

PROTECTION and PREVENTION in the workplace

For workers
taking part in the
Direct allowance
– service
employment
paycheque
program





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Masculine pronouns are used generically in this document.

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The Programme Santé des Organisations et des Individus of the ministère de la Santé et des Services sociaux is responsible for overseeing the occupational health component for workers participating in the Direct allowance – service employment paycheque program.

In fact, the Programme Santé des Organisations et des Individus acts as an employer for people who provide services under the Direct allowance – service employment paycheque program, **if only in terms of applying the *Act respecting industrial accidents and occupational diseases*.**

This kit is provided for your information. The texts it contains do not replace the applicable laws and regulations.

Table of contents

Protection

What to do if you are injured at work ?	6
What to do if you must take time off because of an accident in your workplace ?	8
Temporary assignments	10

Prevention

Take care of your back	11
Avoid exposure to blood or other body fluids	14
Immediate care	14
Further care	15

Additional informations	16
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Protection

What to do if you are injured at work ?

The *Act respecting industrial accidents and occupational diseases* sets out a four-step procedure that should be followed in the case of **any accident or incident that occurs at work, whether or not the worker needs to take time off.**

1

1. If you have a wound requiring first aid, you may be able to care for it yourself (cleaning the wound, for example).
2. If you have an injury requiring more advanced care, you must go to the CLSC, medical clinic or hospital of your choosing.

2



3. You must fill out the *Report of Work Accident or Incident* form included with the kit. Instructions are given on the first page.

Québec
Ministère de la Santé, de la Sécurité
et des Services sociaux

Report of work
accident or incident

A Identification of worker

Employer name: _____

Worker name: _____

Employer address: _____

Worker address: _____

B Description of accident or incident

Date: _____

Time: _____

① The place where the event occurred

② The task being performed when the event occurred

③ How did the accident or incident happen?

④ The part of the body that was injured

⑤ The type of injury

C Cause of accident

D Appropriate work safety or health actions taken

Date: _____

Time: _____

Signature of worker: _____

Signature of supervisor: _____

3

4

4. Within 24 to 48 hours, you must send us the *Report of Work Accident or Incident* form by fax, at 514 873-1897 or 1 866 802-6281. Also mail us the original report, using the return envelope included in the kit. The person in charge of your file under the Programme Santé des Organisations et des Individus will then contact you to gather information.





Protection

What to do if you must take time off because of an accident in your workplace ?

1. See your physician. He or she will provide you with a medical certificate that you must send **immediately** to the person in charge of your file under the Programme Santé des Organisations et des Individus. Keep the copy marked «Worker».

1

2

2. If your physician tells you that you must take leave from work, immediately inform everyone who uses your services, so that they can find a replacement for the duration of your absence.

3

3. The person in charge of your file under the Programme Santé des Organisations et des Individus will send you the necessary documents for follow-up of your file.

4. You must inform the person in charge of your file at the Programme Santé des Organisations et des Individus each time you see your physician, and immediately mail the person any medical reports issued to you.

4



5. You may also contact your CSST officer, who can provide you with information concerning any aspect of your file (see the back cover of the kit for contact information for the regional offices of the CSST).

5

6. When your physician tells you that you can return to work, immediately inform the person in charge of your file under the Programme Santé des Organisations et des Individus, as well as anyone who uses your services.

6

Temporary assignments

1. The *Act respecting industrial accidents and occupational diseases* provides for the possibility of a temporary assignment, a measure that facilitates returning to work. This means that a worker whose employment injury does not require absence from work may be assigned temporarily to other duties. Similarly, a person who has been absent from work with an employment injury can gradually return to work as his or her condition improves.

All the studies done in this area tend to confirm that physical activity helps shorten the duration of a disability and reduces the risk of chronic pain.



2. **The attending physician must agree** to a worker's temporary assignment, on the basis of the following considerations:

- The worker must be able to do the work proposed.
- The work proposed must not endanger the worker's health, safety or physical well-being, considering his or her injury.
- The work will advance the worker's rehabilitation.

Prevention

Take care of your back!

Before moving a user or helping a user to move, remember that there is no standard model for human beings. Weight, height and personality contribute to making us all different, as do individual health issues.

This is why you must think through any movements to help a user change positions or walk. You need to know your physical capabilities and those of the user. You must gauge the effort required and apply a few simple biomechanical principles. Always follow the advice of any occupational therapist or physiotherapist who has assessed the user: these professionals are specialized in movement.

Keep the following points in mind when handling a user:

- Know which task is to be performed.
- Talk to the user about his or her strength, motivation, willingness to cooperate and pain.
- Use available equipment safely. ●●●●●●●●▶
- Clear the work area.
- Make sure that the floor is clean and dry, and that lighting is adequate.
- Adopt a safe intervention strategy.



1. Source : Association pour la santé et la sécurité du travail du secteur affaires sociales, Programme PDSB, *Rappel des principes*, 2004.



Prevention

It is important to talk to the user at each step in the manoeuvre.

Before handling:

1. Make contact.
2. Encourage the user to actively take part, according to his or her capabilities.
3. Explain the code for «Go».
4. Encourage the user : «That's good».

During the manoeuvre:

1. Describe each movement as it is made.
2. Encourage the user.
3. Make sure that the user is comfortable and able to continue.
4. Maintain eye contact.

Afterwards:

1. Congratulate the user. Emphasize what went well.

During the manoeuvre, you must:

Adopt a good position: ●●●●●●●●

1. Feet apart and positioned to facilitate movement.
2. No twisting or bending of back.
3. Knees bent.



Get a good grip:

1. Take hold of the user firmly but gently.
2. Hold the user close to you.
3. Locate or create hand holds.
4. Block possible flexion.
5. Have the user contribute to the movement.

Select the appropriate movements:

1. Provide only the necessary level of assistance.
2. Tell the user what to do.
3. Follow natural movement.
4. Roll, slide or pivot the user, but do not lift.
5. Use weight transfer or counter-weight as leverage.
6. Proceed step-by-step through the movements.
7. Move the user towards you, rather than pushing.



Exercise and keep in shape.



Prevention

Avoid exposure to blood or other body fluids

When caring for a user, you may **accidentally** come into contact with blood or with other body fluids or matter that may contain blood (e.g. urine, saliva or feces).

1

Accidental exposure can occur through:

- Puncture (from a syringe used to give the user an injection)
- A cut (with the user's razor)
- Spattering (spittle in the eye)
- Contact with a skin lesion (e.g. a wound or eczema)
- A bite that breaks the skin



While the risk of contamination is low in these situations, certain safety measures must be followed rigorously.

2

IMMEDIATE CARE

Exposure by puncture or cut:

1. Gently make the wound bleed, without breaking the surrounding skin.
2. Wash the wound with soap and water.
3. Rinse the wound and dry the skin.

Do not scrub the wound or use irritating products such as bleach.



Contact with the eye, nose or mouth:

1. Using tap water, thoroughly rinse the affected area as soon as possible and for a good length of time.

Skin contact:

1. Wash the exposed area with soap and water.
2. Rinse and dry.

Do not scrub your skin or use irritating products such as bleach.



FURTHER CARE



As soon as possible, contact Info-Santé (8-1-1) or your local CLSC. The staff will assess your situation and indicate the steps you should take.

Call the Programme Santé des Organisations et des Individus, at 514 864-6048 or 1 866 802-6280, and inform the staff of your situation. The person in charge will tell you what procedure to follow.



Fill out a *Report of Work Accident or Incident* form and fax it to us at 514 873-1897 or 1 866 802-6281.



Additional informations

For more information about how you are protected in case of an accident in your workplace, contact the Programme Santé des Organisations et des Individus.

Programme Santé des Organisations et des Individus

3700, rue Berri, 3^e étage
Montréal (Québec) H2L 4G9

Phone: 514 864-6048
Toll free: 1 866 802-6280

Fax: 514 873-1897
Toll free: 1 866 802-6281

You may also call
the Commission de la santé
et de la sécurité du travail:
1 866 302-CSST (2778)



**Santé
et Services sociaux**

Québec

