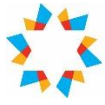


Circle of Care	Psychological Hazards Exposure Safe Operating Practice	SOP # 12
		October 2022

Training and Competency	<ul style="list-style-type: none"> • Psychological Health and Safety in the Workplace Policy (Intranet) • Right to Disconnect Policy (Intranet) • Onboarding 4: Healthy Workplace at Circle of Care (New Hire E-Learning Module) • Call it out: Racism, racial discrimination and human rights (E-Learning Module)
Hazard(s)	<ul style="list-style-type: none"> • Aspects of environment and the way that work is organized that are associated with mental disorders and/or physical injury or illness • Verbal, emotional abuse against staff • High job demand • Poor job clarity • Bullying/Workplace Harassment
Injury Potential	<ul style="list-style-type: none"> • PTSD • Burnout • Caregiver Fatigue
Energy Source(s)	<ul style="list-style-type: none"> • None
Applicability	<ul style="list-style-type: none"> • All employees
PPE	<ul style="list-style-type: none"> • PSW Mobile phones (Personal Safety Response System PSRS) • Safety whistles
Pre-use Checklist	<ul style="list-style-type: none"> • Assessment of the client and home environment for risks prior to visit • Ensure work phone is assessable and charged (PSRS) • All employees must continue to assess risk as regular part of their daily work routine. • Observation and communication skills must be exercised when assessing and minimizing risk. • Any incidents that are deemed unacceptable should be immediately reported by the worker, following the reporting procedures established at Circle of Care.
Safety Precautions	<ul style="list-style-type: none"> • Get enough sleep (6- 8 hours each night) • Take time to de-stress and relax • Report changes in your client's condition to your Supervisor
In the Event of an 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 by connecting with Human Resources for available support
Sequential Steps to Complete the Work Safely	<ul style="list-style-type: none"> • CoC will communicate information on clients when enhanced precautions are necessary • Report all hazards or incidents to your Supervisor
Lockout Steps	<ul style="list-style-type: none"> • None
Preventative Maintenance	<ul style="list-style-type: none"> • Policies in place to support employee well-being • Wellness programs and resources in place to help employees mitigate and manage stress • Training, education and awareness to provide information on identifying and reducing hazards • Ensure workers are aware of their roles, duties, and expectations • Systems in place for reporting psychological hazards • Maintain open and ongoing communication with the workforce and encourage information sharing • Employee Recognition programs (Applause)



Circle of Care
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