**POLICIES AND PROCEDURES – HEALTH AND SAFETY**

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# Health and Safety Policy Statement

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| Section: | Human Resources |
|  |  |
| Date Created: | July 2010 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Accident Vs. Incident

**Policy:**

It is the policy of the Women’s Counselling Centre that staff members are aware of and follow the accident and incident reporting policies.

**Procedure:**

The following definitions will be used:

An accident occurs when a person requires immediate medical attention for a physical or serious injury. It is also an issue for which liability may arise.

An incident is when there is a hazard or situation on the property and for which there will be no liability issues.

When an accident occurs the immediate concern is for the person injured. Staff will ensure that appropriate first aid and medical care is provided for. The official Salvation Army Incident Liability / Claim Report will be completed as per the Risk Management Policy in the Property section of the Policy and Procedure manual and submitted to the applicable Salvation Army and Insurance Company representatives. Where the injured person is an employee, the applicable WSIB forms will be completed by the injured person’s supervisor and / or designate.

When an incident occurs, an Incident Report form must be submitted to the Director using the attached form. The form is also available on the server. The Director will arrange for the appropriate follow up and will retain a copy of the completed form in her files.

In the absence of the Director, the staff member will notify the Corps office of the accident or incident. The appropriate form must still be completed. In the case of an Accident, the forms will be sent by the Corps Office staff to the appropriate person. The staff member should keep a copy of the form and give it to the Director upon her return. In the case of an Incident the staff member will complete the Incident Form and give it to the Director upon her return. If there is corrective action required prior to the return of the Director, the staff member may consult with the Corps Officer as needed to determine what corrective is to be taken and how to proceed.

 **The Salvation Army**

**Women’s Counselling Centre**

## Incident Report Form

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Name of Person filing report: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Nature of the Incident:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **Signature of Person Filing Report**

**Follow Up:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature of Person Following Up Date**

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|  | Also in HR  |
| Date Created: | June 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Adverse Weather Closing

**Policy:**

It is the policy of the Women’s Counselling Centre to, as much as possible, safeguard everyone involved in our programs. Therefore during winter storms, our programs will usually be cancelled.

**Procedure:**

In the case of a winter snow storm or other serious inclement weather, staff will connect with the Director by phone in the morning, prior to their normal work hours, to make a determination as to whether the Counselling Centre will be closed due to the weather. If it is not possible to reach the Director, staff will use their own discretion as to the canceling of programs and counselling sessions.

Staff will notify all those affected by the closure as early as possible in the day in order to attempt to avoid people travelling in bad weather unnecessarily.

Generally speaking, the weather warnings and police requests for people who don’t have to be on the road to stay home will be used to determine the closure of activities.

When the bad weather happens or is expected to happen late in the day, some programs and counselling sessions may take place early in the day and staff will be expected to report for work as scheduled. As the inclement weather approaches, the Director will make the determination when to close the Centre. If the Director is not in the office and is not readily available by phone, the staff will use their own discretion as to when it is appropriate to close the Centre and cancel programs for the remainder of the day.

When the Counselling Centre is closed and programs / sessions cancelled due to serious inclement weather, staff will be paid their normal pay for the days of the closure.

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| Date Created: | October 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Bomb Threats

**Policy:**

It is the policy of the Women’s Counselling Centre to put the safety of staff, clients, volunteers and students first.

**Procedure:**

If you receive a bomb threat, stay calm and try to get as much information as possible. Although this might be difficult, try to note any unique features about the voice and any background sounds you hear over the telephone. Keep the caller on the line as long as possible and take detailed notes about what is said.

Try to note the following:

* If the speaker is male or female
* If the speaker has a distinctive accent
* If the voice is disguised, muffled or strange-sounding
* If the voice is shrill or deep
* Any background noises (e.g. traffic, bus passing, bell ringing, fax or printer sounds)
* Any indoor vs. outdoor sounds

Call 911 immediately after you hang up, or if there is another staff member present, have them call 911 while you are still on the phone call.

Notify all units in the building and begin evacuation process. See the Evacuation Policy in this section of the Policy and Procedure Manual for more information.

If you have been notified of a bomb threat, do not touch any suspicious package. If a suspicious package is found, leave the area and notify the police immediately. Follow the directions of the EMS personnel.

Once you have evacuated from the building, avoid standing in front of windows or other potentially hazardous areas. Do not block the sidewalk or street. It will need to be kept clear for emergency officials.

**Bomb Threats Policy Cont’d**

In the case of an explosion, get out of the building as quickly and calmly as possible. If items are falling off bookshelves or from the ceiling, get under a sturdy table or desk until the situation has stabilized enough for your safe passage.

Be mindful of those who may need your assistance but, ensure your own safety before trying to help others.

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| Date Created: | October 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Circle Check Of Vehicles

**Policy**:

It is the policy of the Women’s Counselling centre to do everything possible to ensure the safety of staff, students, clients and volunteers who are driving or traveling as passengers on business related activities.

**Procedure:**

Before transporting a client or using the Corps vehicle for business purposes, a circle check must be performed by the driver.

If the van has already been inspected by the Corps staff on the same day, it is not necessary to do another circle check that day.

If uncertain whether the circle check has been done, check with the Corps Administrator or Corps Officer to see whether this has been done.

The following are the guidelines for completing a circle check:

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|  |  |
| Date Created: | July 2010 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Communicable Diseases

**Policy**:

It is the policy of the Women’s Counselling centre to do everything possible to ensure the health and safety of its staff, students, clients and volunteers.

**Procedure:**

The Communicable Disease Control Manual is available for all staff to read. It is located in the Health and Safety area of the Kitchen. It is also available on the server.

All staff must read, understand and agree to work within the guidelines of the Communicable Disease Control Manual when handling any substance which may spread infection.

Once staff members have read the Manual, the Director will be available to answer any questions that they may have. The staff member must then sign off on signature form indicating that they have read and understood the Manual. A copy of the signed form will be retained in the employee’s Personnel File.

All staff will regularly wash their hands:

* After using the washroom
* After touching another person
* Before and after handling food

Hand sanitizer is available to staff for times when hand washing is not available or practical.

Doors and door knobs are regularly sanitized by the custodian as part of the regular cleaning duties.

Hand washing instructions are posted in strategic locations throughout the Counselling Centre.

In the very rare instance where a staff member may come in contact with the body fluids of another person, gloves must be worn. Gloves are provided and are located with the First Aid Kit in the Kitchen.

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|  | Also in Property |
| Date Created: | November 2013 |
| Date Reviewed: | July 2017 |
| Authority: | Corps Officers |

# Custodian – Health and Safety Concerns

**Policy:**

It is the policy of The Salvation Army Erin Mills Corps that we will endeavour to keep our building as safe as is reasonably possible.

**Procedure:**

During the normal completion of his / her work activities, it is possible that the custodian may notice potential Health and Safety hazards.

If the identified hazard is minor and fixable (eg. a box sitting in the wrong place that could be a tripping hazard), the custodian is to take whatever action is necessary to remove the hazard.

If the identified hazard is something which requires additional action beyond the scope of the custodian’s position description (eg burst pipe), he / she is to take the appropriate action at the time to minimized the hazard (eg. turn off the water, clean up a spill etc.) and then complete the Custodial Health and Safety Form available in the Corps Office indicating that additional action is required.

Once the form is completed, the custodian will hand in the form to the Admin Assistant who will take whatever further action is required.

Once the further action has been completed, the Admin Assistant will ensure that a copy of the completed Custodial Health and Safety Form is filed in the office and forwarded to the Joint Health and Safety Committee.

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| Date Reviewed: | July 2017 |
| Authority: | Director |

# Equipment Safety Standards

**Policy:**

It is the policy of the Women’s Counselling Centre that all equipment used in the workplace will be kept in good repair and will be CSA approved.

**Procedures:**

Any problems with equipment are to be reported to the Director who will arrange for repair or replacement.

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| Authority: | Director |

# Evacuation

**Policy:**

It is the policy of the Women’s Counselling Centre that all staff, students, clients and volunteers will evacuate the centre when necessary in emergency situations.

**Procedure:**

When the alarm sounds, all persons in the Women’s Counselling Centre must leave the building via the nearest fire exit as quickly as possible and meet in the parking lot. Staff members are responsible to ensure that they and their client(s) leave the building and meet in the evacuation area in the parking lot. Reentry into the center will only occur after the Fire/Police Personnel give permission and under guidance of the designated staff person or management. If it is a drill only, the person responsible for the drill will announce it is okay to reenter. Serious incidents will require investigation. Management will support staff through this process.

**Building**

**The Collegeway**

**Parking Lot**

**Evacuation Area**

Driveway

**Evacuation Area 2460 The Collegeway**

Should it be required for us to exit the property due to fire or other emergency, there are two evacuation sites that we can go to as necessary: 1) Erin Mills United Church (Southwest Corner of Winston Churchill and The Collegeway) and 2) St. Margaret’s of Scotland School, 2266 Council Ring Road.

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| Date Reviewed: | July 2017 |
| Authority: | Director |

# External Air Exclusion

**Policy:**

It is the policy of the Women’s Counselling Centre that all staff, students, clients and volunteers will be kept as safe as is reasonably possible during in emergency situations.

**Procedure:**

The building that the WCC is in does not have external air exclusion equipment.

In the event of an emergency outside of our building involving chemical or toxic substances that may be airborne, staff members will keep all external doors and windows closed.

If evacuation is necessary and ordered, the evacuation policy will be followed as with other emergency circumstances.

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| Authority: | Director |

# Fire and Disaster Contingency Plan

**Policy:**

It is the policy of the Women’s Counselling Centre that, in the event of a fire or disaster rendering our Centre unsafe, that every attempt will be made to provide on continuance of counselling services to our clients.

**Procedure:**

Contingency plans are to, some extent, dependent on the nature, duration and area involved in the fire or disaster.

If an emergency renders our centre unsafe or inaccessible for one or two days, normally on site activities will be cancelled and rescheduled.

For emergencies which render our centre unsafe for a longer duration than one or two days, other plans will be made to continue the counselling relationships established with our clients.

The Honeychurch Family Life Resource Centre in Brampton will make counselling space available to us any time we need it. This does need to be booked in advance but it is a standing policy that we are able to use their facility to see clients in Brampton.

If an emergency required relocation of our services, the Director will contact FLRC to see if it is possible for our program to be temporarily relocated there.

Depending on the geographical area affected by the emergency, it may be possible for our programs to be relocated in another Salvation Army building closer than Brampton. The Director will make contact with the person(s) in charge of other Salvation Army facilities as required.

Staff members are also free to conduct telephone counselling and offsite visits with clients as another alternative during an emergency.

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# Fire Drills

**Policy:**

It is the policy of the Women’s Counselling Centre to participate in regular building fire drills.

**Procedure:**

The Women’s Counselling Centre is housed in a building which also has a Child Care Centre. The child care license requires them to have monthly fire drills.

When on site during these drills, The Women’s Counselling Centre staff will participate in these fire drills.

All staff members are responsible to know the Fire Safety Procedures and to follow them when a fire drill is held.

Upon hearing the fire alarm all staff, students, volunteers and clients will exit the building by the nearest, safe emergency exit.

Staff members will close all windows and doors as they exit the building.

Each staff member is required to ensure that her client(s) also exits the building.

We will meet as a group for a head count in the evacuation gathering area in the parking lot. See evacuation policy for map.

The Manager, who is responsible for running the Fire Drill, will complete the Fire Drill Record form. A copy of the completed form will be given to the Director for inclusion in the JHSC File.

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| Authority: | Director |

# Fire Safety Equipment

**Policy:**

It is the policy of the Women’s Counselling Centre that Fire Safety Equipment that meets or exceeds Provincial standards will be present and operational.

**Procedure:**

A copy of the Ontario Fire Protection and Prevention Act is available in the Director’s office.

The fire safety equipment present in the Women’s Counselling Centre will meet or exceed provincial standards.

Staff will be trained in the use of Fire Safety equipment.

The fire safety equipment will be checked monthly as part of the Health and Safety inspections and any deficiencies in the equipment will be noted and corrected as soon as possible.

The fire safety equipment will be inspected annually by appropriately trained contractors.

A copy of the reports from the annual inspections will be kept on file in the Director’s office.

Any deficiencies noted in the inspection report will be corrected as soon as possible.

See Fire Safety Plan for more information.

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# Fire Wardens

**Policy:**

It is the policy of the Women’s Counselling Centre to participate in regular building fire drills.

**Procedure:**

The role of Fire Warden is very important during a Fire Drill or evacuation due to a fire.

The Fire Warden for the Women’s Counselling Centre has the following responsibilities:

* ensure that everyone in the Counselling Centre when the alarm sounds leaves the building and meets at our evacuation area in the parking lot
* ensure that all doors and windows are closed as you exit the building
* conduct a head count / visual check to ensure that everyone from the women’s counselling centre is accounted for at the evacuation area
* if someone is unaccounted for, notify the person who is in charge of the drill or the Fire Department if they are present
* follow the instructions of the person in charge of the Fire Drill or the Fire Department if they are present
* Ensure that the Fire Drill Record form is completed and filed in the Director’s office. See the Fire Drill policy in this section for more information.

The Director will act as the Fire Warden for the Counselling Centre. In her absence, the responsibility for Fire Warden will transfer to the full time counsellor. If both of these staff members are absent, the responsibility then transfers to the Transitional Support Worker.

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# First Aid Training And Supplies

**Policy:**

It is the policy of the Women’s Counselling Centre that all staff will hold valid First Aid and CPR certificates. It is also the Policy that the Centre will maintain a stocked First Aid Kit.

**Procedure:**

All staff are required to have a valid First Aid / CPR certificate.

The Women’s Counselling Centre will arrange for applicable training for staff when required.

The First Aid kit is centrally located in the kitchen area on top of the filing cabinet. In addition to the first aid kit there is a supply of Latex free adhesive dressings and Latex free gloves in two different sizes.

The contents of the First Aid kit meet or exceed provincial standards for a location of our size.

The contents of the First Aid will be inspected annually and a First Aid Inspection Sheet will be completed. The contents will be replaced / replenished when needed.

In order to keep the First Aid kit contents as complete as possible, staff members are requested to write on the sheet enclosed in the First Aid Kit whenever they use something in the kit. This will enable easier reordering of the required supplies.

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# Hand Washing and Sanitizing

**Policy:**

It is the policy of the Women’s Counselling Centre to encourage appropriate Hand Washing and Sanitizing techniques.

**Procedure:**

Hand washing is the best way to stop the spread of influenza and other viruses. Influenza viruses can live on some surfaces for up to two days. Follow these steps for proper hand hygiene:

## Hand Washing with Soap and Water

Wet hands and wrists with warm water.

Lather soap and scrub hands well for 20 seconds

Scrub between and around fingers, nail beds, back of each hand, thumbs, and wrists.

Rinse thoroughly under running water.

Dry hands well on a clean towel or a disposable towel – you can also air dry.

Turn off water using a paper towel, if possible.

Open door with paper towel, if possible.

**Hand Washing and Sanitizing Policy Cont’d**

## Using an Alcohol-based Hand Sanitizer

Use only if hands are not visibly dirty

Use on dry hands

Use enough sanitizer to wet both hands thoroughly (loonie-sized amount)

Rub in between and around fingers, back of each hand, thumbs, and nail beds

Keep rubbing until hands are dry

## When should I wash my hands?

|  |  |
| --- | --- |
| **Wash before...**  | **Wash after...**  |
| * Preparing and serving meals
* Eating and drinking
* Feeding an infant
* Tending to someone who is sick
* Treating a cut or wound
* Putting in or taking out contact lenses
* Any time hands are visibly dirty
* Putting on disposable gloves
 | * Coughing, sneezing or blowing your
* nose
* Using the bathroom or helping in the
* bathroom
* Tending to someone who is sick
* Handling dirty laundry and garbage
* Playing or touching your pet After
* touching "high-traffic" items, like
* doorknobs or shopping carts
* Taking off disposable gloves
* If there has been physical contact
* with a client
 |

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# Health and Safety Inspections

**Policy:**

It is the policy of the Women’s Counselling Centre to do everything possible to ensure a healthy and safe environment for staff, clients, students and volunteers.

**Procedures:**

Monthly Health and Safety Inspections of the Women’s Counselling Centre will be conducted by members of the JHSC using the attached checklist.

When there are hazards identified in the inspection, the JHSC will notify the Corps Officer of the hazards along with suggestions to correct the issues identified. The Corps Officer will respond to the recommendations made in writing within 21 days. This is in keeping with the Ontario Occupational Health and Safety Act.

The Director is will receive a copy of the inspection report and is responsible for the follow up required as a result of Health and Safety Inspections in a timely manner.

A copy of the monthly inspection reports will be kept on file in the JHSC Binder in the Director’s office.

**The Salvation Army**

**Women’s Counselling Centre**

## Health and Safety Inspection Checklist

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item****#** | **Item** | **Location** | **Satisfactory** | **Needs Action** |
|  | **BULLETIN BOARDS AND SIGNS** |
| 1 | Are they clean and readable? |  |  |  |
| 2 | Is the material changed frequently? |  |  |  |
|  | **FLOORS** |
| 3 | Is there loose material, debris, worn carpeting? |  |  |  |
| 4 | Are the floors slippery, oily or wet? |  |  |  |
|  | **HALLWAYS** |
| 5 | Are they clear and unblocked? |  |  |  |
|  | **EQUIPMENT** |
| 6 | Are guards, and safety devices in place and effective? |  |  |  |
| 7 | Does all electrical equipment meet CSA approved standards? |  |  |  |
| 8 | Is the furniture safe? |  |  |  |
| 9 | Are there sharp edges on desks and cabinets? |  |  |  |
| 10 | Are there poor ergonomics (keyboard elevation, chair adjustment) |  |  |  |
| 11 | Are any spaces crowded? |  |  |  |
|  | **EMERGENCY EQUIPMENT** |
| 12 | Is all fire control equipment regularly tested and certified? |  |  |  |
| 13 | Is fire control equipment appropriate for the type of fire it must control? |  |  |  |
| 14 | Is emergency lighting in place and regularly tested? |  |  |  |
| 15 | Are the smoke / heat detectors clear of obstructions? |  |  |  |
| 16 | Are the pull stations clear of obstructions? |  |  |  |
| 17 | Are the fire doors closed and latched properly? |  |  |  |
| 18 | Are the EXIT lights working properly? |  |  |  |
|  | **BUILDING** |
| 19 | Do buildings conform to standards with respect to use, occupancy, building services, and plumbing facilities? |  |  |  |
| 20 | Are the hallways and common areas free of holes or other openings, such as missing ceiling tiles that could contribute to the spread of fire? |  |  |  |
| 21 | Are all light switch plates and receptacle cover plates in place? |  |  |  |
| 22 | Are materials stored safely? |  |  |  |
|  | **DANGEROUS SUBSTANCES** |
| 23 | Are there any controlled substances (e.g. WHMIS controlled products)? |  |  |  |
| 24 | - If yes, are the products properly labelled? |  |  |  |
| 25 | - If yes, is there a corresponding material safety data sheet (MSDS) for each product? |  |  |  |
| 26 | - If yes, are workers trained in how to use these products safely? |  |  |  |
|  | **WASHROOMS** |
| 27 | Are washrooms clean? |  |  |  |
| 28 | Is there adequate supplies in the washrooms? |  |  |  |
|  | **SECURITY** |
| 29 | Do entry and exit procedures provide workers personal security? |  |  |  |
| 30 | Are emergency (evacuation, fire, bomb threat, hostile person) procedures in place? |  |  |  |
|  | **LIGHTING** |
| 31 | Are bulbs missing? |  |  |  |
| 32 | Do all lights work? |  |  |  |
| 33 | Are any areas dark? |  |  |  |
|  | **STORAGE AREA** |
| 34 | Are materials neatly and safely piled? |  |  |  |
| 35 | Are there stepladders or stools to get to materials on higher shelves? |  |  |  |
| 36 | Are storage shelves overloaded or beyond their rated capacity? |  |  |  |
| 37 | Are large and heavy objects stored on lower shelves? |  |  |  |
|  | **WAITING AREA** |
| 38 | Is the furniture safe? |  |  |  |
| 39 | Are unused electrical outlets covered? |  |  |  |
| 40 | Are toys / books stored neatly? |  |  |  |
|  | **KITCHEN / LUNCHROOM** |
| 41 | Is kitchen area clean and uncluttered? |  |  |  |
| 42 | Are sharp knives stored in a safe manner? |  |  |  |
| 43 | Are dishes washed and put away? |  |  |  |
|  | **GENERAL** |
| 44 | Are extension cords used extensively? |  |  |  |
| 45 | Are electrical or telephone cords exposed in areas where employees walk? |  |  |  |
| 46 | Are machines properly guarded? |  |  |  |
| 47 | Is electrical wiring properly concealed? |  |  |  |
| 48 | Are wall and ceiling fixtures fastened securely? |  |  |  |
| 49 | Are paper and waste properly disposed of? |  |  |  |
| 50 | Are desk and file drawers kept closed when not in use? |  |  |  |
| 51 | Are office accessories in secure places? |  |  |  |
| 52 | Are materials stacked on desks or cabinets? |  |  |  |
| 53 | Are file cabinet drawers overloaded? |  |  |  |
| 54 | Are file cabinets loaded with the heaviest items in the bottom drawers? |  |  |  |
| 55 | Is the tap water maximum temperature less than 120 degrees Fahrenheit or 49 degrees Celsius? |  |  |  |
| 56 | Are filing stools or wastebaskets placed where they might be tripping hazards? |  |  |  |
|  | **BUILDING EXTERIOR** |
| 57 | Is Wheelchair ramp safe, in good repair and free from ice? |  |  |  |
| 58 | Is parking lot cleared from winter snow and ice? |  |  |  |
| 59 | Is walkway cleared from snow and ice? |  |  |  |
| 60 | Is the glass in windows in good repair? |  |  |  |
| 61 | Is glass in front door in good repair? |  |  |  |
| 62 | Is main exit in good condition and unobstructed? |  |  |  |
| 63 | Is the intercom system in good working order? |  |  |  |

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 Inspector Date of Inspection

Items Requiring Action:

Follow Up on Items Requiring Action:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Director Date

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# Infectious Outbreaks

**Policy:**

It is thepolicy of theWomen’s Counselling Centre to safeguard the health of all persons working at or visiting the facility.

**Procedure:**

From time to time, infectious outbreaks occur in our society. The most recent in our area were SARS and H1N1.Most outbreaks that occur in our area are flu like conditions but they can be very dangerous and even life threatening.

When there is an outbreak of a disease in our area, we will be extra diligent in doing whatever we can to lessen the spread of the disease. Staff will be extra careful in washing sanitizing their hands.

When we receive information about an outbreak from the Ministry of Health, all staff, students, volunteers and clients will be informed about this. Written information will be posted throughout the Centre.

When there is a large number of people sick, staff will offer to conduct telephone sessions rather than in person sessions to clients who are unwell.

Normally during an outbreak our workshop and group programs will be cancelled for the duration of the outbreak to minimize the spread of the disease.

When an infection reaches Pandemic status, we will follow the guidelines of our WCC Pandemic Plan. See that plan for more information. We will follow the direction of the Ministry of Health in this regard.

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# Joint Health and Safety Committee

**Policy:**

It is the policy of the Women’s Counselling Centre to participate in the Joint Health and Safety Committee that is established in the Erin Mills Community Church building.

**Procedure:**

The Erin Mills Community Church has established a Joint Health and Safety Committee in keeping with the Occupational Health and Safety Act.

The Women’s Counselling Centre will have at least one active representative on the Joint Health and Safety Committee.

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**Erin Mills Corps**

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# Material Safety Data Sheets (MSDS)

**Policy:**

It is the policy of the Erin Mills Corps that an up to date MSDS will be on file and readily available to staff for every WHMIS controlled product in use on our premises or in our vehicles.

**Procedure:**

A binder containing the up to date MSDS sheets for the products currently being used on our property or in our vehicles is located to the left of the Health and Safety Information Board.

The Joint Health and Safety Committee (JHSC) is responsible to ensure that the MSDS binder is kept up to date. MSDS sheets expire three years from date of issue unless the formula in the product has been changed. When the product has been changed, the MSDS must be updated within 90 days of the change.

There is an index in the binder showing the products that are currently in use and the date that the MSDS was issued.

A household product (eg windex, bleach etc.) once it is brought into our building by law becomes a commercial product and is subject to the Workplace Hazardous Materials Information System (WHMIS) regulation.

If a staff member is purchasing a WHMIS controlled product to be used on our property or in our vehicles, he or she must do one of the following:

1) Purchase a replacement product that is already in use in the building and for which we already have an MSDS on file.

**OR**

2) Locate an up to date MSDS for the new product **before** that product is used on our premises or in our vehicles. In this case, the MSDS must be given to the chair of the JHSC so that it can be added to the MSDS binder.

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# Missing Client

**Policy:**

It is the policy of the Women’s Counselling Centre to put the safety of staff, clients, students and volunteers first.

**Procedure:**

As we are not a residential facility, we may not quickly become aware of a missing client.

If a client misses a session and does not call to cancel or reschedule it, counsellors will try to contact that client and schedule a new appointment.

If a client misses several sessions with no contact and you have reason to fear for their safety talk to the Director. The Director and counsellor together will decide whether to notify the police.

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# Paper Cutter - Safe Use

**Policy:**

It is the policy of the Women’s Counselling Centre to ensure that equipment used in the office meets standard safety guidelines and that staff are trained in the safe usage of the equipment.

**Procedure:**

A paper cutter is located in our storage area.

Employees, Volunteers and Students using the paper will take care to use the equipment safely.

The operator’s right hand should be on the handle of the cutting blade. The operator’s left hand should remain behind the black safety guide at all times.

Please keep fingers, hair, clothing away from the blade

Once finished using the equipment, please ensure that the safety latch is engaged on the cutting blade.

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# Parking Lot Safety

**Policy:**

It is the policy of the Women’s Counselling Centre to ensure that staff, who may be working alone or at night, have access to basic parking lot safety suggestions.

**Procedure:**

Your safety is important to us. While we cannot guarantee that you will never be working alone or at night, we want you to be as safe as possible.

Where possible, please leave the building in groups. It is acceptable to ask a client you deem stable and safe to walk out to the parking lot with you.

Be aware of the following safety suggestions

• Be observant – look and listen to your environment

• Do not carry your purse or bags over your shoulder or around your neck

• Carry your keys in your hand

• Walk around your vehicle and check the back seat before unlocking the vehicle

• Ensure that your car doors are locked and the windows are up

• Do not remain in a parked vehicle any longer than is necessary

• Maintain at least a ½ full gas tank at all times and fill up at well-lit gas stations

• Park where there is adequate light from street lamps

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# Personal Threats

**Policy:**

It is the policy of the Women’s Counselling Centre to put the safety of staff, clients, students and volunteers first.

**Procedure:**

Periodically staff, clients, students and volunteers may receive personal threats. While this does not happen often in this facility, it is important that we are prepared should something happen.

If a staff member receives or learns about a personal threat either by telephone or in person, they are to take this seriously and act immediately.

If the threat is delivered in person, remove yourself to a safe location and call 911.

If the threat is received by telephone or mail, gather as much information as possible and call 911.

If the threat is pertaining to a client, ensure that person’s safety and call 911.

Remember that we are locked facility and have door security making it difficult for an abuser to enter this facility.

Ensure that proper attention to door security is adhered to by all persons. See Door Security policy in the Property section of the Policy and Procedure Manual for more details.

The Director should be informed of all personal threats. But safety is the first priority – take care of your safety and that of your client and then notify the Director.

The Director will complete an occurrence or incident report.

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# Power Outages

**Policy:**

It is the policy of the Women’s Counselling Centre to put the safety of staff, clients, students and volunteers first.

**Procedure:**

Many power outages are very brief lasting only a few seconds or minutes.

When the power goes off, wait for at least 30 minutes before taking further action.

Check to see if the power is off in the entire area or just this building.

If it is only this building, check with the Corps Administrative Assistant to see what is being done to rectify the situation. If the Administrative Assistant is not in the building, notify the Corps Officer and seek direction as to how to proceed.

If the power outage is in the area, contact the Mississauga Hydro office to get an estimation of how long the outage is going to be.

Should the outage last more than one hour, it may be advisable to cancel client appointments and programs. This will be especially necessary during the winter months when we will not have any heat in the building if the power is off.

Keep in mind that our telephone system will not operate when the power is off. You will have to call from a cell phone or a landline or pay phone outside of the building.

Sometimes information about large power outages are broadcast on the radio. Our radios do have battery capabilities so it may be possible to listen to a radio without power. If this is not possible, go to a vehicle to listen to the radio broadcast.

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# Shredders – Safe Use

**Policy:**

It is the policy of the Women’s Counselling Centre to ensure that equipment used in the office meets standard safety guidelines and that staff are trained in the safe usage of the equipment.

**Procedure:**

The shredders in the Women’s Counselling Centre use the cross cut method. This cuts the papers into 5/32” x 1-3/8” cross-cut particles allowing greater security when shredding confidential materials.

A shredder is located in each staff office.

The maximum number of sheets to be shredded at one time is 11. The shredders used in this office can shred, paper, credit cards, staples, and small paper clips.

The shredders are equipped with a safety sensor which will automatically shut off the shredder if someone’s hands get too close to the blade.

The following are standard safety guidelines to be adhered to when using the shredders:

* Keep away from children and pets. Always unplug when not in use for long periods of time.
* Keep foreign objects – gloves, jewelry, clothing, hair, etc.– away from shredder openings. If object enters top opening, press and hold Reverse (R) to back out object.
* Never use aerosol, petroleum-based or other flammable products on or near shredder. Do not use canned air on shredder.
* Do not use if damaged or defective.
* Do not open shredder head.
* Do not place near or over heat or water source.

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# Silencing The Fire Alarm

**Policy:**

It is the policy of the Women’s Counselling Centre to ensure that staff are adequately trained in emergency procedures.

**Procedure:**

When the Fire Alarm sounds all persons in the Women’s Counselling Centre will exit the facility and meet in our established meeting place in the parking lot. See the evacuation policy for more information.

There is to be no re-entry into the building until the Fire Department, or in the case of a drill, the person in charge of the drill, has given the all clear.

Once the all clear has been given, you may re-enter the building.

The Fire Department has a key to the Fire Alarm Panel which is located inside the Foyer of the Corps building between the two sets of glass doors.

Other keys to this panel are located in the Main Office on a red key chain attached magnetically to the filing cabinet. The key is on the far side of the main filing cabinet under the finance mail slots. There is also a key in the child care centre office. It is attached to the front of the Fire Safety binder which is red and is located on the bookshelf.

Once you use one of the above keys, it is your responsibility to return it to its storage place immediately.

To silence the alarm: Press the black button inside the Fire Alarm panel. If the siren is still sounding, enter # # and your code on the Building Alarm. Call the alarm company if there is any problem with resetting.

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# Tap Water Temperature

**Policy:**

It is the policy of the Women’s Counselling Centre to ensure that the maximum temperature of tap water is set at or below the Public Health Department standard.

**Procedure:**

In order to prevent burns and scalding, the Peel Public Health Department has suggested the following regarding the temperature of tap water:

“The maximum recommended temperature is 120 degrees.”

The water heater temperature will be set in accordance to this Public Health guideline.

The tap water temperature at source will be tested periodically to ensure that the tap water temperature meets this standard. This testing will be included in the Health and Safety inspections for the appropriate months.

In order to test tap water temperature, the following are the Public Health instructions:

* Run the hot water tap for 5-10 minutes
* Check the temperature using a meat or candy thermometer which is kept in the storage room
* If the temperature is higher than 49 C (120 F), lower the thermostat.

As the water heater at WCC is electric, any changes required to the set temperature must be done by a qualified technician.

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# Universal Precautions

**Policy:**

It is the policy of the Women’s Counselling Centre to ensure that staff, clients, students and volunteers are safe and are not exposed unnecessarily to disease or infection.

**Procedure:**

In the unlikely event that a staff member must touch the bodily fluids of another person, she will wear protective gloves.

If a staff member is performing First Aid on another where bodily fluids may be present she must wear gloves.

Gloves are provided beside the first aid kit in the kitchen.

In the event that a staff member is performing CPR, she must both wear gloves and also use the face shields which are provided in our first aid kit.

It is very important that gloves must be worn when touching a client to perform CPR or First Aid and especially so when a drug overdose of dangerous drugs may have occurred. There is an epidemic of Fentanyl overdoses in North America. This is a drug which passes through the skin. Therefore the person performing CPR or First Aid could be in danger when touching a client who has overdosed on Fentanyl.

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# Use of Personal Vehicles / Insurance

**Policy:**

It is the policy of the Women’s Counselling Centre to ensure that clients are only transported in vehicles for which proper insurance is held.

**Procedure:**

For safety reasons, staff are encouraged, where possible, to avoid transporting clients to appointments but rather to meet the client at the appointment.

Any vehicle used to transport clients must be insured with at least $2,000,000 of liability insurance.

Any staff using their own personal vehicle to transport clients must ensure that they have the required insurance coverage.

If the staff member’s personal vehicle does not have the appropriate coverage, the vehicle should not be used to transport clients.

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# Weather Watches And Warnings

**Policy:**

It is the policy of the Women’s Counselling Centre to take seriously weather watches and warnings issued for our region. This is done to ensure, as much as possible, the safety of staff, students, volunteers and clients at the Women’s Counselling Centre.

**Procedure:**

Staff will be alert to current weather watches, and warnings and act accordingly. Below are definitions of each of these and the various watches and warnings that may be issued for our area:

**Watch**

**Environment Canada indicating that a particular hazard is possible, that conditions are more favorable than usual for its occurrence. A watch is a recommendation for planning, preparation and increased awareness. A “yellow alert” of the noteworthy potential of future severe weather. Skies could actually be clear when a WATCH is issued! Think of this as an alert for “heads up, WATCH the sky and be attentive to forecast updates and possible WARNINGS”. Like other things in life, just because there is noteworthy potential for something to happen does not mean it will actually happen, so there necessarily will be times when a WATCH is issued and severe weather does not develop.**

**Warning**

**Environment Canada forecast offices indicating that a particular weather hazard is either imminent or has been reported. A warning indicates the need to take action to protect life and property. Warnings are broadcast by the media, on the Weather Radio Canada System and by the Coast Guard. WARNING - a “red alert” of severe weather that is probable (likely to develop), imminent (already nearby and moving your way, arriving very soon) or actual (already occurring in your general area). Think of this as an alert for “heads down, take cover immediately”.**

**Southern Ontario Weather Watches And Warning Thresholds**

|  |  |  |
| --- | --- | --- |
| **Type of Weather** | **Watch** | **Warning** |
| **Blizzard** |  | **When forecasters expect all of the following conditions to occur and last for four or more hours:1. winds of 40 km/h or more2. visibility of 400 metres or less due to blowing snow or combination of falling snow for at least 4 hours** |
| **Extreme Cold** |  | **Temperatures or wind chill is expected to reach minus 30 degrees Celsius for at least two hours** |
| **Flash Freeze** |  | **When significant ice is expected to form on roads, sidewalks or other surfaces over much of a region because of the freezing of residual water from either melted snow, or falling/fallen rain due to a rapid drop in temperatures.** |
| **Freezing Rain** |  | **When moderate to heavy freezing rain is expected to last for at least two hours** |
| **Heat** |  | **Issued when 2 consecutive days of daytime maximum temperatures are expected to reach 31 degrees Celsius or more and nighttime minimums temperatures are expected to fall to 20 degrees Celsius or more****Or****Issued when 2 consecutive days of humidex values are expected to reach 40 degrees or more** |
| **Severe Thunderstorm** | **When conditions are favourable for the development of severe thunderstorms with one or more of the following conditions:*** **Wind gusts of 90 km/h or greater which could cause structural damage**
* **Hail of 2 cm or larger in diameter or**
* **Heavy rainfall as per rainfall criteria excluding those for winter and during thaw**
 | **When there is evidence on radar, satellite pictures, or from a reliable spotter that any one or more of the following three weather conditions is imminent or occurring:*** **Wind gusts of 90 km/h or greater which could cause structural damage**
* **Hail of 2 cm or larger in diameter or**
* **Heavy rainfall as per rainfall criteria excluding those for winter and during thaw**
 |
| **Snow Fall** |  | **When 15 centimetres (cm) or more of snow is expected to fall within 12 hours or 6 cm of snow expected to fall within 6 hours.** |
| **Snow Squalls** | **When, downwind of the Great Lakes or other large lakes, snow squalls are expected and 15 cm or more of snow is likely to fall within 12 hours,****OR****The visibility is likely to be less than 400 metres caused by heavy snow with or without blowing snow for 3 hours or more** |  |
| **Tornado** | **Weather Conditions May Produce a Tornado** | **10 Minutes Prior (may be less)****Tornado Sighted or Rotation seen on Radar indicating that a Tornado is imminent** |
| **Wind** |  | **70 km/h or more sustained wind and/or gusts to 90 km/h or more** |
| **Winter Storm** | **When conditions are favourable for the development of severe and potentially dangers winter weather including a blizzard, a major snowstorm (25 cm or more within a 24 hour period), a significant snowfall combined with other winter weather hazard types such as freezing rain, strong winds and or extreme wind chill** | **When severe and potentially dangerous winter weather conditions are expected including:** * **a major snowfall (25 cm or more within a 24 hour period and**
* **a significant snowfall amount combined with other cold weather precipitation types such as freezing rain, strong winds, blowing snow and/or extreme cold**
 |

In addition to the above watches and warnings, Environment Canada also issues the following:

**Air Quality Advisories**

**Weather Watches and Warnings Policy Cont’d**

Advisories are issued by the Ministry of Environment when air quality is considered poor. This means there is a strong likelihood that elevated smog levels are forecast to occur within the next 24 hours.

**Blowing Snow Advisory**

When blowing snow caused by winds of at least 30 km/f is expected to reduce visibility for 800 metres or less for at least 3 hours.

**Humidex Advisory**

Environment Canada issues humidex advisories when the maximum daily humidex is expected to: exceed 40°Celsius (104°F) and/or exceed 36° Celsius for an extended period (3 or more days)

More information about Watches and Warnings can be found in the Health and Safety Section of the Policy and Procedure Manual.

**Source Documents:**

[Http://www.theweathernetwork.com](http://www.theweathernetwork.com)

<http://www.region.halton.on.ca/health/services/air_quality/air_quality_advisories.htm>

<http://www.gnb.ca/cnb/news/he/2005e0811hw.htm>

http://www.ec.gc.ca/meteo-weather/default.asp?lang=En&n=d9553ab5-1

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# What To Do During Severe Hail

**Policy:**

It is the policy of the Women’s Counselling Centre to follow standard safety guidelines during adverse weather.

**Procedure:**

**If Inside:**

Stay away from windows and glass doors.

Be alert for signs of high winds or a tornado (especially if the hail is large) and follow tornado precautions if necessary.

**If Outside:**

Seek cover, face away from wind and protect your head.

Be alert for signs of high winds or a tornado (especially if the hail is large) and follow tornado precautions if necessary.

**If In A Vehicle:**

Keep head and face away from windows.

Be alert for signs of high winds or a tornado (especially if the hail is large) and follow tornado precautions if necessary.

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# What To Do During A Severe Thunderstorm

**Policy:**

It is the policy of the Women’s Counselling Centre to follow standard safety guidelines during adverse weather.

**Procedure:**

**If Inside:**

Close windows and doors and keep away from windows, doors and fireplaces. Don't go outside unless it is absolutely necessary.

Before the storm hits, unplug appliances including radio, and television and computers and do not touch electrical items or telephones during the storm.

Do not use water (both water and metal are electrical conductors).

**If Outside:**

Get inside a vehicle or building if possible. Do not stay in open spaces or under tall objects (trees, poles).

Avoid water and objects that conduct electricity (eg tractor, golf clubs, metal fence, bicycle).

If no shelter is available crouch down, feet close together with your head tucked down. If in a group, spread out, keeping people several yards apart.

**If In A Vehicle:**

Stay in the vehicle with windows closed. Be wary of downed power lines that may be touching your car. You are safe in the car but may receive a shock if you step outside.

Avoid touching metal parts of the vehicle. Do not drive, - wait. But don't park under the trees or other tall objects that may fall over in the storm

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# What To Do During A Tornado Watch Or Warning

**Policy:**

It is the policy of the Women’s Counselling Centre to follow standard safety guidelines during adverse weather.

**Procedure:**

**If Inside:**

Stay inside with the doors and windows shut. Stay away from windows, doors and exterior walls.

Go to a small, interior room or stairwell on the lowest floor of the building (bathrooms are often the best choice).

If possible, crouch under heavy furniture. Protect your head with a cushion or a mattress.

**If Outside:**

Seek shelter in a building (not a car or mobile home) immediately.

If no shelter is available, lie flat in a low dry spot (ravine or ditch) or under a low bridge. Keep alert for flash floods. Protect your head.

As a last resort, hang on tightly to the base of a shrub or small tree.

**If In A Vehicle:**

Do not stay in a vehicle or mobile home, and do not try to outrun a tornado by driving especially in populated areas.

If possible run to a nearby solid structure (shelter or building).

If no solid structure is nearby lie flat in a dry ditch or ravine outside. Keep alert for flash floods. Protect your head.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Health and Safety |
|  |  |
| Date Created: | August 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# What To Do During A Severe Winter Storm

**Policy:**

It is the policy of the Women’s Counselling Centre to follow standard safety guidelines during adverse weather.

**Procedure:**

Refer to Adverse Weather Closing Policy in the Human Resource section of this Policy and Procedure Manual regarding the closing of the Women’s Counselling Centre during Winter Storms.

**Dress for the Weather**

Wear several layers of loose fitting, light weight, and warm clothing rather than one layer of heavy clothing. The outer garments should be tightly woven and water repellent.

Wear mittens, which are warmer than gloves.

Wear a hat.

Cover your mouth with a scarf to protect your lungs.

**During a Winter Storm**

Listen to your radio, television, or Weather Radio for weather reports and emergency information.

Eat regularly and drink ample fluids, but avoid caffeine and alcohol.

Avoid overexertion when shoveling snow. Overexertion can bring on a heart attack—a major cause of death in the winter. If you must shovel snow, stretch before going outside.

**What To Do During A Severe Winter Storm Policy Cont’d**

Watch for signs of frostbite. These include loss of feeling and white or pale appearance in extremities such as fingers, toes, ear lobes, and the tip of the nose. If symptoms are detected, get medical help immediately.

Watch for signs of hypothermia. These include uncontrollable shivering, memory loss, disorientation, incoherence, slurred speech, drowsiness, and apparent exhaustion. If symptoms of hypothermia are detected, get the victim to a warm location, remove wet clothing, warm the center of the body first, and give warm, non-alcoholic beverages if the victim is conscious. Get medical help as soon as possible.

Conserve fuel, if necessary, by keeping your residence cooler than normal. Temporarily close off heat to some rooms.

Maintain ventilation when using kerosene heaters to avoid build-up of toxic fumes. Refuel kerosene heaters outside and keep them at least three feet from flammable objects.

Drive only if it is absolutely necessary. If you must drive, consider the following:

Travel in the day, don’t travel alone, and keep others informed of your schedule

Stay on main roads; avoid back road shortcuts

**The Salvation Army**

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| --- | --- |
| Section: | Health and Safety |
|  |  |
| Date Created: | October 2009 |
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| Authority: | Director |

# WHMIS Symbols

**Policy:**

The following are the WHMIS Symbols which may be present on substances used in the Women’s Counselling Centre. Staff members are to be guided accordingly and take proper precautions when using these substances.

|  |  |  |
| --- | --- | --- |
| **SYMBOL** | **RISK** | **PRECAUTIONS**  |
| COMPRESSED GAS **COMPRESSED GAS**  | MATERIALS WHICH ARE NORMALLY GASEOUS KEPT IN A PRESSURIZED CONTAINER

|  |  |
| --- | --- |
| blankbullet | Could explode due to pressure  |
| bullet | Could explode if heated or dropped  |
| bullet | Possible hazard from both the force of explosion and the release of contents  |

 | ENSURE CONTAINER IS ALWAYS SECURED

|  |  |
| --- | --- |
| bullet | Store in appropriate designated areas  |
| bullet | Do not drop or allow to fall  |

 |
| FLAMMABLE AND COMBUSTIBLE **FLAMMABLE AND COMBUSTIBLE**  | MATERIALS WHICH WILL CONTINUE TO BURN AFTER BEING EXPOSED TO A FLAME OR OTHER IGNITION SOURCE

|  |  |
| --- | --- |
| bullet | May ignite spontaneously  |
| bullet | May be a material which will release flammable products if allowed to degrade or when exposed to water  |

 | STORE IN PROPERLY DESIGNATED AREAS WORK IN WELL VENTILATED AREAS

|  |  |
| --- | --- |
| bullet | Avoid heating  |
| bullet | Avoid sources of sparks/ flames  |
| bullet | Ensure electrical sources are safe  |

 |
| OXIDIZING MATERIAL **OXIDIZING MATERIAL**  | MATERIALS WHICH CAN CAUSE OTHER MATERIALS TO BURN OR SUPPORT COMBUSTION

|  |  |
| --- | --- |
| bullet | Can cause skin or eye burns  |
| bullet | Increase fire and explosion hazard  |
| bullet | May cause combustibles to explode or react violently  |

 | STORE IN AREAS AWAY FROM COMBUSTIBLES WEAR BODY, HAND, FACE AND EYE PROTECTION

|  |  |
| --- | --- |
| bullet | Store in proper containers which will not rust or oxidize  |

 |

**WHMIS Symbols Policy Cont’d**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| TOXIC Long Term Concealed **TOXIC Immediate and Severe**  | POISONS / POTENTIALLY FATAL MATERIALS WHICH CAUSE IMMEDIATE AND SEVERE HARM

|  |  |
| --- | --- |
| bullet | May be fatal if ingested or inhaled  |
| bullet | May be absorbed through the skin  |
| bullet | Small volumes have a toxic effect  |

 | AVOID BREATHING DUST OR VAPORS AVOID CONTACT WITH SKIN OR EYES

|  |  |
| --- | --- |
| bullet | Wear protective clothing which is effective against fumes and vapours  |
| bullet | Wear face and eye protection  |
| bullet | Work in well ventilated areas and wear breathing protection  |

 |
| TOXIC Long Term Concealed **TOXIC Long Term Concealed**  | MATERIALS WHICH MAY HAVE HARMFUL EFFECTS AFTER REPEATED EXPOSURES OR OVER LONG PERIODS OF TIME

|  |  |
| --- | --- |
| bullet | May cause death or permanent injury  |
| bullet | May cause birth defects or sterility  |
| bullet | May cause cancer  |
| bullet | May be sensitizer causing allergies  |

 | WEAR APPROPRIATE PERSONAL PROTECTION WORK IN A WELL VENTILATED AREA

|  |  |
| --- | --- |
| bullet | Store in appropriate designated areas  |
| bullet | Avoid direct contact  |
| bullet | Use hand, body, face and eye protection  |
| bullet | Ensure respiratory and body protection is appropriate for the specific hazard  |

 |
| BIOHAZARDOUS INFECTIONS **BIOHAZARDOUS INFECTIONS**  | INFECTIOUS AGENTS OR A BIOLOGICAL TOXIN CAUSING A SERIOUS DISEASE OR DEATH

|  |  |
| --- | --- |
| bullet | May cause anaphylactic shock  |
| bullet | Includes Viruses, Yeasts, Molds, Bacteria and Parasites which affect humans  |
| bullet | Includes fluids containing toxic products  |
| bullet | Includes cellular components  |

 | SPECIAL TRAINING REQUIRED WORK IN DESIGNATED BIOLOGICAL AREAS WITH APPROPRIATE ENGINEERING CONTROLS

|  |  |
| --- | --- |
| bullet | Avoid forming aerosols  |
| bullet | Avoid breathing vapors  |
| bullet | Avoid contamination of people / area  |
| bullet | Store only in special designated areas  |

 |
| CORROSIVE MATERIALS **CORROSIVE MATERIALS**  | MATERIALS WHICH REACT WITH METALS AND LIVING TISSUE

|  |  |
| --- | --- |
| bullet | Eye and skin irritation on exposure  |
| bullet | Severe burns / tissue damage on longer exposure  |
| bullet | Lung damage if inhaled  |
| bullet | May cause blindness if eyes contacted  |
| bullet | Environmental damage from fumes  |

 | WEAR BODY, FACE AND EYE PROTECTION USE BREATHING APPARATUS

|  |  |
| --- | --- |
| bullet | Ensure protective equipment is appropriate  |
| bullet | Work in well ventilated area  |
|    | Avoid all direct body contact  |
| bullet | Use appropriate storage containers and ensure proper non-venting closures  |

 |
| DANGEROUSLY REACTIVE **DANGEROUSLY REACTIVE**  | MATERIALS WHICH MAY HAVE UNEXPECTED REACTIONS

|  |  |
| --- | --- |
| bullet | May react with water  |
| bullet | May be chemically unstable  |
| bullet | May explode if exposed to shock or heat  |
| bullet | May release toxic or flammable vapors  |
| bullet | May vigorously polymerize  |
| bullet | May burn unexpectedly  |

 | HANDLE WITH CARE AVOIDING VIBRATION, SHOCKS AND SUDDEN TEMPERATURE CHANGES

|  |  |
| --- | --- |
| bullet | Store in appropriate containers  |
| bullet | Ensure storage containers are sealed  |
| bullet | Store and work in designated areas |

 |

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| Authority: | Director |

# WHMIS Training

**Policy:**

It is the policy that all staff of the Women’s Counselling Centre will be provided with WHMIS training and that this training will be kept up to date according to the provincial standard.

**Procedure:**

Training will be arranged for all staff members as needed.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Health and Safety |
|  | Also in Vol & HR |
| Date Created: | June 2014 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Workplace Harassment Discrimination and Violence Prevention

**Territorial Operating Policy #7907**

**Policy Statement:**

The Salvation Army Canada and Bermuda Territory is committed to providing a work environment that is free from harassment, discrimination and violence where all Salvation Army workers are treated with dignity and respect. All Salvation Army workers including officers, employees, volunteers and other individuals affiliated with The Salvation Army are expected to uphold this policy by maintaining a respectful work environment in which all work together to prevent harassment, discrimination and violence.

In accordance with applicable legislation and regulations, the Workplace Harassment, Discrimination and Violence Policy will be reviewed annually, revised appropriately and posted at all Salvation Army workplaces.

**1.0 PURPOSE STATEMENT**

The purpose of this policy is to:

 1.1 Establish and maintain a workplace that is free from harassment and

 violence.

 1.2 Outline types of workplace behaviour which are considered to be

 harassing and / or violent.

 1.3 Ensure that all workers are aware that harassment, discrimination and

 violence in the workplace are unacceptable and will not be condoned.

 Any worker, who is found to be in violation of this policy, may be subject

 to discipline.

 1.4 Establish a structure for the receipt of complaints.

 1.5 Provide a process for notification about allegations of violations to this

 policy.

**2.0 DEFINITIONS**

In this policy, the following definitions are used:

 2.1 **“Workers”** includes all officers, employees, officers, volunteers and other

 individuals affiliated with The Salvation Army.

2.2 **“Workplace**” is definedas any placewhere a worker performs work for

 the organization.

**Note:** “workplace”can include vehicles, off-site business-related function locations (conferences, trade shows), social events related to work and client’s homes.

2.3 **“Workplace Violence”** is defined as any actual, attempted or

threatened exercise of physical force against a worker in a workplace that

could cause physical harm, or where it is reasonable for a worker to

interpret a threat:

* physical attacks….eg. hitting, shoving, pushing, kicking and biting
* threatening behaviour…eg. shaking fists, destroying property or throwing things
* verbal or written threats….eg. a threatening phone call to a worker’s home, or any expression of intent that could reasonably be interpreted as potential for physical harm

2.3 “**Discrimination”** is defined as a distinction, whether intentional or not,

 based on protected grounds relating to personal characteristics of a

 worker or group of workers. This distinction has the effect of imposing

 burdens, obligations or disadvantages on an individual or group of

 workers. It could also include the withholding or limiting of access to

 opportunities, benefits, and advantages available to other workers. The

 prohibited grounds of discrimination include:

1. race, colour, ancestry, citizenship, ethnic origin or place of origin
2. creed, religion
3. age
4. sexual orientation
5. family, marital or same-sex or common law partnership status
6. disability or perceived disability (including the dependence on alcohol or drugs)
7. gender
8. any other prohibited ground of discrimination under applicable human rights legislation

2.4 **“Workplace Harassment”** is defined as a vexatious course of comment

 or conduct against a worker in a workplace that is known, or ought

 reasonably to be known, to be unwelcome. It may include unwelcome,

 unwanted, offensive or objectionable conduct that may have the effect of

 creating an intimidating, hostile or offensive work environment, thereby

 adversely affecting an individual’s employment relationship and / or

 denying an individual dignity and respect. It may be directed at specific

 individuals or groups.

2.5 **“Domestic Violence”** is defined as any actual, attempted or threatened

 exercise of physical force against a worker in a workplace by a person

 who is or was in a domestic relationship with the worker (for example,

 spouse, former spouse, current or former partner or family member) that

 could cause physical harm to a worker at the workplace.

2.6 **“Complainant”** is defined as any worker(s) that makes a complaint under

 this Policy.

2.7 **“Respondent”** is defined as any worker(s) against whom a complaint is

 being brought under this Policy.

2.8 **“Investigator”** is the individual assigned to investigate the complaint.

 This could include but not be limited to a senior employee, an officer, or a

 contracted third party.

**3.0 GENERAL PROVISIONS APPLYING TO WORKPLACE HARASSMENT, DISCRIMINATION AND VIOLENCE**

 3.1 The Salvation Army will take appropriate action to deal with all concerns,

 complaints, or incidents of workplace harassment, discrimination and

 violence in a fair and timely manner while respecting workers’ privacy

 as much as possible.

 3.2 The Salvation Army reserves the right to discipline any worker, regardless

 of position or title, who is found to be in violation of this policy. False

 accusations may also result in disciplinary action.

 3.3 Any person who retaliates or engages in reprisal against a worker for

 filing a complaint or claiming a right under this policy commits a serious

 violation of this policy and will be subject to discipline.

 3.4 Management actions conducted in a respectful non-vexatious manner;

 including measures to correct performance deficiencies or to impose

 discipline for workplace infractions, do not constitute workplace or

 psychological harassment.

 3.5 It is recognized that in the course of employment / service some physical

 contact may be required (eg. when supporting elderly persons or persons

 with disabilities). It is expected that workers will treat one another and

 those they serve with the utmost respect, upholding the personal dignity

 of all.

 3.6 The Salvation Army reserves the right to conduct its own investigations,

 provided that the investigation does not interfere or compromise an

 external authority’s investigation.

 3.7 The Salvation Army will take all reasonable steps to reduce the risk of

 harassment, discrimination and violence by clients towards workers. In

 some instances, The Salvation Army may only have limited legal authority

 to terminate its client relationship or to impose restrictions on such clients

 for harassing or violent behaviour. Workers should report all workplace

 harassment, discrimination or violence from clients to their supervisor.

3.8 In the event of any conflict between this policy and applicable legislation,

 the applicable legislation will prevail.

3.9 Each Salvation Army workplace will assess the risk of workplace violence

 in that location and develop, implement and post a specific workplace

 violence prevention program, which complies with this policy and

 applicable legislative requirements.

**4.0 COMMUNICATION**

4.1 A current copy of this policy will be posted in a conspicuous place at all Salvation Army workplaces so it is available to all workers.

4.2 Supervisors and managers shall give new workers a copy of this policy

 and all other related policies during the orientation policy.

4.3 Revisions of the policy shall be communicated to all workers.

**5.0 RESPONSIBILITIES AND REPORTING**

5.1 **RESPONSIBILITIES OF WORKERS**

5.1.1 Promote and support a workplace that is free from harassment,

 discrimination and violence.

 5.1.2 Attend training and / or information sessions related to workplace

 harassment, discrimination and violence.

 5.1.3 Report to your supervisor any workplace harassment,

 discrimination, violence, or potential violence that you may be aware

of, experience or witness. This also includes domestic violence issues that may have an impact on your safety or that of a co-worker.

 5.1.4 Assess the risk (along with your supervisor) associated with the

 situation and document the incident.

 5.1.5 Contact building security, or where necessary, dial 911 or the local

 emergency number for emergency services where immediate

 assistance is required and a supervisor is unavailable.

 5.1.6 Summon help when immediate assistance is required. Do not enter

 any situation or location where you feel threatened or unsafe.

 5.1.7 Advise your immediate supervisor at the earliest opportunity in the

 event that threats of workplace harassment, discrimination or

 violence are received by mail, telephone, fax, email or any other

 manner, or if you come into contact with an individual whose

 behaviour has the potential to result in workplace violence.

 5.1.8 Co-operate with the police, Salvation Army investigators, and other

 authorities during an investigation related to workplace harassment,

 discrimination or violence. If you give evidence, information or if

 otherwise involved in the process, you must keep this information

 confidential, except when disclosure is necessary to effectively deal

 with an issue.

5.2 **RESPONSIBILITIES OF MANAGERS AND SUPERVISORS**

5.2.1 Promote and support a workplace that is free from workplace

 harassment, discrimination and violence.

 5.2.2 Attend training and / or information sessions related to workplace

 harassment, discrimination and violence. Ensure that each worker

 receives training on this policy, and the workplace prevention

 program for the location.

 5.2.3 Ensure a workplace violence risk assessment is conducted, a

 workplace violence prevention program is in place, and that the

 program is reviewed and updated annually for each location.

 5.2.4 Encourage workers to inform their immediate supervisor of any

 workplace harassment, discrimination and violence or potential

 violence that they may be aware of, experience and / or witness.

 This also includes domestic violence issues that may have an

 impact on the safety of a worker or his / her co-workers.

 5.2.5 Advise your immediate supervisor at the earliest opportunity in the

 event that threats of workplace harassment, discrimination or

 violence are received by mail, telephone, fax, email or any other

 manner, or if you come in contact with an individual whose

 behaviour has the potential to result in workplace violence.

 5.2.6 Report all incidents of workplace harassment, discrimination and

 violence (including situations that could result in future workplace

 violence) to your senior manager.

 5.2.7 Ensure that the Divisional Commander / Department Head and his /

 her designate is advised. The Divisional Commander / Department

 Head is to advise the Territorial Headquarters Employee Relations

 Director and the Secretary for Personnel will be notified.

 5.2.8 Co-operate with the police, Salvation Army investigators and other

 authorities during an investigation related to workplace harassment,

 discrimination or violence. If you give evidence, information or if

 otherwise involved in the process, you must keep this information

 confidential, except when disclosure is necessary to effectively deal

 with an issue.

 5.3 **RESPONSIBILITIES OF DIVISIONAL DIRECTOR OF EMPLOYEE**

 **RELATIONS**

 5.3.1 Promote and support a workplace that is free from harassment,

 discrimination and violence, and offer worker training and

 awareness programs.

 5.3.2 Notify and consult the Territorial Director of Employee Relations

 when a formal investigation to a complaint is recommended.

 5.3.3 Provide guidance and support to the workplace parties involved in a

 complaint under this policy including the provision of information on

 Employee and Family Assistance Program (for employees) and

 Pastoral Services (for officers) as applicable.

 5.3.4 Ensure confidential records are maintained.

 5.4 **RESPONSIBILITIES OF TERRITORIAL DIRECTOR OF EMPLOYEE**

 **RELATIONS OR DESIGNATE**

 5.4.1 Promote and support the harassment, discrimination and violence

 prevention policy in the organization.

 5.4.2 Ensure the Secretary for Personnel is advised of all incidents.

 5.4.3 Assign investigators to complaints / incidents. This may be in

 conjunction with the Secretary for Personnel if an officer is party to

 the complaint / incident.

 5.4.4 Provide guidance and support to the workplace parties involved in a

 complaint / incident under this policy including the provision of

 information on Employee and Family Assistance Program and

 Pastoral Services as applicable.

 5.4.5 Receive the formal investigation report from investigators. The

 report will be distributed to the Divisional Commander / Department

 Head and to the Divisional Director Of Employee Relations. Where

 a Salvation Army officer is the complainant or respondent, the

 Secretary for Personnel will also receive the report.

 In cooperation with the Divisional Commander / Department Head

 appropriate action will be taken based on findings of the investigation.

 Where a Salvation Army officer is the complainant or respondent, the

 Secretary for Personnel will take appropriate action.

 5.5 **RESPONSIBILITIES OF THE INVESTIGATOR**

 5.5.1 Promote and support the harassment, discrimination and violence

 prevention policy in the organization.

 5.5.2 Conduct the investigation of a formal complaint or violent incident

 in accordance with the investigation guidebook.

**6.0 PROCEDURE FOR INVESTIGATION OF HARASSMENT & WORKPLACE**

 **VIOLENCE**

6.6.1 When a complaint of workplace harassment or violence has been

 received, the procedures outlined in the *Investigative Reference*

 *Guide* will apply.

 Note: In addition to the definitions under “Discrimination” Salvation Army

 officers are bound by Orders & Regulations and the ecclesiastical standards set within. In the event of a conflict between the provisions of

 this policy and by Orders and Regulations, the latter shall take

 precedence.

 WORKPLACE HARASSMENT, DISCRIMINATION AND VIOLENCE

 PREVENTION POLICY

## Workplace Harassment and Discrimination Formal Complaint Form

**SECTION 1: IDENTIFYING INFORMATION**

**Date of Incident:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Time:** \_\_\_\_\_\_\_\_\_ am pm

**Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Job Title:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name of Facility:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Department:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Immediate Manager/Supervisor: \_\_**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name of Individual(s) Responsible for Violation:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SECTION 2: FORMAL COMPLAINT - Describe Incident(s):** (use additional paper if necessary)

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**SECTION 3: WITNESS**

**Witness #1** (name):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Witness #2:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Witness #3** (name): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Witness #4:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SECTION 4: SIGNATURES** (I authorize The Salvation Army to initiate an investigation into the above noted complaint).

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_

 (Name of Complainant) (Signature) (Date)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Individual providing assistance in the completion of this form – optional) (Date)

**Workplace Harassment, Discrimination and Violence Prevention Policy 7907**

## Formal Violence Incident Report Form

All workers who have been involved with a workplace violence incident are to complete this form. Please keep blank photocopies of this form and ensure the form is available during all shifts to ensure that the workers can complete this report as soon as possible.

**IDENTIFYING INFORMATION**

|  |  |
| --- | --- |
| **Name:** | **Today’s date:** |
| **Date and time of incident:** | **SA Ministry Unit name and location:** |
| **Location:**[ ]  Automobile[ ]  Corps[ ]  Thrift Store[ ]  Ministry Unit[ ]  Parking Lot | [ ]  Front Reception[ ]  Kitchen[ ]  Office[ ]  Other \_\_\_\_\_\_\_\_\_\_\_\_ | **Type of violent act:****[ ]** Verbal[ ]  Struck (hit)[ ]  Bitten[ ]  Pushed | [ ]  Threatened[ ]  Kicked[ ]  Scratched[ ]  Other \_\_\_\_\_\_\_\_\_\_\_\_ |
| **First aid obtained: [ ]** Yes **[ ]** No**First aid report completed:**[ ]  Yes [ ]  No**Name of first aid attendant:** | **Medical attention advised and obtained:**[ ]  No [ ]  Yes - [ ]  Ambulance [ ]  Walk-In Clinic [ ]  Physician |
| **Reported to supervisor?**[ ]  Yes [ ]  No – why? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date and Time Reported\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  |
| **Police called?**[ ]  Yes [ ]  NoIf yes, Police file # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_If no, why? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **Ambulance or Fire called?**[ ]  Yes [ ]  NoIf yes, provide details \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Describe what happened, including factors leading up to the incident.**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **Describe any action taken after incident occurred.**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **DESCRIPTION OF PERSON** |  |
| [ ]  Unknown person [ ]  Person you know[ ]  Delivery person[ ]  Co-worker[ ]  Ex-boyfriend/girlfriend[ ]  Ex Worker[ ]  Customer/Client[ ]  Family member[ ]  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **Name, if known:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Has the person been involved in any previous violent situations that you know of? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **If unknown, please describe the person in detail:**Male or female:Age:Height:Weight:Hair Color:Glasses/eye color:Clothes:Shoes/socks:Tattoos/scars:What did he/she say? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **Additional information:**Hat: No hat:Objects in hands:Weapons visible:MC900370482[1]Vehicle description (make, model, color, license plate)::Direction of person upon exiting: |
| Your name ( please print): | Signature: |
| Date: |  |

**PLEASE SUBMIT THIS REPORT TO YOUR IMMEDIATE SUPERVISOR/MANAGER**

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**Formal Violence Incident Witness Report Form**

**Witness Account Form**

*Note: Complete this form if you are a witness to the alleged workplace violence –photocopy additional copies as needed*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Date of incident:

|  |
| --- |
|       |

 | Name:

|  |
| --- |
| Victim [ ]  Witness [ ]  |

 | Date of report

|  |
| --- |
|       |

 |
|   | Address/City location of witness:

|  |
| --- |
|       |

 | Phone number:

|  |
| --- |
|       |

 |
| Describe incident in detail. Include what happened, where, who was involved, other witnesses, what you heard, saw, etc:

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| --- |
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| List names of the witnesses:

|  |
| --- |
|       |

 |
| Signature: Date:

|  |
| --- |
|  |

 |
| Person receiving witness statement: Date:

|  |
| --- |
|  |

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**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Health and Safety |
|  |  |
| Date Created: | March 2017 |
| Date Reviewed: |  |
| Authority: | Director |

# Workplace Safety – Two Persons Working At All Times

**Policy:**

It is the policy that all staff of the Women’s Counselling Centre that staff, students and volunteers working at the Centre will be kept as safe as is reasonably possible.

**Procedure:**

All attempts are made to ensure that there are always at least two staff members, or students and volunteers in the Counselling Centre at all times.

It is for this reason, that no more than two people are approved for vacation days at any time.

As we are a small staff, there are occasional possibilities when one staff member, student or volunteer may be alone in the WCC section of the building. However, there are always other staff members in different parts of the building who are available in case of emergency.

In the event that only one person is in the WCC at any one time, that person must ensure that:

* 1. No clients are in the WCC at the time. Therefore any pre-arranged client appointments must be rescheduled or the client must be seen in a different part of the building.
	2. The staff person must wear or keep with them the Security Panic Button. See the Personal Security Alarm / Panic Button Policy.
	3. The staff person must check in periodically with another staff member in the building to ensure the safety of the staff member who is in the WCC part of the building. As staff members in the building vary from time to time, this must be arranged by the WCC staff person when the need arises.