

Appendix J – Sample Wording of the Health and Safety Section of a Client Service Agreement

Following are examples of health and safety language, followed by their rationale that could be included in a community care organization's Client Service Agreement:

Client-directed services means that the Client knows what assistance is required and when and how that assistance should be provided.

- Helps to ensure that all employees carry out tasks in a similar manner. For instance, all employees use mechanical lifts rather than lifting the client manually.

The Client communicates when and how assistance should be provided to those who provide assistance.

- Addresses the importance of a communication tool. It may be verbal, via the client, or preferably written and left in the client's home.

The Client has the responsibility to develop a contingency plan in the event of service disruption (snow storm, illness, equipment break down, etc.).

- Allows the organization to limit the provision of service when a worker's safety is in jeopardy (e.g., when a mechanical lift is broken and the normal service has to be altered to avoid manual lifting).

Ensure that all equipment and supplies required for use in providing services are available to the employees.

- Emphasizes that it is the responsibility of the client to provide support for the services. Clients must provide the equipment that is deemed necessary for the service.

Ensure that all equipment that is owned or used by the Client and used in the provision of service is regularly maintained.

- Places the responsibility for the equipment on the client and emphasizes the need for caring for the equipment.

Ensure that any broken equipment used in the provision of the service is promptly repaired at the expense of the Client.

- Identifies the client as the party responsible for the equipment and the fact that they need to assume financial responsibility for maintaining the equipment.

Keep the home free of any possible health and safety hazards that may injure the employees.

- A general statement that could be useful when obscure health and safety risks arise – for example, obstacles that interfere with the mobility of a lifting device.

Interact with employees in a co-operative and non-abusive manner.

- States intolerance for abusive behaviour toward employees.

Ensure that family members and guests interact with employees in a co-operative and non-abusive manner.

- Extends the responsibility of providing for a non-abusive environment to anyone who may be in the client's home at the time of service delivery. This may occur when a family member does not want their family member lifted in a mechanical lift.

Cancellation of the Service Agreement: The Agreement may be immediately cancelled by written notice where:

- a) the Client's behaviour creates a risk of serious physical or emotional harm to employees, or
- b) the Client's home is used for an illegal act, trade or business

- Allows for cancellation of service if a health and safety situation cannot be resolved.