



## **SAFETY AND HEALTH PROTOCOLS (workers/providers)**

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Kitchener-Waterloo Extend-A-Family Association hereinafter referred to as EAF is interested in the safety and health of its workers/providers and volunteers and has put together these precautions or protocols as guidelines. This is not intended to be an all encompassing list. Worker/providers and volunteers are expected to take reasonable precautions when encountering safety and health concerns in the course of performing their job functions and to report these concerns to his/her Supervisor. When workers/providers are referred to in this document it will also include volunteers working for EAF.

### **Safety Protocols**

1. It is recommended that workers/providers advise someone where they are going and how long they expect to be when visiting/working with a supported individual and his/her family. This is especially important on first time visits.
2. If the worker/provider is unfamiliar with either the family or the area, this should be discussed prior with the support coordinator/supervisor before going out and a plan conceived to help make the visit as safe as possible. If the area is unknown the employee should double check the address and directions prior to setting out.
3. Worker/providers are expected to ensure their vehicle is in safe condition, their driver's license and auto insurance are up to date and that they have both the license and insurance certificate with them. Workers/providers should ensure that they have enough gas in their vehicle to make the visit and to return, especially when going to a rural location and/or making the visit during evening hours.
4. It is recommended that worker/providers carry a cell phone or be aware of where they can make a phone call as quickly as possible in the event they encounter a situation where a call for help might be required, especially if going into an unknown situation or area and/or during evening hours.
5. If working alone after hours, the worker/provider should park his/her vehicle in a well lit area as close to the building as possible.
6. If the worker/provider encounters threatening or violent behavior from a supported individual the worker/provider should make every effort to calm the individual. If efforts to control the behavior have failed and the situation warrants, they should remove themselves from the immediate proximity while continuing to monitor the individual, call for help or depending on the situation, call 911. The incident must be reported to his/her coordinator/Supervisor as soon as possible and reports submitted as required.
7. If the worker/provider experiences threatening or violent behavior from someone other than a supported individual, it is expected that the worker/provider will remove themselves and depending on the situation, any supported individual with

- them and call for help or depending on the situation call 911. The incident must be reported to his/her coordinator/supervisor as soon as possible and reports submitted as required.
8. In the case of known safety concerns, a plan of service should be discussed with the coordinator/supervisor prior to a visit or prior to the commencement or continuation of support work or respite. Such a plan of service will be individual to the circumstances and be appropriate to the known concerns.
  9. If working alone with an individual in the family home, it is advisable that the worker/provider have a list of emergency numbers for contacting the individual's family members, the coordinator/supervisor and the EAF on call service. The worker/provider should also take precautions by ensuring outside doors are locked and not admitting anyone except persons known to themselves or the family.
  10. Training for non-violent crisis intervention is recommended for workers/providers.

### **Health Protocols**

1. It is important that a worker/provider be aware of and follow the “**Standard Precautions for Infection Control**” and the “**Personal Protective Equipment Procedure**”.
2. In the event of influenza or suspected influenza see the “**Precautions for Infection Control of Respiratory Illness**”.

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