



For the purpose of safety, risk management and to maintain Baycrest's Jewish culture, we require you to review this brochure and return this form to <department/contact> at Baycrest by <date>.

Introduction

Baycrest and its representatives are obligated to meet the requirements of the Occupational Health and Safety Act and Regulations for Health Care and Residential Facilities. Failure to do so may lead to the Ministry of Labour issuing individual and/or organizational fines and the closure of Baycrest until that time when the requirements have been fulfilled.

A) Generic topics that are common to all organizations.

We anticipate that you have obtained in-depth information about the following key topic. Please confirm this by signing this form.

- i. Workplace Hazardous Information System (WHMIS)

B) Baycrest- specific topics: these are either unique to Baycrest or have been customized to our organization.

We require you to review the attached material on these topics and then sign below indicating you have completed this review.

- ii. Client Privacy and Confidentiality
- iii. Emergency Codes
- iv. Infection Prevention and Control (IPAC) Education
- v. Jewish Life at Baycrest
- vi. Fire Safety
- vii. Violence in the Workplace [as our policy on Violence in the Workplace is under review, we are presently adhering to our current policy on Abuse of Staff and Volunteers by Clients, Their Families, Private Practitioners, Personal Companions and Visitors]

I confirm that I am aware of my responsibilities related to the topics outlined above regarding working safely at Baycrest.

Name: _____ Telephone: (____) _____
(Please Print)

Signature: _____ Date: _____

SAFETY AT BAYCREST

Emergency Codes

Code BLACK: Bomb Threat

- Call the Communication Desk 5555. State “This is a Code Black” and the location of the package.

Bomb Threat by Phone

- Stay calm and ask the caller for information.
- Where the bomb is located.
- Who they are, gender, voice characteristics.
- Listen for background noise.

Code BLUE: Cardiac Arrest

- Call the Communications Desk 5555.
- Notify the attendant to call a Code Blue and state the location.
- Stay with the person and ask a colleague to call for help and verify that the client is appropriate for resuscitation.

Code BROWN: Hazardous Spill

- Evacuate and contain area by closing door.
- Call Communications Desk 5555. State “This is a Code Brown”. Give the specific location. If possible state name of material spilled.

Code GREEN: Evacuation

- Listen to all announcements and follow instructions.
- Assist in lifting and carrying persons according to evacuation type.
- Use approved lifts and carries.
- Close all doors behind you.

Client Care

- Assist in moving all persons.
- Send client chart with client.
- Assist ambulance services with client identification, assessment, treatment and prioritization.
- Monitor and assure clients waiting for transfer.

Code GREY: Loss of Service

- Call Communication Desk 5555.
- Report God Grey, service and location.
- Assist persons/clients to safe location.
- If you hear “Code Grey – Condition Yellow be aware that Mag locks may be deactivated.

SAFETY AT BAYCREST

Code ORANGE: External Disaster

- Evacuate glass areas.
- Stay away from articles that may fall.
- Do not leave buildings.
- Assist in moving people to inner core of building.
- Stay close to the floor.

Code PURPLE: Hostage/Abduction

If you witness or are aware of a hostage/abduction.

Call the Communication desk 5555 and provide the following information.

- Location of hostage take/abduction.
- Number of suspects and descriptions.
- Description of any weapons.
- Number of victims and their condition.

If you are a victim of a hostage taking/abduction.

Lower the stress of the hostage taker/abductor:

- Establish eye contact.
- Speak when spoken to.
- Avoid making comments, suggestions, or voicing opinions.

Code RED: Fire

If you see a fire anywhere in the Centre:

- R** Remove all endangered persons.
- E** Ensure windows and doors are closed.
- A** Activate alarm pull station.
- C** Call Communications, 5555.
- T** Try to fight the fire within your capabilities. (Do not use fire hose)
- Listen for announcements.

Code WHITE: Violent Incident

- Remove yourself from the situation if possible.
- Call ext. 5555 and state “This is a Code White”. Give the location and be specific in details.

Code YELLOW: Wandering or Missing Client

- Report if someone is missing.
- Help in the search.

Identification Badges

All employees must wear the Baycrest issued identification badge at all times.

Badge must be worn at front upper body level, with the picture and name visible to others.

SAFETY AT BAYCREST

Lost or Stolen Identification Badge

- Immediately report to your department supervisor.

Occupational Health & Safety (OH&S)

Contractors and other parties doing business with Baycrest are responsible for:

- Providing copies of registration of professional liability insurance and WSIB certificate
- Obtaining any necessary permits and inspections for all work done at Baycrest
- Complying with Baycrest’s guidelines for performing all work in a safe manner
- Taking an active role in protecting and promoting their health and safety and that of others
- Refraining from activities that may jeopardize health and safety in any way
- Immediately reporting any physical hazards, accidents to the OH&S Department.
- You should not come to work if you are feeling ill, particularly if you have had a fever in the past 24 hours. If you are ill, you must alert your immediate supervisor and the OH&S Ext. 5300.

Violence in the Workplace

Types of Violence:

- Abuse of Clients by Staff or Volunteers
- Suspected Elder Abuse in The Community
- Abuse of a Client by Another Client, Family Member, Private Practitioner or Visitor
- Abuse of Staff and Volunteers by Clients, Their Families, Private Practitioners, Personal Companions and Visitors
- Abuse of Staff and Volunteers By Staff and Volunteers
- Harassment and Other Forms of Discrimination in the Workplace

What should you do?

- Report situations to your supervisor so appropriate corrective action can be taken.
- speech assistive devices, contact the Professional Practice Leader, Speech and Language Pathology at ext. 2375;

SAFETY AT BAYCREST

Client Privacy and Confidentiality

Baycrest respects the right of each individual to privacy and to the confidentiality of their information. Individuals are entitled to understand what and why information is requested, how it will be collected and used, and when and to whom it might be disclosed. The Health Records Department will handle all release of client information requests, and in most cases we must obtain consent from the client. You are responsible for maintaining the confidentiality of client information whether it is conveyed verbally, in writing, electronically, in photograph, on film or by other means.

“Baycrest Personal Information” means information disclosed by Baycrest to you about an identifiable individual and includes personal health information (“BPI”).

Do not use, disclose, remove or copy for removal from Baycrest any BPI except as required by law or permitted by Baycrest. You are responsible to protect BPI against loss, theft, unauthorized access, copying or modification. You must notify Baycrest at the first reasonable opportunity if BPI is stolen, lost or accessed by unauthorized persons. You are responsible to ensure that your employees and agents, if any, maintain the confidentiality and security of BPI.

Accessibility Standards for Customer Service

- Baycrest is committed to giving people with disabilities the opportunity to access its goods and services.
- Baycrest strives to respect the dignity and independence of people with disabilities.
- Disabilities may be visible or non-visible. One cannot always tell who has a disability.
- People with disabilities have the right to use their own personal assistive devices while accessing goods or services provided by Baycrest.
- A number of assistive devices are available at Baycrest for use by people with disabilities. For information and assistance with:
 - assistive listening devices or communication devices, contact the Audiology Dept. at ext. 2377;

SAFETY AT BAYCREST

Accessibility Standards for Customer Service

- courtesy wheelchairs at entrances, contact the Director, Environmental Services at ext. 2406; and
- devices located in The Anne & Louis Pritzker Wellness Library, contact the library staff at ext. 3374.
- At no time will a person with a disability be prevented from having access to his or her support person.
- Service animals are to be afforded access to all places the public is invited on Baycrest's premises when accompanying their human partners (with the exception of food preparation areas). A person with a disability is not to be separated from his or her service animal. Don't touch or speak to service animals – they are working and have to pay attention at all times.
- General tips on providing service to people with disabilities:
 - If you're not sure what to do, ask the person "May I help you?". People with disabilities know if they need help and how you can provide it.
 - Speak directly to the person with a disability, not to his or her support person or companion.
 - Make no assumptions about what type of disability or disabilities a person has.
 - Take the time to get to know the needs of the person with a disability and focus on meeting those needs.
 - Don't touch assistive devices, including wheelchairs, without permission.
- For more information call Support Services, ext. 2046.

Hazardous (including Cytotoxic) Drugs

If administering medications or handling bodily fluids of patients, refer to the "Safe Handling of Hazardous (including Cytotoxic) Drugs" Policy and Procedures on the Baycrest Intranet. If any medications are labeled with "Hazardous Drugs," "Cytotoxic Agents" or the "Medications with Precautions in Use" sign is posted on the head of the patient's bed and/or washroom.

SAFETY AT BAYCREST

Scent Free Environment

All persons are requested to refrain from use of Scented Personal Products while at Baycrest.

Non-Smoking Policy

In accordance with the Provinces laws, we provide a smoke-free environment.

- Smoking is not permitted in the Centre or within nine metres (30 feet) of any entrance.
- If you do smoke outside this perimeter, use the outdoor ashtrays provided.

WHAT EVERY EMPLOYEE SHOULD KNOW

Jewish Life at Baycrest

Practicing Judaism is an important aspect of many of our clients' needs. As a consultant or contractor, it is important to keep the following points in mind when you are on site.

Being Sensitive to Our Client Population

Baycrest has one of the largest groups of holocaust survivors in the world. Awareness and sensitivity can help reduce some of the painful effects of Holocaust related traumas.

Many normal day to day activities can trigger painful memories of the war years. Please be especially mindful if the work you are doing entails: Harsh, strong or unpleasant smells, use of bright lights/flashlights, loud voices/sounds, sirens/alarms/bells/whistles.

Working in a Kosher Environment

Baycrest maintains its facility under the strict guidance of Kosher Dietary Laws. There are several areas where you can purchase Kosher meals in Baycrest:

- Main Cafeteria, located on the ground floor of the Hospital.
- Women's Auxiliary Café, located next to the Winter Garden in the Apotex Centre.
- These eateries, some of the outside gardens, and all areas within the Centre are Kosher.
- Food, coffee or tea brought from home or outside the building may not be consumed or stored in these locations.
- Outside food or drinks must only be consumed in:
 - Employee Lunch Room (Located in the Posluns Building on the 2nd floor).

WHAT EVERY EMPLOYEE SHOULD KNOW

- Spiro Family Garden outside Employee Lunch Room.
- Your office.
- Outside Garden located at the Bathurst St. Entrance.
- Store any foods from outside Baycrest in the Employee Lunch Room refrigerator. Only food purchased in the Cafeteria may be stored in unit refrigerators.
- Use disposable tableware to eat any food brought in or prepared from outside. Do not remove china, trays, or cutlery from the Cafeteria.
- Microwaves (not in the Employee Lunch Room) may only be used for Baycrest purchased foods.

Jewish Life at Baycrest

No Consult or Contract Work on Jewish Holidays

Please be sure to check the Baycrest calendar when planning to come in to carry out your work as certain days in the year are special Jewish Holidays during which **only essential and emergency services** are maintained.

ADDITIONAL INFORMATION

Online:

<http://intranet/BaycrestWork/>

Hard copy files:

Communications Desk (Located on the ground floor of the Hospital at the Khedive Avenue entrance)

CREATED BY:

Human Resources and
Organizational Effectiveness Division
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For further information contact:
Organizational Effectiveness
(416) 785-2500, ext. 2365



Welcome to Baycrest

This Key Policy Overview is meant to make you aware of Baycrest's safety and risk management procedures and to understand our Jewish culture. It is required that all contractors, researchers, students, temporary staff, consultants, and consulting physicians read this pamphlet and sign the attached sheet within the specified time of your arrival at Baycrest.

SAFETY AT BAYCREST

You are expected to follow safe working procedures, use all safety devices and equipment provided, wear protective clothing as required, and keep yourself informed about fire safety and hazardous materials.

Infection Prevention and Control

All persons entering Baycrest are expected to use the hand-sanitizing dispensers located at various entrances whenever they enter the building, frequently throughout the day, and upon leaving the facility.

Occupational Health & Safety (OH&S)

Baycrest will endeavour to provide a safe, healthy work environment; all staff must be committed to reducing the risk of injury and workplace related illness.

Workplace Hazardous Materials

You may have to work with potentially hazardous, controlled products. Baycrest is responsible for keeping an inventory of all such products, properly labeling them and training staff to safely use and store them. It is your responsibility to seek out, understand and follow procedures related to handling potentially hazardous, controlled products materials.

Respiratory Etiquette

- Cough or sneeze into your sleeve or a tissue.
- Discard used tissues and perform hand hygiene with either soap and water or an alcohol-based hand rub.