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		Operational Procedure Number 4.04
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DEPARTMENT		Occupational Health and Safety
SUBJECT		Safety Orientation and Training
APPROVED BY (Signature)	CHIEF EXECUTIVE OFFICER	<i>J. Carter</i>
APPROVED DATE		June 15, 2009
REVIEWED BY		Joint Health and Safety Committee
REVIEW DATE		June 15, 2009

OPERATIONAL PROCEDURE

All current and new employees receive safety orientation and training. New Personal Support Workers receive six (6) hours in-house orientation and a minimum of ten (10) hours of on the job instruction by a qualified trainer prior to assuming sole responsibility for their duties. Personal Attendant Care provides the following training:

Procedures

Mandatory Health & Safety Training:

- Safe Lifts and Transfers;
- Workplace Hazardous Material Information System (WHMIS);
- Personal Protection Against Infection;
- Blood Borne Pathogens;
- Violence in the Workplace;
- Slips, Trips and Falls;
- Equipment Orientation;
- First Aid/CPR;
- Safe Operating Procedures;
- 10 hours of on the job instruction and 6 hours in-house orientation;
- Young Worker Safety Awareness;
- WSIB and Safe Return to Work Program;
- Safe Work Practices Guidelines (written instruction for all relevant equipment and tasks).

Annual Training:

- Workplace Hazardous Material Information System (WHMIS);
- Personal Protection Against Infection;
- Safe Lifts and Transfers.

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Client Service Supervisor

- a) Coordinates the ten (10) hours of on the job training; matching new Personal Support Worker with qualified trainers.
- b) Discusses complex client care issues and Health and Safety concerns the new employee should be aware of.
- c) Communicates with trainers and Human Resource Manager in regards to Personal Support Workers progress.
- d) Forwards to the Human Resource Manager, documentation of all reviews, meetings and contacts in regards to the new Personal Support Worker.
- e) The Human Resource Manager documents training in the HRIS system and the personnel file.
- f) Participates in new Personal Support Worker orientation.

Trainers

- a) Qualified Personal Support Worker provides training of essential client care skills, in line with Personal Attendant Care Inc. Policies and Operational Procedures.

Complex Client

A client that has been documented as being difficult to service for any of the following reasons:

- Delegated skill required; client specific i.e. Intermittent Catheterization;
- Complex transfer/lift;
- Mental health issues;
- Emotional or verbal abuse directed at the Personal Support Worker or office personnel;
- Client care is heavy and may increase risk for repetitive strain injury;
- Clients family requests care or service that is unrealistic;
- Unusual number of Personal Support Worker exemptions regarding this client;