

## Health and Safety – Clients

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**Purpose** *To ensure that health and safety situations, and or emergencies are handled in a safe and organized manner.*

**Policy Statement** *All employees will use Health and Safety Procedures when dealing with situations of a serious nature. These procedures are an essential part of health and safety education and are available to all.*

Binder(s):	Adult Services, Family Support Services					Page:	1 of 1
Section(s):	Health & Safety	A	95-03-15	R	96-10-28	R/R	98-04-27
Program Area(s):	Adult Disability, FSS-Disability	R	01-08-29	R/R	Feb. 17/05	R/R	Oct 25/18

## **Health and Safety – Clients**

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The following procedures provide a guideline for health and safety situations, and or emergencies.

### **Health Emergency**

Factors that indicate the possibility of a health emergency may include:

- a) Abnormally high or low body temperature
- b) Unusual seizure activity – this may include changes in seizure duration, signs and movement, recovery state, etc.
- c) Ingestion of unauthorized medication
- d) Ingestion of hazardous substance
- e) Signs of an allergic reaction
- f) Severe self-abuse
- g) Accident or injury that may lead to complications

### **Other Types of Emergency**

Other types of emergency situations may include but are not limited to:

- a) Fire
- b) Natural disasters
- c) Missing client
- d) Motor vehicle accidents
- e) Presence of weapons
- f) Violence
- g) Destruction of property

Binder(s):	Adult Services, Family Support Services					Page:	1 of 4
Section(s):	Health & Safety	A	95-03-15	R	96-10-28	R/R	98-04-27
Program Area(s):	Adult Disability, FSS-Disability	R	01-08-29	R/R	Feb. 17/05	R/R	Oct 25/18

## **Response to Emergency Situations**

The first priority in an emergency situation is to ensure the health and safety of all present. Response to emergencies may include but is not limited to:

- a) Administering First Aid or CPR
- b) Contacting emergency resources i.e. police, fire, ambulance, etc.
- c) Contacting disaster services in the event of a man made or natural disaster i.e. flood, tornado, chemical spill, etc.
- d) Accessing hospital services
- e) Accessing roadside assistance
- f) Enacting contingency plans as applicable

The nature of the emergency will dictate the response and priority of actions. The following procedures will provide additional assistance in responding to emergencies in a safe, calm and organized manner:

- a) Have all emergency telephone numbers easily accessible (ambulance, fire department, police, poison control, doctors, pharmacy, supervisors, parent/guardian)
- b) Know your location
- c) Have personal profile sheets available
- d) Follow all pre-established written instructions regarding client specific emergency concerns
- e) Follow established procedures for emergencies such as fire evacuation, shelter in place, missing clients, etc.
- f) Comply with the direction of all emergency personnel (911 operators, doctors, police, fire departments, paramedics, disaster services personnel).

Binder(s):	Adult Services, Family Support Services					Page:	2 of 4
Section(s):	Health & Safety	A	95-05-17	R	96-10-28	R/R	98-04-09
Program Area(s):	Adult Disability, FSS-Disability	R/R	01-08-09	R/R	Feb. 17/05	R/R	Oct 25/18

## **Reporting Health and Safety Situations or Emergencies**

After ensuring the health, safety and support of all present, direct service employees will notify their Supervisor (or next level of authority if not available). The supervisor / designate and or the Program Director/Executive Director will determine any other required reporting that may include but not limited to:

- Parent/Guardian
- Coordinator, Program Director, Executive Director
- Client's Workplace
- Client's home
- Trustee
- Attorney
- Insurance Company
- ASC Board President
- Required Authorities
- Funders as applicable

## **Documentation and Follow Up**

All health and safety situations or emergencies must be documented so that follow up can occur. Documentation to be completed and forwarded may include but not be limited to:

- Incident Report for Clients
- Evacuation Report
- Safety Maintenance Concern Form
- WCB Report
- Medical Note
- Contact Note
- Other reports required by applicable Authorities (Police, Insurance, Occupational Health and Safety, Funders etc.)

## **Missing Client Procedure**

- a) AWOL (Absent without leave): Depending on the potential risk factors, the client's age and level of independence, history, and or pre-existing medical conditions employees will work with their Manager and Coordinator to determine the appropriate and necessary next steps.
- b) MISSING-In the event it is established that a client is missing:
  - Notify a supervisor or the next level of authority if supervisor is not available
  - Initiate an immediate search

Binder(s):	Adult Services, Family Support Services					Page:	3 of 4
Section(s):	Health & Safety	A	95-05-17	R	96-10-28	R/R	98-04-09
Program Area(s):	Adult Disability, FSS-Disability	R/R	01-08-09	R/R	Feb. 17/05	R/R	Oct 25/18

c) Depending on the client's age or level of independence, history and/or pre-existing medical conditions, the RCMP may be called to assist in the search. The RCMP should be provided all information that is relevant to the situation including information from the client's personal profile sheet and file. This may include but not limited to:

- name of client
- the approximate time and place that the client was last seen
- full physical description (ensure a recent photograph is made available)
- description of the clothes the client was (or likely to be) wearing
- information pertinent to the health and well-being of the client
- address and phone number of the client's home
- names, address and phone numbers of family and friends

Critical Incidents such as missing person, fire, or significant injury must be reported to the applicable Program Director(s) and Executive Director immediately, who will then complete the required reporting to other authorities (i.e. Funders, Board of Directors, etc.)

Binder(s):	Adult Services, Family Support Services					Page:	4 of 4
Section(s):	Health & Safety	A	95-05-17	R	96-10-28	R/R	98-04-09
Program Area(s):	Adult Disability, FSS-Disability	R/R	01-08-09	R/R	Feb. 17/05	R/R	Oct 25/18