

Policy & Procedure Manual

VISITORS - HR-XI-18

POLICY:

It is the policy of OPTIONS NORTHWEST to ensure the security, safety and well-being of the employees and visitors.

PURPOSE:

1. To provide a safe work environment for employees and visitors.
2. To ensure that activities of every person granted access to the workplace doesn't endanger the health and safety of the workers and/or people receiving support from OPTIONS NORTHWEST.

PROCEDURE:

WORKER RESPONSIBILITIES

1. Upon arrival of visitors to the workplace, all employees must ensure that they are aware of the visitors' presence and the purpose of the visit.
2. Unwelcome or threatening visitors will be denied entrance to the workplace. If direction is needed, call a Director, Manager, the Supervisor/Supervisor-on-Call, or call 911 for assistance, depending on the situation.
3. The employee who receives the visitor will ensure that the visitor is made aware of Agency health and safety program information applicable to the area(s) the visitor will be entering and/or applicable Agency expectations for visitation.

This may include:

- any caution needed related to people receiving support
- hazards in the workplace
- personal protective equipment that must be supplied and worn (appropriate to the area) i.e. disposable gloves, eye protection
- restricted areas
- emergency response plans
- requirement to report details of any injury or hazardous situations.
- violence prevention
- fire exit plans

4. When a visitor injury has been reported, Emergency First Aid will be given, if necessary, by trained employees on duty. The employee is responsible for following the procedures outlined in the Investigation of Accident/Injury/Incident policy.
5. The employee on duty is responsible for making a notation in the work area's Communication Book, (as appropriate), to inform other employees of the incident.

SUPERVISOR/MANAGER/DIRECTOR RESPONSIBILITIES

1. If a visitor injury occurs, the Management personnel is responsible for following the procedures outlined in the Investigation of Accident/Injury/Incident policy.
2. Once final recommendations have been made, the Management personnel will ensure that necessary corrective action is taken to eliminate any hazard (if required), including reinstruction to the visitor.
3. The Management personnel will ensure the Health and Safety Coordinator is informed of the incident and receives a copy of the visitor injury incident report.

Note: If the injury fits the definition of critical injury, the Ministry of Labour must be notified per Policy HR-VII-3 Employee Critically Injured or Killed at Work.

CO-ORDINATOR HEALTH AND SAFETY RESPONSIBILITIES

1. The Coordinator, Health and Safety, will review the report ensuring all information is accurate and the report is complete. The Coordinator, Health and Safety, may contact the visitor to ask about the incident, and any treatment received.

NOTE: Visitors who fail to follow Agency safety protocols may have their visits restricted or terminated.

RECOMMENDED BY: Director, Human Resources

APPENDICES: 0

OPERATIONAL ACCOUNTABILITY: Administration, Finance, Human Resources, Community Services Administration, Community Services (all)

ORIGINAL POLICY DATE: August 2003

AUTHORIZED BY: Director, Human Resources

SIGNATURE:

