



Community Connections Support Services

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Health and Safety Audit 2015

In 2014, 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. 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. Our Health and Safety Coordinator is responsible for facilitating Health and Safety Committee communication, ensuring consistency of the program throughout the agency, collecting and reporting on data and findings, and creating resources and opportunities for training.

Health and Safety Officers

Our Health and Safety officers continue to make use of the agency Health and Safety binders. These binders contain all relevant information necessary to complete annual requirements of the CCSS Health and Safety Program. In 2014, an orientation checklist was added based on feedback of a need for comprehensive training regarding expectations of health and safety officers. Completed drill reports and H&S incident reports are filed in the Archive section for quick on-site reference. 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 2014, CCSS continued to make 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 Health and Safety Coordinator 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 providing for an efficient means of identifying needs and areas of vulnerability as they become relevant. Twice yearly

team meetings of the Health and Safety Committee provides for increased efficiency in the understanding and execution of the duties of the Health and Safety officers and therefore the increased health and safety of the people we support.

Each Health and Safety officer meets monthly with the Health and Safety Coordinator to inform of trends, needs & ways to improve the program.

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 maintained a website specific to Home Share Provision including a section on Health and Safety issues.

Health & Safety Coordinator

The Health and Safety Coordinator communicates regularly with the Health and Safety officers through email and attendance at team meetings, monthly resource specific meetings, reports bi-weekly to the Quality Assurance Manager, and facilitates Health and Safety meetings. An annual orientation regarding the Health and Safety Program and the expectations outlined therein provides clarification of duties and an opportunity for input on potential changes to improve the program. Feedback is used to identify training needs, physical needs, and overall trends.

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.

Identified areas of need and vulnerability for 2014 and corrective actions:

1. Although the ability to network with all members of the Health and Safety Committee has improved with the addition of the Health and Safety Coordinator's direct contact at Team meetings and the introduction of Health and Safety Committee meetings in addition to online networking, maintaining consistency in all resources is still in need of improvement. A few resources struggled with documentation requirements and completing inspections according to deadline.

- .Consistency in Residential & Community support services has continued to improve over the last year. Health and Safety Checks are delivered more consistently and findings are being reported and action plans established in an increasingly timely and comprehensive manner.
- Individualized Emergency Planning continues to be addressed to ensure more comprehensive and thorough documentation and training.
- All Health and Safety Officers in residential and community support reorient to the expectations of their roles annually.

2. 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, and encouraging the reporting of incidents. 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. These issues have decreased over time with consistent efforts being made by CCSS and its Home Share Coordinators.

- Consistency in Home Share Provision has improved 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.
- Incident reporting is currently being addressed to ensure more comprehensive and thorough documentation and training.

3. Community Support Services in the West Kootenays does not have a physical location for delivery of services. The individualized Health and Safety Program that is specific to West Kootenay Community Support makes use of a regular monitoring schedule and appears to be up to date and in compliance with agency Health and Safety standards.

Feedback provided in 2013 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. While consistency within the Health and Safety program has improved over 2014, it 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:

- instruction on potential / historical emergencies that are geographically based: (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 or communication systems are interrupted. .

3. Most personnel are familiar with the use of Dropbox as a means to store, back up and share files. File sharing allows for quick and easy access to critical information regarding persons served that would be relevant in the event of an emergency, regardless of location.

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 2014:

There were no reported critical emergency events during this reporting period.

There were 58 reported non-critical emergency events during this reporting period. The significant increase over last years report (16) is likely due to an increase in reporting rather than an actual increase in occurrences. A copy of our Non-critical incident report summary (Appendix F) is provided in support of this document.

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.

Integrating the Health and Safety program into Home Share Provision is at the forefront of planning for the coming year. Emergency Management Plans are being more comprehensively developed with

Home Share Providers and monitored by Home Share Coordinators. The Health and Safety Coordinator will begin regular meetings with Home Share Coordinators to increase consistency in the delivery of the Health and Safety Program. The Health and Safety Coordinator will facilitate Information Sessions to Home Share providers regarding Health and safety issues/standards.

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 a twice yearly 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:

CCSS has focused primarily on maintaining current support contracts in 2014. The agency has continued to operate based on the Health and Safety guidelines established in previous years with additions based on feedback from the QAM and Health and safety officers. As a result, its consistent execution has increased.

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 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 2014, 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. Continue to increase the consistency in which Health and Safety program is delivered.

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 2014 and the CCSS Home Share Coordinators of 2014 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 2014:

Joanne Walker	Teresa Delorie	Nikita Blumhagen	Brenda Clarkson
Vivienne Prather	Steve Shaw	Brooklyn Malakoff	Angela Adams-Helgren

Home Share Coordinators 2014:

Susan Nicholson	Jeanette Kirschner	James Croston	Lyndsay Peabody
Erica Stride	Lydia Jakovac	Andrew Green	Sue Clark

Report Completed: April 2015

Completed By: Vivienne Prather, Health and Safety Coordinator

Next Report Due: March 2016

Reviewed: Quarterly (see CCSS Performance Improvement Plan)