



Training and Competency	<ul style="list-style-type: none"> • Safety in the Community (PSW Portal) • Run-Hide-Defend Method Tips (PSW Portal) • Community Safety Video (PSW Portal) • Personal Safety Tips (H&S Board, PSW Portal) • PSHSA Workplace Violence Learning Scenarios (PSW Portal) • Annual Workplace Violence Training Module (Dayforce)
Hazard(s)	<ul style="list-style-type: none"> • Personal safety concerns and associated injuries • Injury from exposure to unknown hazards because of work in unfamiliar areas/homes
Injury Potential	<ul style="list-style-type: none"> • Injuries as a results of aggressive acts <ul style="list-style-type: none"> ○ Physical – cuts, bruises, fractures etc. ○ Psychological – verbal abuse, emotional trauma
Energy Source(s)	<ul style="list-style-type: none"> • None
Applicability	<ul style="list-style-type: none"> • All employees working and travelling alone in the community
PPE	<ul style="list-style-type: none"> • Face shield/goggles, gloves, face Mask, gowns • PSW Mobile phones (Personal Safety Response System PSRS)
Pre-use Checklist	<ul style="list-style-type: none"> • Assessment of a Client and Home environment for risks prior to visit • Assessment of geographical region and travel route for all new client areas • Ensure a sufficient supply of required PPE • Ensure work phone is accessible and charged
Safety Precautions	<p><u>Planning Travel</u></p> <ul style="list-style-type: none"> • Familiarize yourself with any new areas • Plan the safest route to and from the client’s home • Know emergency numbers and save them on your phone (i.e. office, taxi service, tow truck company, supervisor, local police etc.) • Ensure clothing is professional, clean and appropriate for the environment in which you work. Don not wear expensive jewelry or any jewelry that could be grasped or pulled by another person. (Refer to Dress Code policy) • Wear appropriate footwear (Refer to Dress Code policy) • Note nearby police stations and public spaces

Travelling by Public Transit

- Stay in well-lit areas where there are other people while you are waiting for the bus/TTC.
- Have your fare ready when boarding to avoid searching through your purse/wallet
- Be alert and mindful of people sitting around you. If empty, sit close to the driver.
- Avoid using cell phone or other electronic devices – distractions can make you an easy target.
- Keep your personal belongings close to you
- When exiting the bus/TTC, check to see if you are being followed. If you think you are being followed while walking, cross the street and walk to the nearest open store or restaurant.
- Walk briskly and with purpose – if possible keep your hands free. Never wear headphones or text message while walking.
- Use well-travelled and well-lit streets – do not take short cuts.
- If someone tries to rob you, give up your property.

Travelling by Personal Vehicle

- Keep your vehicle in good running order
- Park in well-lit areas close to the home or building entrances or exits, if possible.
- Know where the emergency call buttons are located in the parking lot, if any.
- Keep the car doors locked and windows closed when parked
- Never leave the area while your vehicle is running.
- Avoid leaving valuables inside your vehicle. Lock items in the trunk before you arrive to the destination.
- Have your car keys in hand
- Check your car before getting inside
- Once inside your vehicle, do not linger. Lock all doors, keep all windows up and drive away.
- Never allow someone to force you into a vehicle. Fight back, roll under your vehicle if possible.
- If you are being followed in your car, drive to the nearest safe building.

Arriving at the client's home

- Do not get on the elevator first if you are uncomfortable or do not get on if someone is there whom you do not feel comfortable with.
- Never enter a home not scheduled for a visit.
- Exercise care in hallways, elevators and stairwells.
- Stick to the center of the hallway in an apartment building.
- In an emergency, knock on as many doors as possible and yell "FIRE".

	<ul style="list-style-type: none"> • Do not enter a home if there is a visible threat to your safety. • Use your work phone to log in and out of your client visit to let us know you arrived safely. <p><u>Personal Threats and Attacks</u></p> <ul style="list-style-type: none"> • Make a scene, yell, or scream as loud as possible – shout words like “Stop!” “Help!”, “Fire!”. • If you are being pulled or ragged along, fall to the ground and roll • Blow a whistle, activate a personal alarm or activate a fire alarm or any other device that would create a scene. • If someone grabs your purse, bag, or other belongings. Do not resist. Throw the item to the ground several feet away from the thief and run in the opposite direction. Do not chase the thief.
In the Event of Injury	<ul style="list-style-type: none"> • If you are in immediate danger, call 911 • Seek medical attention if needed • Notify your supervisor or office immediately of the incident • After a traumatic incident, seek support and/or counselling through our Employee & Family Assistance Program.
Sequential Steps to Complete the Work Safely	<ul style="list-style-type: none"> • See safety precautions as each situation will require different steps
Lockout Steps	<ul style="list-style-type: none"> • None
Preventative Maintenance	<ul style="list-style-type: none"> • Ensure all proper preventive maintenance is maintained for all equipment, and vehicles used for work
Comments	