

Community Connections Support Services

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Health and Safety Audit 2010

In 2010, Community Connections Support Services continued its commitment to on-going quality improvement efforts. The Health and Safety Committee grew as a result of the acquisition of additional contracts to provide supports to individuals living with a disability.

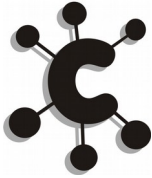
Health and Safety officers continued their efforts to ensure safe and healthy environments for the people they support and their teams. As mentioned in the 2009 Audit, the Health and Safety Committee consists of officers located in Kelowna and communities in the West Kootenays. Though this presents an obvious barrier to formal committee meetings, a mailing list had been developed and was maintained to include contact information for all Health and Safety officers. This mailing list was provided to all Health and Safety officers and was amended as necessary. As a result, the committee has continued to network, share ideas, concerns, and training opportunities via email generating new ways to solve old problems and sharing information regarding services for health and safety equipment and resources.

Due to the strong commitment of all the Health and Safety officers; conducting drills, inspections and generating reports appears to have become much easier and much more streamlined in the past year leading to better preparedness and awareness amongst all team members. The Health and Safety officers continue to make use of the Health and Safety binders, established in 2009.

An addition this year saw the development of a 'Team' website for the agency. The website has proven to be an excellent way to share information quickly and comprehensively with many people. Our Team website includes a section specific to Health and Safety as well as a section for Health and Safety Officers to download appropriate forms and reporting documents. Along with numerous links to Health and Safety authorities, the website has also been used to provide instructional video / materials on issues such as fire extinguisher training and information on training opportunities in all communities served by Community Connections Support Services.

Need Areas / Vulnerability:

Apart from the CCSS Community Support Program, the agency typically provides supports to people in their own private residences. The relative autonomy of these areas of support provision has the potential to leave people receiving services vulnerable to health and safety incidents. As such, CCSS is required and committed to ensuring access to comprehensive policy and procedures regarding health and safety issues as well as mandatory drills and inspections to ensure the adequate support of individuals and those who provide supports for them.



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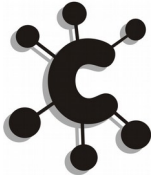
Community Connections Support Services is an agency providing support in several communities in B.C. The agency is aware of the need for Emergency Management Plans that directly address potential emergencies relevant to the climate and geographical regions that the people the agency supports, live in.

Some of the people CCSS supports have multiple areas of need, including assistance with mobility and communication. The agency works toward identifying specific needs associated with each individual to ensure that emergency response is individualized based on the person's needs and abilities. Potential barriers to receiving emergency response or continued maintenance of essential services are identified for each individual receiving support and modifications to equipment, detailed evacuation plans, critical personal information and removal of possible hazards are identified and updated on a regular basis.

CCSS Health and Safety Officers report directly to the Quality Assurance Manager (QAM) and feedback is solicited in an on-going way. According to the QAM monitoring schedule, the Health and Safety Committee is contacted monthly and reminded of current drill and inspection requirements as well as following up on any corrective action plans for concerns raised from previous drills or inspections. Dialogue between members of the Health and Safety Committee is on-going and consistent providing for an efficient means of identifying needs and areas of vulnerability as they become relevant.

Feedback provided in 2010 has identified the following areas of need and vulnerability:

1. Several Residential resources in the West Kootenay area have had difficulty securing an annual Health and Safety inspection conducted by an external authority (Fire Department). Although the agency has been successful at working with other area Fire Departments to complete the inspections in their areas, it has become apparent that the agency will need to investigate other public or private authorities that are willing to conduct these annual inspections to satisfy the inspection requirements in areas where the Fire Dept. is unable or not willing to provide this service.
2. A number of individuals receiving supports from CCSS in a Residential model would be greatly affected by a long-term power outage. The agency has investigated the purchase of generators to be placed in these sites. The significant cost would mean waiting until sufficient funds became available. One of our Health and Safety Officers has found an alternate solution and is currently investigating the cost and availability of such an item.
3. Our agency addresses transportation needs in an on-going way. As personnel in most areas of service are required to use their own vehicles, CCSS remains committed to collecting copies of Driver's Licenses, Driver's Abstracts, Auto Insurance and providing information on Road Safety. Where the individual receiving support has their own lift-equipped van, CCSS remains committed to ensuring the maintenance of these vehicles and stocking them with emergency equipment.



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4. CCSS does not currently have a report form available for Health and Safety Incidents that do not result in harm to a person receiving support, making it challenging to obtain all information regarding a Health and Safety incident and subsequently identifying a corrective action plan. CCSS has made a commitment to developing a report template for Health and Safety Incidents.

Emergency Drill Procedures and Actual Events:

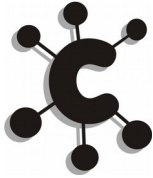
A copy of our annual drill sheet is provided in support of this document as well as documentation on our emergency drill procedures.

Actual Emergency Events in 2010 include:

1. A gas leak was identified in the home of a person receiving supports from our agency. The person's support team notified the Home Share Provider responsible. The Home Share Provider did not call Terasen to remedy the problem and instead attempted to fix the leak personally. As this was not a standard emergency response or a response consistent with CCSS direction regarding gas leaks, the individual was evacuated from the building until Terasen was contacted and the emergency addressed. This incident has informed the agency regarding expectations regarding policy and procedures for Home Share Providers. CCSS has since committed to developing policy and procedures that will include the necessity for contacting the appropriate authority in the event of a utility failure or concern instead of attempting to remedy the situation themselves.
2. The home of two (2) of the people we support had dangerously high levels of Carbon Monoxide due to improper structural ventilation. The residents and team members of the home were alerted to the problem by the home's CO detector and had sufficient time to evacuate, alert authorities and ensure the safety of the people receiving supports. This home had only been acquired and occupied for 2 months previous to the incident and at time of purchase, was not equipped with CO detectors. Due to the agency's requirement for all residences to have CO detectors installed and functional and the diligence of the resource's Health and Safety Officer, we were successful in ensuring the on-going safety of the people we support and the teams that work for them.

Roles and Responsibilities of Health and Safety Committee:

A copy of our job description for our Health and Safety Officers is provided in support of this document.



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Emergency Procedure Changes for Physical or Practice Changes:

2010 was a year of tremendous growth for CCSS. During this year, the agency was successful in acquiring several contracts to provide Agency Supported Home Share Provision in the West and East Kootenays and Boundary Region. As part of a comprehensive Home Share Manual, CCSS has provided policy and procedures regarding Health and Safety, established a website specific to Home Share Provision including a section on Health and Safety issues, and developed a Health and Safety checklist specific to this area of service provision. The Health and Safety plan for Home Share will be evaluated on a regular basis and will inform the audit for 2011.

Training Objectives and Outcomes:

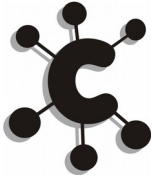
Community Connections continues to strive to provide relevant Health and Safety training to personnel, persons receiving supports, family members, Home Share Providers and management.

1. First Aid / CPR continues to be a requirement of employment of all CCSS employees.
2. The agency continues to review weak areas in emergency preparedness and seek workshops / inservicing opportunities in those areas.
3. All employees are expected to review CCSS Health and Safety policy and resource specific Emergency Management Plans on an annual basis.
4. Upcoming training events are posted on CCSS websites serving employees, persons served and Home Share Providers.
5. Instructional video, literature, and links to other informative websites are provided to employees on a regular basis.
6. CCSS Community Support program continues to offer information sessions regarding Health and Safety issues to persons receiving support.

Outcomes of CCSS Health and Safety Program:

Overall, CCSS has made great progress in 2010 at improving issues regarding Health and Safety across all resources receiving support from the agency. Due to a much more structured approach to ensuring that drills, inspections and reporting relationships are streamlined, maintained and analyzed; on-going Health and Safety issues have become well established leaving more room for progressive movement toward addressing individual issues of preparedness and training. Our streamlined approach has also made it easy for networking between Health and Safety Officers, specifically information sharing and training of new Health and Safety Officers by officers that have elected to fill the role for the last 2 years.

The agency has benefited greatly by having key people in place as Health and Safety Officers in all areas of service. This informal position has been filled on a voluntary basis in the past and there have been some service areas that have struggled to fill the role. As a recognition of our Officer's commitment and service and in the interest of generating interest and recognition for their role, CCSS has formalized the role of Health and Safety Officers and has provided additional support hours for



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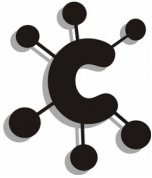
these dedicated employees to be used at their discretion.

As noted previously, 2010 brought the addition of several agency websites. Our 'Team' site has provided for an efficient and comprehensive tool to provide information to all of the agency employees including our Health and Safety Officers. CCSS now provides information regarding many Health and Safety resources, templates and reporting documentation that is made available to all members of the Health and Safety Committee. In addition, the website has provided for an opportunity to inform our personnel regarding current and on-going training. CCSS has also established a “Home Share” site as well as a site for “Persons Receiving Supports” where we are able to pass along Health and Safety information, links to resources, and upcoming training opportunities in the interest of ensuring adequate resource and education is made available to those that we support.

Future Recommendations:

Based on the data collected from all resources at the end of 2010, future recommendations include:

1. Continue to streamline documentation requirements.
2. Continue to assess corrective action plans, identification of changing needs, and feedback provided by Health and Safety Officers.
3. Continue to provide training for persons receiving support and make training available to employees and contractors.
4. Continue to facilitate committee networking.
5. Monitor Health and Safety Plans for new resources and new areas of service provision and make changes as necessary.
6. Appoint Health and Safety Officers for Home Share Provision.



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Acknowledgement:

CCSS would like to acknowledge the efforts made by all CCSS employees in maintaining healthy and safe supports for the people we work for. Specifically, the agency would like to commend the Health and Safety officers of 2010 whose work ensured the safety of the people we support and the teams that support them. Their dedication, creativity and responsibility has worked toward achieving better preparedness and awareness of Health and Safety issues.

Health and Safety 2010:

Karen Milner
Pat MacLeod

Keith Herbert
Leanne Brace

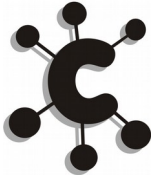
Teresa Delorie
Worthy Grace

Report Completed: May 2011

Completed By: Jacqueline Burnham, Quality Assurance Manager

Next Report Due: March 2012

Reviewed: Quarterly (see CCSS Performance Improvement Plan)



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