

Safety Manual
2019



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Management and Leadership Commitment

The Owners and Management Team at ElderCare 4 Families are committed to the on-going safety of each individual involved with our company, this includes not only all employees but clients, as well.

As part of our continuing commitment to safety we will make every effort to:

- 1) Respond to employee and client suggestions in a timely manner.
- 2) Develop and implement a drug-free workplace.
- 3) Consider safety when evaluating an employee's or supervisors' overall job performance.
- 4) Include safety and health issues in employee meetings.
- 5) Provide a list of safety rules to govern work within the company.
- 6) Discipline safety violations the same as any other breach of company policy.
- 7) Make mandatory OSHA and safety meetings available for all employees.

Foreword

This guide was developed for the employees of ElderCare 4 Families because you are our most valuable asset. Without you, many people in our community would be limited and not able to live the quality of life they deserve. You as caregivers have taken on the wonderful responsibility of helping to improve the lives of those you care for. We are grateful for you and all you do for the clients of ElderCare 4 Families. We want to provide every resource to you to allow you to be safe while on the job and in everyday life. This safety manual will serve as a guide to aide in the safety of not only you, the caregiver, but the client as well.



Safety First! Help us help you....

Let's Talk Safety...

Most accidents are preventable by eliminating one or more causes. Throughout this handbook we will look at:

Employee Awareness

1. Identifying Potential Safety Hazards
2. Accident Prevention
3. Proper Body Mechanics
4. Protective Equipment
5. Chemical Safety
6. Bloodborne Pathogens
7. Drug and Alcohol abuse
8. Physical and Mental Abuse
9. Violence in the Workplace
10. Driving Safety
11. Reporting Unsafe Conditions

Investigative Procedures

1. Who is responsible for investigating and remedying potential hazards?
2. Who is responsible for investigating an incident once it has occurred?

Medical and Emergency Assistance

1. Worker's Compensation

Record Keeping

Employee Awareness

Identify Potential Safety Hazards- As an employee; working in the field, it is your responsibility to make routine visual checks for safety in the client's home. The field staff for ElderCare 4 Families are the first line of defense for the company and client against potential hazards. Since the office staff is not able to be in the client's homes on a regular basis, we depend on you to report unsafe conditions to us in a timely manner. Be constantly aware of your surroundings. Take initiative in correcting minor problems and promptly report larger problems. Promptly notify the office regarding any needs or repairs which you are not able to remedy yourself, this is to including replacing light bulbs, batteries and safety railing, just to name a few.

Accident Prevention- Falls are often a problem when dealing with the geriatric population. However, this risk can be greatly reduced in many ways.

- Shoes and Clothing- All shoes and slippers should have non-skid soles. All clothing and shoes should fit properly. Jewelry should be minimized to prevent injuries. Nails should be kept at an acceptable length.
- Lighting- The client's home should be well lit. All wall switches should be clearly visible at all times and nightlights should be used. In the event of an electrical outage, flashlights and candles should be on site.
- Bathrooms- Client bathrooms may have sturdy grab bars, make sure your client knows how to properly use the grab bars. Conduct routine checks of any additional equipment such as; grab bars, shower chairs, or toilet seat extenders, to ensure they are all in good shape and properly

secured. If replacement equipment is needed, the office should be contacted immediately.

- Client's Personal Belongings- Make sure the client can safely reach personal belongings. Place the phone, TV remote, etc. within easy reach. Be sure that items are not left lying on the floor. Do not allow throw rugs on the floor, as these can cause clients to trip, slide and/or fall.
- Floors should not be slick. If you notice spills, wipe it up right away.

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Electrical Safety - Faulty electrical equipment can cause electrical shock or fire.

Electrical shock can be painful or even cause death. The most common source of electrical shock is worn or frayed electrical cords. To prevent shock you should do the following:

- Regularly examine cords to see if there are any obvious problems.
- Look for broken plugs on the equipment you use.
- Do not use equipment that is in bad condition.
- Never pull on a cord to unplug the equipment.
- Do not leave electrical wires exposed so someone can trip on them.
- Avoid using extension cords.
- Avoid using electric equipment around water.

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Fire Safety – Each client's home should have specific evacuation plan in the event of a fire. If a client's home doesn't have this available please notify the office so we may devise and distribute one. Upon initial assessment checks are done for smoke

detectors and fire extinguishers. The location of the aforementioned items will be noted in the client's

Plan of Care. If you ever report to a client's home and don't find either smoke detectors or fire extinguishers please contact the office to let us know. In the event that a fire were to break out at a client's home there are a few different things you, as the caregiver, could do to help ensure the safety of yourself and your client. If the fire is small and contained you may attempt to put it out yourself with the fire extinguisher. Familiarize yourself with the equipment at the start of your shift. An easy way to remember how to use an extinguisher is with the acronym P.A.S.S.



Pull the safety pin out.

Aim the hose at the base of the fire.

Squeeze the trigger.

Sweep along the base of the fire from right to left until the fire is extinguished.

Fire Prevention: By following a few rules of thumb we can all help to prevent fires.

1. Do not leave candles burning unattended.
2. If using a space heater, make sure there is enough free space around it, anything combustible should be kept at least three (3) feet away.
3. For fire places – use fire screens and have the chimney cleaned at least once a year.
4. Unplug appliances when they're not being used.
5. Do not smoke in bed, sofa or when lying down.
6. Do not leave the kitchen food cooking on the stove.
7. Keep stove tops clear of clutter.
8. Do not store gasoline or other flammable liquids.

Hazards are everywhere. An accident can happen anywhere. You can make a difference by being alert to potential dangers. Familiarize yourself with the hazards of your job and know how to avoid

them. Safety is everyone's job; take responsibility for yourself and help those around you when possible. Employees are not required to take a job they feel is unsafe for any reason.

Proper Body Mechanics

Basic "lifting lessons" that will help save your back;

- Make sure the path you are taking is free of obstructions before attempting to lift and move an item.
- Face the item that you are lifting.
- Know your lifting ability and get help if needed.
- Bend at the knees feet shoulder width apart, one foot slightly ahead of the other.
- Have a firm, comfortable grip on the object before attempting the lift.
- Look up just before you lift. This will keep your head, neck, and back aligned.
- Lift gradually with your legs not your back.
- Inhale deeply and breathe out as you lift.
- Keep upper shoulders and back straight as you lift.
- Keep the item you are lifting close to your body.
- Watch for pinch points as you sit the load down.
- Reverse all above stated steps when sitting the item down.
- Do not twist at the waist, move you feet to turn your entire body.

Exercise is an important part of back safety. Gentle stretching of your legs and back and toning of your abdominal muscles are important in staying back injury free. See your physician before starting a new exercise program.

Protective Equipment

Personal protective equipment can include, but is not limited to; gloves, back supports, proper clothing, protective masks and eyewear.



Wear Gloves:

- When assisting a client to the bathroom.
- When bathing a client, or assisting with a bath.
- When performing any task which may involve bodily fluids, including soiled linens or clothes.
- When performing cleaning duties that involve chemicals of any sort.

Back Supports

- Know your limits. If you are with a client who requires a lot of lifting assistance, a back support may be needed.

Proper Clothing

- Clothing should fit properly and comfortably, allowing for a full range of motion. Avoid wearing excessive jewelry; dangling earrings and necklaces could be grabbed by a client and cause injury.

Chemical Safety



1. Remember to always be on guard and use extreme precaution when working with any sort of chemicals. As caregivers we are often expected to perform basic housekeeping duties. Be sure to read and follow the labels of any household cleaners which are required for a specific task. Do not use these chemicals for anything other than the manufactures suggested uses.

The following tips will help to keep you, and others safe when using household chemicals:

2. Keep chemicals in their original containers. DO NOT use food storage containers, such as cups and bottles, to store chemicals.
3. Store chemicals and food items in separate places, so not to mistake one for the other.
4. NEVER mix household chemicals together; doing so could result in the creation of a poisonous gas.
5. Turn on fans and open windows (if possible) when using household chemical products.
6. Never sniff containers to discover what is inside.
7. Discard outdated household and chemical products.
8. Call the Poison Control Center if an exposure or accident occurs.

Blood-borne Pathogens

Blood-borne pathogens are very small organisms that can cause disease when they get in your blood. Although your risk of exposure working in the home is small, it still exists. Bodily fluids and substances that can transmit disease are:

- Saliva
- Tissues and organs
- Semen and vaginal secretions
- Cerebrospinal, peritoneal and amniotic fluids
- Blood, blood products and blood-contaminated body fluids
- Body fluids of an undetermined origin

Training for blood-borne pathogens will be conducted in accordance to the OSHA standard during the employee's initial orientation.

Universal Precautions

Universal Precautions refers specifically to blood-borne pathogens. It establishes the mindset to treat the above stated fluids and substances as infectious, regardless of the source or known status of the individual they are derived from.

Universal precautions include: Hand washing, using masks, gloves, goggles, gowns or protective cover-ups, using mouth pieces, resuscitation bags or other ventilation devices.

Laundry

Although many of us may not see doing laundry as a real threat, handling laundry can also be risky. It may conceal contaminated items such as soiled linens or clothing. Gloves should be worn when sorting and loading laundry into the washing machine.

Hand Washing

Hand washing is one of the best defenses against the spread of infections, including HBV and HIV.

Always wash your hands with non-abrasive soap and water after removing gloves AND before putting on new gloves. Caregivers should wash their hands several times a day and may use many pairs of gloves.

How to Wash your Hands

1. Turn on warm water. Keep water running while washing hands. Pull out paper towels to use to

dry hands.

2. Rub palms together to make lather. Scrub between fingers and entire surface of hands and wrists. Scrub hands for 10 to 15 seconds. With finger tips pointing downward, allowing for germs to be washed down the drain, rather than be rubbed around on your hands.
3. Dry hands with a clean towel.
4. Use a clean paper towel to turn off faucet.
5. Use hand lotion if available to prevent chapping.

Summary: Protecting yourself from blood-borne diseases on-the-job requires knowing the facts, practicing good hygiene and taking a few sensible precautions. These are measures which YOU CAN CONTROL. Universal Precautions are extremely important, so take them seriously. If you care about your job, your clients, your employer and yourself, it's worth it!

Post-Exposure Evaluation and Follow-up:

An "exposure incident" is where a person is potentially exposed to another person's bodily fluids by way of open wound, or through any opening in the body. When an employee incurs an exposure incident, it should be reported to the Office Manager. All employees who incur an exposure incident will be offered post-exposure evaluation and follow-up in accordance to the OSHA standard.

Follow-up:

- Documentation of the route of exposure and the circumstances related to the incident if possible, identification and status of the source individual. The blood of the source individual may be tested, after consent, for HIV/HBV infectivity.

- Results of the source individual will be made available to the exposed individual, with the exposed person informed about the applicable laws and regulations concerning disclosure of the identity and infectivity of the source individual.
- The employee will be offered the option of having their blood collected for testing of the employee's HIV/HBV serological status. If the initial IV testing is not authorized by the employee, the sample will be saved for up to 90 days to allow the employee to decide if the blood should be tested.
- The employee will be offered post exposure prophylaxis in accordance with the current recommendations of the U.S. Public Health Service.
- The Office Manager will assure that the policy outlined here is effectively carried out as well as to maintain records related to this policy.

Drug and Alcohol Abuse

ElderCare 4 Families has vital interest in maintaining a safe, healthy and efficient working environment for its clients and employees. Being under the influence of an illegal drug or alcohol on the job possesses serious safety and health risks for the user and all who come into contact with that person. ElderCare 4 Families maintains a drug-free workplace. ElderCare 4 Families prohibits the use, sale, manufacture, purchase, transfer or possession of an illegal drug or alcohol, in any direct manner, while on ElderCare 4 Families office or client premises or while performing ElderCare 4 Families business. ElderCare 4 Families reserves the right to randomly test employees for substance abuse.

Random Drug Tests - will be requested of prospective employees. Any applicant who tests positive

for drugs will not be eligible for employment with ElderCare 4 Families. Current employees may also be asked to submit to random drug tests, without instance of specific reason. In the event of an incident, while working, the employee may be asked to immediately submit to a drug test as part of the investigational process. If an employee is tested and the test results substantiate illegal substance abuse, the employee may request a second test at the some facility their own cost. Testing positive to a drug test, at the time of an incident, will lead to immediate termination. Please refer to the policy manual for further details on this matter.

Client Behavior - Clients may consume alcohol in their own home, however, the office should be made aware of this behavior for our records. You should, also, notify the office if there is a noticeable change in their patterns of consumption or if you feel that they are abusing the substance. Report of any employee under the influence of alcohol or illegal substances while conducting business for ElderCare 4 Families will call for immediate investigation and if warranted, lead to termination.

Mental and Physical Abuse

Abuse comes in many different forms. Physical abuse is the use of physical force against another person in a way that causes injures, or puts a person at risk of injury. There are a number of forms of Physical Abuse such as; striking, hitting, biting, pushing, pulling, forced exposure to cold, forced exposure to heat, cutting, use of projectile objects, exposure to toxic materials, pinching, kicking, and strangulation are all forms of Physical Abuse. Physical assault or battery is a crime and no one should have to tolerate it. If you see signs of Physical Abuse report it to the office immediately.

Violence in the Workplace

Anyone in contact with the public is at some level of risk for workplace violence. ElderCare 4 Families will not tolerate any kind of workplace violence. Reports of any sort of violence on the employee's part will be investigated immediately and if found to be valid will result in termination. Violent behavior from the client will not be tolerated. If an employee is ever assaulted, in any way, while on the job you must call the office immediately. No type of violence or harassment will be tolerated by ElderCare 4 Families.

Characteristics of Violent Behavior are:

- Verbal attacks on you or others
- Threats of physical attack against you or others
- Actual physical attack

Violent behavior can be caused by the following:

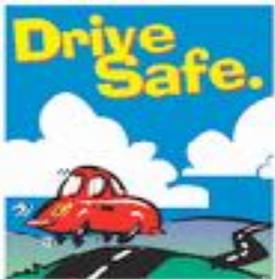
- Depression
- Paranoia
- Medications
- Confusion/Delirium
- Agitation

If violent behavior occurs or you see indicators do the following:

- Remain calm
- Talk calmly, listen to the person and keep a safe distance if you feel that you are the party in

danger.

- Remind the person that you are a friend and there to help.
- Alert a case manager through a call to the office.



Driving Safety

It is the responsibility of the care giver to provide their own safe and reliable means of transportation to and from the client's residence. As an appendage to this safety manual, there is also available a vehicle maintenance check safety list.

Remember:

- For every 10 miles of speed there should be one car length between you and the next car, to ensure a proper amount of time to stop with minimal risk of accident.
- Don't drive when drowsy.



- Wear your seat belt.
- Follow recommended vehicle maintenance schedule.
- Reduce distractions. Pull over to make cell phone calls or to answer an incoming call. You need to concentrate while driving. Phone conversations, snacks, and the radio can all be distractions which could lead to accidents.
- Use extreme caution at intersections. Since some drivers think stopping at red lights and stop signs is optional, you need to be careful at intersections.

Vehicle Safety

No employee should ever drive an unsafe vehicle. No employee will be permitted to transport a client

in a vehicle which is deemed less than safe. Drivers are required to perform a basic weekly inspection (when using their vehicle to conduct business for ElderCare 4 Families) this inspection is to cover the following areas:

- Lights
- Turn Signals
- Horn
- Emergency Flashers
- Tires
- Brakes

This independent check does not take the place of regular checks and maintenance. All defects are to be reported to the office and fixed immediately.

Vehicles should receive the following daily inspections, as a precaution:

- Oil level
- Water
- Transmission Fluid
- Battery
- Brake Fluid
- General condition of the vehicle
- Tires (should have at least $\frac{1}{4}$ inch tread)

In the event of an accident while conducting business for ElderCare 4 Families the office staff should be contacted immediately. If the damage exceeds \$500 or there are any injuries, a report must be made with the Department of Motor Vehicles. Full information including the circumstances, names of

parties involved, injuries sustained, police action, etc. must be communicated to the company.

Management will conduct an investigation of all vehicular accidents. It is important to create accurate records when all parties' minds are fresh to the event.

The following should be recorded as promptly as possible:

- Time: Date, day of the week, exact time of the accident, light or dark outside.
- Location: Exact location, street address or measured distance from identifiable object, such as a utility pole.
- Road conditions: Asphalt, concrete, wet, dry, icy.
- Other Drivers, Injured persons, or Witnesses: Names, addresses, driver's license number, vehicle description, license plate, relationship to the accident, age, etc....

Reporting Unsafe Conditions

As previously mentioned through out this manual, there are a number of potentially unsafe conditions that may occur in the client's homes, nursing homes, or hospitals. If any unsafe conditions are noticed they should be reported to the office at (502) 244-8446 immediately. Record the unsafe condition as well as time, date, and name staff member contacted in Plan of Care, under Caregiver Communication Notes. It is the responsibility of the office staff to follow up on the unsafe condition report and provide means of resolution.

Investigative Procedures

The office staff is responsible for reporting incidents to the Owner and Senior Advocate. Report of any

incident, no matter how small, must be made within the first 24 hours after the incident.

Refer to the Policy and Procedure manual for further information on Investigative Procedures.

Workers Compensation

Should an incident occur while on the job for ElderCare 4 Families you are covered by workman's compensation. Please refer to the Policy and Procedure Manual for further instruction.