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SERIOUS OCCURRENCE POLICY AND PROCEDURES

Community Living-Central Huron is responsible for ensuring its services promote the health, safety and welfare of people being supported. As part of its accountability relationship with the Ministry of Children, Community and Social Services (MCCSS), referred to within this policy as 'Ministry,' the Agency is required to submit information to the Ministry that demonstrates its delivery of services is consistent with relevant legislation, regulations and/or Ministry policies. The Ministry prescribes very specific definitions, requirements and procedures with respect to serious occurrences.

All employees and volunteers must adhere to the proper execution of Serious Occurrence Reporting (SOR) requirements, procedures and advise their immediate Supervisor of the need for clarification or training. Review of the Serious Occurrence Policy is mandatory upon Agency hire/orientation and at least once annually thereafter. Non-compliance with serious occurrence requirements and procedures is subject to discipline, up to and including dismissal from Community Living-Central Huron's employment.

Serious Occurrence Reporting is a process that:

- Allows Services Providers to manage incidents as they occur, make records of the incidents and monitor actions taken in response to incidents in order to prevent or mitigate further incidents: and
- Supports MCCSS in monitoring and overseeing service providers in the delivery of services;

The following procedures are requirements of all providers of services that are funded by the Ministry to ensure a consistent process is established for the communication of serious occurrences and that procedures are followed without exception. Relevant Community Living-Central Huron Senior Management Staff (Executive Director, Coordinator, Senior Case Manager/Supervisor) will determine if an event/incident qualifies as a Serious Occurrence per this Policy and MCCSS Serious Occurrence Reporting Guidelines.

SERIOUS OCCURRENCE CATEGORIES TO BE REPORTED TO THE MINISTRY ARE DEFINED AS FOLLOWS:

An incident that requires or may require intervention and/or investigation by a Service Provider, MCCSS, and/other applicable parties (such as the police) and, falls within one or more of the Serious Occurrence categories, as follows:

1. **Death:** Any death of a person being supported which occurs while participating in a service.
2. **Serious Injury:** A person supported incurs a serious injury which requires unscheduled medical attention from a regulated health professional and/or unplanned hospitalization.
 Serious injuries include:
 - a life-threatening injury
 - any injury caused by the service provider;
 - an injury requiring emergency medical services

3. **Serious Illness:** A person supported incurs a serious illness or has an existing serious illness which requires unscheduled medical attention from a regulated health professional and/or unplanned hospitalization.
 Serious illnesses include:
- A life-threatening illness
 - An illness requiring emergency medical services
4. **Serious Individual Action:**
- Suicidal behaviour: A person supported attempts suicide, utters a suicidal threat of a serious nature or utters a suicidal threat that results in the person supported being placed on suicide watch.
 - Alleged, witnessed or suspected assault: A person supported is assaulted or is accused of assaulting someone.
 - Contraband/safety risk: A person supported is suspected to be, or is discovered to be, in possession of a substance or object that: a) is prohibited by legislation or policies and procedures, b) has the potential to cause injury or death, and/or c) is deemed by the Service Provider to be a significant danger or concern.
 - Inappropriate/unauthorized use of information technology (IT): A person supported uses IT, ie. cell phone, computer, electronic device, in an inappropriate and/or unauthorized way that: a) has or could result in criminal charges, and/or b) is or could be a threat to the health, safety or well-being of the person supported, other individuals or the public.
 - Unusual, suspicious or unauthorized individual absence: A person supported is discovered to be absent, and their absence is unauthorized, or the person supported is missing/absent without permission, which includes:
 - a young person who has escaped lawful custody
 - a young person who is unlawfully at large (UAL)
 - a person supported missing/absent under unusual or suspicious circumstances.
 - Serious charges: A person supported incurs serious charges; relevant CL-CH Senior Management Staff to determine severity and reporting requirement.
 - Relinquishment of care/threat of relinquishment of care: a) the family/primary caregiver of an adult with a developmental disability receiving a service relinquishes care b) the family/primary caregiver of an adult with a developmental disability threatens to relinquish care, or c) another individual (e.g a staff, volunteer, etc.) suspects that relinquishment of care may occur.
5. **Restricted intervention:** A holding technique to restrict a person's ability to move freely, but does not include the restriction of movement, physical redirection or physical prompting if the restriction of movement, physical redirection or physical prompting is brief, gentle and part of a behaviour teaching program.
- Any physical restraint used on a child or young person receiving service is to be reported as a Serious Occurrence.
 - A physical restraint used on an adult receiving service will be reported as a Serious Occurrence in the following situations when positive interventions to address a crisis situation have proven to be ineffective, where:
 - A person supported is displaying challenging behaviour that is new or more intense than

behaviour that has been displayed in the past and the person lacks a Behaviour Support Plan that would address the behaviour, or the behaviour intervention strategies that are outlined in the person's Behaviour Support Plan do not effectively address the challenging behaviour:

- ▶ The challenging behaviour places the person at immediate risk of harming themselves or others or causing property; and
- ▶ Attempts to de-escalate the situation have been ineffective;
- ▶ The physical restraint was used with a person who was displaying challenging behaviour (either as part of the person's Behaviour Support Plan or in a crisis situation) and the physical restraint resulted in the injury to the person who was restrained, and/or the staff person (s) who employed the use of the physical restraint, and/or anyone else in the vicinity where the physical restraint took place; or
- ▶ The physical restraint was used with a person who was displaying challenging behaviour (either as part of the person's Behaviour Support Plan or in a crisis situation) and the physical restraint resulted in an allegation of abuse.

6. Alleged, Witnessed or Suspected Abuse: Any allegations of abuse or mistreatment (witnessed or otherwise) of a person being supported which occurred, or is alleged to have occurred, while the person was receiving service or when there are new allegations of historical abuse or neglect of a child or young person receiving a service.

Alleged, suspected or witnessed abuse of a person supported that may constitute a criminal offence, shall be immediately reported to the police.

7. Error or omission:

- Medication errors: There is a medication error involving the prescribing, transcribing, dispensing, administration and/or distribution of medication (s) to a person supported.
- Improper detention, commitment or release:
 - ▶ A young person who is receiving a service is improperly detained in or released from a youth justice custody/detention facility (i.e contrary to a court order or contrary to the proper administration of applicable legislation).
 - ▶ A child who is receiving a service is improperly committed to or released from a secure treatment program.
- Privacy breach (real or potential): There is a breach or a potential breach of privacy and/or confidentiality, including any instance/suspected instance when personal information of a person supported has been collected, used, stolen, lost or disclosed without authority (in accordance with applicable legislation or MCCSS/Service Provider policy) that results in serious harm or risk of serious harm to the person supported and/or others, or is in contravention of the Youth Criminal Justice Act (YCJA).

8. Serious complaint:

- A complaint is made by or on behalf on a person supported regarding the alleged violation of their rights (e.g. under the Canadian Human Rights Act, Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, Child, Youth and Family Services Act (CYFSA), etc).
- A complaint is made by or on behalf of a person supported regarding a violation of their privacy rights (improper collection, use or disclosure of the person's personal information).

- A complaint is made by or about a person supported that the service provider considers to be of a serious nature (human rights related complaint, alleged discrimination).
 - A complaint is made about the operational, physical or safety standards of the services received by a person supported. Medication error and/or refusals are included under this section if there is a significant health or safety risk to the person supported.
- 9. Disturbance, service disruption, emergency situation or disaster:** The disturbance, service disruption, emergency situation or disaster occurs on the Service Provider's premises or in the case of residential care, the place where residential care is provided, or within close proximity of where the service is provided, and it interferes with the Service Provider to provide routine services.

DEFINITIONS:

'Abuse' is defined in Agency Policy No. C-004.

Agency/ Service Provider: Community Living-Central Huron.

'Challenging Behaviour' and 'Behaviour Support Plans' are defined in Agency Policy No. C-002.

Child: Means a person younger than 18 years.

Level 1 and Level 2 indicate the time frame in which the Serious Occurrence must be reported to MCCSS and are based on the type of incident.

Manual Transmission (Manual SOR): Is the submission of a Serious Occurrence to the Ministry of Children, Community and Social Services, by phone, fax or email, when the Serious Occurrence Reporting-Residential Licensing (SOR-RL) online tool is temporarily offline, unavailable or inoperative.

MCCSS and 'Ministry' refers to the Ministry of Children, Community and Social Services.

Person Supported: Someone who is receiving direct care from Staff, volunteers, etc. from any CL-CH Program/service.

Senior Management: Community Living-Central Huron Staff, in a senior position, ie. Executive Director, Coordinator and Senior Case Manager/Supervisor.

SO: A serious occurrence, which is an incident that falls under the categories detailed earlier in this Policy and per MCCSS Serious Occurrence Reporting Guidelines, 2019.

SOR: Serious Occurrence Report.

SOR Initiators: Registered Agency Staff who are authorized to submit Serious Occurrence Reporting to MCCSS.

SOR-RL: Serious Occurrence Reporting-Residential Licensing.

'Use of Physical Restraints' and 'Mechanical Restraints' are defined in Agency Policy No. C-005.

Young Person: A person who is or, in the absence of evidence to the contrary, appears to be 12 or older but younger than 18 years, and who is charged with or found guilty of an offence under the Youth Criminal Justice Act (Canada) with having committed an offence while they were a young person or who is found guilty of an offence under the Youth Criminal Justice Act (Canada).

Within the parameters of the above definitions, Senior Management is responsible for determining whether an incident is deemed to be a Serious Occurrence as defined by these procedures and whether, therefore, it should be reported to the Ministry and the Board of Directors. Also, clarification can be sought from Ministry personnel with respect to determining the need to report a serious occurrence.

TIME LINES FOR SUBMITTING SERIOUS OCCURRENCE REPORTS:

Based on the type of incident, a SO is designated as either a Level 1 or a Level 2. The level indicates the timeframe in which the SO must be reported to MCCSS.

- Level 1: Immediately notify MCCSS and submit a SOR within 1 hour of becoming aware of the SO or deeming the incident to be a SO.
- Level 2: Submit a SOR as soon as possible but no later than 24 hours of becoming aware of the SO or deeming the incident to be a SO.

NOTE: A Manual SOR must be submitted within the same reporting timeframes as defined above for Level 1 and Level 2 incidents. A Manual SOR can be used to report a new SO or to update an exiting SO.

SERVICE PROVIDERS ARE RESPONSIBLE FOR:

- Managing any incident that occurs;
- Determining whether an incident is a SO in accordance with MCCSS legislation, policy, the Guidelines and the Service Provider's internal SO Policy;
- Complying with existing MCCSS Serious Occurrence Reporting legislation and MCCSS policy;
- Notifying MCCSS, and other parties as required, about SOs within the time frames outlined in MCCSS Guidelines;
- Ensuring that the SOR includes accurate information about the SO and individuals involved in the SO;
- Demonstrating to MCCSS, and other parties as appropriate, that SOs have been managed in accordance with any requirements or demonstrating that work is underway to meet requirements;
- Monitoring SO reporting trends and utilizing SO data to assess compliance with requirements, develop strategies to reduce or prevent SOs, identify staff training needs, and/or evaluate program/service effectiveness; and
- Maintaining an internal SO Reporting policy that includes the minimum requirements, as per the MCCSS Serious Occurrence Reporting Guidelines, 2019.

SERIOUS OCCURRENCE REPORTING PROCESS :

Actions to be taken if a SO has occurred, or is suspected, include the following:

1. The person being supported is provided with immediate medical attention or other emergency services are contacted (eg. police) as warranted.
2. Appropriate steps shall be taken to address any continuing risks to the person's health, safety and well-being. The health, safety and well-being of others being supported should also be considered.
3. Determine if the incident meets the definition of a SO. If Staff are unsure, contact your Supervisor or designate or pager. If the Service Provider is unsure whether the incident meets the SO criteria, the Service Provider can contact their designated MCCSS contact (s) for assistance. Staff who have knowledge or witnessed a Serious Occurrence incident will be required to complete and submit the necessary Agency documentation to their Supervisor or designate prior to the end of their shift.
4. CL-CH Senior Management will immediately determine the category for reporting.
5. CL-CH Senior Management will immediately determine the timeline for reporting:
 - ▶ Level 1: Requires immediate notification to MCCSS and submit a SOR within 1 hour of becoming aware of the SO or deeming the incident to be a SO.
 - ▶ Level 2: Requires a SOR to be submitted as soon as possible but no later than 24 hours of becoming aware of the SO or deeming the incident to be a SO.

Refer to Appendix A for further details regarding the determination of levels for Serious Occurrence categories.

6. Initial notification to MCCSS, as per Level timeline requirement. Only Agency approved SOR Initiators may submit a SO, which is to be submitted online or manually.

A Manual SOR is to be used to submit a SOR to the Ministry when the SOR-RL online tool is temporarily offline, unavailable or inoperative; a Manual SOR is provided to the Ministry on the Ministry designated phone, fax or email. With the completion of the Manual SOR the Service Provider must pay particular attention to Privacy and Confidentiality; it is recommended the subject line include "Manual SOR;" full names or initials of people supported, staff, etc should not be included in the Manual SOR. When the SOR online tool is restored, Service Providers will be asked to provide specific identifiable information.

The following minimum information must include:

- ▶ The Service Provider's site information
- ▶ The date and time of the SO
- ▶ The date and time of becoming aware of the SO/deeming the incident to be a SO (if different from date and time of the SO)
- ▶ The SO category or categories
- ▶ A description of the SO
- ▶ Who has been notified about the incident
- ▶ Whether initial actions have been taken by the Service Provider in response to the incident
- ▶ Whether the incident resulted in any media attention, and whether the Service Provider expects there to be any media attention in the future
- ▶ Whether the initial SOR is expected to be the only/last report submitted for the SO.

MCCSS Serious Occurrence Reporting Guidelines, 2019 may be referred to for additional reporting requirement information, clarification. For example, efforts to include the person supported view/prospective is preferred. Also, supporting documents (eg. police report) may be uploaded if

the Service Provider feels they are necessary to support the review of the SO or if MCCSS requests such documentation.

7. MCCSS will review the submission of the SOR and may contact the Service Provider to:
 - ▶ Seek clarification of any information submitted;
 - ▶ Request information submitted to be corrected, including having the Service Provider change the SO category selected if not correct or remove any unnecessary personal information;
 - ▶ Request additional information about the SO; and
 - ▶ Request or direct that additional action to be taken by the Service Provider, including enforcement action.
8. The Agency will continue to provide updates until MCCSS deems that no further action is required with respect to the SO. Service providers are required to provide updates as new information becomes available about the SO and no later than 7 business days after submitting the initial SOR. Updates are required at a minimum every 7 business days thereafter until MCCSS deems that no further action is required from the service provider. MCCSS may request updates at any time.

MAINTAINING PRIVACY AND CONFIDENTIALITY:

CL-CH will abide by the following principles with respect to Serious Occurrences:

- ▶ **Accountability:** The Agency assumes responsibility for the personal information in their possession and control. SOR will be limited to Senior Management and copies of such documents will not be made unless approved by the Coordinator or Executive Director. Refer to Policy E-018 Record Retention and Archives for additional information.
- ▶ **Accuracy:** SOR Initiators will ensure all information is accurate, complete and up-to-date to serve the purpose for which it is being used by MCCSS.
- ▶ **Transparency:** The Agency will inform people supported and/or families their personal information will be/has been shared with MCCSS as part of the SO Reporting process as appropriate.
- ▶ **Individual Access:** The Agency will respond to written requests from individuals for access to their personal information. Written requests to the relevant Coordinator or Executive Director from the person supported or family (legal guardians, parents of children) will be responded to as soon as possible.

FOLLOW-UP REQUIREMENTS:

Senior Management will review the Serious Occurrence Policy a minimum of one time annually and make recommendations, as deemed appropriate. An annual, written review and analysis will also take place by Senior Management, reviewing all SORs with consideration to the following:

- ▶ Was there an increase or decrease in SORs?
- ▶ What were the common categories, patterns, themes?
- ▶ Could there have been any SOs prevented and if so, how (action plan)?
- ▶ Is there a need for Staff training/development?
- ▶ Are there significant issues, trends or patterns that require MCCSS to be contacted?

An Annual Summary and Analysis Report of all serious occurrences recorded from the previous year period must be submitted by the Executive Director to the Ministry using the Ministry provided Annual Summary & Analysis Report form and within the time frame specified by the Ministry.

In Summary:

Serious Occurrence Internal Reporting Process

Protocol for Serious Occurrences or Suspected Serious Occurrences

If you know or suspect a Serious Occurrence

HERE'S WHAT TO DO

1. The person supported is provided with immediate medical attention or other emergency services are contacted (eg. Police), as warranted.
 2. Take appropriate steps to address any continuing risks to the person's health, safety and well-being. The health, safety and well-being of all others must also be considered.
 3. If you believe a Serious Occurrence has taken place or are unsure, immediately contact your Supervisor or designate or pager.
 4. The Supervisor, Coordinator or Executive Director will determine if the incident is a Serious Occurrence and if so, whether it is a Level 1 or 2.
 5. Relevant staff are required to complete and submit the necessary Agency documentation to their Supervisor or designate prior to the end of their shift.
 6. The Supervisor or designate will provide MCCSS with initial notification and subsequent notification (s), as per the SOR Level timelines.
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Refer to "Serious Occurrence Reporting Process for further details.

Appendix A

Category- Specific Reporting Requirements

Level 1: Notify MCCSS within 1 hour of becoming aware of the SO or deeming the incident to be a SO.

Level 2: Notify MCCSS as soon as possible, but no later than 24 hours of becoming aware of the SO or deeming the incident to be a SO.

Serious Occurrence Category	Level	Subcategory
1. Death	1	a) Suicide; b) Violence/homicide; c) Accidental (e.g. choking, fall, falling object, fire, motor vehicle accident, poisoning or other- specify); d) Known illness or other natural cause; e) Unknown cause (ie. reason for death is unknown at the time of submitting the SOR or the Coroner has classified the death as undetermined).
2. Serious Injury → Life threatening injury → Injury caused by Service Provider → Injury requiring emergency medical services	1	a) Accidental (choking, fall, falling object, fire, motor vehicle, poisoning, or other (specify); b) Aggressive behaviour (e.g. physical altercation between individuals); c) Self-harm; d) Unknown cause (e.g. reason of injury is unknown at the time of submitting the SOR or there are conflicting accounts how the injury was sustained; e) During a physical restraint, mechanical restraint or placement in a secure de-escalation room.
→ All Other Serious injury	2	
3. Serious Illness → Life threatening illness → Illness requiring emergency medical services	1	a) Mental health (e.g. person supported taken to hospital due to mental health concern); b) Communicable disease; c) Other disease, illness or infection; d) Unknown cause (ie. cause of illness not known at the time of submitting the SOR).
→ All other Illness	2	

<p>4. Serious Individual Action</p> <p>→ Suicidal behaviour, threat to health and safety of person supported or immediate risk of harm</p> <p>→ Alleged, witnessed or suspected assault: any assault that results in serious injury to the person supported or Service Provider staff;</p> <p>→ Contraband/Safety risk: has potential to cause injury or death; assists with an escape, or has the potential to assist with an escape from a youth justice custody/detention facility or secure treatment program; is being actively investigated by the police and/or MCCSS; resulted in the use of lockdown/searches</p> <p>→ Inappropriate/unauthorized use of information technology: the information technology usage results in or could result in criminal charges, the usage is tied to engagement in prostitution or human trafficking, or the usage is a threat to public safety;</p> <p>→ Unusual, suspicious or unauthorized absence: the absence poses a serious concern about the person supported immediate safety or poses a serious public safety concern;</p> <p>→ Serious charges: new charges that represent a significant individual or public safety concern;</p> <p>→ Relinquishment of care/threat of relinquishment of care: relinquishment of care by family/primary caregiver (s) has been fulfilled.</p> <p>→ All other serious individual action.</p>	<p>1</p> <p>2</p>	<p>a) Suicide attempt or threat that results in placement of suicide watch; b) Person supported on person supported (ie. adult on adult receiving the same service); person supported on staff; persons supported on other;</p> <p>c) Weapons: Narcotics; Fire Setting; Other items that pose a threat to person supported, other people supported, staff; Service Provider Operations and/or the public, and/or are used with the intent to cause harm to the persons supported or others, including the possession of items contrary to policy, procedures and/or standards; d) Escape lawful custody; unlawfully at large (UAL); Missing/absent without permission or under unusual or suspicious circumstances over the age of 18</p>
<p>5. Restrictive Intervention</p> <p>→ Any restrictive intervention that:</p> <ul style="list-style-type: none"> - contravenes MCCSS legislation, regulations and/or policy; - resulted in physical impairment/injury and/or emotional harm of the person supported; - resulted in treatment by a regulated health professional, requiring emergency medical services; - was administered by an unauthorized person. <p>→ All other restrictive interventions.</p>	<p>1</p> <p>2</p>	<p>No subcategories provided by MCCSS</p>
<p>6. Alleged, Witnessed or Suspected Abuse</p> <p>→ Any allegations of; witnessed or suspected abuse or mistreatment where:</p> <ul style="list-style-type: none"> - there is an immediate threat to the health, 	<p>1</p>	<p>a) physical abuse (alleged, witnessed or suspected); b) Emotional harm (alleged, witnessed or suspected); c) Neglect (alleged, witnessed or suspected); d) Exploitation (eg.</p>

<p>9. Disturbance, Service Disruption, Emergency Situation or Disaster</p> <p>→ The Agency's Contingency Plan and/or Emergency Plan was activated in response to an incident that threatened the health and safety of people supported or others;</p> <p>→ The incident is or was perceived to be a significant danger or concern of the community;</p> <p>→ There was/is a site evacuation because of the incident;</p> <p>→ There was/is a site lockdown because of the incident;</p> <p>→ Police intervention or assistance was/is required.</p> <p>→ All other disturbances, service disruption, emergency situation or disaster.</p>	<p>1</p> <p>2</p>	<p>a) Adverse water quality; b) Fire; c) Flood; d) Natural disaster; e) Power outage (eg. an outage that causes a significant disruption to services and/or an outage of an essential IT system, etc.); f) Gas Leak; g) Carbon monoxide; h) Abduction; i) Infectious outbreak (public health officials involved, eg. bed bugs, influenza, etc.); j) Riot; k) Stand-off; l) Hostage taking; m) External threat (eg. bomb threat, Service Provider's computer system hacked); n) Other - Specify.</p>
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For Manual Serious Occurrence Reporting to the Ministry, when the on-line tool is temporarily offline, unavailable or inoperative, please utilize the email address: WestRegionSO@ontario.ca

Related Policies and Procedures:

- Vision, Mission and Service Principles (A-001)
- Guiding Principles (A-002)
- Confidentiality (A-003)
- Privacy (A-004)
- Press and Media Releases (B-002)
- Social Media and Agency Equipment Usage Policy (B-006)
- Volunteer (B-007)
- Purchasing and Credit (B-008)
- Accessibility Policy (B-009)
- Duty of Care (B-010)
- Code of Conduct (B-011)
- Individual Welfare/Rights (C-001)
- Behaviour Support (C-002)
- Complaint/Feedback Policy and Procedure of Persons Supported (C-003)
- Abuse (C-004)
- Use of Physical Restraint (C-005)
- Communication Book (C-007)
- Finances of People Supported (C-008)
- Individual Support Policy for Persons Receiving Service (C-009)
- Pet Ownership, Visiting Pets and Service Animals (C-010)
- Orientation of People Supported (C-011)
- Medical Care of Person Supported Policy (C-012)
- Inventory, Personal Belongings of Persons Supported (C-013)

- Bathing and Showering Supervision of Persons Supported Policy (C-014)
- Persons Supported Food and Nutrition Policy (C-015)
- Missing Person/Unknown Whereabouts Policy (C-016)
- Relationship with Law Enforcement Agencies (C-017)
- Health & Safety Policy Statement (D-001)
- Medication Policy Statement (D-002)
- Emergency Policy (D-003)
- Critical Injury (D-006)
- Bullying, Harassment and Workplace Violence Policy and Procedures (D-007)
- Pandemic Policy (D-008)
- Preventative Maintenance Policy (D-009)
- First Aid Policy and Procedures (D-011)
- Working Alone Policy (D-012)
- Infection Control Policy and Procedures (D-013)
- Hazard/Risk Policy and Procedures (D-014)
- Health and Safety Orientation Policy (D-015)
- Location Health and Safety Representatives Policy (D-016)
- Ladder Safety Policy and Procedures (D-017)
- Sharps Policy and Procedures (D-018)
- Manual Handling Policy (D-019)
- Slips, Trips and Falls Prevention (D-020)
- Workplace Inspection Policy (D-021)
- Work Refusal Policy (D-022)
- Lifts, Transfers and Physical Assistance Policy (D-023)
- Incident/Accident Investigation Policy (D-024)
- Independent Contractor Policy & Procedures (D-025)
- Hiring Policy (E-002)
- Police Record Check, Vulnerable Sector Check Policy (E-003)
- Employee Records Policy (E-004)
- Employee and Volunteer Orientation Policy (E-005)
- Professional Development/Training Policy (E-006)
- Individual Consultation Policy (E-007)
- Employee Performance Appraisal (E-008)
- Vehicle Use (E-009)
- Employee Performance Standards (E-011)
- Disciplinary Policy (E-012)
- Sexual Harassment (E-013)
- Work Reference (E-014)
- Record Retention and Archives (E-018)
- Exit Interview Policy (E-021)