



# POLICIES AND PROCEDURES

## HEALTH & SAFETY

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## Preface

SSICS Society Policies and Procedures include the following manuals:

- Service Delivery
- Personnel
- Health and Safety
- Management and Administration
- Governance

The purpose of SSICS Health and Safety Policies and Procedures are to provide employees, volunteers, program participants and the visiting public with a safe and healthy environment free from hazards that may cause physical and/or mental injury or illness. The organization will maintain high standards of health and safety by following a plan with designated responsibilities and accountability for both employees and management.

Health and Safety policies are reviewed and updated annually, and as required on an ongoing basis. **The current policies were reviewed and updated in May 2020**

### Terminology

**Employee** refers to paid employees, contractors and volunteers unless otherwise specified. Employees, contractors and volunteers are entitled to the same level of health and safety, although paid employees generally hold more responsibility for maintaining health and safety standards.

**Program Participant** refers to people receiving services and as well as people visiting SSICS sites for any reason unless otherwise specified. Regular program participants and the general public are entitled to the same level of health and safety, although regular program participants will be provided with more extensive and specific health and safety-related information.

**Health and Safety Committee** refers to the joint committee prescribed by the Collective Agreement

### The organization is responsible for:

- Providing safe and healthy work and service delivery environments
- Maintaining a professional and collegial work environment free of bullying, harassment and other unwelcome behaviors



- Maintaining and promoting a comprehensive health and safety plan
- Establishing standards of maintenance for facilities and equipment
- Developing health and safety work policies and procedures
- Supporting, training and supervising all employees regarding their health and safety responsibilities
- Conducting internal incident reviews and reporting accidents and injuries to WorkSafe BC and other authorities as required

#### **Employees are responsible for:**

- Maintaining a safe and healthy work environment
- Contributing to a professional and collegial work environment free of bullying, harassment and other unwelcome behaviors
- Knowing and complying with health and safety policies and procedures
- Reporting injuries, unsafe acts/conditions and broken/faulty equipment

#### **Supervisors are responsible for:**

- Maintaining a safe and healthy work environment
- Contributing to a professional and collegial work environment free of bullying, harassment and other unwelcome behaviors
- Orienting and supervising employees in safe work procedures
- Enforcing health and safety policies and procedures
- Reporting and investigating accidents, injuries and critical incidents
- Correcting unsafe and unhealthy workplace behaviors
- Inspecting work areas for hazards
- Promoting workplace safety
- Following up on health and safety improvement recommendations

#### **The Health and Safety Committee is responsible for:**

- A Health and Safety Committee responsible for the development, monitoring, and review of the health and safety plan.



- Prompt investigation of all incidents, injuries and accidents to determine the actions necessary to prevent their re-occurrence.
- Incorporating WorkSafe BC regulations and other health and safety best practices into the health and safety plan.
- Conducting regular inspections, critical incident reviews and policy reviews.
- Providing current and relevant health and safety information and training for employees.

Collaboration between managers and the employee's union to uphold health and safety provisions of the collective agreement.



## **1. General**

### **1.1 Health and Safety Committee**

#### **POLICY:**

The Health and Safety Committee prescribed by the collective agreement will monitor and coordinate activities regarding health and safety standards, inspections, incidents and reviews to ensure a high degree of health and safety for employees, program participants and visitors.

#### **PROCEDURE:**

1. The committee will be made up of managers and employees.  
Appointments to the committee will be reviewed and confirmed annually by the Executive Director and local union representatives respectively.
2. The committee will meet every two months. Each meeting will include a review of health and safety concerns and issues, internal site inspections, and other health and safety items brought forward by employees or managers.
3. The committee will keep records of meetings, inspection reports, and related documents and communications in a central health and safety file, as well as post meeting minutes on union bulletin boards.
4. The committee will conduct and document an annual review of health and safety procedures, incidents and other concerns.
5. The committee will review health and safety-related critical incidents, make recommendations for changes to policies and procedures and forward those documents to the Executive Director for consideration and action.



## **1.2 Working Alone or Away from SSICS Worksites**

### **POLICY:**

When employees are required to work alone, work away from SSICS worksites, or working outside of regular business hours Working Alone Safety Plans will be established on an individual and situational basis. Whenever possible employees will conduct their business at times and locations where other people are around that could assist in an emergency situation.

### **PROCEDURE:**

1. Service delivery activities will occur at SSICS worksites and within regular office hours whenever possible. When this is not possible alternate locations may be considered and selected considering risk factors. (i.e. meetings in public places are safer than those held in private or remote locations)
2. Employees will inform their supervisor of any and all activities outside of worksites and regular business hours.
3. Employees and their supervisor will collaborate to assess safety risks and concerns and plan for limiting risks and responding to situations that may occur. Safety Plans will be reviewed annually.
4. Supervisors may prescribe limits to an employee working alone for safety reasons.
5. Working Alone Safety Plans will include assessing communication/phone service, RCMP accessibility, safety equipment needs and other considerations based on the specific situation.
6. Employees will carry a personal cell phone or one provided by SSICS, and a first aid kit when delivering services outside of worksites.
7. Working Alone Safety Plans will be particularly vigilant for situations with unknown risks, such as meetings with unfamiliar people, or in unfamiliar locations. A second employee may be assigned to provide support in these situations.
8. When making a home or alternate location visit employees will leave contact information, including location and expected time of return, with SSICS reception or other contact. The employee will check in within 30 minutes of the expected time of return. If no contact is made the employee will be contacted by the designated contact. If the employee does not respond, the supervisor will be advised and further measures will



be made to reach the employee including contacting the RCMP if necessary.

9. When employees provide service at a SSICS site outside of regular hours a second employee should be on site whenever possible. When support from a second employee is not available the employee will inform their supervisor in order to determine safety measures.
10. Safety orientation and training for employees providing services away from SSICS worksites will include working alone procedures and training on personal safety.
11. When an employee is being followed, stalked or otherwise harassed by a person known through work the supervisor, and RCMP if necessary, will be notified to establish safety plans.



### **1.3 Safety Equipment**

#### **POLICY:**

SSICS work sites and vehicles will be equipped with up-to-date and accessible first aid kits and fire suppression equipment. Emergency survival supplies in the form of "earthquake kits" will be placed at SSICS sites where groups of employees and program participants gather.

#### **PROCEDURE:**

1. The contents of first aid kits will comply with WorkSafe BC standards.
2. Emergency survival supplies will comply with BC Provincial Emergency Program (PEP) recommended contents for earthquake kits.
3. Fire suppression equipment will comply with standards determined and approved by local fire officials.
4. Safety equipment, including first aid and earthquake kits, will be inspected and updated/restocked as part of the inspections completed by the Health and Safety Committee.
5. Safety equipment will be stored in readily accessible locations in each work site and vehicle, and labelled for easy identification by employees and program participants.
6. Portable first aid kits will be available at each work site for the use of employees traveling or working off site.
7. Employees driving as part of their work with SSICS will have a complete first aid kit accessible in their personal vehicle. One will be provided by SSICS if required.



## **1.4 Inspections and Drills**

### **POLICY:**

SSICS facilities and worksites will comply with health and safety requirements including building, health & safety codes, zoning requirements, SSICS policies and procedures, and other applicable standards. Compliance with requirements will be confirmed through regular internal inspections by the Health and Safety Committee and external inspections by qualified authorities.

### **PROCEDURE:**

1. Inspections of facilities and worksites will be completed on a semi-annual basis by the Health and Safety Committee. Inspections will be documented and include the tracking of corrective actions.
2. An annual inspection of facilities will be completed by the Fire Department and other external authorities as may be available from time to time (eg. WorkSafe BC). These inspections will be documented and submitted to the Health and Safety Committee with recommendations and plans for any required corrective actions.
3. Completed inspection reports, corrective actions and other related documentation resulting from inspections will be included in the Health and Safety Committee central file.



## **1.5 Orientation to Safety Procedures**

### **POLICY:**

Employees and program participants will be provided with an orientation to safety procedures applicable to the SSICS sites where they spend time.

### **PROCEDURE:**

1. Employees will be provided with an orientation to health and safety procedures applicable to their primary work site as part of their induction. They will be provided with orientations to health and safety procedures of other worksites when applicable.
2. Employees will be provided with the Employee Health and Safety Handbook as part of the standard employee orientation process.
3. Employees will provide program participants under their supervision with an orientation to evacuation procedures and other relevant health and safety procedures.
4. Program participants in residential and day programs will participate in evacuation drills.



## 1.6 Reporting Hazards

### POLICY:

Employees will report any hazardous condition and incident that comes to their attention. Hazards include, but are limited to, faulty equipment/property, dangerous behavior of employees or program participants, and environmental hazards.

### PROCEDURE:

1. Faulty, broken or otherwise hazardous equipment and property, including buildings and vehicles, will be reported to a supervisor immediately.
2. Serious safety concerns will be documented as an Incident Report. The Health and Safety Committee will review these reports and recommend actions to eliminate or reduce risks.
3. Employees will be aware of safety issues affecting co-workers, and responding in a helpful manner to reasonable requests from co-workers involving health and safety.
4. Employees who have reasonable cause to believe the workplace or a work assignment presents a hazard to their health or safety may remove themselves from that situation, report the situation to the supervisor, and return to that situation once a plan or actions have been implemented to address the safety concerns.



## 2. Emergencies

### 2.1 Workplace Violence

#### POLICY:

Violence in the workplace is unacceptable from anyone. Employees will be knowledgeable about procedures to follow in the case of an emergency involving actual or threatened violence. When violence occurs measures will be taken by employees to ensure the immediate safety of employees and program participants. The concern for the safety of employees and program participants outweighs the concern for the physical condition of the worksite.

#### PROCEDURE:

1. When there is a risk of harm to any person on SSICS property the RCMP will be contacted immediately.
2. Employees will not take any action to physically intervene in any workplace violence situations unless it can be done with no risk to personal harm and is only done to address immediate physical harm to others.
3. Employees will leave the site and help others leave rather than trying to stop someone from doing damage. Safety of people outweighs the concern for the physical condition of the worksite.
4. When a serious or violent event occurs employees will diffuse the situation to the extent possible, account for the safety of others, leave the site and call the RCMP immediately. Emergency numbers will be posted clearly near each phone in SSICS offices.
5. Program participants will be assessed for their potential for aggressive behaviour at the time of initial screening and on an ongoing basis.
6. When an employee assesses a person to be a potential threat the supervisor and co-workers will be informed of this matter promptly. When there is reason to believe that the safety of self or another person is at imminent risk the RCMP will be contacted.
7. Acts or threats of workplace violence will be documented as an Incident Report and given to the supervisor.
8. Any person posing a threat to others may be banned from SSICS sites through a determination by SSICS management.



9. Employees who may be in contact with violent people or situations in the course of their job will receive training in the techniques for responding to aggressive or threatening behavior.



## **2.2 Medical Emergencies**

### **POLICY:**

Medical emergencies involving employees or program participants will be responded to immediately to ensure the health and safety of those involved and to secure prompt emergency care.

### **PROCEDURE:**

1. In the event of a medical incident prompt emergency care will be provided by a person trained in first aid, following procedures to guard against communicable diseases (Health and Safety Policy 3.4 Communicable Diseases).
2. In the event of a serious illness or injury the person will be assisted in seeking medical treatment, including calling an ambulance to attend the scene if required.
3. Efforts will be made to ensure the person's comfort and privacy while waiting for an ambulance. If the incident is in the reception area individuals will be diverted away from that area. Pertinent information will be provided to emergency personnel by employees.
4. Any serious illness or injury occurring at the worksite, whether requiring medical treatment or not, will be documented as an Incident Report.



## **2.3 Impaired Persons**

### **POLICY:**

People arriving at any SSICS worksite impaired by alcohol or other illicit drugs will not be allowed to remain on the premises. Exceptions may include persons accessing certain services (eg. emergency shelter) where the impairment is known, permitted under program rules and conditions, and monitored by program staff.

### **PROCEDURE:**

1. If an impaired person is in a reception area, support staff will notify the manager on duty.
2. The manager will determine if the impaired person is at risk for injury to themselves, employees or program participants.
3. The impaired person will be asked to leave the premises. If the impaired person is resistant to leaving, the RCMP will be notified.
4. An impaired person leaving the premises will be encouraged to abstain from driving and assisted in accessing alternate transportation. If the person insists on driving in that state the RCMP will be notified.
5. The impaired person will be informed that they will not be provided service while impaired and will be offered service at another time.



## **2.4 Fire Emergencies**

### **POLICY:**

Worksites will have a fire prevention and safety plan including proper equipment and emergency response plans. Employees will be trained and prepared to respond immediately in the case of fire including calling 911 and using prescribed procedures to ensure the safety of self and others in the building.

### **PROCEDURE:**

1. When a fire threat is detected the work area at risk will be cleared immediately, the fire alarm activated, 911 will be called, and a person familiar with fire suppression will take steps to extinguish the fire if it is small.
2. If the fire is large and cannot be contained quickly then the entire premises will be evacuated.
3. Upon hearing a fire alarm, employees and others on site will immediately evacuate the premises. Employees will assist others in exiting, paying particular attention to people with disabilities or special needs.
4. Primary and secondary emergency exit routes will be clearly posted in all offices and common areas. Employees will be familiar with the emergency exit routes for their work areas.
5. The premises may not be re-entered until the appropriate authority has declared that it is safe.
6. Employees will be familiarized with fire detection, emergency fire procedures and the use of fire suppression equipment in their worksite.
7. Internal and external safety inspections will identify fire hazards and recommend fire prevention actions for each worksite.



## **2.5 Bomb Threats**

### **POLICY:**

When a bomb is reported or suspected employees will immediately evacuate the worksite and follow procedures to assist in identifying the bomb risk.

### **PROCEDURE:**

1. When a bomb is reported or suspected the RCMP will be contacted immediately. An actual or suspected explosive device will not be removed or disturbed.
2. Employees and others on-site will immediately evacuate following the procedures for evacuation of the premises. Employees will assist others in exiting, paying particular attention to people with disabilities or special needs.
3. Neighbors and others in potential risk will be notified.
4. The building may not be re-entered until it has been declared safe to do so by the appropriate authority.
5. A person receiving a bomb threat by phone will get as much of the following information as possible:
  - a. Exact location of the bomb or where it is to be placed.
  - b. Description of the caller (ie. gender, age), affiliation with a group, or other information disclosed.
  - c. Background noises, voices, or anything else which may indicate who may be calling and from where.
6. Information received will be recorded and forwarded to the proper authorities. When the threat is written the letter or note is to be preserved for further investigation by the proper authorities.



## 2.6 Earthquake and Other Natural Disasters

### POLICY:

When an earthquake or other natural disaster impacts a worksite employees will act immediately to protect the safety of self and others and evacuate as quickly as possible. Temporary shelter and other basic supports will be provided if required for program participants in day programs and residential services. Other essential services will be identified and sourced as needed.

### PROCEDURE:

1. When an earthquake occurs employees and program participants will take immediate cover under tables, desks or other objects that offer protection against flying glass or debris. Keep clear of windows and light fixtures to avoid broken glass. Remain in a safe position and location until the disaster event ends or slows.
2. Evacuation of a building will following evacuation procedures, taking care to avoid hazards. Employees will assist others in exiting, paying particular attention to people with disabilities or special needs.
3. The building may not be re-entered until it has been declared safe to do so by the appropriate authority.
4. When temporary shelter of employees and program participants is required a safe shelter will be established in another SSICS building, or an alternate nearby building or makeshift shelter that is considered safe and appropriate by employees.
5. Support supplies and equipment for temporary shelter use including food, water, blankets and first aid will be accessed from earthquake kits, emergency shelter storage and the food bank.
6. An employee will be designated to supervise the temporary shelter. This employee will maintain communication with the Community Disaster Plan Coordinator regarding the safety of people sheltered and transport of those people home or to other shelter resources.
7. Essential services to be maintained in the event of a major natural disaster will be identified by a supervisor, including a staffing and supervision plan.
8. An SSICS manager will coordinate with the Community Disaster Plan Coordinator to inform employees, program participants and the general public about the status of SSICS services.



## **2.7 Power Outage**

### **POLICY:**

In the event of a power outage employees will act immediately to prevent injury to self or others.

### **PROCEDURE:**

1. In the event of a power outage people in the building will be located and guided to safe and lighted locations, or out of the building.
2. Worksites will be equipped with fixed emergency lighting and flashlights readily accessible to employees. This equipment will be inspected and tested as part of regular safety inspections.
3. Emergency phones or cell phones will be activated and made accessible to employees for necessary communication.
4. When a power outage is prolonged, steps will be taken by a supervisor to ensure the ongoing safety and comfort of people until they are able to leave the premises or eventually return to the worksite.



## 2.8 Evacuations

### POLICY:

When the evacuation of a building is required for safety reasons employees will follow a clear and orderly process to ensure self and others are able to leave the building quickly and safely.

### PROCEDURE:

1. Primary and secondary emergency exit routes and outside meeting areas will be posted in clear view in all offices and common areas of SSICS worksites. Employees will be familiar with the emergency exit routes for their work area.
2. Evacuation of buildings will be by the safest and closest exit. Employees will assist individuals as required with particular attention being given to individuals with disabilities or special needs.
3. Employees will close doors and windows, turn off lights and secure confidential information. These actions will be done only if time permits and they can be done safely.
4. Upon leaving the building people will collect in the designated meeting location for that building. In cold or wet weather, individuals will meet at the nearest available indoor shelter. An SSICS employee on site will account for all people in the buildings including employees and program participants. If anyone is missing the Fire Department or the RCMP will be notified.
5. Employees will stay with program participants and visitors until it is safe for them to leave or someone else is available to assist them if required.
6. Buildings will not be re-entered until it is determined to be safe by the appropriate authority.
7. Evacuation drills will be completed at each worksite once per year to determine the readiness of employees and program participants and the effectiveness of emergency procedures.
8. Evacuation drills will take place during normal hours of operation and involve all persons at that worksite at that time. Evacuation drills will be documented and recommendations for changes and improvements to safety systems will be reviewed by the Health and Safety Committee.



### **3. Health Issues**

#### **3.1 Smoking of Tobacco, Marijuana and other Substances**

##### **POLICY:**

SSICS buildings, entrances to buildings, other service delivery locations and vehicles will be free of smoking, which includes tobacco, marijuana, e cigarettes and vaporizer use. SSICS will make every effort to ensure that no employees, program participants or visitors are exposed to second hand smoke. SSICS recognizes smoking as a health issue and will offer some assistance to employees choosing to quit. Smoking policies for SSICS Housing Programs may vary from these policies and procedures and have separate rules.

##### **PROCEDURE:**

1. Smoking is not permitted in SSICS buildings, with 10 meters of building entrances, other service delivery locations or SSICS vehicles.
2. Areas with smoking restrictions will have signs posted.
3. SSICS will not typically provide designated smoking areas, however smoking on SSICS property in areas not impacting others may be permitted on a site by site and program by program basis. In these cases Smokers will keep these areas free of all smoking debris.
4. Employees will enforce the smoking restrictions with program participants and visitors under their supervision or connected with their scope of work.
5. Employees will not smoke when using a personal vehicle to transport others as part of work.
6. Employees will observe the smoking restrictions of other organizations, locations and areas while performing work on behalf of SSICS.
7. Employees may seek support to quit smoking by accessing the employee assistance program as it permits for this purpose.
8. Rules regarding smoking at SSICS housing sites will be determined on a site-by-site a basis. Each SSICS Housing site will have a clear written policy that is provided to tenants and posted for visitors.



### **3.2 Handling and Disposing of Drugs, Weapons or Other Hazards**

#### **POLICY:**

SSICS worksites, and SSICS activities in off-site locations, will be free of illicit drugs, weapons and other such hazards to personal safety. Illicit drugs, weapons and other hazardous items will be confiscated and managed, immediately in a safe manner, including disposal when required.

#### **PROCEDURE:**

1. Any person thought to possess an illicit item will be informed of SSICS policy and given the opportunity to leave the site or remove the item from the premises. Alcohol is considered an illicit drug for individuals under the age of 19. Open alcohol is considered an illicit item for anyone.
2. SSICS employees will request that illicit items be turned in to them, and once that is done the items will be stored in a secure location.
3. SSICS employees will not conduct searches of people for suspected illicit items. The RCMP will be called if any such search or further investigation is required.
4. Illicit drugs or alcohol confiscated will be disposed of or turned in to the RCMP. Any weapon confiscated will be taken to the RCMP for any further handling. Firearms will be treated with extreme care assuming they are loaded with live ammunition.
5. SSICS Housing and shelter services may have additional or different program-specific rules and procedures regarding the management of drugs, weapons and other hazards.
6. Incidents relating to illicit drugs or weapons will be documented in an Incident Report and submitted to the supervisor, including details about any confiscated items and their handling.



### **3.3 First Aid**

#### **POLICY:**

Employees trained to provide first aid will be available at each work site during regular service delivery hours to provide emergency response. First aid kits will be available at all work sites and will comply with WorkSafe BC standards.

#### **PROCEDURE:**

1. First aid kits will be available in a well-marked location in each work area.
2. First aid kits will be inspected regularly by the Health and Safety Committee and re-stocked when required.
3. Specific employee positions will be designated for mandatory first aid training. These positions will typically include Day Program employees, residential and shelter employees, employees working in hazardous environments, and core administrative and support staff. This requirement will be in the job description for those positions.
4. First Aid and CPR training will be at a basic level of certification recommended by WorkSafe BC.
5. Records of first aid treatment will be documented by the attendant providing first aid in an Incident Report. The report will include details of the injury, treatment provided, and any further arrangements made related to the injured person.



### **3.4 Communicable Diseases**

#### **POLICY:**

Infection control precautions will be taken to prevent the transmission of infectious diseases. SSICS employees will maintain awareness and knowledge of current Universal Precautions Procedures as recommended by the Centre for Disease Control. Universal Precautions Procedures training will be provided to employees including information regarding the most common blood-borne diseases (Hepatitis B and C and HIV). Simple and basic precautions as recommended by the Centre for Disease Control, referred to as Universal Precautions Procedures, will be followed by all employees.

#### **PROCEDURE:**

1. All employees are expected to follow Universal Precautions Procedures including a basic level of hygiene while at work.
2. SSICS will provide an orientation to Universal Precautions Procedures to all employees and volunteers who may be exposed to blood or body fluids, and will provide additional training when required.
3. Universal Precautions Procedures will be posted in plain language in washrooms at all SSICS worksites.
4. SSICS will provide supplies and equipment required to practice Universal Precautions Procedures. Disposable gloves and barrier masks will be available in the First Aid kits in every work area.
5. Confidentiality, dignity and privacy of people will be preserved when responding to infection control concerns.



### **3.5 Influenza and Pandemic Preparedness and Response**

#### **POLICY:**

SSICS will have a plan in place to address the actual and potential impacts of a pandemic to protect employees, program participants and others making contact at a SSICS site. The plan will address the preparation for a pandemic, the actions to help prevent the transmission of disease or virus, and the response to situations where individuals may have been infected. The nature of a future pandemic is unknown, so a comprehensive and specific plan to respond to unforeseen conditions is not possible. A fundamental cornerstone of the SSICS pandemic response is to comply with BC Centre for Disease Control and Island Health Authority protocols, directions and orders. Because the responses to a pandemic may be required quickly in a fast-changing situation SSICS will maintain order, focus and swift decision-making by having the Executive Director or a delegated senior manager available at all times to approve actions from a single and central point.

#### **PROCEDURE:**

1. When a community pandemic risk is present the Executive Director or designate will make contact with the Island Health Authority immediately to determine health risks, plans and protocols.
2. The Executive Director or designate will stay informed of all relevant and current information from the BC Centre for Disease Control, Island Health Authority and other official expert and bring that information forward to all SSICS pandemic planning processes. Program specific planning and responses may be required and will be approved by the Executive Director or designate.
3. Employees will be provided with information regarding the characteristics of the virus, precautionary measures, assessing for symptoms and supporting individuals affected.
4. A basic element of any pandemic plan and response will include diligent adherence to Universal Precautions Procedures, including increased cleaning and disinfecting of common areas and touch points.
5. Personal Protective Equipment (PPE) will be kept in stock including masks, sanitizing supplies to address the short term needs of SSICS program and administration sites. In the case of an actual pandemic additional recommended PPE will be purchased and distributed centrally to all worksites.



6. A communications plan will be implemented to inform employees, program participants and the public on an ongoing basis about SSICS responses and precautions, including information and signage at each site to inform individuals of site specific protocols (room occupancy limits, traffic flow, etc).
7. A plan will be implemented if recommended to reduce the number of people at worksites through measures including limiting occupancy for all areas including offices, meeting rooms, common spaces and entryways, staff plans to work remotely and/or adjust schedules to reduce number of people at worksites.
8. A program by program assessment will be completed to determine reducing or adjusting service delivery to social distancing while observing essential service determinations. SSICS will determine, with the Health Authority as needed, extra measures required to contain the risk of exposure including limiting visitors, closing specific programs or worksites, or closing service delivery altogether.
9. SSICS will work with the Island Health Authority for the provision of vaccinations to employees at no cost if one is available. Employees with specific health conditions may be required to consult with their physician first (eg. pregnant or nursing mothers).
10. When an employee, program participant or visitor is assessed as having symptoms of the virus they will be required to leave the SSICS site immediately and advised to seek medical attention. Housing, shelter and residential services may have additional or different program-specific rules and procedures regarding influenza and pandemic response.
11. Employees experiencing infectious illness or symptoms will take a leave from work until they are past the infectious stage or symptoms subside. SSICS may request the confirmation from a medical doctor before return to work.



### **3.6 Pets and Other Animals**

#### **POLICY:**

Pets and other animals, with the exception of service dogs, are not permitted in SSICS buildings or vehicles. Occasional visits of pets, or pets permitted with specific program approval, will be managed by the owner in such a manner as to ensure the animal is under control and the impact on others is minimized.

#### **PROCEDURE:**

1. Program participants and visitors will be discouraged from bringing pets and other animals to SSICS buildings and property. Employees will inform them of the Pets and Other Animals policy.
2. Employees will only bring pets or other animals inside SSICS buildings in exceptional circumstances. In these situations the employee is responsible to ensure that the pet and its behavior have no adverse effect on others including noise, odors, mess, real or perceived physical threat, or other adverse impacts.
3. The employee will assume all responsibility for the supervision of the pet or other animal and any impact the animal may have on a SSICS site, including clean up and repair of damage. Dogs on SSICS property will be under control by leash or other method.
4. Pets and other animals are not permitted in SSICS vehicles.
5. Pets and other animals are not permitted in food preparation or serving areas.
6. The use of pets and other animals for specific service delivery activities may be permitted with the permission of the supervisor. These activities will be managed on the basis of service delivery best practice, with consideration for the rights and choices of program participants, and in a way that minimizes the impact on others.



### **3.7 Hazardous Materials**

#### **POLICY:**

Hazardous materials on SSICS worksites will be handled, labeled, used, stored and disposed of in a safe manner. Employees will comply with Workplace Hazardous Materials Information System (WHMIS) regulations. Hazardous materials include: compressed gas, flammable or combustible material, oxidizing material, poisons, infectious materials, corrosive materials, or dangerously reactive materials.

#### **PROCEDURE:**

1. All hazardous materials will be stored safely and securely and have proper WHMIS labels and identifiers.
2. Safety data sheets and procedures for handling and managing spills of hazardous materials will be available and readily accessible to employees.
3. Employees handling hazardous materials will be provided with training to ensure an understanding of labels, procedures and safe use of materials.
4. Hazardous materials no longer in use will be disposed of in a proper manner at a designated collection facility. Disposal procedures apply to fluorescent light bulbs, oil-based paint, copier/printer toner, batteries and certain computer parts as well as the WHMIS designated materials.
5. Efforts will be made to limit the contact of employees and program participants to hazardous materials, and to substitute less hazardous materials whenever possible.
6. A review of the storage and handling of hazardous materials at each SSICS site will be included in health and safety inspections.



### **3.8 Disposal of Medications**

#### **POLICY:**

In some situations and programs SSICS employees have a role in assisting a program participant to dispose of unwanted medication. In these situations employees will ensure medications are stored securely, and disposed of safely.

#### **PROCEDURE:**

1. When an employee is in possession of medications that require disposal they will take immediate action to deliver the medication to the nearest pharmacy for disposal.
2. Medications held for disposal will only be stored on SSICS premises in exceptional circumstances, and for short periods of time. During this time the medication will be kept in a locked cabinet in a secure part of the work area.
3. Disposal of medications, or other such medication-related events will be documented as an Incident Report, submitted to the supervisor and reviewed by others as required (caregiver, physician).
4. Employees will not under any circumstances take the medication of program participants, or share personal or other medication with program participants.



## **4. Transportation**

### **4.1 Safe and Responsible Driving**

#### **POLICY:**

Employees driving while on work duty will do so in a safe and courteous manner and comply with applicable laws and regulations.

#### **PROCEDURE:**

1. Employees will obey all traffic laws and drive safely and defensively. Driving considered to be careless or unsafe may result in temporary, conditional or permanent restriction from driving for work.
2. Employees will use all applicable safety equipment properly (i.e. seat belts, air bag requirements, child restraints).
3. Employees will exercise increased care during inclement weather or other adverse driving conditions, including cancelling trips if the conditions pose a significant risk.
4. Smoking (including tobacco, marijuana, e cigarettes and vaporizers) is not permitted in SSICS vehicles and employees will not smoke when using a personal vehicle to transport program participants as part of work activities.
5. Employees will be responsible for paying tickets or fines incurred while driving SSICS vehicles or personal vehicles for work purposes.
6. Drivers will carry a cell phone for emergency communication while operating SSICS vehicles beyond five kilometers from the originating site.
7. SSICS vehicles may only be driven by approved drivers. A non-approved driver may drive a SSICS vehicle on a one-time basis with the permission of the supervisor or Executive Director providing no program participants are transported.



## **4.2 Vehicle Safety & Maintenance**

### **POLICY:**

SSICS vehicles will be driven by approved drivers only, operated safely and maintained in good condition.

### **PROCEDURE:**

1. Vehicles will be maintained in good running order and kept in clean condition. Any damage, deficiencies or safety concerns will be reported in the vehicle log and to the supervisor.
2. Vehicles will have comprehensive and liability insurance to a level recommended by the insurance carrier and approved by the SSICS Board of Directors as part of the Risk Management Plan.
3. Vehicles will be equipped with a clearly marked and accessible first aid kit, fire extinguisher, road warning/hazard equipment, trip log, and emergency procedures information sheet.
4. Repairs and emergency procedures, including battery boosting, will be done only by individuals qualified and/or experienced.
5. Vehicles will be inspected annually by a qualified mechanic to identify safety concerns and maintenance needs. Required repairs identified through inspections will be completed before the vehicle is used to transport program participants.
6. Vehicles will be equipped with a trip log book. Entries will be completed by the driver after each trip, noting pre-trip and post-trip details and concerns
7. Use of SSICS vehicles other than for program purposes, including for personal use, must be approved by a supervisor or Executive Director.



### **4.3 Driving Approval**

#### **POLICY:**

Employees transporting program participants, or driving for work purposes, are required to be approved before undertaking driving duties.

#### **PROCEDURE:**

1. Driver approval will be made by the supervisor upon confirmation of a valid driver's license and a safe driving record. Employees will provide evidence of their driving record by providing a current Drivers Abstract from the Insurance Corporation of BC (ICBC) every two years.
2. When the personal vehicle of an approved driver is to be used for work purposes, evidence of valid and adequate insurance on the vehicle will be provided by the employee.
3. Employees driving for work will be oriented to SSICS transportation policies and procedures, vehicle operation, driving standards and emergency procedures.
4. Employees driving participants with physical and mobility challenges will be oriented to adaptive procedures and equipment (eg. wheelchair van procedures) prior to driving.
5. Drivers will be familiar with, and attentive to, specific transportation-related needs, challenges and procedures of individual program participants including physical and behavioral considerations.
6. An employee may be prohibited from transporting program participants if their driving practices or driving record indicates a pattern of unsafe driving.



#### **4.4 Use of Personal Vehicle for Work**

##### **POLICY:**

Employees using their personal vehicle for work will follow SSICS policies for safe and responsible driving, and ensure the vehicle is in safe working condition with proper insurance. Employees transporting program participants on a regular basis will be reimbursed for costs of upgrading insurance requires for work purposes.

##### **PROCEDURE:**

1. Employees will carry adequate insurance for private vehicles used for work purposes and provide verification of coverage upon request.
2. Employees transporting program participants in their own vehicle an average of five (5) times per month or more will be provided with the following compensation upon receipt of documentation from their insurer: upgrade from "to and from work" status to "business" status, and upgrade from basic liability (as offered by the insurer) to 2 million liability.
3. Employees will use all required safety equipment properly (i.e. seat belts, air bag requirements, child restraints).
4. SSICS will not be responsible for claims or violations made against employee private vehicles used for work purposes.
5. Employees using personal vehicles will follow safe and courteous driving practices while driving for work purposes.
6. Employees will not be permitted to transport program participants if their vehicle is considered unsafe. SSICS may request that a safety inspection of the vehicle be completed and cover the cost of such an inspection. Repairs identified through the inspection will be the responsibility of the employee to complete before transportation of program participants may occur .



## **4.5 Driving Accidents and Emergencies**

### **POLICY:**

When involved in an accident, roadside emergency or other safety-related incident the driver will ensure the safety of all involved, notify a supervisor as soon as possible, notify appropriate authorities (RCMP, insurance) and complete all required incident reports.

### **PROCEDURE:**

1. The first priority will be to ensure the safety of self and passengers, including removing all passengers if the vehicle is unsafe, parking in a safe area, and deploying emergency devices.
2. If it is unsafe to drive the vehicle after the incident the employee will arrange for the safe transport of passengers if required (e.g. taxi),
3. The employee will arrange for towing the vehicle safely from the scene of the accident to the nearest garage or repair shop if required.
4. All incidents will be reported in an Incident Report, and on any other reporting forms required by external authorities (i.e. ICBC, WorkSafe BC, program funders).
5. The driver will complete all required reporting, interviews and other activities resulting from the accident including police investigations and insurance claims.



## 5. Critical Incidents

### 5.1 Critical Incident Reporting and Response

#### POLICY:

SSICS will ensure employees understand “critical incident” and “serious critical incident” and proper responses and reporting in such events. Critical incidents will be documented and submitted for organizational review. Serious critical incidents will be responded to immediately by SSICS management to ensure an effective immediate response is made and the situation is assessed for possible critical incident stress among program participants and employees.

“Critical Incident” is an emergency with a degree of hazard or risk affecting employees, program participants or property requiring a response beyond what is reasonably expected as part of routine operations.

“Serious Critical incident” is a critical incident such as:

- a. Incidents involving extreme emotional distress
- b. Sudden trauma, serious injury or death
- c. Serious inter-personal conflict
- d. Violence or aggression
- e. Sexual assault
- f. Other incident of similar impact to employees, program participants or organization

“Critical Incident Stress” is the emotional, physical, cognitive and behavioural reactions, signs and symptoms experienced by a person or group in response to a critical incident

#### PROCEDURE:

1. All critical incidents will be reported to a supervisor as soon as possible.
2. All critical incidents will be documented by an employee supervising, involved in, or witnessing the incident as an Incident Report and submitted to a supervisor by the end of the next working day after the incident. All essential facts will be recorded, including all actions taken in response to the incident.
3. The supervisor, and Executive Director when required, will coordinate responses and actions to a serious critical incident.



4. In the event of a serious critical incident the supervisor and Executive Director will take any immediate actions necessary to respond to the incident including investigation, internal and external communication and consideration of critical incident stress on employees and program participants.
5. The supervisor will follow up on all critical incidents directly with all parties involved and with authorities if necessary. Additional reporting requirements will be identified by the supervisor and assigned to the appropriate employee to complete. (eg. report to funder, Worksafe BC)
6. External communication regarding the critical incident, including media, authorities, parents/guardians and family members, will be coordinated through the supervisor and Executive Director.
7. Employees reporting, or observed to be experiencing critical incident stress will be provided an appropriate level of support. An employee may make a request for critical incident stress debriefing or other associated supports to a supervisor, or a supervisor may identify the need for critical incident stress support for an individual or group of employees. The supervisor or Executive Director will be responsible for the organization of a critical incident stress debriefing which may include the involvement of Employee Assistance Program resources. Critical incident stress debriefing will be voluntary, however employees impacted by a traumatic event will be encouraged to participate.



## 5.2 Critical Incident Reviews

### POLICY:

A review of all critical incidents will be conducted annually by the Executive Director as part of the performance improvement process for SSICS.

### PROCEDURE:

1. Critical incidents will be documented with all pertinent information in an Incident Report. Additional information may be requested of employees as part of an annual review.
2. A review of critical incidents will be done annually by the Executive Director, with assistance from others as needed.
3. A review of critical incidents will address causes, trends, actions for improvement and follow up, training, prevention and reporting.
4. Findings and follow up from critical incident reviews will be communicated to the Health and Safety Committee, program managers and applicable staff, and funders or other external stakeholders as required.