

ADMINISTRATIVE MANUAL

Policy and Procedure

Title:	Scent Awareness	Number:	AD-OHS-035
Sponsor:	Senior Director, People Services and Human Resources	Page:	1 of 7
Approved by:	VP, People Services and Organizational Development Executive Leadership Team	Approval Date:	Oct. 29, 2018
		Effective Date:	Dec. 1, 2018
Applies To:	All Team Members, Patients, Families, and Visitors are actively encouraged to comply		

TABLE OF CONTENTS

GUIDING PRINCIPLES.....	1
POLICY STATEMENTS.....	2
PROCEDURE.....	2
RELATED DOCUMENTS.....	4
Policies	4
Appendices.....	4
Appendix A – Definitions.....	5
Appendix B – Contact Persons.....	6
District Health Authority Policies Being Replaced.....	7

GUIDING PRINCIPLES

Nova Scotia Health Authority (NSHA) is committed to providing a healthy, safe and productive Workplace and strives to eliminate the use of Personal and Environmental Products with scents and fragrances to prevent any adverse reactions to Patients, Team Members, and Visitors working within and visiting our facilities

NSHA is aware of scent sensitivities and makes every effort to purchase and use products that are scent free/reduced when possible. Scented Personal Products may have an impact on and/or be offensive to Patients, Team Members, and Visitors who are sensitive to, have allergies to, or have medical conditions related to scents and odours. Team Members and Patients are expected to be aware of scents and mindful of the effects on others, and use Unscented Personal Products when possible, before entering NSHA facilities.

This is a CONTROLLED document for internal use only. Any documents appearing in paper form are not controlled and should be checked against the electronic file version prior to use.

POLICY STATEMENTS

1. As an organization, NSHA communicates and collaborates with Team Members and Patients to provide a Workplace and care environment that is reducing exposure to scented products.
2. Team Members:
 - 2.1. Must notify Occupational Health, Safety & Wellness (OHSW) and their Immediate Supervisor/Manager of any known allergic reactions or medical conditions related to scents and/or chemical odours requiring accommodation.
 - 2.2. Are expected to use unscented personal hygiene products such as, but not limited to, shampoo, deodorant/antiperspirant, soap, hairspray, and laundry detergent/dryer sheets.
 - 2.3. Must not wear perfume, cologne, after shave, use essential oils, including scented natural products or scented lotion in the Workplace at any time.
 - 2.4. Are expected to be aware that second hand smoke from tobacco and cannabis are included in the definition of Scents.

Note: Air quality concerns related to smoking or other contaminants such as chemical odours and exposures are addressed in the Safety Management System - Occupational Hygiene Program (Pending).

PROCEDURE

1. NSHA Environmental Products

- 1.1 Occupational Health, Safety & Wellness reviews products within the MSDS database on an annual basis, to determine if all ingredients are acceptable as a scent-free product.
- 1.2 If a scent-free option is not available and is identified as a requirement, forward this requirement to procurement by creating a requisition outlining the requirement and budgeted cost. Procurement will assist in the sourcing of a suitable product.
- 1.3 Team Members make all reasonable efforts to inform suppliers of this policy and ensure all products used and purchased by NSHA are scent-free, when possible.
- 1.4 Team Members adhere to this policy when purchasing any products, including those purchased outside of standard purchasing processes.
- 1.5 NSHA provides one weeks' advance notice of activities in specific areas that may produce odours, whenever possible, to permit Patients and Team Members to make alternate arrangements so as not to be adversely impacted by the activity.

2. Scent and Personal Products

- 2.1 Everyone working at NSHA, if comfortable doing so, should inform others (fellow Team Members, visitors, patients, and families) of the Scent Awareness policy to support compliance by all.
- 2.2 Team Members inform others of the policy in a polite and respectful manner:

This is a CONTROLLED document for internal use only. Any documents appearing in paper form are not controlled and should be checked against the electronic file version prior to use.

- 2.2.1 Inform them of the Scent Awareness policy.
- 2.2.2 Politely ask them to remove or minimize the scent;
- 2.2.3 Notify the appropriate NSHA Contact Person ([Appendix B](#)) if they continue to be non-compliant.
- 2.3 Managers, supervisors, delegates or most responsible person at any site may ask that others leave the NSHA facility if possible, if the scent cannot be removed; and commit to complying with this policy when entering NSHA facilities in the future.
 - 2.3.1 Advise Patients that the continued use of scented Personal Products may delay or cause cancellation of procedures or treatments.
- 2.4 Team Members who have sensitivities to scented product, supported by medical evidence, are not expected to interact with patients who are in violation of the Scent Awareness policy, unless the situation is urgent/emergent.
- 2.5 Contact Persons (See Appendix B) address those who choose not to comply upon request for first time non-compliance and continued non-compliance.
- 2.6 The Contact Person follows Procedure steps 2.2.1 and 2.2.2 upon notification of the non-compliance.
 - 2.6.1 For non-compliant Team Members that continue to violate the policy, Disciplinary Action may be taken as outlined in NSHA-AD-HR-030 Discipline (in draft).
- 2.7 The contact person:
 - 2.7.1 Speaks with those who do not comply directly to remind them of this policy and ask for their cooperation by either removing the product or leaving the NSHA facility as soon as possible.
 - 2.7.2 Accommodates the affected Team Members and/or Patients if they choose not to comply with this request, and determines, in consultation with the physician and the Patient Care Representative, an appropriate process for future compliance.
 - 2.7.3 Contacts Security or the facility designate if they refuse to leave when asked.

3. NSHA Signage and Communication

- 3.1 Zone Operations Executive Directors and Site Leads are responsible to communicate this policy.
 - 3.1.1 Each NSHA facility displays appropriate signage to advise Team Members and Patients to use Unscented Personal Products.
- 3.2 Immediate Supervisor/Managers ensure approved signage is posted and visible in their departments/units.
- 3.3 Team Members inform Patients of this policy.
- 3.4 This policy is communicated in NSHA's General Orientation by the orientation host, in the initial host slides.

- 3.5 Library Services ensures that brochure guidelines for written Patient material include Scent Awareness policy information on each item.
- 3.6 Appointment confirmation letters and scripts advise patients of the Scent Awareness Policy.
4. Immediate Supervisor/Managers may develop additional scent/chemical awareness guidelines where required in support of Patient requirements, such as the [Integrated Chronic Care Service](#).

RELATED DOCUMENTS

Policies

[NSHA AD-HR-020 Respectful Workplace](#)

[NSHA AD-OHS-025 Drugs and Alcohol in the Workplace](#)

[NSHA AD-OHS-030 Smoke & Tobacco Reduction](#)

Appendices

[Appendix A – Definitions](#)

Appendix A – Definitions

Immediate Supervisor/Manager	Refers to the individual responsible to supervise and/or manage an Employee and/or group of Employees.
NSHA Team Member	Unless specifically limited by a certain policy, refers to all Employees, physicians, learners, volunteers, board members, contractors, contract workers, franchise employees, and those with affiliated appointments and other individuals performing work activities within NSHA.
Patient	For NSHA, defined as all individuals including clients, residents and members of the public who receive or have requested health care or services from NSHA and its health care providers.
Scent Free; Fragrance Free; Unscented	According to the Canadian Centre for Occupational Health and Safety (CCOHS) there is no exact definition to encompass these terms. Unscented or Fragrance Free items may contain ingredients that mask other scents in the product, therefore, fragrance or perfume may be among the ingredients listed in some of these products.
Scented Personal Products	Fragrance ingredients are commonly used in personal care products, such as shampoos, shower gels, shaving creams, body lotions, etc.
Workplace	Any place where NSHA Team Members are likely to be engaged in any occupation and includes, but is not limited to: NSHA facilities, including all leased properties, Patients' residences, community meeting places, any vehicle used or likely to be used by Staff in an occupation, washrooms, cafeterias, business travel, conferences, work related social functions, locker rooms, phone calls, faxes, email, and any location, event or activity where actions of Staff, on duty or not, will have serious repercussions on the work environment.

Appendix B – Contact Persons

Non-compliant person	NSHA contact person
Employee	Employee's Immediate Supervisor/Manager
Medical Staff	Physician Leader for the service or Zone Medical Executive Director
Student	Student's Instructor
Volunteer	Coordinator, Volunteer Services
Patient	Supervisor/Manager in Care Area/Facility Lead
Visitor	Facility Lead/Security
Contract Worker	Facility Lead/Contract Lead

District Health Authority Policies Being Replaced

CEHHA	106-006	Scent Reduced Environment
GASHA	3-100	Scent Free Policy
AVH	140.121	Scent Awareness
SWHA	710.0	Scent Free
CHA	109-002	Scent Free Policy
CDHA	08-090	Scent Free – Personal Products

Version History

Major Revisions (e.g. Standard 4 year review)	Minor Revisions (e.g. spelling correction, wording changes, etc.)
NEW 2018-10-29	