2.3 Health & Safety

2016

POLICY & PROCEDURE MANUAL

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* + 1. General Safety & Health

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Gateway of Hope and Aldergrove Thrift Store will maintain a safe and healthy environment for staff, guests, visitors, customers and volunteers.

Procedure

Our facilities will be maintained in accordance with established Salvation Army as well as Provincial Health and WorkSafe standards.

First Aid Kits will be available and accessible to all employees (see Emergency/Disaster Plan for locations). Protective devices and other equipment necessary will be provided to properly protect employees as required by WorkSafe BC.

Upon commencement of their position, the employer will provide training for the use of all WHMIS chemical supplies to each employee.

It is the responsibility of all employees to follow guidelines established for their protection from injury and disease.

Employees must report all accident and incidents or injuries to their supervisor, regardless of whether they require first aid or medical attention.

If the employee suffers an injury, accident or disease that is related to work they will:

* + - * Report to the supervisor.
			* Seek medical aid, if necessary.
			* Complete WorkSafe BC form as soon as possible.
			* The supervisor will complete an Incident Report form and submit to
			* Business Department.
		1. Employee Rights and Responsibilities

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Gateway of Hope and Aldergrove Thrift Store staff will have a clear understanding of their rights and responsibilities regarding keeping the work environment healthy and safe.

Procedure

The responsibility for workplace health and safety belongs to everyone – employer and employee alike. All workers are responsible to work and act safely on the job, including:

* + - * Participating in workplace health and safety training.
			* Following policy, safe work practices and procedures.
			* Properly using and taking care of safety equipment.
			* Reporting health and safety concerns to their supervisor.
			* Asking questions if they are unsure about how to do their job safely.

According to the Canadian Occupational Health & Safety code, workers have three basic rights:

* + - * To know about the hazards at work and how to control them.
			* To participate in identifying and controlling health and safety hazards by:
				+ Telling the supervisor right away when any unsafe conditions or faulty equipment is observed.
				+ Participating in an Occupational Health Committee.
				+ Talking to the health and safety representative.
			* To refuse work that they believe is unusually dangerous.

Employees cannot be fired for exercising these rights.

* + 1. Joint Occupational Health and Safety Committee

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

A joint Occupational Health and Safety Committee exists at The Gateway of Hope and will also be responsible for the Aldergrove Thrift Store property.

The frequency of the meetings and the responsibility of the committee will comply with the terms outlined in Part 3 Division 4 of the Occupational Health and Safety Regulations.

Procedure

A copy of the Occupational Health and Safety Regulations will be kept in the Business Department and will be available upon request to all staff.

The master copy of the regulations is not to leave the Business Department area.

Employees with internet access, a copy of the regulations are available through the WorkSafe BC website at [http://regulation.healthandsafetycentre.org/s/Home.asp.](http://regulation.healthandsafetycentre.org/s/Home.asp)

Minutes and recommendations from committee meetings will be forwarded to Executive Director for review and response within 15 days of the scheduled OH&S Committee meeting.

Management response will be made available to the committee within 30 days of the monthly meeting.

* + 1. Emergency Procedures

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

There shall be Emergency Procedures and Fire Safety Plans which provide specific direction to staff regarding fire, emergency, disaster and evacuation procedures.

Procedure

Employees are provided a copy of these plans which outlines the primary procedures in the event of emergencies or disasters.

Copies of these plans are kept in each department as well as on the server. Staff members will be given instruction regarding plan contents and are expected to be guided accordingly.

* + 1. Fire Alarm

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Gateway of Hope and Aldergrove Thrift Store will have specific procedures in the event of a fire alarm.

Procedure

In the event of a fire alarm staff will:

* + - * EVACUATE via the nearest safe exit (DO NOT use the elevator).
			* ASSIST persons requiring assistance.
			* ASSEMBLE in designated evacuation area.
			* PHONE 9-1-1 to report a fire at:

Salvation Army The Gateway of Hope 5787 Langley Bypass

Langley, BC

* + - * Follow emergency personnel instructions.

An available staff member will check the annunciator panel (located outside the front door at the main entrance)

as soon as possible.

Locate the source of alarm (confirm there actually is a fire).

* + 1. Fire in the Building

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Gateway of Hope and Aldergrove Thrift Store will have specific procedures in the event of an actual fire.

Procedure

In the event of a fire alarm, staff will:

* + - * EVACUATE via the nearest safe exit (DO NOT use the elevator).
			* ASSIST persons requiring assistance.
			* ASSEMBLE in designated evacuation area.
			* PHONE 9-1-1 to report a fire at:

Salvation Army The Gateway of Hope 5787 Langley Bypass

Langley, BC

* + - * Follow emergency personnel instructions.

Do not go back into the building for any reason until advised to do so by the Fire Department.

* + - * FIGHT the fire ONLY if it is SMALL and you are NOT alone.
			* Make sure you are between the fire and exit at all times.
			* Fire Marshals will follow procedure checklists at the fire stations for which they are responsible.

Please refer to the Fire Safety Manual for detailed information.

Evacuation Site

The evacuation area will be located in the Kwantlen University parking lot.

* + 1. Fire Drills

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Fire Safety Director (or designate) will conduct facility fire drills four times per year.

Procedure

All staff are expected to be familiar with The Gateway of Hope Fire Safety Plan.

All managers are expected to review the primary points of the Fire Safety Plan with staff at quarterly departmental staff meetings.

All guests and staff are required to evacuate The Gateway of Hope (unless authorized) during a fire drill. The evacuation area will be located at the Kwantlen University parking lot.

Only the following are permitted to remain on the building premise outside at Gateway parking lot entrance:

* + - * The Fire Safety Director.
			* The Deputy Fire Safety Director – Fire Alarm Reset.
			* Fire Marshals – observe and evaluate.

Please refer to the Fire Safety Manual for detailed information.

* + 1. Safety & Emergency Communications / Devices

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: July 2015

Policy

Communication tools will be made available for staff to convey safety or emergency related information to other staff and guests.

Procedure

In the event of an emergency, the following communication devices are available:

* + - * Phones
			* Push-to-Talk (PTT) phones (Gateway of Hope only)
			* Hand-held radios (Gateway of Hope only)
			* HAM radio (Gateway of Hope only)

PTT phones and handheld radios will be assigned to departments based on operational need.

Staff are to use communications devices for their intended purpose, for approved work related communications only (legitimate workplace business, general guest / program / property related concerns, urgent or emergency related situations) and are expected to be professional in their “on- air” conduct at all times.

Staff are asked to immediately report any malfunction of equipment.

Push-to-Talk (PTT) phones

The Gateway of Hope PTT phones are important workplace safety tools to be used for the purpose of staff communicating information relevant to their job role.

Procedure

* + - * PTT phones are for authorized personnel only.
			* For official Gateway of Hope business.
			* Use of which will comply with code of conduct and usage policy and not be used for illegal, malicious or harmful purposes.

Training

All staff in the departments to which PTT phones are assigned will be trained in the function, use and protocols for PTT phones use. In those departments with multiple staff a staff member assigned as “trainer” may be utilized.

Emergency 911 call out and the basic push-to-talk features will be first things learned with all other supporting features and functions a secondary priority.

PTT phones Use

Staff are to use the PTT phones for their intended purpose, for approved work related communications only (legitimate workplace business, general guest / program / property related concerns, urgent or emergency related situations).

Staff are expected to be professional in their “on- air” conduct at all times.

As the only 24 hour program operating at Gateway of Hope, the emergency shelter will most often be the primary point of contact for assistance when using the PTT phones.

Staff will respect confidentiality and not broadcast guest names or other confidential or sensitive information over the PTT phones.

At the commencement of the shift, newly arriving staff members in departments utilizing the PTT phones will test the PTT phones by way of a PTT phones check with another department to ensure it is in proper working order.

Non-emergency shelter staff working outside normal business hours will use the PTT phones, or report in person, to inform emergency shelter staff when leaving the building at the end of their workday.

Staff leaving their work area for the purpose of performing rounds, room/dorm checks or working alone in an area, especially outside of normal business hours, will have their PTT phones with them and are to advise other staff of their activities, location of work and as required, make periodic PTT phones check-ins.

When initiating a conversation, staff will begin by identifying the station they are intending to speak to, followed by identifying themselves so the other party will know whose calling.

Staff are not to take the PTT phones home and are responsible to ensure the PTT phones are not left unattended in any unsecured environment.

Guests, visitors or volunteers are not permitted to use the PTT phones for any reason. Staff are to report malfunctions to their supervisor as soon as reasonably possible.

*Staff are to remember that these PTT phones are for safety and security of staff, guests and the property first, and second, to enhance department and inter-department communications for an effective operation - it is expected that they always be used with these objectives in mind.*

* + 1. Security Cameras / Requests for Video Footage

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Gateway of Hope and Aldergrove Thrift Store will maintain a system of cameras for health and safety purposes.

Procedure

The video is reviewed as the need arises due to incidents or occurrences.

Requests for video are to be made in writing. Only approved requests will have video released.

Procedure

* + - * All cameras are for authorized personnel only.
			* Will comply with Code of Conduct and Usage Policy.
			* Cameras will not be used for illegal, malicious or harmful purposes.
			* Cameras will be used for official Gateway of Hope business.

Requests for video should be made to your supervisor who will submit a written request to the Executive Director, Manager of Business Administration or the Property Manager for authorization.

* + - * Should have date, time and location where incident took place.
			* Should state reason for request.
			* Should state who is making request (e.g. staff, police, other) See Request for Video Form.
		1. Door Security

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Gateway of Hope seeks to ensure the security and safety of all staff, volunteers and guests by having doors which are secured by an electronic access control system.

Procedure

Key fobs will be provided based on pre-determined access levels.

It is the responsibility of staff and guests to ensure that doors which are required to be locked are secured in order to ensure no unauthorized person may have access.

No staff, visitor, volunteer or guest is permitted to use their personal fob or keys to allow another individual to gain access into any area of the building without proper authorization.

* + 1. Security of Keys & FOBs

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Gateway of Hope will provide keys & FOBs to staff, guests and volunteers as the primary means of access to all areas of the building. Key/FOB access to Gateway of Hope property must have approval and be issued by the Property Manager or designate.

Procedure

Those provided with keys and FOBs are responsible for their proper storage and safe keeping.

Keys and FOBs are the property of The Gateway of Hope and must be returned when the relationship is terminated.

Keys and FOBs are not to be transferred, loaned to other staff, guests, volunteers or other community members without proper authorization. If staff fail to bring their keys or fob to work on any given day, permission must be received by their immediate supervisor in order to utilize other departmental keys or fobs on a temporary basis.

Requests for keys/FOBs will be made through the supervisor to the Property Manager via the approved request system. The reason and specific door access must be noted. New employee requests will be made by the Manager of Business Administration.

Requests for access outside of the norm will be made to the Property Manager.

A Transitional housing guest who needs into their room due to a faulty, lost or forgotten FOB, are to notify their Advisor. If the Advisor is unavailable the Transitional housing guest may request the Property Manager or a shelter worker to assist them.

In an emergency, the Property Manager or designate will escort the emergency personnel to the room, unlock the room and stand watch outside the doorway. The Property Manager or designate will ensure that the room has been locked when the emergency personnel are finished. At no time should the Property Manager or designate put their personal safety in jeopardy. For safety reasons the key/FOB may be given to the emergency personnel.

In all cases, prior to giving access to secure space staff are to ensure proper access approval has been granted.

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* + 1. First Aid / Kits

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Gateway of Hope and Aldergrove Thrift Store will ensure that staff are properly trained to provide appropriate first aid care and that all related equipment, supplies and kits are kept up-to-date and current. First aid kits will be located in the Gateway of Hope and Aldergrove Thrift Store buildings as well as all program vehicles.

Procedure

At least one staff member trained in Occupational First Aid will be on-duty at The Gateway of Hope at all times.

All staff will be informed of the location of first aid kits and that the BC Level 1 first aid kit is the standard used at The Gateway of Hope.

Management will ensure that all first aid kits are checked on a monthly basis and note the items which need to be restocked/replaced. It will be the responsibility of the Occupational Health & Safety Committee designate to ensure that the missing items are restocked/replaced.

Each employee is responsible for completing the first aid record each time the first aid kit is used. First aid kits are located throughout the Gateway of Hope facility at the following locations:

* + - * Foodservice department delivery area
			* Emergency shelter office
			* Staff lunch room (second floor)

AED Station is located in the Reception area. Note: Only trained personnel are permitted to use this device.

First aid kits are located throughout the Aldergrove Thrift Store at the following locations:

* + - * Front sales desk
			* Manager’s office
			* Rear sorting area

Program Vehicle First Aid Kits

All vehicles will have first aid kits. The reporting binders will be kept at Reception. Employees and volunteers using vehicle first aid kits must report to Reception as soon as they are back to the building

When First aid kits are used, employees are to ensure that:

* They seek medical assistance immediately if necessary
* They notify their immediate supervisor right away
* A first aid report is completed
* The Business Department is notified as soon as possible of all accidents / incidents involving injury to employees, guests, visitors, customers or volunteers
* Employees will complete a work safe B.C. form as soon as possible.
* An incident report form is completed where necessary and submitted to the Business Department.
	+ 1. Threat to Personal Safety

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Gateway of Hope will have procedures in place to minimize the risk to personal safety.

Procedure

Staff will be trained in Non-Violent Crisis Intervention as the primary means of dealing with individuals posing a risk to personal safety.

Staff are directed to maintain a proper and safe distance from those who pose a threat to their personal safety.

Staff should have a predetermined escape route in the event of an immediate threat to their personal safety or where they have reason to believe an individual may pose a risk to their immediate safety.

Where staff may feel unsafe, they are encouraged not to have discussions or meetings in a closed office or other closed or confined space. Instead it is suggested that staff seek assistance from a co-worker or their supervisor.

In the event of an immediate threatening situation staff will proceed immediately to a safe location. If required, staff will call 911 and report the incident to the RCMP.

Staff will report any concerns as soon as possible to their immediate supervisor and complete an Incident Report form as per policy.

* + 1. Use of Physical Force

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

Physical force will not be used by staff in our interactions with guests and the community.

Procedure

As stated in policy 2.3.12, staff will be trained in Non-Violent Crisis Intervention as the primary means of dealing with individuals posing a risk to personal safety.

Individuals posing a threat to the personal safety of others or property may be asked to leave the premises. Should an individual refuse to leave, or their behaviour escalates, staff will request assistance in dealing with the matter.

Staff will not use physical force when intervening in any interpersonal conflict or when asking an individual to leave the premises.

If an individual is threatening violence staff are expected to:

* + - * Ensure their own personal safety and the safety of others.
			* Withdraw from the threatening individual in as safe a manner as possible.
			* Direct others to withdraw from the area of threat.
			* Contact RCMP at 911 immediately.
			* Not follow the individual(s) outside the facility in an attempt to intervene.
			* Remain professional, calm, never shout or raise their voice and keep a respectful distance from the individual(s).
			* Avoid confrontational statements, tones of voice, body language or eye and facial gestures.

Staff should not attempt to break up fights between individuals and should keep a safe distance, guiding others away from the area where the incident is taking place. In the event of a fight, staff will request assistance and call the RCMP at 911.

Note: The only physical force that is acceptable is the minimum force necessary for self-defence for the purposes of ensuring personal safety.

Staff will ensure an Incident Report is completed where required by policy.

* + 1. Handling Deaths

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

There will be procedures for dealing with deceased persons in the building.

Procedure

In the event that staff discover a deceased person they will notify a member of the Planning Team (or designate) who will notify the proper authorities.

No one is permitted to enter the room of the deceased or touch anything in the room or area until Emergency Services, the RCMP and the Coroner have attended and granted permission to do so.

Staff will gather and release information regarding the deceased as required by the authorities.

After the deceased has been removed, staff will ensure the room is secured until such time as the room has been released by the proper authorities.

Family inquiring about a deceased relative’s personal possessions will be referred to the Executive Director (or designate).

Staff or guests involved in the discovery or handling of a death in the building are required to complete an Incident Report and keep the matter confidential.

A TSA Liability Report will be completed in accordance with TSA policy.

Critical incident stress debriefing, pastoral care and the Employee Assistance Program Counselling Service will be made available to staff.

Pastoral care will be extended to those guests involved.

No information may be disclosed to other guests, staff or members of the general public without the consent of the Planning Team (or designate).

* + 1. Smoking

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

In accordance with municipal bylaws and for health and safety reasons, The Gateway of Hope and Aldergrove Thrift Store are smoke-free environments. Provincial law prohibits the smoking within 6 meters of any building entrance, air intake vent or window that can be opened.

This policy applies to all guests, employees, visitors, volunteers, customers, workers and students. In addition to cigarette smoking, this policy also applies to the use of vaporizers and the use of legally prescribed medical marijuana. Otherwise, the smoking of any non-legally prescribed controlled substance is strictly forbidden on Gateway of Hope property.

Procedure

Individuals who wish to smoke may do so in the designated smoking areas only. These areas are as follows:

* Employees and students – 3rd floor smoking deck
* Transitional Housing residents - 3rd floor smoking deck
* Visitors - outside gazebo on west side of building
* Volunteers – outside gazebo on west side of building
* Extreme Weather Response guests - outside gazebo on west side of building
* Shelter Guests - outside gazebo on south side of building adjacent to the shelter entrance or the marked area on the patio
* Community Guests - outside gazebo on west side of building or the marked area on the patio
* Aldergrove Thrift Store – south side of building parking lot

Those choosing to smoke must use the designated cigarette receptacles provided in the approved smoking areas and are encouraged not to toss cigarette butts onto the street, sidewalks, into gardens or garbage cans.

In the case of non-compliance, discharge from the shelter or interim housing, access to the community meals or employee disciplinary action may be taken.

Legally prescribed Medical Marijuana (smoked)

Legally prescribed medical marijuana that is consumed by way of inhaling must be consumed off Gateway of Hope Property. Please note, for safety reasons, employees, volunteers or students with a legal medical marijuana prescription will not be permitted to volunteer or work while under the influence.

* + 1. Infestation

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Gateway of Hope will address suspected or actual occurrences of infestation with respect to such things as bed bugs, cockroaches, lice, ants or any biological form that poses a risk to health and safety.

Procedure

When it is suspected that an area of our building or an individual may have an infection or infestation it is imperative that the observed health issue be documented by staff and reported to their immediate supervisor.

If in the case of an individual, the individual will be directed to the nearest medical services or health clinic for treatment and will be required to provide some proof of treatment before being allowed into the building upon return.

In the case of an infection or an infestation in the building the Property Manager and Residential Services Manager will be notified, and where necessary, the guests room or sleeping area will be inspected and treated.

Clean clothing will be provided upon request.

If the guest is unwilling to seek medical attention the matter will be referred back to their respective OP Advisor or Residential Services Manager who may issue a restriction to their access.

It is imperative that the observed health issue be documented on an Incident Report and reported to the OH&S Committee.

* + 1. Communicable Disease Control

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Gateway of Hope and Aldergrove Thrift Store will take reasonable measures to protect staff and guests from communicable diseases including the provision of basic health services and educational information.

Procedure

The most effective way to ensure that the risk of spread of disease within the work and residential environment is minimized (and ideally eliminated) is to ensure that sound health and safety policies and practices are established, understood and practiced.

Staff will consult with their supervisor prior to reporting to work if they have contracted influenza or other type of communicable virus or disease.

Screening

All new guests entering The Gateway of Hope will be requested on intake to disclose any significant health related concerns such as influenza or infectious disease such as TB, Hepatitis, HIV, etc. Where necessary, intake staff will take reasonable steps to assess the seriousness of each situation, including the need to consult with their supervisor for direction and/or consult with the prospective guest`s physician or other health authority regarding proper care of the guest and precautionary steps to ensure the safety of staff and guests.

Notification of Exposure

Staff who contract or who believe they have contracted or been exposed to influenza or other serious or infectious virus or disease such as TB, Hepatitis, HIV, etc. will advise their supervisor as soon as reasonably possible for their own benefit and so that proper steps can be taken to protect the health of other staff and guests.

Pandemic Plan

Ongoing health and safety training, workshops, departmental staff training, information webinars and general awareness information for all guests and staff will be put in place. This is the best means of maintaining a proper state of preparedness. When the risk is significant that an outbreak of a contagious virus or disease may be imminent or in the event of an actual outbreak, as a minimum, the following will occur:

* + - * The Pandemic Plan will come into effect and the OH&S Committee notified.
			* Staff and guests will be briefed, including receiving applicable health information resources and regular informational updates in the form of bulletins, posted notices and routine memos.
			* Additional health and safety resources will be put in place such as additional hand sanitizer units, hand sanitizing wipes, gloves and or masks as may be required.
			* Housekeeping and Food Services departments will institute additional cleaning and sanitization measures of high risk or high use areas.
			* If necessary, program adjustments or postponements will be put into effect.
			* Public areas and common spaces will be restricted or closed entirely for the duration of the outbreak.

Quarantine

In accordance with The Gateway of Hope Pandemic Plan, ill individuals who are not subject to hospitalization may be isolated in their rooms. Ideally, an ill individual should be isolated as soon as possible to reduce the transmission of the virus.

* + 1. Vaccination & Inoculation

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Gateway of Hope will provide information and resources related to vaccination and inoculation to protect against influenza and communicable disease.

Procedure Influenza

As stated in policy 2.3.17, wherever possible and depending upon the demand for health services resources within the community, an annual flu vaccination clinic for guests and staff will be held at The Gateway of Hope. Otherwise, all staff and guests are encouraged to consider consulting their physician and/or to participate in a local, annual community vaccination clinic.

Hepatitis

Staff, guests and volunteers who may be at risk of contracting Hepatitis A or B are encouraged to seek immunization against this disease. Costs for Hepatitis A or B vaccination for staff will be the at the expense of The Gateway of Hope. Staff electing to receive a Hep A or B vaccination must first notify their immediate supervisor and receive approval to proceed prior to receiving the vaccination.

Tuberculosis

Staff, guests and volunteers who come into contact with TB are expected to report this to management immediately and visit their physician to obtain a TB test. Management will consult with the local health authority for guidance related to workplace procedures.

Tetanus

As a matter of good practice, all staff are encouraged to maintain a current tetanus immunization at their own cost.

Immunization for Overseas Travel

Immunizations required for overseas travel or other non-work related reasons will not be covered by the employer.

* + 1. Precautionary Measures

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Gateway of Hope and Aldergrove Thrift Store will have established precautionary measures for staff to aid in disease control.

Procedure

Staff are required to read, understand and where necessary, will institute the precautionary measures located in the Precautionary Measures located in the General Emergency Procedures Manual.

Topics include:

* + - * Infection prevention and control measures
			* Practice hand hygiene
			* Hand washing procedure
			* Hand sanitizing procedure
			* Practice respiratory etiquette
			* Cover your cough procedure
			* Avoid touching your eyes, mouth and nose
			* Criteria for selecting eye protection
			* How to put on and remove eye protection
			* Use of masks
			* How to put on and remove a surgical mask
			* Tips on selecting gloves
			* How to put on and remove gloves
			* Cleaning workplaces
			* Social distancing in the workplace
			* Cleaning up body fluids
			* Food services
			* Reduce client mobility
			* Supporting ill individuals
			* Isolation
		1. Personal Protective Equipment

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Gateway of Hope and Aldergrove Thrift Store will provide necessary Personal Protective Equipment (PPE) to ensure the health and safety of the staff and guests

Procedure

Employees will be required to wear proper PPE as determined by a Material Safety Data Sheet (MSDS), Occupation Health and Safety Regulations or The Gateway of Hope policy.

* + 1. Handling of Guest Belongings / Disposal of Syringes

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Gateway of Hope will have procedures in place for the safe handling of guest belongings and Gateway of Hope and Aldergrove Thrift Store will have procedures for the disposal of syringes that are found on the property.

Procedure

Sharps containers will be placed in designated areas within Gateway of Hope and Aldergrove Thrift Store. Staff will be made aware of these locations.

* When handling a syringe, staff will use forceps, latex and or Kevlar gloves and a sharps container. The syringe should be placed with care in the container.
* When sharps containers are three-quarters full staff will arrange for proper disposal and container replacement. This will be done through notifying their supervisor who will in turn notify the Property Manager.
* A contracted third party service will be contacted for the removal of the container.

Staff and volunteers will use extreme care when handling guest belongings such as: bedding, bags and clothing.

* When handling material belongings staff will wear Kevlar gloves during the inspection or disposal of items.
* a staff member is accidentally stabbed by a syringe, disinfect and clean the area of the wound immediately and seek medical attention.
* The incident must be reported as soon as possible to the immediate supervisor who will ensure that the following reports are completed:
	+ Incident Report
	+ First Aid Report
	+ Worksafe BC Report (see: Human Resources)
	+ SA Liability Report (see: Human Resources) The Incident should also be reported to the OH&S Committee.
		1. Minimal Staffing Level

Department: Health & Safety

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

There will be an established minimum staffing level at Gateway of Hope and Aldergrove Thrift Store and procedures for the safety of all staff and volunteers when temporarily working alone in a work area.

Procedure

There will be a minimum of 2 staff on duty at all times at the Gateway of Hope and Aldergrove Thrift Store. At Gateway of Hope, specifically, this minimum level will be maintained in the Emergency Shelter program.

Staff Working Alone Temporarily

“Working alone” as defined by the Canadian Center of Occupational Health and Safety means: *“All staff who may go for a period of time where they do not have direct contact with a co-worker. A person is "alone" at work when they are on their own; when they cannot be seen or heard by another person and when they cannot expect a visit from another worker.”*

Staff may be required to work temporarily alone in a work area for the following reasons:

* + - * A co-worker is on a break elsewhere in the building.
			* A co-worker is attending to a situation in another part of the building.

In these circumstances, staff will ensure they maintain a regular communication link by two-way radio with all check-ins or other communication being logged. Staff may check-in more frequently if there is an operational or safety related need. If contact is lost the co-worker will contact their immediate supervisor or call 911 if the situation warrants.

All other staff working outside of normal working hours will check-in with Emergency Shelter staff at their time of arrival and prior to leaving.

Extreme Weather Operations

During the Extreme Weather season (November 1 – March 31) there will be an additional 2 staff working in the Extreme Weather Response program – raising the Gateway of Hope minimum staffing level to 4 for those nights the program is operated.

In the unexpected event of a staff absence in the EWR program, one emergency shelter staff member will float between the Amenities room and the Emergency Shelter office. Priority will be given to supporting the EWR program staff member. The shelter worker left in the shelter office should remain within the safety of the shelter office while working alone. All staff will carry push to talk radios during their shift as per policy.

* + 1. Guest Access to Urgent Medical Care

Department: Health & Safety

Approved By: Planning Team Issue Date:

Updated: June 2016

Policy

Gateway of Hope guests will have access to medical care in the event of an emergency.

Procedure

The Gateway of Hope will have at least one staff member certified in First Aid/CPR Level 1 on site at all times.

Should a guest require urgent medical care, in addition to the First Aid certified staff attending, staff will also dial 911 immediately and request medical assistance.

The certified staff member will remain with the guest until medical assistance arrives on the scene.

If a guest requires an ambulance, where practical, staff will ensure all medication information is available for the attending emergency response personnel.

All medications as well as the medication sheet are to be made available to the emergency response personnel to take to the hospital with the guest.

Emergency response personnel must sign a release form indicating that the medications have been taken with the guest.

An Incident Report will be completed by the attending certified staff and in the event of an injury to the guest, a Salvation Army Liability Report form will completed and forwarded to the Business Department for processing.

* + 1. Monitoring of the Property

Department: Health & Safety

Approved By: Planning Team

Issue Date: July 2015

Updated: June 2016

Policy

The health, safety and security of guests, volunteers, visitors and staff is the business and responsibility of all staff. All Staff will remain vigilant while at work and will report all health and safety concerns and suspicious activities to management as soon as reasonably possible.

Procedure

During regular business hours, all on-duty staff will participate in keeping an active watch of the property through the course of their regular duties.

Because of the specific nature of their duties and the location of work areas, etc, the following departments / personnel will have greater opportunity and responsibility to maintain an active watch over property and people during regular business hours:

* Reception,
* Property Department,
* Residential Services,
* Spiritual Care and
* Management

After-Hours Monitoring

After regular business hours the property will be monitored by Residential Services staff (Shelter Workers, Residential Support Worker (RSW) and OP Advisors). Established radio use protocols will be followed at all times and Emergency Shelter staff will be the primary point of contact for all check-ins.

After-Hours Rounds

While on duty afternoons and weekend days, the RSW will be responsible to make regular rounds. When the RSW position is not on-duty, Emergency Shelter staff will be responsible for making the rounds.

Rounds will be integrated as part of staff routine duties, will generally be made hourly unless operational requirements do not allow (due to unusually high level of demand related to guest care, or if staff are dealing with an emergency situation, etc), in which case the next round will be made as soon as reasonably possible.

With the exception of hourly checks of the outside back patio area (for noise and unauthorized persons on the property) and the building front doors (to ensure the main doors, stairwell exit door and amenities room fire exit doors are locked and secured), night shift rounds will be completed 3 times between midnight and 7am with no more than 3 hours between any rounds.

Guest Gathering Areas

Generally, Guest activities taking place outside of the building will be restricted to the back patio and smoking gazebo areas of the property. Guests will be discouraged from loitering on any of the front areas of the building or on adjacent Kwantlen University property. Guests gathering in these areas will be asked to either relocate to the back area of the building or to move along off property, beyond the Kwantlen University grounds. All Guests are expected to be respectful of our neighbors and their property as well as adhere to the terms outlined in the Gateway of Hope Guest Rights and Responsibilities.

Areas to be checked

Rounds will generally consist of checking all floors and work areas in the building as well as the outside perimeter of the building where staff should check the area behind the shelter gazebo, the area along the fence line moving toward the second gazebo, behind the dumpsters and the parking lot area in the front of the building.

Following community meals, staff will check the patio and the front of the building and encourage loiters to be respectful of our neighbors and to move on in a timely manner.

When making rounds, staff will check washrooms to ensure no one is hiding or sleeping in them. If so they should be moved on. Staff will check for things like broken glass or damage, leaks, non-essential lights left on, open windows that require closing, doors propped open or needing to be locked. It is vital to everyone’s safety and security that doors and windows be checked shortly after groups have left the building. Unsecure doors could allow access into areas of the building by unauthorized persons who could cause damage or harm.

All rounds will be logged, with unsafe or unusual events and emergency situations being noted and where applicable, an Incident Report completed as per policy.

Staff Safety

When checking the perimeter of the property after dark, staff should use a flashlight. Staff are not to put themselves into unsafe situations at any time. Staff should maintain a safe distance when checking outside areas and pay particular attention to their surroundings. If feeling unsafe, staff are to return to the building immediately.

Staff performing rounds between midnight and 7am will only be expected to check the courtyard area outside the shelter entrance. All other exterior areas of the building (front parking lot, side of the building near the gazebo) may be checked generally from inside the building looking out the front windows or down from the second floor lobby or office area.

Report any suspicious activity to the RCMP and complete an Incident Report.

* + 1. Review of Health & Safety Reports / Accident Investigations

Department: Health & Safety

Approved By: Planning Team

Issue Date: July 2015

Updated: June 2016

Policy

All health and safety related concerns will be documented and reported, and will undergo a thorough and proper review process by the OH&S Committee and Gateway of Hope Management. All accidents and incidents resulting in injury or potential for injury to persons will be documented and properly investigated by the OH&S Committee and Gateway of Hope Management.

Procedure

Health and safety reports, workplace accident / injury reports will be filed using the appropriate Worksafe

B.C. supplied forms and will be forwarded to the Occupational Health and Safety (OH&S) Committee for review. Note: workplace accident / injury reports must also be forwarded to the Business Department for their required follow through.

A copy of all Incident Reports will be forwarded to the respective Co-Chairs of the OH&S Committee. Those Incident Reports containing information of a health and safety related nature will be reviewed by the OH&S Committee. See Policy related to Incident & Occurrence Reporting 1.2.7 for more information

Once the OH&S Committee has reviewed the above noted reports, the OH&S Committee will determine whether a recommendation for action is to be made. Once a recommendation for action is made, it will be forwarded to the Executive Director (E.D.) who will review with the Planning Team (and Management Team as may be required). An action will be determined and a written response will be prepared by the E.D. to the OH&S Committee outlining the action to be taken. The action could include a change to policy and procedure, supplementary training measures for staff, etc.

Divisional Headquarters (DHQ) Employee Relations (E.R.) Department may be consulted by the E.D. or the OH&S Committee in the event it is felt a health and safety related concern is not being appropriately addressed, including in a timely manner. Worksafe B.C. may also be consulted where appropriate to do so.

Investigations (Accident or Injury)

An investigation by the OH&S Committee will be undertaken in every case of accident or accident resulting in injury to person(s). Examples would include; injury resulting in professional medical aid, incident or medical issue where police are required to attend, anything that creates a repeat medical issue or concern of risk to health and safety. Investigation reports will be conducted within 7 days of the incident and reviewed by the OH&S Committee for recommendations to management.