

## Community Connections Support Services

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### **Health and Safety Audit 2012**

In 2012, Community Connections Support Services continued its commitment to on-going quality improvement efforts. CCSS continues to provide services to people living with a disability in the communities of Kelowna, the West and East Kootenays and the Boundary Region.

As in previous years, the agency's Health and Safety Committee consists of Health and Safety Officers identified within our Residential and Community Support Services. In addition to this, our Home Share Coordinators are also responsible for addressing Health and Safety issues within our Home Share Provision Services and conduct comprehensive, annual Health and Safety Reviews within the homes of all of our contracted Home Share Providers.

#### ***Health and Safety Officers***

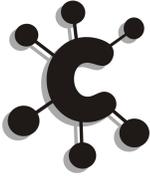
Our Health and Safety officers continue to make use of the agency Health and Safety binders, established in 2009. These binders contain all relevant drill sheets, policy, and inspection forms necessary to complete annual requirements of the CCSS Health and Safety Program. A copy of the Table of Contents of our Health and Safety binder is provided in support of this report.

Health and Safety Officers also ensure that Emergency Management Plans for those we support are kept current and are reviewed by all support team members. A copy of the Table of Contents for our Emergency Management Plans is provided in support of this report.

Over the course of 2012, CCSS introduced the use of Dropbox (an online service for file storage, backup and sharing). Dropbox folders specific to Health and Safety report forms, templates, policy and information have been made available to all support sites and Health and Safety Officers. This has ensured quick and easy access to all necessary Health and Safety resources, access to past reports and action plans and easy and timely submission of reports to CCSS management.

Our Team website includes a section specific to Health and Safety. 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.

In addition, according to the QAM (Quality Assurance Manager) 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



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inspections. Dialogue between members of the Health and Safety Committee is on-going providing for an efficient means of identifying needs and areas of vulnerability as they become relevant.

### ***Home Share Coordinators***

Home Share Coordinators make use of the agency's Health and Safety Review. A copy of this review is provided in support of this report. This monitoring tool is used annually to ensure that our contracted Home Share Providers are meeting agency requirements for Health and Safety. In addition, our Home Share Coordinators follow up the review with a summary where corrective action is identified and responsibility and time lines are assigned.

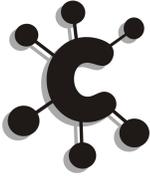
As part of a comprehensive Home Share Manual provided to its contracted Home Share Providers, CCSS has provided policy and procedures regarding Health and Safety and established a website specific to Home Share Provision including a section on Health and Safety issues.

### ***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.

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. A copy of the Emergency Management Plan Table of Contents is provided in support of this report.

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.



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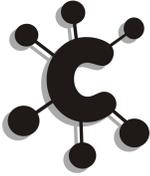
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### *Identified areas of need and vulnerability for 2011 and corrective actions:*

1. Although there is the ability to network on-line with all members of the Health and Safety Committee and communication is encouraged, maintaining consistency in all resources has proven challenging in 2011. Several resources struggled with documentation requirements and completing inspections according to deadline. All Health and Safety Officers may benefit from an in-service regarding the Health and Safety Program and the expectations outlined therein.
  - **The challenges faced in 2011 regarding maintaining consistency in all resources continued through 2012 due to continued agency growth and expansion. The agency is now considering creating a position for a Health and Safety Coordinator whose primary role is to facilitate Health and Safety Committee communication, ensure consistency of the program throughout the agency, collect and report on data and findings, create resources and opportunities for training.**
2. Although CCSS has been providing contracted Home Share Provision since 2010 and Home Share Coordinators are committed to obtaining relevant documentation from Providers and ensuring that each residence is stocked with necessary emergency equipment as well as actively participating in safety drills, Health and Safety Review findings would suggest that there has been some difficulty with ensuring consistency in meeting CCSS Health and Safety requirements throughout the program. It is our focus and belief that these issues will become less of an issue over time with consistent efforts being made by CCSS and its Home Share Coordinators.
  - **Consistency in Home Share Provision has improved significantly over the last year. Health and Safety Checks are delivered more consistently and findings are being reported and action plans established in a much more timely way. There remains some room for improvement here as some Home Share Providers continue to resist the increase in monitoring but we are confident that this is becoming less of an issue as we move forward.**
3. Recently, CCSS has acquired a contract to deliver Community Support Services in the West Kootenays. As there is not a physical location for delivery of services and the program is in its infancy, there has become a need to create a Health and Safety Program that is specific to West Kootenay Community Support as none of our existing models of Health and Safety monitoring readily apply.
  - **A Health and Safety Checklist as well as a regular monitoring schedule was established in 2012 to ensure Health and Safety standards are being met in this service area. At present time, this program appears to be up to date and in compliance with agency Health and Safety standards.**



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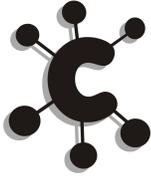
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### ***Feedback provided in 2012 has identified the following areas of need and vulnerability:***

CCSS analyzes the following criteria for identifying areas in need of emergency planning and risk management:

- potential emergencies
  - historical emergencies
  - geographic emergencies
  - technological emergencies
  - human error
  - identification of training needs
  - physical plant emergencies
  - regulatory emergencies
  - an assessment of internal and external resources
1. As noted previously, consistency within the Health and Safety program remains an issue across the agency. Due to current limited personnel resources, the Health and Safety Program is not always delivered in a consistent, proactive way and current trends are not always being addressed. Resources can be better developed, additional training can be facilitated and collaboration within the committee can be facilitated more successfully.
  2. While current Emergency Management Plans contain a lot of important and crucial information, additional information can be added to each plan for a more comprehensive approach to emergency planning. Additional information can include:
    - copies of insurance coverage
    - instruction on potential / historical emergencies that are geographically based (ie. Forest fire evacuation in the Central Okanagan, possibility of an industrial accident at Cominco in Trail B.C., Snow storm and road closure / utility failure in the West and East Kootenays, etc)
    - Evacuation procedures, including shelter options in smaller communities where there is not a community appointed refuge site.
    - Notification to emergency personnel when occupants have evacuated their homes.
    - Updated resource materials (ie. PEP, ICBC, etc)
  3. While most personnel are quickly becoming familiarized with the use of Dropbox as a means to store, back up and share files, there is room for improvement and consistent use of this service. File sharing would allow for quick and easy access to critical information regarding persons served that would be relevant in the event of an emergency, regardless of location.



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### ***Emergency Drill Procedures and Actual Events:***

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

### ***Actual Emergency Events in 2012:***

There were no reported emergency events during this reporting period.

### ***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.

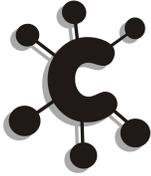
### ***Emergency Procedure Changes for Physical or Practice Changes:***

CCSS continues to acquire further contracts to provide agency contracted Home Share Provision. Many of the Home Share Providers had previously been contracting directly with CLBC and as such were not accustomed to the monitoring that CCSS provides. We believe that over time and with consistency, Home Share Providers will address Health and Safety issues in an on-going way. Currently, our Home Share Coordinators work diligently at providing as much resource and consistency as possible to Home Share Providers to ease into this process successfully.

### ***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 and a requirement to contract with CCSS for Home Share Provision.
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.



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### ***Outcomes of CCSS Health and Safety Program:***

Due to continued growth in service provision, CCSS has focused primarily on maintaining current support contracts in 2012. Though the agency has continued to operate based on the Health and Safety guidelines established in previous years, the same amount of energy has not been devoted to its consistent execution and as a result, the program has lacked the consistent, organized and proactive approach desired by CCSS.

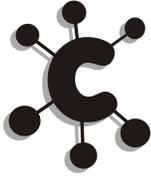
Due to the on-going commitment of appointed Health and Safety Officers, the program has continued to maintain safe and healthy environments for all those the agency supports. It is our hope that the coming year will see a return to closer monitoring, better support, and more consistent outcomes as it relates to Health and Safety.

For the most part, the resources that CCSS has provided to the Health and Safety Committee and Home Share Coordinators have been successfully utilized and are instrumental in ensuring a focus on the health and safety of those supported by the agency as well as contractors and employees.

### ***Future Recommendations:***

Based on the data collected from all resources at the end of 2012, 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 that is specific to services offered.
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. Continue to make efforts toward recognition of and compensation for Health and Safety Officers.
7. Continue to monitor and encourage consistency throughout the Home Share Provision Services regarding emergency equipment, safety drills, safety plans, adequate insurance, and protocols specific to the person supported.
8. Appoint a Health and Safety Coordinator responsible for running the program in a consistent and proactive manner.



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### ***Acknowledgment:***

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 2012 and the CCSS Home Share Coordinators of 2012 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 Committee 2012:***

Lindsay Babcock  
Suzanne Miller  
Darren Randall

Teresa Delorie  
Vivienne Prather  
Charles Furney

Steve Shaw  
Carly Dorling

Brenda Dukart  
Marilyn Pearson

### ***Home Share Coordinators 2012:***

Leola Knight  
James Croston

Susan Nicholson  
Lyndsay Peabody

Karen Milner  
Erica Stride

Shannon Fridleifson  
Lydia Jakovac

Report Completed: March 2013

Completed By: Jacqueline Burnham, Quality Assurance Manager

Next Report Due: March 2014

Reviewed: Quarterly (see CCSS Performance Improvement Plan)