



Student Health and Safety Training Manual

A Guide to SHN Safety Policies & Procedures

February 2024



Table of Contents

Table of Contents.....	3
Preface.....	4
Module 1: Health & Safety Overview.....	5
Module 2: Emergency Procedures.....	8
Module 3: Incident Reporting.....	11
Module 4: Ergonomics.....	13
Module 5: Infection Control.....	17
Module 6: Chemical Safety.....	21
Module 7: Slip, Trip and Fall Prevention.....	24
Module 8: Workplace Violence and Harassment.....	26
Module 9: Other Corporate Policies.....	29

Preface

This health and safety training manual is a source of information for students, providing information on their rights and obligations as outlined in Ontario Occupational Health and Safety Act, emergency procedures at Scarborough Health Network, as well as the common hazards they may encounter at the Hospital. In addition to reviewing this manual, students must also receive additional training in the area where they will work, as there may be hazards unique to that particular environment.

Scarborough Health Network safety program ensures the safety of students in accordance with accepted health and safety standards and legislation. The Hospital shows its commitment to health and safety through its corporate health and safety statement.

	
SCARBOROUGH HEALTH NETWORK	
Health and Safety Commitment Statement and Policy	
Our Commitment <i>Improving Lives Through Exceptional Care</i> <p>At Scarborough Health Network (SHN) we recognize workplace health and safety as a vital element in achieving our vision, mission and values.</p> <p>SHN considers our people to be our greatest asset. We are committed to continuously enhancing our focus on health, safety and wellness to create an environment that is physically and psychologically safe for Employees, Professional Staff, Contractors, Learners and Volunteers.</p> <p>SHN is committed to maintaining a safe and healthy work environment and preventing occupational illness and injury through our Workplace Health and Safety Programs. This begins with a strong commitment from leadership and all stakeholders within SHN. We are committed to having in place the resources to ensure you can work and learn in a secure environment. We want you to be empowered to use the training, policies, procedures, and resources available at SHN to ensure you feel safe and secure. At SHN we have committed to work together to examine incidents of violence and to taking consistent action at SHN to improve safety overall. A Health and Safety Policy is a foundational component supporting delivery of quality care to patients.</p> <p>We will identify health and safety risks and take proactive actions to mitigate risks. When faced with a health and safety challenge we will take quick action to protect our Employees, Professional Staff, contractors, Learners and Volunteers in compliance with applicable legislative and regulatory requirements and industry best practices.</p> <p>All members of the SHN community are expected to prevent unsafe practices in the workplace and promote safety awareness at all times. All contractors and sub-contractors will be required to comply with our safety rules and Workplace Health and Safety Programs and are required to have received legislated safety training from their employers prior to working at SHN.</p> <p>Collectively, these measures will make health, safety and wellness a priority and advance our goal towards creating a safe, injury free workplace.</p>	Our Responsibility <i>Creating a Culture of Safety</i> <p>All members of the SHN community are responsible to work safely, report hazards, unsafe conditions, and take all reasonable measures to protect themselves at work. SHN will build a culture of safety based on best practices.</p> <p>Employees, Professional Staff, Contractors, Learners and Volunteers</p> <p>All members of the SHN community are required to comply with the Workplace Health and Safety Policies, including participation in required education and training. All members of the SHN community are encouraged to report a violation of the Workplace Health and Safety Policies to their manager/supervisor.</p> <p style="text-align: center;">Leadership</p> <p>Leaders, include managers, supervisors, physician leaders and staff in leadership roles, are responsible to engage others to foster a culture of safety, provide training and support to follow safe work procedures/safety rules, and to maintain safe and healthy conditions. Leaders are to advise their employees of potential or actual workplace hazards.</p> <p style="text-align: center;">Workplace Health and Safety</p> <p>The Workplace Health and Safety team will work with all stakeholders to develop implement and evaluate programs and provide training to managers to mitigate occupational illness or injury. The WHS team will provide health and safety support that is accessible to all members of the SHN community</p>
<i>The Health and Safety statement will be reviewed on an annual basis.</i>	
	November 14, 2022
David Graham, Interim President and Chief Executive Officer	Date

Module 1: Health & Safety Overview

In this module, you will learn about the following:

- ✓ Occupational Health & Safety Act
- ✓ Rights & Responsibilities under the Act
- ✓ Joint Health and Safety Committee

Occupational Health & Safety Act

Every job has hazards, no matter how safe it looks. The number of people in Ontario who suffer a work-related illness or injury each year could fill the seats of a dozen big hockey arenas and new and young workers (and students) are three times more likely to get hurt during the first month on the job than more experienced workers.



Why are new and young workers more at risk of injury?

- they often aren't told about or don't understand the hazards of the job
- they don't know what to expect from their employer, their supervisor and of themselves
- they aren't sure what questions to ask
- they don't even know who to ask

The Occupational Health and Safety Act (OHSA) sets out the rights and duties of all individuals in a workplace. The Act says that the person who supervises your work and organization where you do your training must **“take every precaution reasonable in the circumstances for your protection.”** That means they have to do everything that is reasonable to protect you on the job.

As a student, by law, you have the right to:

- **Know** about hazards in your workplace and how to protect your health and safety.
- **Participate** in resolving workplace health and safety concerns.
- **Refuse** unsafe work.

You Have the Right:

- ✓ **to know**
- ✓ **to participate**
- ✓ **to refuse**

You must:

- Work safely. Use the equipment that you are required to use, and use it properly. Keep protection devices in place. Wear your safety gear.
- Report hazards (and violations of workplace health and safety law) right away to your supervisor or employer.

Here are 12 Tips for Staying Safe at Work

1. **Get training:** Learn how to work safely. Follow the rules and know what to do in an emergency.
2. **Be supervised:** Know who is there to supervise your work.
3. **Wear the gear:** Gloves, gowns, hair nets, safety glasses, ear plugs.
4. **Identify risks:** Report unsafe practices and situations to the person overseeing your work.
5. **If you don't know, ask!:** There are no "dumb" questions. Learn about your rights and obligations under the OHSA.
6. **Do your job:** Don't do anything you haven't been asked to do, or have been told specifically not to do.
7. **Follow the safety rules:** And if you don't know the safety rules, ask.
8. **Report hazards:** Report if you see anything hazardous.
9. **If you're hurt.:** No matter how minor, report your injuries to the person overseeing your work and on the SAFE online incident reporting system.
10. **Talk to your family:** Tell them what you're doing at work. Let them know if you think something's wrong.
11. **Be honest:** If a task is too much for you, say so! Don't attempt something that you can't handle.
12. **Never assume:** Don't assume you can do something without instruction, guidance or supervision.

Joint Health and Safety Committee (JHSC)

The joint health and safety committees at SHN are made up of committed individuals working together to address health and safety issues at our Hospital. Our committees bring together the in-depth practical knowledge of frontline staff with the broad-based overview of company policies, and procedures from the management group.



We have committees at our larger sites with 20 or more staff and health and safety representatives at our smaller SHN sites with fewer than 20 staff. Their names can be found on health and safety boards at each SHN location.

JHSCs are at the following locations:

- General Site
- Centenary Site
- Birchmount Site
- Hemodialysis Services (78 Corporate Dr.)
- Community Mental Health Outpatient Services (2425 Eglinton Ave.)

Health and Safety Representatives are at the following locations:

- Bridgepoint Hemodialysis Services (14 St. Matthews Rd.)
- Yee Hong Hemodialysis Services (60 Scottfield Dr.)
- Community Medical Centre (3000 Lawrence Ave.); and,
- 1225 Kennedy Rd. Community Outreach Program
- Pathways, Outpatient Mental Health (25 Nielson Rd)
- Gateway, Outpatient Mental Health

Together, their mission is to identify and report health and safety problems, recommend solutions and promote health and safety awareness. Activities include:

- Meeting at least quarterly
- Making recommendations to improve health & safety
- Investigating staff injuries & work refusals
- Conducting workplace inspections and identify hazards

Require more information?

If you have specific questions about the Occupational Health and Safety Act, you should contact the SHN staff member who is supervising your work or contact the Site-specific Workplace Health and Safety department.

Module 2:

Emergency Procedures

In this module, you will learn about the following:

- ✓ Where to receive first aid
- ✓ How to access security services
- ✓ Hospital emergency codes

The following emergency procedures apply to the General, Centenary and Birchmount Sites, if you are working at an SHN satellite site, you must call 911 in an emergency situation.

First Aid

If you sustain an injury or become ill while at SHN, you should seek first aid and/or medical attention right away at Occupational Health or the Emergency department.

<u>General Site</u> Occupational Health - Rm 204, Medical Mall 416-431-8138 and press one Emergency - Ground Floor, West Wing	Mon – Fri 7:30 am - 3:30 pm Open 24 hours/day, 7 days a week
<u>Centenary Site</u> Occupational Health, Basement Floor 416-281-7314 and press one Emergency, 2 nd Floor, South Entrance	Mon – Fri 7:30 am - 3:30 pm Open 24 hours/day, 7 days a week
<u>Birchmount Site</u> Occupational Health - 1 st Floor 416-495-2473 and press one Emergency - 2 nd Floor, North Entrance	Mon – Fri 7:30 am - 3:30 pm Open 24 hours/day, 7 days a week

Critical Injury

The Occupational Health & Safety Act (the Act) requires that critical injuries and fatalities involving **any person** in the workplace shall be reported and investigated in a very specific way.

A critical injury is an injury which:

- places life in jeopardy (or death);
- produces unconsciousness;
- results in substantial loss of blood;
- involves the fracture of a leg or arm but not a finger or a toe;
- involves the amputation of a leg, arm, hand or foot but not a finger or toe;
- consists of burns to a major portion of the body; or
- Causes the loss of sight in an eye.

If you are involved or witness a suspected critical injury please do the following:

- Provide, or call for immediate emergency assistance
- Notify Security as mentioned below to report the incident
- Notify the Occupational Health Centre (OHC) to report the incident
 - General Campus ext. 6643
 - Birchmount Campus ext. 8066
 - Centenary ext. 4726 Cell 416-882-5452
- notify the employee's supervisor/lead/manager
- ensure that the scene remains undisturbed until (a) Security arrives, (b) the OHC arrives or (c) the MOL arrives

Hospital Security

Security personnel at the General and Birchmount Sites are there to protect the safety and security of the hospital community (patients, families, visitors, staff, physicians, students and volunteers).

The Security department provides:

- Security patrols inside our facilities and on grounds
- Monitoring of close-circuit security cameras
- Monitoring and assistance with parking services
- Escorts for staff, patients and visitors to parking areas
- Support for all hospital emergency codes
- Assistance and liaison with external services including the police, fire and emergency medical services

Security Assistance – 24 hours/day, 7 days/week

General Site

Call ext. 7233 (SAFE)

Ground Level of the parking garage located on the west side of the hospital

Centenary Campus

Call ext. 4223

1st floor Margaret Birch Wing

Birchmount Site

Call ext. 7233 (SAFE)

Level 2, Emergency Department entrance

Emergency Codes

Emergency codes are used to alert those working in the Hospital to various emergency situations. Anyone can activate a code at the General, Birchmount and Centenary Site by picking up a hospital phone and dialing ext. 5555. **There are no emergency codes at SHN satellite sites. If you are working at a SHN satellite site, you must call 911 in an emergency situation.**

If a code is called, follow directions from SHN staff in your immediate area. Staff will instruct you on what you should do.

- Code Yellow - Missing Patient (Adult)
- Code Amber - Missing Patient (Child/Infant)
- Code Orange - Mass Casualty/ CBRNE Disaster
- Code Red - Fire
- Code White - Violent Person
- Code Blue - Cardiac Arrest
- Code Pink - Pediatric Cardiac Arrest
- Code Green - Evacuation
- Code Brown - Hazardous Spill
- Code Purple - Hostage Incident
- Code Silver - Active Attacker
- Code Black - Bomb/Organizational Threat
- Code Grey - Critical Systems/ Infrastructure Loss

Require more information?

If you have specific questions about emergency procedures, you should contact the SHN staff member supervising your work, Security, Occupational Health, Risk Management or contact the Site-specific Workplace Health and Safety department.

Module 3:

Incident Reporting

In this module, you will learn about the following:

- ✓ How to report safety concerns, injuries, accidents and illnesses at SHN

Hazards in Health Care

A **hazard** is anything in the workplace that could hurt you or the people you work with. We have heard of workers falling from heights, being killed as a result of violence or exposure to an infectious disease. There is a hazard at the root of every work-related death, injury or sickness. A hazard can take many forms. Sometimes more than one hazard can combine to make an even bigger hazard.

You should report any hazards you know of to the SHN staff supervising your work. In healthcare, the major hazards and causes of injury and illness are:



Physical hazards are often easy to spot, they include slip, trip & falls hazards, workplace violence, electricity, radiation, vibration, noise, extreme heat and cold.



Biological agents can cause illness or disease and are most commonly in patient care areas and laboratories. They include bacteria, viruses, fungi, parasites and blood borne pathogens.



Chemical hazards are solids, liquids, vapours, gases, dusts, fumes, or mists that are toxic to the human body. Some examples in the hospital include housekeeping cleaning agents, laboratory reagents, medications, anaesthetic gases, anticancer drugs and disinfectants.



Ergonomic hazards exist in all areas of the hospital especially in the patient care setting, where manual materials handling occurs and in the office setting where there may be awkward postures, lifting and overexertion. These hazards can lead to musculoskeletal disorders and injuries such as back pain, sprains and strains.



Psychosocial hazards such as workplace harassment, work overload/under-load and dealing with terminally ill patients can lead to stress and accidents.

Incident Reporting

Safety Concern Reporting Process

If you see or know of a any unsafe condition, piece of equipment or situation, even if it involves another person, notify the SHN staff supervising your work of your concern and submit a SAFE report, using the online incident reporting system (see how below).

Accident Reporting Process

If you are injured or acquire an occupational illness during your course of work or training at the Hospital, notify the SHN staff supervising your work and they will submit an online incident report.

These are the **responsibilities of injured students**:

1. If required, seek immediate treatment

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<u>Centenary Site</u> Occupational Health, Basement Floor 416-281-7314 and press one Emergency, 2 nd Floor, South Entrance	Mon – Fri 7:30 am - 3:30 pm Open 24 hours/day, 7 days a week
<u>Birchmount Site</u> Occupational Health - 1 st Floor 416-495-2473 and press one Emergency - 2 nd Floor, North Entrance	Mon – Fri 7:30 am - 3:30 pm Open 24 hours/day, 7 days a week

2. Immediately report the incident the SHN staff supervising your work
3. Notify your school of the incident

Module 4: Ergonomics

In this module, you will learn about the following:

- ✓ Introduction to Ergonomics
- ✓ Risks Associated with Poor Ergonomic Design
- ✓ Safe Material Lifting Procedures
- ✓ Safe Patient Lifting Procedures
- ✓ Office Ergonomics
- ✓ Preventing Injuries

Introduction to Ergonomics

Musculoskeletal injuries (MSIs) are the most prevalent type of workplace incident in Ontario Hospitals, according to WSIB statistics. At SHN, these make up more than 40% of all lost-time incidents in 2014.

Ergonomics is the science of designing a workplace, work station, piece of equipment or the job itself to fit the person. Proper ergonomic design is necessary to prevent repetitive strain injuries, which can develop over time and can lead to long-term disability.

The most common causes of back pain are:

- Poor workplace design
- Poor body posture, working in stooped position; prolonged sitting in fixed position
- Lifting and handling heavy loads
- Forceful; exertion, bending, twisting, etc.
- Psychological stress
- Inadequate rest periods
- Poor fitness level

Risks Associated with Poor Ergonomic Design

Musculoskeletal injuries

Musculoskeletal injuries or “MSIs” are disorders of the muscles, tendons, ligaments, joints, nerves, blood vessels, or related soft tissue including a sprain, strain, and inflammation, that may be caused or aggravated by work.

Other common terms that mean the same are:

- Musculoskeletal disorder (MSD)
- repetitive strain injury (RSI)
- cumulative trauma disorder (CTD)
- work-related musculoskeletal disorder (WMSD)
- musculoskeletal injury (MSI, MSK)
- occupational overuse syndrome (OOS), and
- sprain and strain.



Types and Symptoms of MSI Injuries

- **Sprain** is a joint injury in which some of the fibers of a supporting ligament are ruptured but the continuity of the ligament remains intact.
- **Strain** is an overstretching or overexertion of some part of the musculature. (i.e. tendonitis, carpal tunnel syndrome)
- **Inflammation** is a localized response to injury or trauma that is marked by increased blood flow, redness, heat, pain, swelling, and often a loss of function (i.e. arthritis)

Symptoms vary depending on the specific injury and the person, they may include:

- Numbness, tingling, coldness, or burning
- Limited ability to sit or stand
- Pain, tightness, or stiffness
- Spasms or cramps
- Redness, heat, swelling, bruising, or reduced range of motion
- Clumsiness or loss of strength

Risk factors for MSI:

MSI Risk Factors:

- ✓ **Repetition**
- ✓ **Force**
- ✓ **Awkward Posture**
- ✓ **Static Posture**
- ✓ **Psycho Social**

Repetition

Repetition occurs when the same or similar movements are performed frequently or if tasks have the same movements. Injury may result from repetition when the tissues do not have adequate time to recover.

Force

Force refers to the amount of effort made by the muscles, and the amount of pressure on body parts as a result of job demands. However, when a task requires exertion of force that is too high for any particular muscle, it can damage the muscle or the related tendons, joints and other soft tissue.

Awkward Posture

Awkward posture is a deviation from the neutral body position. It puts stress on muscles, tendons, and joints and may lead to pain or soreness if not avoided.

Static Posture

Static posture occurs when one position is held for a prolonged period of time. The muscles will become fatigued from a lack of blood flow during a static posture. This fatigue can lead to discomfort and even injury.

Psychosocial

The term psychosocial combines psychological development in the social environment. Psychosocial factors include workload, stress, fatigue. Fatigue makes you more awkwardly, not only because your muscles are tired, but also because mentally, you may not be paying close attention to the task at hand.

Knowing the risk factors for MSIs is the first step in preventing injury.

Safe Material Lifting

Body mechanics is an important aspect in ergonomics and safe material handling. It will lower the possibilities of workplace injuries and create a safer environment to work in. For example, heavy loads offer a greater risk of injury. There are many safety measures one can follow to prevent injuries while performing such tasks.

Safe Lifting Procedures

1. Test the load
2. Plan the move
3. Use a wide balanced stance, feet flat, with one foot slightly in front of the other.
4. Grip the load firmly
5. Bend your knees



Safe Patient Lifting

SHN has adopted a minimal lift policy for patient handling. The aim of a minimal lift policy is to eliminate manual lifting of patients in all but exceptional or life-threatening situations. Staff will not utilize any technique that causes them to bear the patient's full body weight exceeding the NIOSH (National Institute for Occupational Safety and Health) safe weight limit (16 kg or 35 lbs) during all patient handling activities.



To reduce injuries when lifting, transferring, and repositioning a patient, you must assess the patient, environment and equipment, prepare for the lift and use proper body mechanics.

Office Ergonomics

By applying ergonomic principles to the office setting, risk factors are minimized, productivity is increased, and overall workplace quality is improved. The workstation must be adjusted to promote a neutral position while a person works. When adjusting a workstation, keep in mind that all of the equipment interacts. Making one adjustment may alter another.

Sitting

People who sit most of the day and work at a computer are also at risk. Especially for lower back discomfort as well as neck and shoulders. Poor sitting posture is often a source of back discomfort, especially if this position is held for a long time. Simple seat adjustments can easily help relieve and prevent symptoms.



Computer workstation

To ensure injuries will be prevented at a computer workstation:

- Adjust seat height so that work surface is elbow high.
- Two fingers should easily slip under your thigh. If this is difficult, adding a rail, or using a box can help.
- The chair back should gently push forward on your lower back helping your maintain this lumbar curvature.

Tips for Safe Office Work

Head: held straight & squarely over shoulders

Eyes: line of vision at or below computer menu line

Shoulders: relaxed, not raised or hunched

Arms: supported comfortably & close to body

Wrists: naturally straight and flat

Elbows: bent approximately 90 degrees and positioned close to the body

Back: sufficiently supported to maintain its natural curve

Hips: bent approximately 90 degrees

Knees: bent approximately 90 degrees with 90% of thighs support by the chair seat

Feet: placed flat on the floor or supported by a footrest

Although an office workplace may not pose an immediate hazard to your health, one must always consider that an office may lead to long term effects that may not show symptoms until later.

If you have any signs and symptoms of a MSI

The same process for accident reporting applies:

1. Seek medical attention as needed
2. Report to the SHN staff member supervising your work
3. Report to the Occupational Health Department
4. Your supervisor will complete an online incident report

Require more information?

If you have specific questions about the MSD Prevention Program, you should contact the SHN staff member supervising your work or contact the Site-specific Workplace Health and Safety department.

Module 5:

Infection Control

In this module, you will learn about the following:

- ✓ Infection Control Routine Practices
- ✓ Additional Precautions
- ✓ What to do if there is an Unprotected Exposure to Blood Borne Pathogens
- ✓ When to Report an Illness

Infection Control Routine Practices

While working in the hospital setting, you may be interacting with a vulnerable patient population. The risk of transmission of infection to the patient exists when you provide patient care. In addition, you could be susceptible to infection from an infectious patient. For this reason, you must know basic infection prevention practices.

It is your responsibility to follow Routine Practices during ALL patient care activities in order to prevent the risk of transmission.

Routine Practices are meant for ALL patients ALL the time regardless of diagnosis and includes:

- 1. Risk assessment of the patient and use of appropriate personal protective equipment (PPE- gowns, gloves, mask, eye protection) if indicated**
 - All body fluids are considered to be potentially infectious so use PPE to protect yourself from exposure depending on the type of patient interaction required
- 2. Routine cleaning of patient care equipment**
 - Multi-use equipment must be cleaned and disinfected between each patient using hospital-approved disinfectant wipes
- 3. Hand hygiene**

Hand hygiene can be performed using:

1. Soap and water (must use soap and water if hands are visibly soiled): use soap and running water with friction for 15 seconds. To minimize



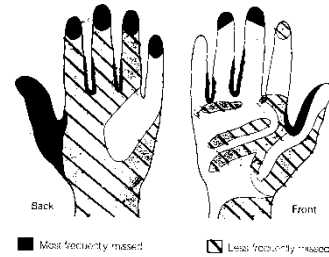
skin damage to the hands from frequent hand washing, you must thoroughly rinse soap from hands, pat the hands dry instead of rubbing and apply a hospital approved lotion to prevent dryness and cracking.

2. An alcohol-based hand sanitizer: This method kills 99% of germs in 15 seconds and is the preferred method of hand hygiene. Dispense hand sanitizer into hands and rub all surfaces until dry.

Your 4 moments for hand hygiene in the clinical setting include:

- a. Before contact with the patient or patient environment
- b. Before aseptic procedures
- c. After body fluid exposure
- d. After contact with the patient or patient environment

The diagram below depicts areas on the hands that are most frequently missed when washing. The dark areas are still very germmy even after a quick wash; the lined and clear areas are cleaner. Remember to pay attention to those frequently missed areas.



Additional Precautions

Some patients may be placed on ADDITIONAL PRECAUTIONS which are used in addition to routine practices when a patient has a suspected or definite diagnosis of infection. The types of isolation precautions most commonly used are Contact, Droplet/Contact and Airborne.

Signs are posted where additional precautions are required (shown below) and they indicate what the requirements are for anyone entering the patient room. Precautions include open/closed door, additional personal protective equipment or ventilation requirements.

Using all of these practices will help to keep you and our patients safe from infection.

Contact Precaution Signage



Droplet/Contact Precaution Signage



Airborne Precaution Signage



What to do if there is an Unprotected Exposure to Blood Borne Pathogens

If you experience an exposure to blood borne pathogens you should immediately:

1. Remove any contaminated clothing
2. Allow wound to bleed freely
3. Wash the area, thoroughly with soap and water
4. If exposure involves the eyes, nose or mouth, thoroughly flush well with water
5. Make note of risk factors of source patient
6. Report the incident to his/her immediate supervisor and complete the SAFE Report. If the source patient is known, it is important to record the source patient's full name and hospital number in the SAFE Report.
7. Proceed immediately for risk assessment:

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<u>Birchmount Site</u> Occupational Health - 1 st Floor 416-495-2473 and press one Emergency - 2 nd Floor, North Entrance	Mon – Fri 7:30 am - 3:30 pm Open 24 hours/day, 7 days a week

When to Report an Illness

If you feel sick with flu-like symptoms or gastro-intestinal illness, either at work or at home, you must contact Occupational Health.

Symptoms of respiratory illness to report include:

- Fever over 100F/38C
- Cough
- Headache
- Joint pain or aching muscles
- Sore throat
- Fatigue or weakness
- Nasal congestion or runny nose

Symptoms of gastro-intestinal illness to report include:

- Nausea
- Vomiting
- Diarrhea

Surveillance Lines

Birchmount: 416-495-2473 follow the prompts

General: 416-431-8137 follow the prompts

Centenary 416-284-8131 ext. 7314

Remember, if you feel ill, stay home—but don't forget to contact Occupational Health.

Require more information?

If you have specific questions about Infection, Prevention and Control you should contact the SHN staff member supervising your work or contact the Infection Prevention and Control department.

Module 6: Chemical Safety

In this module, you will learn about the following:

- ✓ WHMIS and accessing Material Safety Data Sheets or Safety Data Sheets at SHN

WHMIS and Accessing Material Safety Data Sheets at SHN

The Workplace Hazardous Materials Information System (WHMIS) is a Canada-wide system that provides employers and employees with information about the hazardous materials they work with, or may be exposed to, on the job.

Every material controlled by WHMIS must have an accompanying Material Safety Data Sheet (MSDS) or Safety Data Sheets (SDSs) prepared by the supplier or manufacturer of the chemical. An MSDS/SDS is a written document that contains information about a chemical product, such as potential health, fire, reactivity and environmental hazards. You will also find information on the use, storage, handling and emergency procedures all related to the hazards of the material. There is more information about the chemical on the MSDS/SDS than on any Supplier or Workplace Label.

Accessing MSDSs at SHN

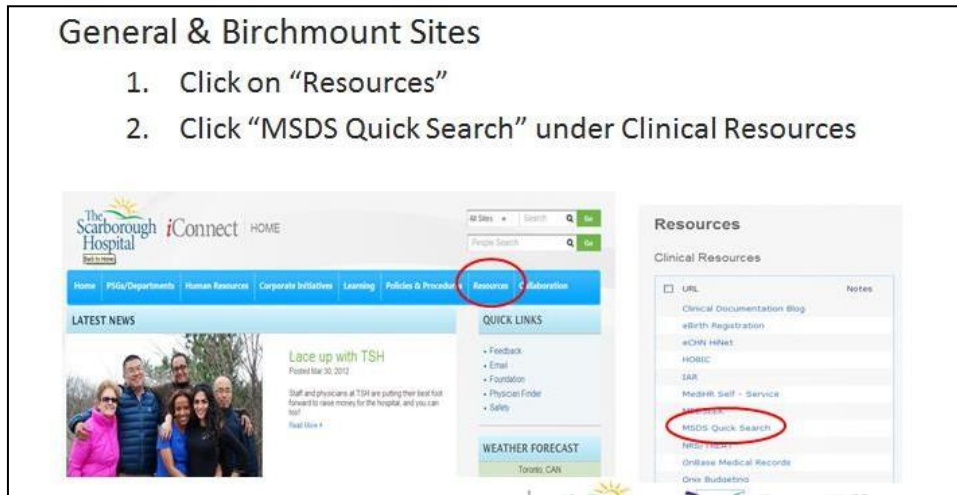
Where can you find an MSDS/SDS?

- In the department where the product is being used
- On MSDSONline

Accessing MSDS/SDS

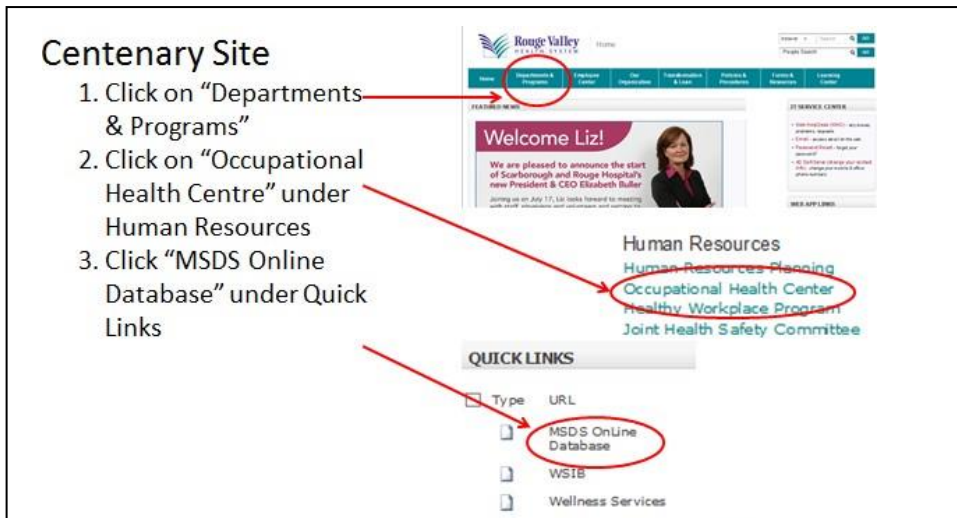
General & Birchmount Sites

1. Click on “Resources”
2. Click “MSDS Quick Search” under Clinical Resources

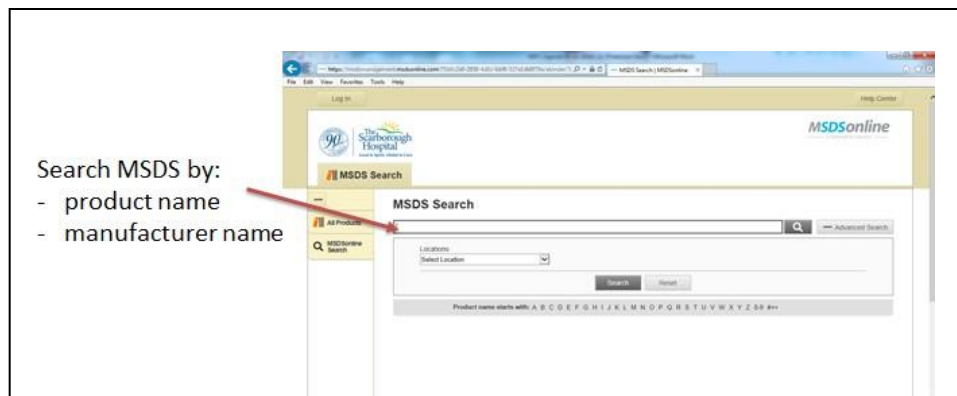


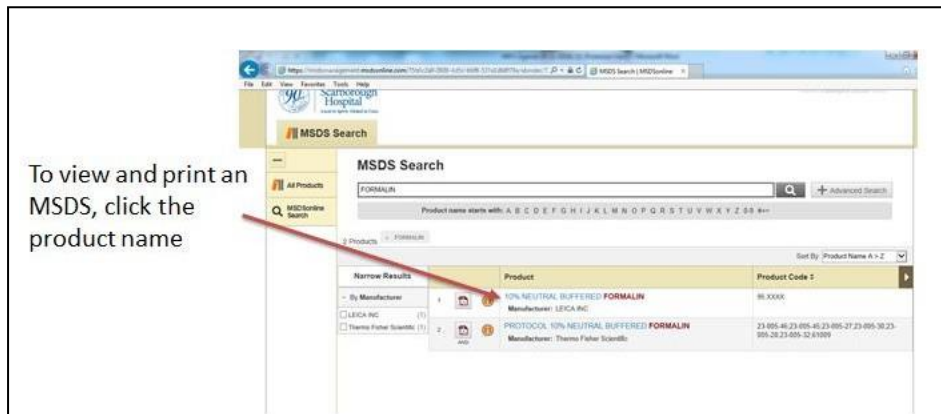
Centenary Site

1. Click on “Departments & Programs”
2. Click on “Occupational Health Centre” under Human Resources
3. Click “MSDS Online Database” under Quick Links



- Search MSDS by:
- product name
 - manufacturer name





If you have an incident involving a WHMIS-controlled substance

The same process for accident reporting applies:

1. Seek medical attention as needed
2. Report to the SHN staff member supervising your work
3. Report to the Occupational Health Department
4. Your supervisor will complete an online incident report

Require more information?

If you have specific questions about WHMIS or the chemicals you work with, you should contact the SHN staff member supervising your work or contact the Site-specific Workplace Health and Safety department.

Module 7: Slip, Trip and Fall Prevention

In this module, you will learn about the following:

- ✓ Slip, Trip and Fall Hazards
- ✓ Preventing Injuries
- ✓ SHN Ergonomics and Slips, Trips & Falls Corporate Programs

Slips, Trips & Falls

Slips, trips and falls (STFs) are some of the leading causes of injuries at the Hospital. At SHN, we strive to eliminate or reduce the risk of STF injuries by identifying the hazards in the workplace, taking steps to control risks, communicating these risks and encouraging safety concern reporting.

Slips happen where there is too little friction or traction between the footwear and the walking surface. Weather conditions may cause the floors to be wet or the ground to be icy.

Common Slip Hazards

- Wet or oily surfaces
- Occasional spills
- Weather hazards
- Loose, unanchored rugs or mats
- Flooring or other walking surfaces that do not have same degree of traction in all areas





Trips happen when your foot hits an object causing you to lose your balance and eventually fall.

Common Causes of Tripping

- Obstructed view
- Poor lighting
- Clutter
- Wrinkled carpeting
- Uncovered cables

- Uneven walking surfaces (steps, thresholds)

The main STF hazards fall into the following categories below. Incidents often result from some a kind of unintended or unexpected changing in flooring conditions. This shows that good housekeeping, quality of walking surfaces (flooring), selection of proper footwear, and appropriate pace of walking are critical for preventing fall accidents.

Hazard		Preventing Slips, Trips and Falls	
Flooring	Poor slip resistance, damage, poor stair, step or ramp design	<ul style="list-style-type: none"> • replace or repair damaged or slippery flooring • apply slip resistant coating, adhesive strips etc. 	
Environment	Obstructed hallway or walkway, wet, icy or uneven flooring, unsecured electrical wires and tubing in office and patient care areas	<ul style="list-style-type: none"> • keep walkways free of clutter and obstacles • prevent spills from happening • use drip pans and guards where spills might occur • mark spills and wet areas and clean immediately • secure mats, rugs and carpets that do not lay flat • retract or cover cords/cables that cross walkways 	
Footwear	Slippery soles, poor support/fit	The minimum footwear requirements for all SHN staff, physicians and students is are secure, well-fitting shoes that ensure toes are covered. There are additional requirements for those working in moderate and high-risk areas based on hazard exposure and level of risk, as identified in the Appropriate Footwear policy	
Behaviour	Skills, safe work practices, worker compliance, supervisor enforcement, proactive inspections	<ul style="list-style-type: none"> • take your time, pay attention • adjust your stride to a pace that is suitable for the walking surface and the tasks you are doing • making wide turns at corners 	

If you have an injury from a fall

The same process for accident reporting applies:

1. Seek medical attention as needed
2. Report to the SHN staff member supervising your work
3. Report to the Occupational Health Department
4. Your supervisor will complete an online incident report

Require more information?

If you have specific questions about slips, trips and falls, you should contact the SHN staff member supervising your work or contact the Site-specific Workplace Health and Safety department.

Module 8:

Workplace Violence and Harassment

In this module, you will learn about the following:

- ✓ Workplace Violence and Harassment in Health Care
- ✓ Domestic Violence
- ✓ Your Role in Workplace Violence and Harassment Prevention
- ✓ Available Resources

Workplace Violence and Harassment in Health Care

Healthcare workers face 16 times higher risk of experiencing violence than other service workers and this may be due to our aging population and increase in dementia, deinstitutionalization of mental health patients, community violence (gangs), long wait-times and depression and burnout in staff.

Our Values at SHN reflect our commitment to creating a safe, healthy and professional environment. Respect in the workplace includes protecting individuals from discrimination, harassment, bullying and violence. SHN takes all incidents of violence, harassment and discrimination seriously and will not ignore, condone, or tolerate potential or actual workplace violence.

Workplace Violence is the exercise, attempt or threat of physical force by a person against any worker (e.g. staff, physician, student) at SHN that causes or could cause physical injury to the worker.

Examples:

- Hitting, kicking, pushing, throwing an object at someone, spitting
- Any threat with intent to cause harm to a person or property
- Verbal, email or written threat to attack or harm
- Shaking fist at person

Workplace Harassment is behaviour that is unwelcome offensive or intimidating

- Demeaning remarks, jokes, taunts about a person or group
- Display of racist, sexually suggestive or other offensive pictures, cartoons, material
- Insulting gestures or practical jokes
- Bullying
- Offensive or intimidating phone calls or e-mails
- Inappropriate sexual advance
- Yelling and swearing

Domestic Violent is threatening or extremely coercive behaviour perpetrated by one partner in a current or formerly intimate relationship. It can consist of a pattern of ongoing abuse lasting years or one single isolated incident.

- Physical abuse: hitting, punching, shoving, stabbing, slapping
- Sexual abuse: any type of sexual activity that is not agreed
- Emotional or psychological abuse: threatening behaviour, humiliating in front of others, name calling, using children as a form of control
- Stalking
- Coercive behaviour including destroying or attempting to destroy property or pets

Your Role in Workplace Violence and Harassment Prevention

As a student at SHN, it is important that you know your role in our workplace violence and harassment prevention program.

- Recognize risk factors for violence in the department including likelihood for violence and control measures in place
- Be observant of any behaviour that could escalate.
- Report all significant events or concerns (violence, threats, hazardous situations) to supervisor or manager as soon as possible, and through the online S.A.F.E. Reporting System
- Cooperate fully with all Workplace Violence investigations.

If you experience workplace violence at SHN you should follow the appropriate steps to address and report the issue.

In situations where the complaint of violence is against a staff member other student, volunteer or contractor, immediately speak to the other person about the issue in a private, safe area. The offender should be asked to stop. In situations where, h/she does not feel comfortable in dealing with this directly, assistance is available from the SHN staff.



In situations where the complaint of violence is against a person with privileges at SHN (such as a physician) make your objection clearly known to the offender and ask them to stop and seek assistance from the person at SHN who is supervising your work. Keep a written record of the nature of the alleged violation,

date(s), time(s), factual and objective description of behavior(s), actions taken, and names of witnesses or of those who intervened, if any.

In situations where the complaint of violence is against a patient, seek assistance from staff in the area, call Code White, remove yourself from the situation as quickly as possible.

In situations where the complaint of violence is against a visitor, immediately speak to the other person about the issue in a private, safe area. The offender should be asked to stop. Seek assistance from staff in the area, call Code White, remove yourself from the situation as quickly as possible.

If you have concerns or experience a violent/harassment incident, or witnesses an incident, is expected to report the incident to SHN staff who are supervising your work and/or Human Resources.

Available Resources

Resource are available from the Security and the Sexual Assault & Domestic Violence Care Centre

- Security patrol inside and on grounds
- Security cameras (inside and outside building)
- Panic buttons
- No trespass list (board)
- Safe Walk program
- Police lock-down procedures
- Protective status
- Special Needs Policy (MediTech)
- Flagging patient charts (violence alert)
- Code White
- Sexual Assault & Domestic Violence Care Centre
- Employee Assistance Program – Shepell FGI

Require more information?

If you have specific questions about workplace violence you should contact the person supervising your work, Human Resources or the Site-specific Workplace Health and Safety department.

Module 9: Other Corporate Policies

In this module, you will learn about the following:

- ✓ Code of Conduct
- ✓ Footwear Policy
- ✓ Food and Drink Policy
- ✓ Use of Personal Audio Equipment Policy
- ✓ No Smoking Policy
- ✓ Scent Reduced Environment

Code of Conduct

Our Code of Conduct describes how members of the hospital community are expected to behave. It reflects our commitment to creating a safe, healthy and professional environment.

1. **Respect:** We treat everyone with respect as we provide healthcare services.
2. **Accountability:** We are accountable for our actions.
3. **Courtesy and Professionalism:** We are polite, courteous and professional in our interactions.
4. **Respectful Communication:** We speak clearly, listen actively and use appropriate words, tone and body language.
5. **Inclusion:** While we value the diversity of all, we speak English in the workplace to ensure everyone is included.
6. **Teamwork:** We provide timely information and assistance to each other. We seek input into decisions and value differing opinions.
7. **Recognition:** We appreciate and acknowledge each person's role, profession and contribution.
8. **Conflict Resolution:** We give constructive feedback and resolve conflicts respectfully.
9. **Confidentiality:** We respect the confidentiality of personal information.

10. Empathy: We apologize for our mistakes and learn from them.

What This Looks Like:

Respect: We put our differences aside in order to work together and serve our patients and clients. There are no excuses, however, for treating others with disrespect, no matter what the situation.

Accountability: We are accountable for how we choose to behave. We can choose how to react to others. We need to hold ourselves accountable to the principles of the Code of Conduct.

Courtesy and Professionalism: We are polite and courteous in order to make others feel valued and respected. We make sure that our grooming (such as hair, nails and odours) and appearance (such as clothing and body piercings) are professional, safe and instill the confidence of our clients.

Respectful Communication: We ask questions to increase our understanding of what others are saying. We use appropriate words and neutral body language so that others won't become upset or distracted from what we're trying to communicate.

Inclusion: We speak English to help ensure that everyone feels included in the conversation and not left wondering what we're talking about, if they are missing important information.

Teamwork: We recognize that teamwork is critical to patient and client care: We offer to help and graciously accept assistance from others. We share information and ideas and welcome different perspectives.

Recognition: We recognize each other's professional contributions and acknowledge the roles we each play in providing patients and client care.

Conflict Resolution: We give each other timely and constructive feedback and receive it with an open mind. We deal with our conflicts, rather than avoid them since avoiding conflict usually makes the conflict escalate.

Confidentiality: We do not gossip or make hurtful comments and we hold the confidences of others. We respect the privacy of our patients and never share personal details with other staff unless necessary for the patient's care.

Empathy: We recognize our mistakes, learn from them and apologize for them. We forgive the mistakes of others because we know that mistakes can happen to anyone.

Inappropriate Behaviours:

Behaviours that are inappropriate include but are not limited to:

- Comments, rumors, gossip, jokes or slurs that are malicious, demeaning, insulting, hurtful, rude or disrespectful of race, religion, age, gender, disability or sexual orientation.
- Airing conflicts or discussing workplace concerns or patient information in public areas, repeated and unjustified complaints about a colleague.
- Loitering, persistent lateness or leaving work early.
- Excessive personal use of hospital phones, telecommunications, computers or other resources.

- Profane, offensive, threatening or abusive words directed at an individual or used in public areas.
- Engaging in any activity or conduct that interferes with another person's ability to do their job and not working collaboratively or cooperatively with others.
- Outbursts of anger, disruptive, threatening or intimidating actions and passive-aggressive behaviours.
- Excluding people by speaking a language other than English in front of them.
- Ridiculing, taunting, belittling, insulting, bullying, criticizing, excluding people.
- Hoarding resources or knowledge.

Additional SHN Policies



Appropriate Footwear Policy

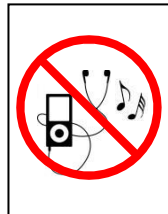
The minimum footwear requirements for all SHN staff are **secure, well-fitting shoes that ensure toes are covered**. There are additional requirements for those working in moderate and high-risk areas based on hazard exposure and level of risk, as identified in the reference table included in the Appropriate Footwear policy.



No Food and Drink Policy

Foods, beverages and cosmetics must not be displayed, consumed, applied or kept in areas where infectious materials, hazardous chemicals or hazardous drugs are used, handled or stored.

You must can lounges and other designated areas where patient care does not take place or infectious or hazardous materials are not used, handled or stored.



No Use of Personal Audio Equipment

SHN does not permit the use of audio equipment during the course of work such as but not limited to: MP3 players, iPods, or other devices that may impact or interfere with the sensory requirements of the job, ability to respond effectively to environmental situations or result in a form of distraction which may result in injury to you and/or potentially affect others.



No Smoking Policy

Smoking is prohibited in all areas of the hospital, and anywhere on the hospital grounds. These parameters include the interior as well as the exterior of the buildings which include the parking garage, lots, and in vehicles parked on hospital property.



Scent Reduced Environment

Patients and staff may suffer from allergies and other sensitivities to scented products resulting in headaches, difficulty breathing and nausea. Wearing or using of scented products within the hospital buildings is to be minimized or eliminated where possible property.



No Scent Environment

Centenary campus has a no scent policy which restricts the wearing of scented products while working at the Campus.

Important Numbers and Contact Information for Resources

General

Resource	Contact
Occupational Health	416-439-2911 Ext. 8137
Locating	416-439-2911 Ext. 0
Emergency Preparedness	416-431-8200 Ext. 5830
Infection Prevention & Control	416-431-8200 Ext. 6682
Security	416-439-2911 Ext. 7233

Centenary

Resource	Contact
Occupational Health	416-284-8131 Ext. 7314
Locating	416-284-8131 Ext. 0
Emergency Preparedness	416-431-8200 Ext. 5830
Infection Prevention & Control	416-431-8200 Ext. 6682
Security	416-284-8131 Ext. 7233

Birchmount

Resource	Contact
Occupational Health	416-495-2400 Ext. 72473
Locating	416-495-2400 Ext. 0
Emergency Preparedness	416-438-2911 Ext. 5830
Infection Prevention & Control	416-438-2911 Ext. 6682
Security	416-495-2400 Ext. 7233

SHN Student Manual Quiz

Name: _____ Date: _____

Signature: _____

Preceptor (SHN Contact): _____ School: _____

Please select the most appropriate answer.

Question 1:

Why are new and young workers more at risk of injury?

- a. They are careless
- b. They are not told about hazards or don't understand the hazards of the job.
- c. They are not sure what and who to ask.
- d. Both b & c

Question 2:

As a student, or worker in Ontario what are your rights?

- a. to know about the hazard.
- b. to participate
- c. to refuse unsafe work
- d. all the above

Question 3:

Write the appropriate meaning for code red:

- a. Missing Patient
- b. Cardiac Arrest/Medical (Adult)
- c. Bomb threat
- d. Fire

Question 4:

What are the steps for Safe Lifting Procedures? Select all the correct answers.

- a. Test the load
- b. Plan the move
- c. Use a wide balanced stance, feet flat, with one foot slightly in front of the other.
- d. Grip the load firmly
- e. Bend your knees
- f. All the above

Question 5:

Where can you find an MSDS?

- a. In the department where the product is being used
- b. On MSDS online, through iConnect and the Intranet at Rouge Valley Intranet
- c. Both

Question 6:

Choose few most common slip, trip and fall hazards

- Wet or oily surfaces
- Loose, unanchored rugs or mats
- Occasional spills
- Weather hazards

Question 7:

Healthcare workers face 16 times higher risk of experiencing violence than other service workers.

- True
- False

Question 8:

Which of these can be considered as Workplace Harassment? Tick all the correct answers

- Demeaning remarks, jokes, taunts about a person or group
- Display of racist, sexually suggestive or other offensive pictures, cartoons, material
- Insulting gestures or practical jokes
- Bullying
- Inappropriate sexual advance
- Yelling and swearing

Question 9:

Which of these are considered as inappropriate behaviors?

- Greeting your colleagues
- Comments, rumors and gossip
- Airing conflicts
- Helping others
- discussing patient information in public areas
- Loitering, persistent lateness or leaving work early

Question 10:

Which of these policies are effective in SHN?

- Appropriate Footwear Policy
- No Food and Drink Policy
- No Use of Personal Audio Equipment
- No Smoking Policy
- Scent Reduced Environment/ No Scent Environment