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Service Provider, Contractor and Vendor Health and Safety		
Signing Authority:	Chief Executive Officer	
Approval Date:	September 24, 2019	Effective Date: September 24, 2019

SCOPE:

This policy and procedure applies to all service providers, contractors and vendors hired by or having a working relationship with the Royal Victoria Regional Health Centre (RVH). This includes all workers or entities subcontracted by the above, as well as external consultants, product business representatives, privately employed external healthcare providers, and employees of external agencies and community partners who work on behalf of their agency within a dedicated location and/or role (whether intermittently when required, or on a part-time or full-time basis) at RVH. The requirements apply whether working on RVH property or working for RVH elsewhere.

POLICY STATEMENT:

At RVH, *Safety is Our Promise*. RVH takes the health and safety of its patients and workers very seriously and shall be vigilant in upholding that standard by ensuring that interactions with service providers, contractors and vendors maintain patient and worker safety as their primary goal. As the *employer* under the Ontario *Occupational Health and Safety Act (OHSA)*, RVH is mandated to also protect the health and safety of service providers, contractors and vendors, as defined below. RVH has a further obligation to ensure that, once contracted or entered into a service partnership or business relationship, these individuals comply with all applicable legislation, industry and best practice standards relevant to their work, to ensure their health and safety and that of the RVH workers and patients around them.

This policy and procedure serves to outline health and safety and communication requirements between RVH and service providers, contractors and vendors.

DEFINITIONS:

Competent Person: A person who:

- is qualified because of knowledge, training and experience to organize the work and its performance,
- is familiar with the *Occupational Health and Safety Act* and the *Regulations* that apply to the work, and
- has knowledge of any potential or actual danger to health or safety in the workplace.

Contractor: An external company or independent operator hired into a contract (or sub-contract) to perform work or supply services.

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Employer: A person who employs one or more workers or contracts for the services of one or more workers and includes a service provider or subservice provider who performs work or supplies services.

External healthcare provider: An individual contracted by RVH or directly by an RVH patient or the patient's Substitute Decision Maker (SDM) to provide care to the patient within RVH for the purposes of:

- Providing care not available through RVH
- Supplementing care not available at the intensity desired by the patient/SDM
- Serving as an adjunct to the care provided at RVH

These services may be delivered by regulated or non-regulated healthcare professionals.

Maintenance: Work usually involving refurbishing, repair, replacement, or a minor change, or service or maintenance work (e.g., any scheduled preventative repair work, repair to heating, ventilation and air conditioning units, and small scale electrical activity). Any large-scale maintenance using construction methods or equipment shall be deemed *construction*, as defined above.

Owner: A trustee, receiver, mortgagee in possession, tenant, lessee, or occupier of any lands or premises used or to be used as work place, and a person who acts for or on behalf of an owner as his agent or delegate.

RVH contact/liaison: The RVH employee who is designated to supervise and/or oversee the service provider, contractor or vendor and acts as the contact person on behalf of RVH. This may be the leader of the department seeking the service relationship, or an appropriate representative for the job or project being carried out. The nature and location of the job or project shall guide selection of the appropriate RVH contact/liaison.

Service provider: A company or agency contracted to provide ongoing service to RVH. These companies or agencies may or may not be directly paid by RVH and their primary workplace may or may not be RVH premises. Examples include equipment services, utility service or repair companies, linen suppliers, waste haulers, community healthcare partners, pest control services, etc.

Site: The physical location in/on RVH owned or rented premises where work takes place.

Solicitation: The act of seeking the business of potential customers. In the context of RVH, this means directly speaking with physicians, workers or leaders to encourage their interest in and/or purchase of goods and services.

Supervisor: A person who has charge of a workplace or authority over a worker.

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Vendor: A person or company providing a paid good or service. Examples include those hired or authorized to sell goods by the RVH Auxiliary, the retail pharmacy, the food court, the retail respiratory products provider, company sales representatives, etc.

PROCEDURE:

The safety of our patients and workers is our top priority. RVH facilities are open to the public 24-hours per day, meaning non-RVH individuals may justifiably move throughout the facility. This procedure serves to reasonably prevent unauthorized individuals from entering locations they do not have a need or right to enter.

RVH Leaders shall ensure they understand and enforce the requirements set out below. This shall include communication with their teams to ensure sign-in and other requirements are followed at all times. It shall be the responsibility of RVH employees to identify and address any service provider, contractor or vendor found in RVH owned or rented premises without the appropriate identification badge.

Prequalification Safety Review

The RVH contact/liaison intending to engage in a service relationship with the service provider, contractor or vendor shall ensure the service provider, contractor or vendor demonstrates safety competence and has a history of safe performance and due diligence. As is appropriate for each service relationship, the service provider, contractor or vendor may have to, at the outset, submit written proof of any or all of the following (to be retained by the RVH department seeking to establish the service relationship):

- A positive Workplace Safety Insurance Board (WSIB) Experience Rating with appropriate liability insurance and WSIB coverage
- Appropriate and compliant health and safety policies, programs and training
- Competent supervisors and a program to completely undertake and control the work on behalf of RVH
- The ability to perform the work safely and in compliance with all provisions of the OHSA, other applicable regulations and applicable RVH policies and procedures
- Any other verification deemed to be necessary based on the specific nature of the service relationship

Where the contract entails publicly funded goods and services, the service provider, contractor or vendor shall submit evidence of any or all of the criteria required in the Request for Supplier Qualification process, as set out in the Ontario Broader Public Sector Procurement Directive. The prospective service provider, contractor or vendor shall contact the RVH Procurement and Business Development office for further information.

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Pre-Contract Kick-Off Meeting: Development of Safe Work Plan

1. The service provider, contractor or vendor shall attend a pre-contract kick-off meeting with the assigned RVH contact/liaison to develop and document the necessary safe work plan. At the discretion of the RVH contact/liaison, other RVH representatives may be involved to develop the plan (e.g., Infection Prevention and Control (IPAC), Quality and Risk, Safety, Security, Occupational Health, etc.).
2. The pre-contract kick-off meeting shall be documented and maintained by the RVH contact/liaison, who shall establish regular service reviews for the duration of the job or contract, when applicable.
3. Any potential hazards or other considerations shall be reviewed and documented:
 - The service provider, contractor or vendor shall ensure all equipment brought onto RVH property is in a state of good repair and meets all applicable government approvals and RVH requirements.
 - The service provider, contractor or vendor's equipment and materials shall be used and stored on RVH property in a safe manner that does not impede emergency equipment or patient care.
 - A full job hazard analysis (JHA) may be required, depending on the size and nature of the project. Whether a JHA is completed or not, the potential hazards or requirements to consider include but are not limited to:
 - Applicable mandatory orientation or training content
 - Chemical, biological and/or pharmaceutical product handling, use and storage, access to Safety Data Sheets (as applicable) and spill control
 - Clutter/housekeeping
 - Confined and restricted spaces
 - Designated substances (*to be brought to the immediate attention of the RVH liaison/contact if occurring or likely to occur)
 - Electrical work hazards
 - Emergency codes (set by the Ontario Hospital Association, Emergency Preparedness and as stipulated in the RVH Emergency Codes)
 - Emissions related to any product, process and/or equipment used
 - Ergonomic hazards associated with patient and/or material handling
 - Hand hygiene and communicable diseases
 - Hazardous medications
 - Infection prevention and control, including signage and mould/dust control
 - Ladder use, elevated work and fall arrest
 - Lock out/tag out
 - Noise and/or vibration control
 - Personal protective equipment use
 - Radiation, Magnetic Resonance Imaging and/or Nuclear safety
 - Waste segregation and disposal in accordance with municipal and/or provincial requirements

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- Where any of the above hazards have been identified as occurring or likely to occur within the course of the work, development and implementation of control measures shall be the sole responsibility of the service provider, contractor or vendor. These control measures shall be provided to the RVH liaison/contact in written form and shall expressly protect the service provider, contractor or vendor as well as any RVH workers, patients or visitors in the vicinity of the work. This provision does not apply in the event of the discovery of unforeseen hazards.
- 4. With the exception of RVH-specific content, legislated training requirements and any additional training for hazards identified in the pre-contract kick-off meeting shall be the responsibility of the service provider, contractor or vendor. Training records shall be maintained by the service provider, contractor or vendor (available to the RVH contact/liaison if required). Depending on the nature of the work or service being provided, participation in RVH orientation may also be required (see next section).
- 5. Ongoing approved service providers, contractors and vendors who work on-site shall have their safe work plans reviewed at the start of each new job or contract (or once every three years, whichever comes first). This review shall be completed by the RVH contact/liaison (or as otherwise negotiated between the RVH contact/liaison and the service provider, contractor or vendor).

Safety, Security and Occupational Health Certification and Documentation Requirements

The health and safety of service providers, contractors and vendors and of RVH workers, patients and visitors is of utmost importance. If work is performed or service is provided in occupied patient areas, a determination of the level of risk for all is required. This risk is based on the proximity of the work being performed or serving being provided to RVH patients. Safety, Security and Occupational Health requirements, such as orientation, immunization, respirator fit-testing, and so on, are dependent on that level of risk. Please refer to *Appendix I Safety, Security and Occupational Health Risk Algorithm*.

The following shall be completed and maintained with the service provider, contractor or vendor safe work plan (or community partnership documentation):

1. WSIB Certificate of clearance (eClearance)
2. Proof of liability insurance
3. RVH Privacy and Code of Conduct pledges
4. All applicable safety, security and occupational health requirements (including ongoing maintenance thereof), based on the level of risk (refer to *Appendix II Safety, Security and Occupational Health Requirements*).

Reporting and Investigation of Work-Related Injuries, Illnesses and Hazards

In the event of service provider, contractor or vendor injury, illness/exposure or hazard inside their work site (that is, where those workers are the only ones present within the site, have control of the physical location and activities taking place therein), their own

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reporting, investigation and follow-up process shall be followed. However, the RVH contact/liaison shall be notified of the event as soon as reasonably possible. If necessary, such as in the case of a critical injury or fatality, copies of reporting, investigation and follow-up documents shall be provided to the RVH contact/liaison.

In the event of service provider, contractor or vendor injury, illness/exposure or hazard in an area also occupied by RVH workers, patients or visitors, their own process shall apply, as above, but they shall also immediately report the event to the RVH contact/liaison. The RVH contact/liaison shall ensure that a Safety Learning System (SLS) incident report is submitted as soon as reasonably possible, with the assistance of Safety, Security and/or Occupational Health, as is appropriate in the circumstances. Further investigation and follow-up shall be completed in accordance with RVH Corporate Administrative Policy and Procedure, *Employee Injury, Illness, Hazard Reporting and Investigation*.

Conduct Expectations

Service providers, contractors and vendors who wear their company uniforms shall wear their company identification badges at all times and/or be issued RVH Contractor or Vendor badges, also to be worn at all times. These shall be issued on a day-to-day, short-term or long-term basis, depending on the duration of the contract or agreement made for each project/contract, from one of the following locations:

- Facilities and Building Operations contractor window
- Procurement and Business Development office
- Capital Planning and Redevelopment office
- Locating window/Security office (available 24-hours)

Service providers, contractors and vendors who wear street clothes shall do so in accordance with RVH Corporate Administrative Policies and Procedures, *Corporate Dress Code* and *Footwear*. Reasonable exemptions with regard to work jeans or other construction attire shall be made when appropriate, depending on the nature of work being performed or service being provided. They shall wear their company identification badges at all times and/or be issued RVH Contractor or Vendor badges, as above, to be worn at all times.

Service providers, contractors and vendors shall:

1. Remain in their designated work areas. They shall not access other areas unless necessary and expressly permitted (and documented) in their safe work plans.
2. Conduct themselves in a professional manner at all times and abide by all applicable policies regarding special requirements (e.g., Restriction on Food and Beverage Consumption, etc.).
3. Refrain from using scented products (e.g., perfumes and colognes, any product containing highly volatile compounds, etc.) in accordance with RVH Corporate Administrative Policy and Procedure, *Scent Reduction*.

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4. Not smoke, vapourize, ingest, chew, or otherwise take in any alcohol, tobacco, cannabis products (whether medicinal or recreational), or any other impairing substance, whether medicinal (prescribed, off-label or not prescribed) or recreational, while on RVH property.
5. Be prohibited from RVH property if found in possession of, using or reasonably appearing to be impaired by alcohol, cannabis or any other impairing substance, whether medicinal (prescribed, off-label or not prescribed) or recreational.
6. Be prohibited from RVH property if found engaging in any form of violence, harassment, bullying, or sexual harassment (whether implied or otherwise).
7. Be aware of areas that prohibit the use of cell phones. Cameras or other recording devices shall be prohibited unless necessary and expressly permitted (and documented) in their safe work plans.
8. Advise the RVH contact/liaison of any use of subcontractors and ensure their safe work plans expressly includes provisions and expectations of these individuals prior to bringing them on site.

Disciplinary Action and/or Revocation of Safety Certificate

1. Violations of the provisions set out in this policy and procedure and/or of the safe work plan, along with any subsequent discipline, shall be documented in writing and recorded on the Service Provider, Contractor and Vendor Compliance Checklist (refer to *Appendix III*) by the RVH contact/liaison. Such violations shall be escalated as required and may involve other RVH representatives.
2. Disciplinary documentation shall include:
 - the nature and date of the incident;
 - the service provider, contractor or vendor involved;
 - the service provider, contractor or vendor company involved; and
 - the corrective action(s) taken.
3. Disciplinary action, dependent on the nature and frequency of the incident(s), may not be limited to discipline of an individual service provider, contractor or vendor but may ultimately result in a ban of the service provider, contractor or vendor company from working at RVH.

Roles and Responsibilities

Service provider, contractor and vendor companies shall be responsible for:

- Ensuring their workers adhere to the Project or Service Health and Safety Rules at all times (refer to *Appendix I*).
- Ensuring an appropriate representative attends the pre-contract kick-off meetings and received the agreed upon Safe Work Plan.
- Ensuring RVH is informed of all sub-contractors hired by the service provider, contractor or vendor and that those individuals have received the applicable RVH training and copy of the safe work plan.

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- Ensuring all service provider, contractor or vendor workers have met Safety, Security and Occupational Health Requirements and submitted records thereof (refer to *Appendices I and II*).

RVH Contacts/Liaisons shall be responsible for:

- Ensuring the service provider, contractor or vendor has reviewed this policy and attended a documented pre-contract kick-off meeting.
- Providing the service provider, contractor or vendor with a copy of the Project or Service Health and Safety Rules (*Appendix II*).
- Obtaining required copies of documentation as outlined in the *Certification and Documentation* section above, the Service Provider Compliance Checklist and the pre-contract kick-off meeting.
- Enforcing all plans and permit requirements (e.g., Hot Work Permit, etc.).
- Enlisting the assistance of Facilities and Building Operations, Environmental Services, Capital Planning and Redevelopment, Procurement and Business Development, the department/unit Manager, Safety, Security, Occupational Health, Quality and Risk, IPAC, etc., as applicable and required in the area in which the work is being done.
- Conducting contract service evaluations on service provider's performance using the Constructor, Contractor and Service Provider Compliance Checklist.

Leaders in the work/service area shall be responsible for:

- Communicating the purpose and requirements of this policy and procedure to their teams, as outlined in the introduction to this procedure section.
- The protection of RVH employees and professional staff as well as equipment in their departments/units while work or service is in progress.
- Ensuring the service provider, contractor or vendor's work is in accordance with RVH policies and procedures.
- Reporting any concerns to the appropriate RVH contact/liaison.

Other RVH representatives, as applicable (e.g., IPAC, Quality and Risk, Safety, Security, Occupational Health, etc.), shall be responsible for:

- Ensuring that all applicable policies and procedures are up to date.
- Participating in pre-contract kick-off meetings when requested.
- Reporting any concerns to the appropriate RVH contact/liaison.

Documentation

Please refer to the Service Provider, Contractor and Vendor Compliance Checklist (*Appendix III*).

CROSS REFERENCES:

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Corporate Administrative Policy and Procedure (2018) *Equipment Lockout and Tagout*

Corporate Administrative (IPAC) Policy and Procedure (2011) *Construction and Renovation* (and all corresponding appendices)

Corporate Administrative (OHS) Policy and Procedure (2017) *Elevated Work and Fall Protection*

Corporate Administrative (OHS) Policy and Procedure (2018) *Employee Injury, Illness, Hazard Reporting and Investigation*

Corporate Administrative (OHS) Policy and Procedure (2018) *Footwear*

Corporate Administrative (OHS) Policy and Procedure (2018) *Ladder Safety*

Corporate Administrative (OHS) Policy and Procedure (2018) *Scent Reduction*

Corporate Administrative (OHS) Policy and Procedure (2018) *Worker Slips, Trips and Falls*

Corporate Clinical Policy and Procedure (2018) *Regulated and Non-Regulated Privately Employed External Healthcare Providers*

Departmental Clinical (Operating Room) Policy and Procedure (2018) *Interpreters or Guards in the Operating Room/Post-Anaesthetic Care Unit*

Restriction on Food and Beverage Consumption (2015)

RVH Emergency Codes and Contingency Plans, all

REFERENCES:

Broader Public Sector Accountability Act, 2010, S.O. 2010, c. 25, retrieved 09 June 2018 from <https://www.ontario.ca/laws/statute/10b25?search=lobby>

Confined Spaces, Ontario Regulation 632/05, retrieved 04 August 2017 from <https://www.ontario.ca/laws/regulation/050632>

Designated Substances, Ontario Regulation 490/09, retrieved 04 August 2017 from <https://www.ontario.ca/laws/regulation/090490>

Halton Healthcare Services (2014) *Service provider Safety Policy*

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Health Care and Residential Facilities, Ontario Regulation 67/93, retrieved 04 August 2017 from <https://www.ontario.ca/laws/regulation/930067>

Industrial Establishments, R.R.O. 1990, Regulation 851, retrieved 04 August 2017 from <https://www.ontario.ca/laws/regulation/900851>

Noise, Ontario Regulation 381/15, retrieved 04 August 2017 from <https://www.ontario.ca/laws/regulation/150381>

Occupational Health and Safety Act, R.S.O. 1990, CHAPTER O.1, retrieved 04 August 2017 from <https://www.ontario.ca/laws/statute/90o01#BK87>

Ontario Hospital Association, Emergency Preparedness, Tools and Resources, *Colour Codes Poster*, retrieved 21 August 2018 from <https://www.oha.com/Documents/Emergency%20Preparedness%20Colour%20Codes%20Poster.pdf>

Quinte Healthcare Corporation (2013) *Service Provider Safety Rules*

Sick Kids (2014) *Service provider Safety* Version 1

Sunnybrook (2016) *Service provider HS Policy – Orientation Program*

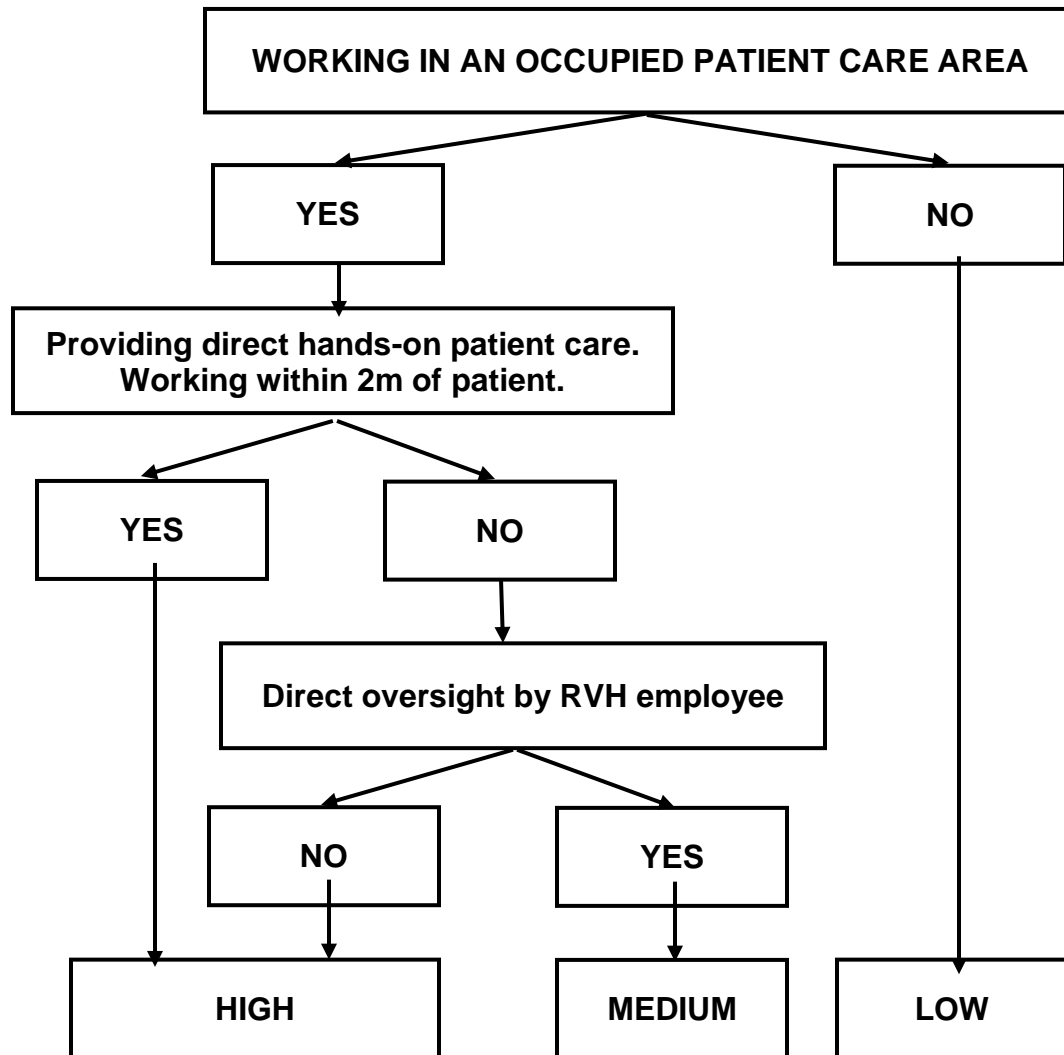
University Health Network (2014) *Policy and Procedure Manual: Occupational Health and Safety – Working at Heights and Fall Protection*.

Workplace Hazardous Materials Information System (WHMIS), R.R.O. 1990, Regulation 860, retrieved 04 August 2017 from <https://www.ontario.ca/laws/regulation/900851>

X-Ray Safety, R.R.O. 1990, Regulation 861, retrieved 04 August 2017 from <https://www.ontario.ca/laws/regulation/900861>

Appendix I: Safety, Security and Occupational Health Risk Algorithm

The level of risk for service providers, contractors and vendors corresponds to their degree of interaction with patients. Their Safety, Security and Occupational Health Requirements (*Appendix I*) are based on that level of risk.



HIGH: Individuals entering occupied patient care areas AND providing direct hands-on care of those patients, learning how to provide hands-on care or otherwise engaging in up-close interaction with or work around patients. Any individuals entering full airborne isolation rooms.

MEDIUM: Individuals entering occupied patient care areas BUT only speaking with patients, observing care activities or working no closer than 2 m from the patient (with NO contact of any kind). Excludes airborne or airborne/contact rooms, regardless of the activities or interaction.

LOW: Individuals entering the hospital but NOT entering any occupied patient care areas.

Appendix II: Project or Service Health and Safety Rules

Requirement	Risk Level	HIGH	MEDIUM	LOW
	Occupational Health visit		Yes	No
Tuberculosis (TB) skin test		Yes	No	No
Influenza immunization		Yes	Yes	No
Review of immunization records		Yes	No	No
N95 respirator fit*		Yes	No	No
Orientation participation	General hospital and interdisciplinary		No	No
Staff Alert Pendant*		Yes	No	No
Vulnerable Sector Check		Yes	No	No
Criminal Record Check		Yes	No	No
RVH Code of Conduct		Yes	Yes	Yes
RVH Privacy Pledge		Yes	Yes	No

HIGH: This may include, but is not limited to, General Electric Biomed, Home and Community Care, patient transfer service providers, Orillia Soldiers Memorial Hospital Dialysis services, and other community healthcare providers.

MEDIUM: This may include, but is not limited to, surgical vendors, pharmaceutical and medical equipment representatives, information technology vendors, and anyone working on cabling/wireless/cellular/Connecting Care systems.

LOW: This may include, but is not limited to, trades, maintenance and repair services providers, Precise ParkLink, food court vendors, RVH Auxiliary employees and vendors, HM Cash Pick Up, water service providers, and any sales representatives or vendors.

Please obtain most current copy of checklist from:

- Capital Planning and Redevelopment
- Facilities and Building Operations
- Procurement and Business Development