

COMMUNITY SERVICES STAFF SAFETY

Manage Your Changing Work Environment

Nobody Goes to Work to Get Hurt!



Community services agencies work with people. Human behaviours can be unpredictable at times.

Formal hazard assessment can only identify what might occur from a high-level. Frontline staff are continuously exposed to change, change can introduce risk. Staff safety must be considered on the same level as client safety.



Risk must be assessed and mitigated at the frontline, as change is introduced.

There are **two** types of hazard assessments, formal and site-specific.

Let's look closer at client-based, site-specific hazard assessments.



Identify Change	<ul style="list-style-type: none"> Client Environment
Assess Hazards	<ul style="list-style-type: none"> Known Foreseeable
Control the Hazards	<ul style="list-style-type: none"> Create a plan Implement the plan
Communicate your Plan	<ul style="list-style-type: none"> Management Others affected



WHEN SHOULD THEY BE DONE...

Whenever change elevates risk to staff!



Client Transitions

- Guardianship change
- Youth to adult system
- Program/school change
- Placement change
- Residential change



Client Intakes

- New client
- Emergency placements
- Unknown history



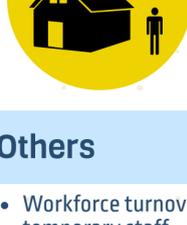
Client Outings

- Field trips
- Appointments
- Visits
- Transportation



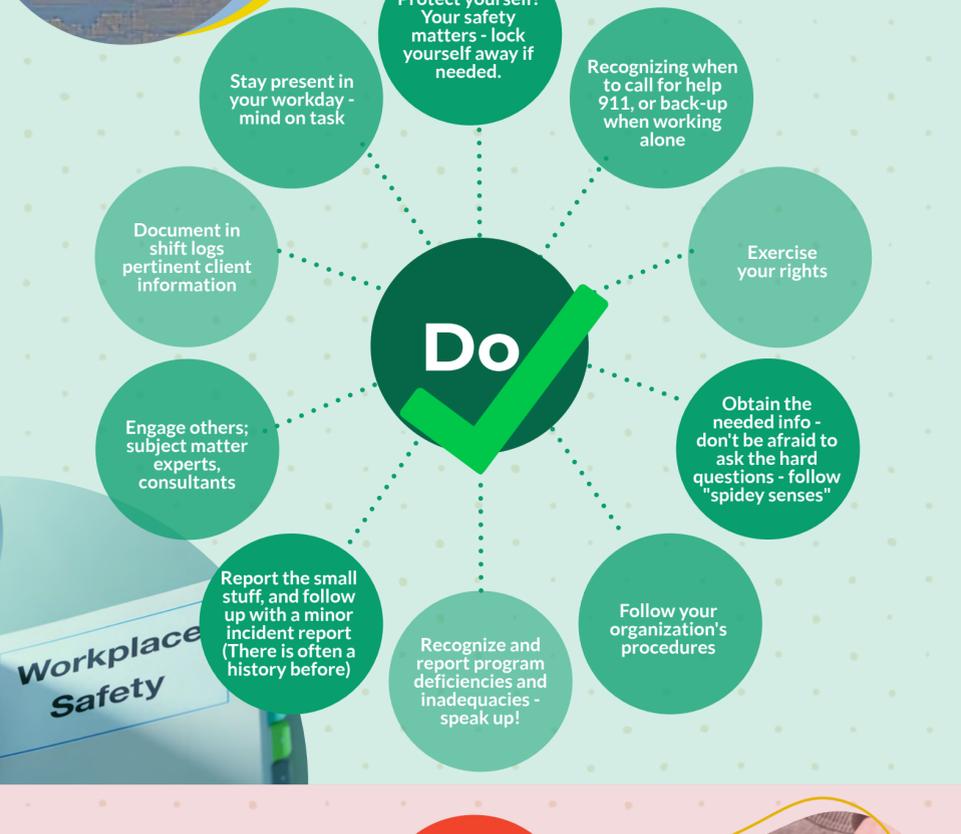
Known History/ Risk of Client

- Concerning/unpredictable behaviour
- Trauma triggers/stressor
- Medication changes



Others

- Workforce turnover or temporary staff
- Short-staffed
- Past incidents - related high-risk
- Conducting home visits



Don't treat an incident as your failure - systems often fail first

Don't over the process due to time/work pressures



Don't take chances with your, or your colleague's, safety

Don't

Don't minimize or normalize incidents, they are the precursors!



Key Considerations

? Does your agency's processes allow for and encourage the reporting of minor incidents?

? Are investigations occurring? Do they result in permanent change?

? Are data and reports being analyzed for trends and gaps?

