

Domain #11

Health, Wellness, and Safety

 **Pursuing Excellence,**
Stepping into the future with pride!

11.1

Policies and procedures address the overall health, wellness, and safety of internal stakeholders.

11.5

Policies and procedures specify pest-control management within locations operated by the organization.

11.2

Policies and procedures demonstrate the organization's commitment to compliance with all legislation, regulation, and requirements governing health and safety practices in all areas serviced by the organization, including:

- a. the storage of hazardous materials
- b. fire protection and prevention
- c. emergency-evacuation procedures



11.6

Where pets or service animals are present in environments where service is provided, policies and procedures are developed and they address, at minimum, consideration for, and safety of, others.

11.3

The organization demonstrates it takes steps to plan and maintain a safe environment for all stakeholders.

11.7

The safety and security of internal stakeholders is considered when visitors are in areas serviced by the organization.

11.4

First aid supplies are available in all areas operated by the organization, and the location of the first aid supplies is known and easily accessed.



11.8

Policies and procedures describe the steps the organization will take to prevent the spread of contagious and infectious diseases and illnesses, including the training provided to internal stakeholders.

11.9

When providing meals is an aspect of service, guidelines specify, at a minimum, that:

- a. meal planning takes into consideration service users' dietary requirements, spiritual and cultural practices, and personal preferences
- b. employees are trained in safe-food-handling practices, as per legislation
- c. service users are trained in, or made aware of, safe-food-handling practices
- d. legislation is followed as required

11.10

When vehicles are owned or leased by the organization, they are:

- a. regularly serviced
- b. equipped with first aid and emergency supplies

11.11

Policies and procedures describe the organization's requirement that employees and volunteers who drive service users provide:

- a. a driver's abstract or a signed affidavit from the employee or volunteer stating they are clear of any driving offenses
- b. driver's licence
- c. proof of insurance coverage, when using their personal vehicle

11.12

When a service user in a vehicle poses a potential risk to themselves, other passengers, or the driver, strategies are in place to mitigate risk, and these strategies are known to employees and volunteers.



Dedication - Commitment - Innovation
Let's do it together!