

Policy Title: Workplace Safety

Policy Owner: Director of PTT Policy Originated by: PTT	Date Written: 10/1/13
Applicable Programs: All Programs governed by 245D	Date Reviewed and Approved by PLT: 04/01/14, 04/21/15, 10/9/19, 6/10/2020, 3/10/21, 4/12/23, 3/13/24, 5/20/2025
Statutory or Regulatory Citation:	Signature if needed:

Policy: St. David's Center is committed to providing a safe working environment. Staff are required to ensure the safety of program participants, volunteers, visitors, and themselves. The agency makes serious efforts to comply with all applicable federal, state, and local health and safety regulations and provides a work environment as free as possible from recognized hazards. It is the responsibility of all employees to comply with all safety and health requirements whether established by the agency or by federal, state or local law.

Procedure:
1. Violence in the Workplace

- A. Conduct that threatens, intimidates or coerces another employee, customer, vendor or business associate will not be tolerated. St. David's Center resources may not be used to threaten, stalk or harass anyone at the workplace or outside the workplace. St. David's Center treats threats coming from an abusive personal relationship as it does other forms of violence.
- B. Indirect or direct threats of violence, incidents of actual violence and suspicious individuals or activities should be reported as soon as possible to a supervisor, security personnel, Policy, Training and Talent (PTT), or any member of senior leadership. When reporting a threat or incident of violence, the employee should be as specific and detailed as possible. Employees should not place themselves in peril, nor should they attempt to intercede during an incident.
- C. Employees should promptly inform PTT of any protective or restraining order that they have obtained that lists the workplace as a protected area. Employees are

encouraged to report safety concerns with regard to intimate partner violence. St. David's Center will not retaliate against employees making good-faith reports. St. David's Center is committed to supporting victims of intimate partner violence by providing referrals to community resources and providing time off for reasons related to intimate partner violence.

- D. St. David's Center will promptly and thoroughly investigate all reports of threats of violence or incidents of actual violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as possible. St. David's Center will not retaliate against employees making good-faith reports of violence, threats or suspicious individuals or activities. In order to maintain workplace safety and the integrity of its investigation, St. David's Center may suspend employees suspected of workplace violence or threats of violence, either with or without pay, pending investigation.
- E. Anyone found to be responsible for threats of or actual violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.
- F. St. David's Center encourages employees to bring their disputes to the attention of their supervisors or PTT before the situation escalates. St. David's Center will not discipline employees for raising such concerns.

2. Safety

- A. It is the responsibility of each employee to conduct all tasks in a safe and efficient manner complying with all local, state and federal safety and health regulations and program standards, and with any special safety concerns for use in a particular area or with a client.
- B. Although most safety regulations are consistent throughout each department and program, each employee has the responsibility to identify and familiarize themselves with the emergency plan for their working area. Each facility shall have a posted emergency plan detailing procedures in handling emergencies such as fire, weather-related events and medical crises.
- C. It is the responsibility of the employee to complete an Accident and Critical Incident Report for each safety and health infraction that occurs by an employee or that the employee witnesses. Failure to report such an infraction may result in employee disciplinary action, including termination.
- D. Furthermore, management requires that every person in the organization assumes the responsibility of individual and organizational safety. Failure to follow company safety and health guidelines or engaging in conduct that places the

employee, client or company property at risk can lead to employee disciplinary action and/or termination.

- E. Staff may not bring weapons of any kind (i.e., guns, knives, etc.) on-site to their working location.

3. On the Job Safety:

- A. If staff has concerns for their individual on-the-job safety, they should immediately express such concerns to their supervisor, who will work with them to assess the situation and look at options available for addressing the situation. In emergencies that demand urgent response, **911** should be called immediately.
- B. Any staff who has experienced a threat or assault will alert their supervisor or the on-call cell phone (if applicable), and local enforcement agencies as soon as possible. Within 24 hours following such incident, the employee is responsible for completing and submitting an incident report form. Staff should contact PTT to complete the First Report of Injury form within 24 hours of sustaining an on-the job injury, accident, or exposure to a blood borne pathogen.
- C. All supervisors will respond immediately to any staff expressing concern for their on-the-job safety. Supervisors will discuss options that will provide support, anticipate future risks and make an effort to reduce risks.

4. Navigating a Mental Health Crisis

- A. Notify the front desk, who will notify CMT when incident with client patron occurs.
- B. Follow CMT protocol for these crises and follow direction of those individuals who are designated in CMT roles.
- C. Those individuals who are designated in certain intensive programs can use Emergency Use of Manual Restraints or Restrictive Procedures.

5. Safety in a Home Setting/Community Based Program

- A. If staff recognize anything in the environment that threatens their safety or the safety of the client that is not covered in this document they are to contact a supervisor to help assess the situation, or if it is an emergency should call 911.
- B. Any time staff leave a situation or have concerns about a situation at work they are responsible to contact their supervisor to discuss the situation.

***Please Review Attachments- When in the field, Off-site (TR)**

6. Alcohol/illegal substances

If, while at work, a staff member finds that they are in a situation where another person is under the influence of drugs or alcohol, or a staff member finds themselves in the presence of an illegal substance, the staff member should leave the premise and consult their supervisor for support. If there is an immediate danger to staff or client, 911 should be called.

7. Smoking

Staff have the right to ask that no one smoke while they are working in that environment. Staff may refuse assignment in homes where smoking occurs.

8. Weapons

Weapons must be properly secured, if those items are not properly secured staff should leave the premises and report the incident to their supervisor. In an urgent situation, 911 should be called.

8. Pets

- A.** Animal behavior is not always predictable, especially if the animal is under stress or feels threatened. Prior to staff entering a client home, the client will be required to restrain all pets in an appropriate manner (cage, kennel, or unoccupied room) even if the animal has no history of biting or aggressive behavior. This will protect staff from injury from an animal while in the home. The animal will be required to be kept contained for the duration of the time staff is in the home. If regular visits are made to the home, the staff and family may agree to the procedure below.
- B.** All animals must be properly restrained while staff are working in or visiting the homes of clients if requested by the employee.
- C.** If after a period of time it is agreed upon by staff, staff supervisor and client that the animal is appropriate to be free to intermix with staff then a plan to introduce the staff and animal(s) will be utilized.
- D.** If at any time it is reported that the animal is biting, scratching, or acting in an inappropriate manner (growling, nipping, showing teeth, hissing etc.), the animal will need to be returned to being kept in a place that it is properly restrained anytime the staff is working in the home from that time forward.

9. Environmental Conditions

There may be incidents in which other environmental conditions may pose a hazard to the safety of our staff. Examples may include, but are not limited to, the presence of noxious substances or fumes in the home, rodents or other pests such as cockroaches, unsafe spaces, structures or equipment, unsafe sidewalks/driveways in the winter etc. Because all conditions are not able to be anticipated, staff are expected to use their judgment, determine whether a safe working situation exists at each visit and report any concerning situations to their supervisor and 911 as appropriate.

10. Non-Residents in the Home

It is the responsibility of the families being served to ensure that all non-residents in their home are safe and pose no threat to staff. In the event that staff feel their safety is not able to be secure due to non-residents in the home, they are encouraged to take reasonable steps necessary to secure their safety.

Violation of this Policy or Procedure

No or only partial adherence to this policy or procedure may result in noncompliance with current regulatory requirements and subsequent penalties to St. David's Center. Remediation for violators will include, but not be limited to, disciplinary action up to and including termination depending on the circumstances of the situation at the time.

Reference or Attachment:

[Guidelines for Field Safety](#)

[Anti-Harassment Policy](#)