing with or reporting an injury.

#### **Purpose**

To outline the steps to be taken if an injury occurs. Please also see Critical Incident Quick Reference Guide which is distributed throughout the Centre.

#### **Procedure**

#### **Immediate Actions**

Consider the extent of the unsafe condition when adhering to the following procedure:

Remember Safety First. Assess safety for yourself and the injured person.

Then

- See to the injury immediately. Clean and dress the wound (if open), call for emergency assistance if necessary. The victim and their injury are the first priority.
- Notify the Executive Director or designate as soon as possible by either the person(s) involved or a co-worker.
  - The Executive Director or designate will assist in taking appropriate actions regarding the incident.
  - As appropriate, the Executive Director or designate will inform the next of kin, parent, guardian, sponsor, contact person, appropriate legal body (e.g. RCMP, Ministry of Children and Families, coroner, public trustee), medical practitioner, funding agency, and licensee.

#### **After the incident**

#### Policy # 7

#### Reporting Staff Injuries in the Workplace

All injuries involving an employee must be documented on an Incident Report form within 24 hours of the incident. Incident Report forms must be completed by

the employee involved and be signed by any available witnesses. All reports will be investigated and followed up by the Executive Director within 2 working days of the incident. Reports will be forwarded to any other necessary agencies (i.e. WCB). The Executive Director will also ensure that a debriefing session takes place with the employee(s) involved.

- If a staff member seeks medical attention re: the incident, a WCB Form 7 must be filled out and the Executive Director notified so the supplementary Form 7 can be completed and sent to the WCB office. These forms are kept in the health and safety main manual.
- When appropriate the Ministry of Health Incident Report is to be completed and submitted to the licensing representative.

#### **Follow up responsibilities**

- Staff are responsible for initiating corrective action to prevent recurrences
- All reports must be investigated and followed up on by the Executive Director or designate within 2 working days.
  
- The incident must be reviewed as a Risk Assessment at the next health and safety committee meeting.
- The Health and Safety Committee is responsible to regularly summarize and analyse accumulated incident forms for trends or patterns.
- Health and Safety Committee summary reports will be sent to licensing agencies are required.

Policy replaces Policy 2.15 June 2004

Policy reviewed August 2004.

## **Staff Safety Policies**

The KCDC has established the following staff safety policies. The KCDC recognizes that staff, due to the nature of our work may be in situations where harm, violence or crime may occur. These policies are based on taking preventative actions.

Sign in and Out  
Staff working alone  
Home visits  
Use of Cell Phones.  
Phone Calls received at Home.  
.  
Building Security/ keys.

### **For safety it is important to know where staff are.**

We have several procedures that staff are to follow.

#### **2. Staff working at the Centre**

All staff working in the building are to sign in on our staff sign in/out board.

#### **Sign in and Out Procedure**

Sign In/Out Board Policy 2.8.3 of the Operations Policy Manual states when staff are away from the Centre during working hours, staff are required to write their names, the phone number where they can be reached, and the time of their expected return to the Centre on the wipe off sign in board.

When staff members have not returned after the noted time and there is concern for their safety, the program manager or administrative staff will telephone the staff member at the number. See Procedure if you are overdue for returning to the Centre.

#### **3. Procedure if staff is overdue in returning to the Centre**

- When staff members have not returned after the noted time administrative staff will telephone the staff member at the number posted on the sign out board or by cell phone.

- If no answer the program manager or designate will phone the residence you are attending using the numbers from the client file.
- If still no answer, and you are overdue by 30 minutes or more, the RCMP will be contacted for assistance.

**Remember to call the centre if you are going to be late returning of if you are delayed for any reason. Call your immediate supervisor or administration.**

**4. Use of a weekly schedule.** Some staff may be given permission by their program manager to provide a weekly schedule of your home visits and telephone in when changes occur.

## **7. Use of Cell Phone**

The use of cell phones is encouraged. When staff members are going out of the Centre and there is a possible safety concern, they are required to take a cell phone with them (make sure it is charged and turned on) and leave the pertinent information with your program manager or designate.

## **8. Phone Calls Received at Home.**

It is a policy of the CDC that staff do not receive work related calls at home. If this is occurring please inform the caller to call during your work hours and report this to your immediate supervisor.

## **7. Away from work due to illness, holidays or leave of absence.**

All staff are to fill in the leave of absence form prior to being off work. This form is signed by your program manager and kept in the payroll administrators office. When calling in to be off work due to illness it is the staff members responsibility to inform their immediate supervisor.

## **8. Building Security/Keys**

Building security is a major concern and every effort must be made to ensure that unauthorized persons are kept out.

To assist in keeping the building secure and confidential materials protected.

4. KCDC keys are signed out to staff on a need basis. Master keys are given to administrative staff and staff on our emergency call out. Security codes will be given to staff when assigned a key. Program specific keys are given to other staff. It is a staff responsibility to ensure doors are closed and locked appropriately.
5. Please keep a close watch on your keys and if you lose a key please inform your immediate program manager.
6. Please ensure all doors are locked and windows closed if you are the last staff to be leaving the building.

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At the end of the work day (4:30) staff leaving must inform any staff staying later of their leaving and on leaving the building lock the doors.

Policy F-6

Policy Implemented 1996

Policy Revised 2000 August 2004

## **Working Alone Policy**

### **Policy #9**

The Kitimat Child Development Centre recognizes that, at times, employees may be placed in situations where they are working alone. Because working alone increases the risk of violence and crimes against employees, the KCDC will ensure all staff is trained in appropriate measures which will lower their risk.

### **Purpose**

To outline the steps to be taken to prevent violence and crime while working alone.

### **Procedures**

Plan ahead:

- Let a co-worker, your program manager or a friend know you are working late/possibly alone.
- Let someone know when they can expect you home.
- While another co-worker is present, check that all doors are locked and make sure washrooms/storage rooms are empty.
- Know the staff in your building and be aware of their schedules - check the in/out board to determine if you are indeed alone
- Lock all doors with outside access and ensure buzzer is working for visitors.
- Plan emergency exits and know about safe places and safe phones

### Be aware of your surroundings

- Ensure service areas are well lit and visible
- Make sure windows are not obscured
- Make sure there is a clear exit route from service areas to the doors
- Upon arriving at an empty office, check the building for unlocked rooms and lock the front and back doors behind you
- Check the lighting before it gets dark

### Plan ahead

- Always be aware of your surroundings
- Imagine appropriate responses to various situations and decide ahead of time how you would respond to these
- Avoid discussing where you live or any personal or vacation plans in front of/with clients or anyone who makes you feel uncomfortable

- If you must meet new clients alone for the first time, do so in a public place
- Avoid having new clients walk you to your car or escort you to your hotel or home.

### **When working late**

- If you are suspicious of people hanging around or of strange phone calls, notify other staff or the police if you feel it is necessary.
- Be assertive and confident when greeting clients - do not let them know that you are alone.
- Trust your instincts if you feel uncomfortable when someone enters the area - look directly at the person and make it clear that you are in charge.
- If possible do not let anyone know that you are working alone.
- If you suspect someone is lurking outside, call someone to inform them of your suspicion, ask for assistance or call the RCMP at **632-7111**.

### **If you are leaving a co-worker alone in the building**

- When signing out check to see if there is anyone else in the building - if not, inform the worker that you are leaving and that they will be the only one left in the building.
- Ensure all rooms are empty and lock any outside access doors behind you.

#### **Challenging Strangers in the workplace.**

Never let strangers know you are working alone. Say “ my supervisor will be right here to help you, or call someone outside the offices using a phrase such as “I’ll just ring \_\_\_\_\_ in His office and see if he is available. Address the stranger in respectful but assertive language, leave as soon as you can and call the RCMP if you feel threatened.

## **Driving Safety**

### **Use of vehicles, driving Policy #10.**

The Kitimat Child Development Centre recognizes that employees are, at times, required to use personal vehicles or other forms of transportation. This may be for regular service delivery, professional development and this may include transportation of clients.

### **Policy Procedures**

- Guidelines and requirements for vehicle drivers (this is also covered in our operations policy and procedure manual 2.81 Transportation of Children, youth and families and 2.7.10 traffic violations.
- Because traveling, especially out of town, places an employee at greater risk for violence, the CDC will ensure employees are aware of the steps and precautions that help lower their risk.

Laminated Safety Precaution sheets are available for all staff to keep in their vehicles. See appendix of this manual for a copy.

### **Policy #11 Drivers Abstract**

All employee, that are required to drive their vehicle for Centre business must obtain a driver's abstract from the Licensing support Services for ICBC from Victoria. This abstract must be given to the employee's program manager to review and determine if the employee can drive on Centre business. A copy of the abstract is to be kept on the employee's personnel file. The Driver's abstract is to be submitted every year or at the request of your program manager.

Failure to comply with this requirement will lead to disciplinary action up to and including dismissal.

The toll free number for requesting the abstract is 1-800-950-1498 or you can go on the ICBC web site. Also on this site is a driver's safety self test. Employee's are encouraged to take this test.

### **Policy 12 Personal Vehicle Inspection Report**

The KCDC requires all vehicles being used for Centre business to be inspected by the driver of the vehicle on a minimum of twice per year. On completion of the inspection report these reports are filed in the staff personnel file. The checklist form to use is in the appendix of this manual.

## **Unsafe Conditions Policy #13**

The Board of Directors and the Executive Director of the Kitimat Child Development Centre recognize the potential for unsafe conditions on or off the worksite. Every effort has been made to identify unsafe conditions and to minimize or eliminate any risks to staff.

The management of the KCDC will ensure that all staff members are aware of any unsafe conditions and are trained in the appropriate measures to protect against, report on and follow-up on any unsafe conditions.

No staff member is expected to feel with an unsafe condition if they feel uncomfortable doing so. The safety of our employees is the Kitimat Child Development Centre's first priority. The unsafe condition must not, under any circumstances, be ignored. It must be dealt with in a timely manner.

The following Policies and guidelines are to inform all employees of appropriate procedures and actions to take to prevent and/or reduce the risk of harm.

### **Policy # 13 Staff Responsibility**

All staff are responsible for taking appropriate preventative measures to reduce the risk of harm and it is a responsibility of all staff to report an unsafe condition or practice.

### **Procedure**

#### Unsafe Conditions Procedure

Consider the extent of the unsafe condition when adhering to the following procedure:

- Remove yourself from the unsafe situation if necessary. Your safety comes first.
- Ensure that attention is brought to the situation. Warn fellow employees, and when possible look after unsafe condition immediately (i.e. clear a blocked hallway, clean up a spill).
  - A verbal report must be given immediately to the Executive Director or Designate, by the person(s) involved or a co-worker.
  - As appropriate next of kin, parent, guardian, sponsor, contact person, appropriate legal body ( RCMP, MCFD, Coroner, Medical Practitioner, Funding and licensing agencies) will be informed.

- Complete:
  - An unsafe incident report as soon as possible. This report must be filled out within 24 hours of the incident by all staff involved.
    - Reports must be completed by the employee involved and be signed by any available witnesses.
    - The Executive Director or designate will review the report and take appropriate action regarding the incident within two working days of the incident. Reports will be forwarded to any other necessary agencies (i.e. RCMP, WCB, MCFD, Health Licensing, Fire Department.)
    - File a copy of the Incident Report in the Health and Safety main binder and add the incident onto agenda for the next health and safety committee meeting.
  - A WCB form must be completed if a staff member seeks medical attention. This form is to be filed with the Executive Director or designate.
  - When appropriate complete and file the Ministry of Health Incident Report and forward report to the licensing representative. ( Pre-school/daycare licensing requirement).
- The KCDC Administration and Health and Safety Committee are responsible for
  - Initiating corrective actions to prevent a recurrence of the unsafe condition.
  - Providing an opportunity for a debriefing session with the employee(s) involved.
  - Regularly summarizing and analyse accumulated incident forms for trends or patterns (use the Risk Management forms to complete this study)
  - Sending a summary of reports to licensing representatives as required.

## **WORKPLACE VIOLENCE PREVENTION**

### **Policy #14**

The Board and management of the Kitimat Child Development Centre believes in the prevention of violence and promotes a violence free environment. Any act of violence against employees is unacceptable and will not be tolerated.

We are committed to maintaining a Workplace Violence Prevention Program through the Health and Safety Committee which includes, but is not limited to:

4. Investigating reported incidents of violence in a prompt, objective and sensitive manner
5. Taking necessary corrective action
6. Providing appropriate support for victims

No individual shall be penalized in any way for making a complaint or giving evidence in an investigation regarding violence unless the charge proves to be malicious and without foundation.

**Procedures for reporting an act of violence in the workplace are the same as reporting an unsafe condition. See policy ...**

**Remember to inform the Executive Director or designate of the incident immediately.**

- All acts of violence involving an employee or occurring on the premises of the KCDC and or any other CDC related facilities must be documented on an incident report within 24 hours. Incident reports must be completed by the employee involved and be signed by a witness (when possible).

The following lists some preventative actions employees are advised to follow in preventing workplace violence. More information is available from program managers, and in the appendix of this health and safety manual.

#### Planning a Meeting with a Potentially Violent Client

- Employees must plan ahead for meetings with clients who are identified as potential risks for violence

#### Planning a Visit to a Potentially Violent Environment or Client

When planning to visit a potentially violent environment or client, the following precautions should be considered:

- Prior to the visit consult your program manager or colleagues in planning your visit strategy.
  - Consideration should be given to the following questions:
    - Will a co-worker be in the office at the time of the meeting?
    - Will your meeting occur in an office or in the main open area?
    - What materials will you need to prepare ahead of time so you will not have to leave the meeting area?
    - Have you considered what the client's arousal level may be given their present situation and the nature of the meeting?
  - Attempt to find out if the client has a known history of aggression or violence (R.C.M.P. or M.C.F.D.)
  - Consider contacting clients before a home visit to gain insight into the home situation and identify any problems beforehand. For example, phone ahead to say, "Hi, I'm on my way over, do you need anything? Is it still a good time to visit?" Pay attention to the client's tone of voice, background noise etc.
  - Visit with a colleague.
  - Check the address to see if it is known to be in a potentially dangerous location.
  - Review the KCDC Home Visit Tips Sheets. Tip sheets are in the Health and Safety appendix, laminated tip sheets are available for all staff to have as reminders in their vehicles.

#### Prior to contact

- Inform your supervisor, executive director or designate of the potentially violent situation and your visit strategy.
- Make sure your supervisor is aware of your destination or has a way of finding this information.
- Sign out on the staff sign out board, leaving your planned time of return and contact information.
- Take a cell phone and leave the cell phone number with your supervisor or designated back up person.
- Dress appropriately for the visit. Dress appropriately for the situation and the environment. Short skirts and shorts are not appropriate. Consider removing any articles of clothing that could be used to cause you harm (i.e., necklaces, ties etc.). Leave at home any non-essential jewellery, carrying only work related materials, and wearing flat shoes and boots that allow you to move quickly.

On arrival to the visit

- On arrival at a location, scan the area for any potentially dangerous situations before leaving your car.
- Avoid entering an elevator with someone you perceive to be potentially aggressive.
- Present yourself in a calm and confident manner.
- Be aware of your surroundings and always know where the exits and doors are. Do not put yourself in a position where you do not have access to an exit
- Do a visual check of the home. Look for objects which could be thrown at or used to strike you.
- Have identification available and identify yourself at the door. If you have any concerns do not use your name until you have established a rapport with the client.
- Do not remove your shoes (judgment).
- Do not stand if the client sits, nor sit if the client stands.
- Do not sit on a client's bed.
- Be careful of where you sit, and of what you drink or eat in a client's home.
- Do not touch the client unless it is part of your job function.

**Notify your supervisor or designate if your visit has been prolonged.**

Procedure In the Event of a **THREAT** or **ACT** of Violence

In any situation where your safety is at risk or your presence places others at risk you must leave. If you feel the client is becoming aggressive, leave immediately. If the client does not allow you to leave, remember to:

Remain calm and polite.  
Speak softly.  
Use a sense of humor if you can.  
Tell the aggressive client that you are expected at a pre-arranged appointment.  
Advise the client that you have planned to meet a co-worker and that you are expected back at the office.

Recognize the individual's level of arousal and try to match your responses appropriately.

If a **THREAT** of violence occurs, immediately:

Distance yourself from the person  
Direct the person to leave the office  
Access backup from a co-worker if available  
Leave the office yourself  
Access backup from the RCMP  
Notify management, ED, coordinator as soon as possible

If an **ACT** of violence occurs, immediately:

Follow above steps  
Seek necessary medical intervention as  
necessary  
Report incident to RCMP  
Report incident to management

Policy revised August 2004

## **Physical Intervention/Contact Policy # 15**

### **USE OF PHYSICAL RESTRAINT**

This policy is also in our program policy manual

#### **Purpose.**

To outline appropriate physical contact between staff members and clients. This policy is repeated in our program policy and procedure manual. Policy number

#### **Policy #16**

1. Physical Intervention is not an acceptable approach in regular contact between staff and clients
2. Under no circumstances is physical punishment ever to be administered to persons served. On rare occasions, however, it may be necessary to physically restrain or remove a client from a Centre program or activity in order to prevent injury or the threat of injury to the client, to staff or to the public at large. This should be done in the least restraining manner possible, given the specific circumstances of the situation and the disruptive individual.
3. In situations that present clear danger to the physical safety of the client, the staff member or to the public at large it may be necessary to physically restrain or remove a client. This should be done in using the least restrictive physical intervention.

#### **Procedure**

Physical intervention will only be used for as long as necessary to gain control of the dangerous situation or until other emergency personnel arrive (i.e. RCMP, ambulance etc.).

Whenever possible, a staff member should talk to the client out of his or her inappropriate actions. If this fails, assistance should be solicited. This third party should also attempt to talk the client out of the inappropriate behaviour.

If the third party fails and it is the decision of the two staff members that the client will need to be physically restrained or removed, the following guidelines should be used:

- If possible another staff member should be enlisted to serve as a witness

- The two staff members should get on with side of the client and restrain or remove the client using the least amount of physical restraint or force possible. When necessary, and if time allows, the aid of a police officer or fire fighter should be sought.
- Staff members should be careful not to force any joints or apply pressure to an artery and to protect the client's head. The exception to this is the case of a violent client who could endanger the lives or safety of other clients or staff.
- The incident should be immediately reported to the program manager and a full and detailed incident report must be completed in writing within 24 hours of the incident and submitted to the Executive Director.

The above circumstances do not apply to "coaching", which is the process of physically moving a client or parts of a client's body to a designated location or through a range of motions as a means of demonstrating a desired behaviour (i.e., physiotherapy, hand-over-hand assistance to do a task).

*Help.. Help.. I'm not sure what to put here...*

**KCDC Policy and Procedures if it is suspected that some form of physical intervention may be required with a client.**

If it is suspected that some form of physical intervention may be required with an individual, a written approach will be completed outlining the situations and the physical interventions to be used.

This approach will have to be approved by the Ministry of Children and Families, the caregiver or parent, the KCDC team of providers, the client and any other team members as deemed appropriate.

**Policy F – 7**

Policy Implemented 1996

Next Revision date \_\_\_\_\_

## **Reportable Incidents**

The Kitimat Child Development Centre recognizes that employees, due to the nature of their work, may witness reportable incidents. Examples of reportable incidents include child abuse, criminal acts, clients at risk of suicide. These policies outline our basic procedures. If staff have any questions they should not hesitate to talk with their immediate program manager or a colleague if a manager is not available. Staff may call for outside assistance from the Ministry of Children and Family Development and/or the RCMP.

### **Witnessing an act of child abuse or neglect.**

This policy is also in our program policy and procedure manual.

It is the legal duty to report incidents of child abuse or neglect is the responsibility of each person who has the believe that a child has been or is likely to be physically harmed, sexually abused or exploited, or needs protection.

This legal obligation to report overrides Centre professional obligation of confidentiality to the client, family, employer or third party.

Reporting the suspected abuse to a colleague, program manager or Executive Director does not release you from your legal obligation to report to the Ministry of Children and Family Development. 632- 7256 for the Kitimat office. After hour numbers are in the blue pages of our telephone book.

Recognizing child neglect, abuse is complex because it is a multidimensional problem. There is no universally accepted definition of neglect. The current working definition refers to persistent failure to meet a child's basic physical and or psychological needs likely to result in impairment of the child's health or development.

All staff are advised to read the B.C. Handbook for Action on Child Abuse and Neglect. This handbook is kept as an appendix to the Health and Safety Policy and Procedure Manual.

If in any doubt staff are advised to phone the Ministry of Children and Family Development and their Social Workers will assist in evaluating risk. All staff must comply with our record keeping policies and chart their observed concerns. See the Program Policy and Procedure Manual.

### **Witnessing a Crime While on a Home Visit Procedure**

It is the responsibility of all individuals to uphold the law. Report all illegal acts which you have observed during the visit and encourage clients and their families

to report illegal acts which they observe by calling the R.C.M.P. at 632-7111. The crime will be investigated and the caller's identity can be kept confidential.

- A call may be placed immediately or upon return to the office. Your supervisor should be notified as soon as possible.
- If the crime has been committed by a client, or by a person involved with other community agencies, make sure these agencies are notified of the situation, especially if the potential for risk is increased.
- A written Incident Report must be submitted to the Executive Director within 24 hours of the incident.

### **Purpose**

To outline appropriate physical contact between staff members and clients.

### **Procedure**

Whenever possible, a staff member should talk to the client out of his or her inappropriate actions. If this fails, assistance should be solicited. This third party should also attempt to talk the client out of the inappropriate behaviour.

If the third party fails and it is the decision of the two staff members that the client will need to be physically restrained or removed, the following guidelines should be used:

- Another staff member should be enlisted to serve as a witness
- The two staff members should get on with side of the client and restrain or remove the client using the least amount of physical restraint or force possible. When necessary, and if time allows, the aid of a police officer or fire fighter should be sought.
- Staff members should be careful not to force any joints or apply pressure to an artery and to protect the client's head. The exception to this is the case of a violent client who could endanger the lives or safety of other clients or staff.
- All staff members involved independently should submit an incident report (need to look at forms?) form within 24 hours to the Executive Director using the Kitimat Child Development Centre report form.

The above circumstances do not apply to "coaching", which is the process of physically moving a client or parts of a client's body to a designated location or through a range of motions as a means of demonstrating a desired behaviour (i.e., physiotherapy, hand-over-hand assistance to do a task).

## **Drug and Alcohol Use Policy**

### **Purpose**

To educate employees in the steps to be taken when a client is or is suspected of abusing alcohol and/or drugs.

This policy is repeated in our program policy and procedure manual Policy and our Operations policy manual. Staff Use of drug and alcohol is Policy 2.7.8 Smoking policy is 2.7.7 The KCDC offers a smoke free work environment to all staff members. No smoking is allowed inside the premises.

It is included here to reinforce staff safety and preventative steps that can be taken.

### **Policy**

#### **Drug and Alcohol Abuse**

The Kitimat Child Development Centre recognizes that some clients are at risk for drug and alcohol abuse. An employee could be placed at increased risk for violence in a situation where drugs and/or alcohol are being misused.

### **Procedure**

- First, assess your personal safety and the safety of any children present - if you feel threatened in any way, leave immediately
- Remember to respect your client's rights to be treated with dignity
- Remain calm and if appropriate, discuss the following with your client: reporting the incident, rescheduling the appointment, arranging for responsible adults to care for children at the address, contacting a physician, and referring the client to another agency
- If possible remain with the family until a responsible adult has arrived to care for the children at the scene
- Follow-up with supervisor and when required: report to MCF, report to RCMP, notify any other community agencies necessary, document the incident and debrief

**\*\*Note: It is unlawful to leave a child under the care of an intoxicated person. The Pre-school cannot release a child to anyone who appears intoxicated.**

If a violent act occurs, follow the procedures for reporting in Policy 2.8.  
If you witness a crime, follow the procedures for reporting in Policy 2.7.

## **FIRE SAFETY Plan**

### **Policy**

All Centre employees, volunteers and visitors will abide by the Fire Safety regulations set out by the Kitimat Fire Department, British Columbia Fire Code, the KCDCA, WCB and Coast Mountain School District.

### **Conditions**

Fire drills at the KCDC occur monthly. Fire drill reports are kept in the health and safety administration manual and in the preschool licensing requirement file.

The fire alarm system is checked monthly. Record of this check is kept in the health and safety administration manual. See procedure re: fire alarm check.

If the alarm goes off after hours the security firm responsible for the Centre will call designated staff. See alarm policy and procedure.

An outside locked key case is located at the front door to which the Fire Department has the key to access our key. The working of this key is checked during the routine fire inspections by the fire department.

### **Procedure**

Staff and volunteers at the KCDC must become familiar with the fire regulations, fire exits and procedures at their locations.

The Fire Department provides the posted Fire Evacuation plans.

The School District Maintenance staff check the fire extinguishers and the alarm system on an annual basis. The record of their inspections is attached to the fire extinguisher and is posted in the electrical room on the bottom floor.

### **Fire Procedures**

If you detect fire or smoke, carry out the following procedures:

6. Investigate the source quickly and quietly
7. Pull the fire alarm.
8. Call the Fire Department at **639 9111**
9. Assist in evacuation of the building.
10. Unless otherwise directed or immediate danger
  - i. Close windows and doors as you clear an area
  - ii. Use available fire extinguishers to fight fire. (without endangering yourself)

Staff are responsible for knowing where fire alarm boxes and fire extinguishers, the number to call for assistance and our evacuation plan.

**Cold Weather Fire Alarm Procedure.**

During cold weather there is potential health hazard in sending staff and students “out into the cold”, improperly clothed, for extensive periods of time.

In evacuating the building we have arranged to be allowed to go into the school district maintenance building. If this is not safe we would go to the High School. We have blankets stored by the first aid kit in the stationary room if it is safe to grab these.

**Fire Alarm and Smoke Detector Testing Procedure.**

The Coast Mountain School District checks our smoke detectors on a regular basis, usually September of each year. The record of their inspections are posted in the electrical room, lower floor.

Posted throughout the building close to fire extinguishers and alarms is the following reminder tip sheet:

In Case of Fire, Pull the Alarm Evacuate clients and children Use the Fire Extinguisher if safe to do so Close all doors and windows if safe to do so Meet at the School District Maintenance Building Upon arrival of the Fire Department, direct them to the fire.
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9. When an alarm occurs staff are to evacuate the building by the nearest exit.
10. Staff are responsible for evacuation of the clients they are working with.
11. Administrative staff take the Health and Safety Manual which contains the staff list and telephone numbers. As they exit the building they take note of the staff sign in board and count the number of staff that should be evacuated.
12. Pre-school staff are responsible for taking their class registration list.
13. Staff and clients are to go to the School District Maintenance building, if safe to do so. If not, go to the High School.
14. Administration staff is responsible for counting all staff and if any discrepancy is noted to inform emergency personnel.
15. Pre-school staff are responsible for counting their pre-school class, informing emergency personnel if any discrepancies, and then informing parents/guardians for picking up of children if necessary.
16. Staff are not to leave until all clients are gone, a debriefing occurs or we are advised to do so.

See cold weather pre-cautions outlined in the above policy.

Policy and procedure revised August 2004.

### **Bomb Threats**

In the event of a bomb threat the KCDC will respond in the following manner.

5. The staff who takes the call will keep the caller talking as long as possible, and follow the bomb threat telephone procedure. See the Critical Incident Quick Reference. Once the conversation is terminated, hang up, get a dial tone, and press 857. This will activate a trace.
6. Immediately inform the Executive Director or designate of the call.
7. The Executive Director or designate will call the RCMP 632-7111
8. The Executive Director will call the Fire Department and inform them of the call and that the fire alarm will be pulled to evacuate the building.

Policy first developed 2002.  
Reviewed and revised August 2004

## **Building Closure/Inclement Weather/Power or Furnace Outage**

Steps to be taken

- Consult with the Executive Director or designate.  
If it is after day time hours call – Margaret 638 1739 ( home numbers). Mary at \_\_\_\_\_ or Maryann at \_\_\_\_\_

The KCDC expects that when unusual circumstances occur, services will continue, whenever possible. Closure will be determined on safety of clients and staff.

### **Expectations for Centre Closure.**

It is expected the Executive Director or designate and all Program managers will be at the Centre or make arrangements by telephone to inform their staff. It is important for safety of staff and any clients that may show up to have a staff member at the Centre.

For inclement weather and closures the KCDC has set up a telephone tree where program managers phone staff.

For staff this is a day of work and there is an expectation they will come in if possible. If they cannot due to safety concerns there must be contact with their program manager, ensure clients are notified, and determine if work can be completed from home.

It is expected staff use their judgement of safety and determine if a closure is warranted, if clients or staff should go home early because of deterioration of road conditions.

### **Procedure of Notifying Staff and Clients of a Closure.**

The KCDC has implemented a telephone call out tree to notify staff of centre closure or of other emergency news.

Policy 2.6.17. of Operations Policy and Procedure Manual

## ***Earthquakes***

1. Indication of an earthquake
  - a. Low or loud rumbling noise
  - b. A sudden violent jolt.
  - c. A shaking or moving of objects.

During the shaking do not panic.

If inside the building get under a desk, chair or table or crouch in a doorway or an inside corner.

Move away from windows, shelves or heavy objects that may fall.

Please see the Provincial Emergency Program guide in our telephone books.

### **After Shaking Stops**

Check for injuries.

Help those around you.

Hunt for Hazards.

Check for fires, gas and water leaks, broken electrical wires or sewage lines.

See telephone book for more detailed information regarding earthquakes.

## How to handle Anthrax and other Biological Agent Threats

While it is extremely unlikely that the Centre would be a target of this activity, it is possible that crank letters or packages may occur. The Canadian Medical Association has provided background information and linkages for further information on Anthrax. As well the US Center of Disease Control provides specific instructions on how to identify and deal with suspicious mail. Their backgrounders are included in the appendix of this manual.

### **Health and Safety Committee Terms of Reference.**

This committee must meet at a minimum of four times per year to review the organization for health and safety issues. Committee membership is composed of the Executive Director, a Board representative, and two staff members.

Responsibilities are:

- To promote culture of commitment to high safety standards.
- To prevent work related accidents
- To encourage the education of workers and employers
- To ensure a safe work environment
- To consult with workers and make health and safety recommendations
- To ensure first aid equipment is available.
- To advise employer on proposed changes that may affect workers
- To ensure accident investigations and regular inspections take place.
- To deal with complaints
- To develop on a yearly basis a health and safety training plans.
- To review on a regular basis ( minimum once per year) the Health and Safety Policy Manual.

Every three years the committee will ensure an outside health and safety expert looks at our organization.

### **Safety Logs**

Throughout our building there are several safety logs.

- On each fire extinguisher is the date of inspections and servicing.
- In the electrical room the testing of the alarm system is recorded.
- In the Health and Safety manual copies of our safety inspection checklist is kept.
- Maintenance file is kept in the Executive Directors office.

### **Safety Inspection Checklist**

#### **Kitimat Child Development Centre**

Purpose of this checklist is to do a monthly walk around of our facilities and identify any health or safety issues.

Area of inspection	Pass	Code
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*Code: A. immediate attention B. requires attention ASAP C. eliminate hazard but not an emergency.*

*Date form completed and by whom* \_\_\_\_\_

**Any incidence reports to be reviewed?**

**Floors:**

No slip, trip or fall hazards.		
Clean, orderly, free of spills.		
Grates, covers over floor openings.		
Floors free from tripping hazards		
Any unsafe practices observed?		

**Aisles and doorways.**

Clearly marked floor plans		
Unobstructed		
Fire doors closed as required.		
Any unsafe practices observed?		

**Stairs**

Railing secure.		
No obstructions		
Lighting adequate		
No wear or damage to treads.		
No storage materials on stairs.		
Any unsafe practices observed?		

**Parking area and building exterior.**

Lighting and alarm system working well.		
Entrances are unobstructed.		
No defective overhangs, gutters etc.		
No broken surfaces or curbs causing tripping hazard.		
Any unsafe practices observed?		
Salt or sand available for slippery walks.		
Appropriate traffic markers.		

### Lighting

Illumination level sufficient for work performed?		
Emergency lighting working?		
Emergency lighting at exits working?		
Any unsafe practices observed?		

### Fire protection and electrical/ furnace inspections.

Written fire plans posted		
Date of last drill		
Fire equipment inspections up to date?		
Fire extinguishers charged		
Electrical and furnace inspections up to date?		
Monthly fire drills conducted and documented		
Emergency drills conducted and documented		
Smoke alarms located in appropriate work areas		
Any unsafe practices observed?		

### Employee training and work practices

Did all new employees have safety orientation?		
Any reminders to staff of safety policies?		
Any employee dress or unsafe practices observed?		
Work stations conducive to safe work?		
Use of home visit safety policies observed.		
Cell phone and emergency contacts being used?		
Sign in out procedure being used.		
Are insurance and driving policies being followed?		
Staff trained and aware of intervention strategies required		
List of staff training done? Have staff been trained in lifting?		
Any unsafe practices observed?		

### Employee work places

Floors not cluttered or slippery.		
Rugs are free of tripping potential.		
Aisles are unobstructed.		
General housekeeping is good.		
Furniture is in good repair.		
No top heavy filing cabinets or shelving.		
Switch covers used.		
Electrical and computer cords not a tripping hazard.		
Adequate ventilation.		
Plants that are potentially poisonous are out of children reach.		

Any unsafe practices observed?

### Potentially hazardous materials and safe use of equipment.

Are hazardous materials stored safely?		
Is equipment placed and secured safely? Ie. shelves, filing cabinets etc.		
Are there gloves or eye protection available?		
Any unsafe practices observed?		
<b>Transportation</b>		
Are pre-trip inspections completed?		
Are staff aware of policies?		

Any unsafe practices observed?		
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1

**First Aide equipment**

Is equipment visible and up to date?		
Is there any training requirements noted?		

Comments:

## Safety Tips

- Never turn your back on a client or potentially aggressive person.
- Always shout “fire”, not “police” as it generally attracts more attention.
- Be aware of passengers sitting in parked cars and when possible walk on the side of the street opposite to where cars are parked.
- Do not park in isolated areas. Have your keys out and ready and check your backseat prior to getting in your car.
- Avoid making evening home visits when possible.
- Do not enter a home or building which you feel is unsafe and when possible do not use doors which lead to isolated areas. If you are uneasy or unsure DO NOT ENTER.
- Keep your keys and identification papers separate.
- Assess and recognize the potential for danger.
- Know your feelings about violence and consider if and how your attitude may increase the level of risk (i.e., ignorance, denial, macho syndrome, complacency, etc.).
- Expect some resistance as a natural response to your involvement; client’s may have something to hide or may not be ready to trust you yet.
- Treat your clients with respect. Do not judge them, give them room for choice, involve them in decisions and listen to their concerns. Accept that clients have a right to their feelings, even anger.
- Be clear with your clients about what you can do for them. If you are unsure, tell them you must check with your supervisor first. Convey hope by telling them what you can do for them not what you cannot.
- Advise clients of their right to appeal or file a complaint when they disagree with your actions or believe you are being unfair.

## **DO**

- Appear to be in control
- Follow the client upstairs (do not let them follow you)
- Stand to the side of the client (do not confront)
- Explain what you are there to do
- Leave the environment if your instincts tell you to
- Respect the individual you are dealing with

## **DO NOT**

- Do not shout “Police” or “Fire”

- Do not appear fearful as it may promote the “victim syndrome”
- Do not enter a home if your instincts say not to
- Do not stand “toe to toe” with a client
- Do not record notes without first asking permission or in front of a potentially violent client
- Do not stay at the home visit if the client is inappropriately dressed
- Do not stay in a room with an animal that threatens your safety - request the animal be placed in another room during your visit. If the client refuses, leave.
- Do not be aggressive, hostile or confrontational – be wary of challenging a potentially hostile client
- Do not feel less professional by leaving a situation that makes you uncomfortable
- Do not complete a home visit with someone who is, or whom you suspect is, under the influence of drugs or alcohol (See policy 2.7)

#### Procedure for Responding to an Act or Threat of Violence on a Home Visit

If a **THREAT** of violence occurs, immediately:

- Distance yourself from the person
- Leave as soon as you are able to
- Access backup from a co-worker if possible
- Access backup from potential witnesses
- Access backup from RCMP if necessary
- Notify management as soon as possible

If an **ACT** of violence occurs, immediately:

- Follow the above steps
- Seek medical attention if necessary
- Report to the RCMP
- Report to management

Kitimat Child Development Centre

Incident Report  
Kitimat Child Development Centre

## **Appendix Community/Home Visit Tips Violence/Crime Prevention**

Sometimes getting to and from the client's home can place an employee in potentially violent situations. When planning to visit a potentially violent environment or client, the following precautions should be considered:

- Consult your supervisor to plan your strategy
- Inform your supervisor, executive director or designate of the potentially violent situation
- Visit with a partner
- Attempt to find out if the client has a known history of aggression or violence (R.C.M.P. or M.C.F.D.)
- Consider contacting clients before a home visit to gain insight into the home situation and identify and problems beforehand. For example, phone ahead to say, "Hi, I'm on my way over, do you need anything? Is it still a good time to visit?" Pay attention to the client's tone of voice, background noise etc.
- Check the address to see if it is known to be in a potentially dangerous location.
- Be aware of your surroundings and remember to locate the entrances and exits.

### Prior to Leaving for a Community/Home Visit

Make sure your supervisor is aware of your destination or has a way of finding this information (i.e. leave address information on desk calendar).

Sign out on the white board, leaving your planned time of return and contact information (either client's home number or cell phone number). Always carry a cell phone.

### Apparel Tips

- Dress appropriately for the situation and the environment.
- Jewelry (hoops and chains) and unattended purses and bags may attract unwanted attention.
- Short skirts and shorts are not appropriate.
- Consider leaving at home any non-essential jewelry, carrying only work related materials, and wearing flat shoes and boots that allow you to move quickly.

- Consider removing any articles of clothing that could be used to cause you harm (i.e., necklaces, ties etc.).

### Home Visit Considerations

- Present yourself in a calm and confident manner.
- Always have identification available.
- Identify yourself at the door. If you have any concerns do not use your name until you have established a rapport with the client.
- Do not remove your shoes (judgment).
- Do not stand if the client sits, nor sit if the client stands.
- Do not sit on a client's bed.
- Be careful of where you sit, and of what you drink or eat in a client's home.
- Do not touch the client unless it is part of your job function.
- Do a visual check of the home. Look for objects which could be thrown at or used to strike you.
- Always know where the exits and doors are. Do not put yourself in a position where you do not have access to an exit.
- Notify your supervisor or designate if your visit has been prolonged.

### Procedure for Leaving a Home Visit if Being Detained

In any situation where your safety is at risk or your presence places others at risk you must leave. If you feel the client is becoming aggressive, leave immediately. If the client does not allow you to leave, remember to:

- Remain calm and polite.
- Speak softly.
- Use a sense of humor if you can.
- Tell the aggressive client that you are expected at a pre-arranged appointment.
- Advise the client that you have planned to meet a co-worker and that you are expected back at the office.

### Safety Tips for Home Visits

- On arrival at a location, scan the area for any potentially dangerous situations before leaving your car.
- Avoid entering an elevator with someone you perceive to be potentially aggressive.
- Never turn your back on a client or potentially aggressive person.

- Always shout “fire”, not “police” as it generally attracts more attention.
- Be aware of passengers sitting in parked cars and when possible walk on the side of the street opposite to where cars are parked.
- Do not park in isolated areas. Have your keys out and ready and check your backseat prior to getting in your car.
- Avoid making evening home visits when possible.
- Do not enter a home or building which you feel is unsafe and when possible do not use doors which lead to isolated areas. If you are uneasy or unsure DO NOT ENTER.
- Keep your keys and identification papers separate.
- Assess and recognize the potential for danger.
- Know your feelings about violence and consider if and how your attitude may increase the level of risk (i.e., ignorance, denial, macho syndrome, complacency, etc.).
- Expect some resistance as a natural response to your involvement; client’s may have something to hide or may not be ready to trust you yet.
- Treat your clients with respect. Do not judge them, give them room for choice, involve them in decisions and listen to their concerns. Accept that clients have a right to their feelings, even anger.
- Be clear with your clients about what you can do for them. If you are unsure, tell them you must check with your supervisor first. Convey hope by telling them what you can do for them not what you cannot.
- Advise clients of their right to appeal or file a complaint when they disagree with your actions or believe you are being unfair.

## **DO**

- Appear to be in control
- Follow the client upstairs (do not let them follow you)
- Stand to the side of the client (do not confront)
- Explain what you are there to do
- Leave the environment if your instincts tell you to
- Respect the individual you are dealing with

## **DO NOT**

- Do not shout “Police” or “Fire”
- Do not appear fearful as it may promote the “victim syndrome”
- Do not enter a home if your instincts say not to
- Do not stand “toe to toe” with a client
- Do not record notes without first asking permission or in front of a potentially violent client

- Do not continue with the home visit if the client is inappropriately dressed
- Do not stay in a room with an animal that threatens your safety - request the animal be placed in another room during your visit. If the client refuses, leave.
- Do not be aggressive, hostile or confrontational – be wary of challenging a potentially hostile client
- Do not feel less professional by leaving a situation that makes you uncomfortable
- Do not complete a home visit with someone who is, or whom you suspect is, under the influence of drugs or alcohol (See policy 2.7)

### Procedure for Responding to an Act or Threat of Violence on a Home Visit

If a **THREAT** of violence occurs, immediately:

- Distance yourself from the person
- Leave as soon as you are able to
- Access backup from a co-worker if possible
- Access backup from potential witnesses
- Access backup from RCMP if necessary
- Notify management as soon as possible

If an **ACT** of violence occurs, immediately:

- Follow the above steps
- Seek medical attention if necessary
- Report to the RCMP
- Report to management

### **Travel Tips Sheet.**

#### Riding the bus

- Know the bus route and schedule in advance.
- Carry a schedule and after dark arrive just before the bus is due.
- While on the bus, carry the exact change and as little cash as possible.
- Sit near others and tell the driver if you are being bothered.
- For out of town travel, use the request stop service available on some services. Check with BC Transit for route and time info.
- If at all threatened get off and notify someone as soon as possible.

#### Driving

- Do not identify your keys with car plate numbers, name or address.
- Keep your car in good repair, the gas tank at least half full, and always check your tires before you leave.

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- Park in well lit areas, avoid out of the way areas, and walk with others after dark if possible.
- If you must park in an underground parking lot, park as near the exit as you can. If the underground garage has a door that shuts behind you, remain in your vehicle and watch the door until it has closed to ensure no one has entered behind you.
- Always lock your doors and have your keys ready before getting into your car. Check the inside of the car before entering.
- Don't open your car window more than one inch to speak to someone who has approached you.
- Drive away if you are in any way uncomfortable.
- If you suspect someone is following you, do not go home - drive to a service/police/fire station and stay in your car if you feel threatened and honk your horn using short, repeated blasts until someone comes to offer assistance. When possible carry a KCDC cell phone or a personal phone.

### Walking

- Always wear comfortable footwear.
- If using a stairwell, ensure it is well lit and that you can exit to a safe place.
- Stay on well lit streets in the centre of the sidewalk and away from bushes, doorways and parked cars.
- Cross the road if needed and move towards the street if you are passing an alley.
- If you think someone is following you turn around and check - let them know you are aware of their presence, do not go to your car or to your house, cross the street and go to a safe place, such as a store or a restaurant.

### Hotel Safety

- Make reservations in advance and try to confirm these prior to your arrival.
- Use your business card or first initials when giving your name at check-in. Instruct the front desk not to give out your room number.
- Try to get a room on a higher level close to elevators and away from stairwells.
- Do not enter your room if you suspect someone is in there or if you are being followed or someone is lingering near your room.
- If you are in a motel try to get a room near the office or the Manager's unit, and keep all windows and doors locked.

### Airplanes

- Check in early and leave clear itineraries at your workplace.

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- Be cautious accepting rides from people you have met and about sharing taxis.

AIDS Information Sheet.

Caution co-workers to be careful about whom they give information about your absence or travel plans to. *Infectious diseases such as Acquired Immune Deficiency Syndrome (AIDS) or Human Immunodeficiency Virus (HIV) are diseases caused by viruses that do not survive outside the human body. Research has shown that infectious diseases are very difficult to catch because they cannot be spread by casual contact.*

*Since AIDS was first identified in the US in 1981, medical scientists have ascertained that AIDS is most often transmitted in two ways: 1.) through sexual contact, or 2.) through sharing contaminated intravenous needles. Infected mothers can also pass AIDS to their unborn babies. There is very little risk of catching AIDS from a co-worker in the normal course of business relations.*

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