Transfer Policy

Policy Name: Transfer Policy			**Policy #:**	101
Approved Date:	June 25, 2010	**Revision Date:**	July 5, 2021	
Approved By: Health & Safety Committee, Management				

Purpose

Ten Ten Sinclair Housing Inc., Fokus Management, and the Westwood Cluster Units recognize that appropriate safe transfer methods are beneficial to both tenants and employees. The organizations are committed to maintaining a safe work environment in concert with its tenants and employees. This policy outlines the approved transfer methods.

Assessment of Transfers

Ten Ten Sinclair Housing Inc., Fokus Management, and the Westwood Cluster Units will be using approved WRHA assessments or equivalent for all transfers.

In order to provide safe and consistent services to the tenants and allow employees a safe work environment the following applies:

1. Tenants will obtain assessments from the WRHA or other appropriate sources.
2. Those organizations will determine the acceptable transfers available for the tenant.
3. Information will be provided to the tenants on their acceptable transfers.
4. Training will be provided to employees on acceptable transfers.
5. Tenants must provide all necessary equipment in order for the employees to provide safe and consistent services.
    a. If a tenant's equipment is faulty, assisting with transfers may be suspended until the equipment is repaired or other arrangements have been made.

Complaint Procedure

1. All incidents where unsafe transfer methods are requested must be documented and brought to the Unit Supervisor.
2. The Unit Supervisor will initiate an investigation of each incident and forward documentation to the appropriate parties.
3. Tenant(s) will be included when reviewing all documentation.

Use of Inappropriate Transfer Techniques

1. Services to tenants requesting unsafe transfer methods (e.g. cannonball) will be subject to review and alteration up to and including suspension.
2. Employees performing lifts and transfers not assessed or approved by the organization (e.g. cannonball) will be subject to discipline up to and including termination.
3. An employee can exercise their right to refuse a transfer if the appropriate transfer is not requested. The employee must contact the Supervisor when there is a work refusal.
4. All work refusals and incidents where unsafe transfer methods are requested must be documented and brought forward to your immediate Supervisor. Failure to provide such documentation will result in disciplinary action.

Discipline

1. Ten Ten Sinclair Housing Inc. will investigate all incidents and circumstances.
2. Given the severity of action involved, Ten Ten reserves the right to terminate employment or suspend services of any one in breach of this policy.

Lifting from Floor/Ground

Under no circumstances should a tenant be manually lifted from the floor/ground by an attendant. Upon discovery of a tenant on the floor or ground the attendant will check on the tenant and ensure they are in a safe position. The attendant will ask the tenant if they should call 911 for them. If so, the attendant will call 911. If urgent care is not needed, the attendant will lift the tenant from the floor using a Hoyer lift or the ceiling track if appropriate. If the tenant does not have a Hoyer lift, each unit has a spare lift or arrangements for this occurrence.

Failure to follow this direction will result in:

- First instance – Ten (10) day suspension without pay.
- Second Instance – Immediate termination of employment.

Principles of Transfers

- Tenants may direct employees within the parameters of their transfer method.
- Tenants will direct transfers with the employees and their own safety in mind.
- Employees will perform all transfers with the tenant's and their own safety in mind.

Principles of Good Body Mechanics

- Bend hips and knees.
- Keep the spine straight.
- Keep a wide base.
- Hold the tenant or object close to the body.
- Position feet in the direction of the lift.
- Appreciate your limits