

CALGARY FAMILY SERVICES

PROCEDURE STATEMENT

Section: Human Resources
(Safe Work Practices)

Procedure Number: PS-116-HR

PREAMBLE

Due to the nature of work and the strategic direction of the agency, staff may be required to work away from the office in client homes, community centres or seniors' lodges. The Society is committed to the safety of staff and the following practices should be followed to ensure safety.

1. An Access Coordinator will take basic information from the client such as name, address and contact information. The Access Coordinator will also do a family violence screening and if affirmative, will ensure that the client is safe. All information will be recorded on the intake form and forwarded through the appropriate channels for service assessment.
2. Client Service Coordinators, Counsellors and the In-Home Support Supervisor will complete the first portion of the Employee Safety Assessment (Attached) with the client over the phone prior to visiting the client outside of the office.

If any safety hazards are identified, the necessary safety precautions will be taken:

Pet(s): Clients may be asked to keep their pet(s) locked up during the employee's visit.

Communication with office: If the client does not have a telephone or lifeline that can be used in the case of an emergency, the employee must have alternate means to contact the office (i.e. cellular phone).

Weapons: If legal weapons are held in the home, they must be properly stored and secured prior to the arrival of the employee. If the weapons are illegal, the employee will not enter the home.

Violence: If there is a history of violence in the home with the potential of recurrence, the employee will recommend an alternate meeting place away from the home, if this is not feasible alternate safety precautions will be determined by the Supervisor.

Drug/Alcohol abuse: An employee will not enter the home of a client if the client is under the influence of illicit drugs or alcohol.

Communicable Disease: If a communicable disease is present in the home, the employee will take the necessary precautions (i.e. masks, gloves...) and advise their supervisor prior to the meeting.

3. All Client Service Coordinators, Counsellors and the In-Home Support Supervisor will keep an up-to-date schedule of client visits in the computer. If there are any changes to the schedule the employee will contact the receptionist who will log any changes in a notebook to ensure that the office has a current record of the employee's schedule.

Client Service Coordinators and the In-Home Support Supervisor will be assigned a cellular phone that should be used to maintain contact with the office.

4. Client Service Coordinators, Counsellors and the In-Home Support Supervisor will complete the remaining portion of the Employee Safety Assessment at the client home. If the employee feels at risk during any point of the assessment the employee should leave the home, contact the police and/or the office.

5. When coordinating service for the client, all safety hazards listed on the Employee Safety Assessment should be considered and necessary precautions should be taken:
 - Assigning a male/female employee to the client
 - Sending two employees to the client home when providing service
 - Recommending that pets be locked-up during service visits
 - Reconsider time of day for service
 - Ensure employee has communication with office
 - Warn the employee of potential hazards
 - Make recommendations to client regarding safety hazards
 - Deny service to client because of safety hazards
 - Reporting to the office at intervals throughout the day
 - Pets locked up during visits

6. Any employee assigned to provide service to a client, should be given information regarding any potential safety hazards and the precautions required. Caregivers should notify the Access Department of any changes in their schedule so that they can be noted in the computer. Family Mentors should contact the Receptionist with their schedule and it should be logged in a notebook. Counsellors should notify the Receptionist when meeting a client outside of the office and indicate the approximate time of return to the office.

7. Changes to the client environment that present safety hazards should be reported immediately to the supervisor. If the employee feels at risk while providing service to the client, the employee should leave the home, contact the police and/or the office.

Related Legislation: General Safety Regulation - Alberta

Related Policy and/or Procedure: PS-112-HR, HR-28

Procedure Developed By: Lisa Stebbins _____ Date: February 11, 2002

Director of Services: _____ Date: _____



CALGARY FAMILY SERVICES

Employee Safety Assessment Client Environment

CLIENT NAME:	CLIENT ADDRESS:
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Codes:

S = Safe	SP = Safety Precautions Required	U = Unsafe
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Intake Assessment:

To be completed prior to visiting the client in their home.

Hazard	S	SP	U	Comments
Who lives in the home, are there any borders or renters?				
Are there any pets in the home?				
Is there a phone or lifeline in the home?				
Are there any weapons in the home?				
Is there a history of violence?				
Is there a history of drug and/or alcohol abuse in the home?				
Any communicable disease(s)?				

External Client Environment:

To be completed prior to entering the client home.

Hazard	S	SP	U	Comments
Tripping/Slipping hazards outside the home? (broken steps, ice, uneven ground...)				
Neighbourhood? (adequate lighting, neighbours, crime...)				
Litter that causes a threat? (needles, feces, condoms...)				

Internal Client Environment:

To be completed in the home.

Hazard	S	SP	U	Comments
Environmental hazards? (clutter, slippery surfaces, lighting...)				
Fire hazards? (combustibles, fire exits, smoking...)				
Health hazards? (disease, cleanliness, dangerous substances...)				
Other hazards? (weapons, drugs, violence, pornography)				

Service Environment:

To be completed in the client home.

Hazard	S	SP	U	Comments
Adequate equipment for service requirements? (hand grips, bath chair, walker, lift...)				
Client ability? (weight-bearing, movement, weight...)				
Equipment required for duties are available and in good working condition? (mop, vacuum, washing machine, dryer...)				
Special needs of client? (training required for employee)				

Recommendations:

To be completed in the office, information should be entered into the client file and reviewed prior to assigning staff to the home.

Completed By:

Signature:

Date:
