



HEALTH & SAFETY

CQI 2021

Health and Safety CQI Report 2021

Overview

Lifetime Networks has done a lot of work over the past year in area of Health and Safety. Lifetime Networks saw many changes in the Joint Occupational Health and Safety team while maintaining a healthy and safe working environment for all participants and staff. COVID 19 was and continues to be a major focus of the Health and Safety team as we navigate a global pandemic while maintaining high standards for health and safety for individuals and staff.

Highlights of the year included:

- Health and Safety policies and procedures – created entire policies and procedures related to the COVID 19 pandemic
- Hosted a week of Health and Safety Activities
- Increased awareness of Health and Safety across the agency, through newsletter articles and “The Know” articles.

This Continuous Quality Improvement Plan describes the health and safety areas reviewed in October 2020 and sets the improvement goals to be achieved in 2021.

Status – October 2020

A. Joint Occupational Health and Safety (JOHS) Committee

Current Composition:

Co-Chairs- Mark Sheppard, worker representative, Nicole Baker, Employer representative

Members:

Drew Rhodes, Self-Advocate Member

Thom McMahon

Courtney Crowell

- 1 of 3 new members completed the Mandatory JOHS 8 hour training. Because of the COVID 19 pandemic response these trainings are not being offered at this time. When they become available again our new members will attend.
- The JOHS team welcomed three new members this year, one member has since left their position on the committee.

Improvement Goals for 2021

1. All new Joint Occupational Health and Safety members will attend a minimum of 8 hours of training in the year in the following areas:
 - The duties and functions of a joint committee
 - The rules of procedure of the joint committee
 - The requirements for conducting incident investigations
 - The requirements and processes for conducting regular workplace inspections
 - The requirements for responding to a refusal of unsafe work
 - The requirements for annually evaluating the joint committee

2. Joint Occupational Health and Safety team will add at least one new member

B. Emergency Procedures Tests

- A schedule for the drills was created and staff implemented Emergency Drills at all work sites. As of November 6, 2020, 9 of 36 drills were completed at 9 separate sites. See explanation below.
- The Main offices and InclusionWorks! participated in Great BC Shakeout on October 15 2020

On March 17th, 2020 Lifetime Networks shifted from in person supports to virtual supports in response to the COVID 19 Global Pandemic. Prior to this, we were operating in 5 sites on two different shifts. At those 5 sites, 4 drills were performed prior to March 17th. The only site that remained open from March 17th onwards was our Shelbourne Day site, this site had all 6 drills completed by November 6,2020. Lifetime Networks added 1 new site in late February, and has completed 1 of 6 drills in the 4 months since we have returned to the site. When we returned to programming we added 2 new sites, one in June and the other in late September. Both sites have 1/6 drills completed. We anticipate being able to return to a 100% compliance provided no interruption in service or unexpected moves occur this year.

Improvement Goal for 2021

3. Increase back to 100% compliance for drill completion at all sites
4. JOHS will follow up with staff members when a drill requires actions for improvement
5. Ensure any new sites have drills written and 1 drill performed within 3 months of beginning services there

C. Employee Injury While at Work

Lifetime Networks had two employees injured while at work. One incident was a vehicle accident and the other was a participant spraying cleaner into the worker's face. These incidents do not have a correlating cause between them. First aid was administered for both injured employees and follow up occurred for positive supports for the individual involved in the spray incident.

Lifetime Networks also developed a follow up form for Critical Incidents, it has not been used this year, but regular reviews of Critical incidents and first aid incidents occur at the JOHS meeting.

Lifetime Networks did not provide training on lifting and pushing but did support an individual who uses a chair to have a push bar attached to mitigate risk. We did not provide training because COVID 19 safety training superseded all other trainings this year for OH and S.

Improvement Goals for 2021

6. Staff will continue to attend SIVA training and management will ensure there are regular check-ins with staff after a critical incident.
7. JOHS will be forwarded any WCB form 7s with redacted information for review at monthly meetings
8. Create and send out 6 health and safety bulletins to increase workers' safety awareness

D. Worksite Safety

Last year, all inspections were completed in 6 month intervals for all sites operated by Lifetime Networks. A Corrective Action review log was made by the JOHS committee and followed up with.

In our first round of inspections, we had a total of 15 areas of concern across all work sites. In September at our next inspection, we did not meet the goal of less than 20 across all sites. This is likely because three of the four sites inspected were inspected for the first time by our agency. The JOHS committee has created a Corrective Action Review Log and is following through on the recommendations.

Our procedure for updating Emergency contact information is not working as this continues to be an area of concern at almost all sites. Some reasons may be that the reminder is on the inspection sheet, not at a set time before the inspection, the emergency information is difficult to get to sites away from the two main office sites and manual changing of the information is time consuming.

Improvement Goals for 2021

9. Maintain Annual Fire Inspection reports for all sites utilized by Lifetime Networks
10. Decrease back to a total of 20 or less areas of concern across all worksites at each inspection
11. Ensure emergency contacts are updated at 3 of 4 sites for each inspection
12. Maintain annual fire extinguisher certification at main sites
13. Create a self inspection report within 3 months of any newly acquired spaces

Lifetime Networks Health and Safety Plan 2020

Summary of 2021 Improvement Goals:

Health and Safety 2020 Goal Grid

	2020 Improvement Goal	2021 Improvement Goal	Indicator for Success	Person Responsible	Target Date	2020 Completion date/status	2021 Completion date/status
1.	Create and send out 6 health and safety articles through “The Know” and the Newsletter.	Create and send out 6 health and safety bulletins to increase workers’ safety awareness	6 articles submitted and circulated to all Lifetime Network employees.	Chair on JOHS Committee	October 2021	Issues 15, 16, 17, 19 COVID 19 health and safety update for return to services Working From Home Guidelines during the COVID-19 pandemic memo and update Complete	
2.	100% of emergency drill tests will be completed at all worksites	Increase back to 100% compliance for drill completion at all sites	24 of 24 drills occur from January-October	Chair on JOHS committee	October 2021	9 of potential 36 as of Oct 9 2020 Every site except one had one or two drills complete pre Covid Post covid only 4 sites remained. Of those sites 6/6 complete at	

	2020 Improvement Goal	2021 Improvement Goal	Indicator for Success	Person Responsible	Target Date	2020 Completion date/status	2021 Completion date/status
						Shelbourne day (Main site) 0/6 complete at Lambrick (admin building inside until September 2020) 1/6 done at VOS (site since early March returned September 2020) 1/6 at Lambrick Park church (new space since Sep 2020)	
3.	Maintain follow ups if required after every drill	JOHS will follow up with staff members when a drill requires actions for improvement	Documented in OHS minutes with person responsible for following up	Chair on JOHS Committee	October 2021	Complete no follow ups occurred	
4.	Maintain Annual Fire Inspection Report is placed in the Emergency Binder and in Network Shares	Maintain annual fire reports for all sites utilized by Lifetime Networks	Fire Inspection Report is posted at all sites or present in OHS binder	Chair	June 2021	Complete June 2020	

	2020 Improvement Goal	2021 Improvement Goal	Indicator for Success	Person Responsible	Target Date	2020 Completion date/status	2021 Completion date/status
	under the OHS section.						
5.	Maintain Fire Extinguisher Annual Certification	Maintain annual fire extinguisher certification at main sites	Fire extinguisher certified	JOHS Committee	Must be renewed by June 30 2021	Complete June 26 2020	
6.	Maintain a total of 20 or less areas of concern across all worksites at each inspection.	Decrease back to a total of 20 or less areas of concern across all worksites at each inspection	Total number of concerns reported at inspections are 20 or below.	Chair	October 2021	May 2020 Shelbourne Site: 13 March 2020: Commonwealth: 2 September 2020: Shelbourne: 13 VOS: Lambrick: multiple Lambrick Park Church: 4	
7.	Staff will continue to attend SIVA training and management will ensure there are regular check-ins with staff after a critical incident.	Staff will continue to attend SIVA training and management will ensure there are regular check-ins with staff after a critical incident.	Staff will feel comfortable during critical incident situations, ultimately reducing the risk of injury to both the	Chair	October 2021	32 staff trained in 2020	

	2020 Improvement Goal	2021 Improvement Goal	Indicator for Success	Person Responsible	Target Date	2020 Completion date/status	2021 Completion date/status
			participant and staff member.				
8.	All sites at Lifetime Networks will participate in BC Shakeout event	All worksites will participate in Great BC Shakeout in October 2021	Have a completed drill from each site for the province wide initiative	OHS committee	October 2021	Complete October 15 2020	
9.	All new Joint Occupational Health and Safety members will attend a minimum of 8 hours of training in the year in the following areas: <ul style="list-style-type: none"> - The duties and functions of a joint committee - The rules of procedure of the joint committee - The requirements for conducting incident investigations - The requirements 	All new Joint Occupational Health and Safety members will attend a minimum of 8 hours of training in the year in the following areas: <ul style="list-style-type: none"> - The duties and functions of a joint committee - The rules of procedure of the joint committee - The requirements for conducting incident investigations - The requirements and processes for conducting 	Each new JOHS member has recorded their training along with any notes in the training folder within OHS folder.	OHS Committee	October 2021	1/3 new members has completed mandatory 8 hours training Due to COVID 19 training is not being offered for the other two new members.	

	2020 Improvement Goal	2021 Improvement Goal	Indicator for Success	Person Responsible	Target Date	2020 Completion date/status	2021 Completion date/status
	<p>and processes for conducting regular workplace inspections</p> <ul style="list-style-type: none"> - The requirements for responding to a refusal of unsafe work - The requirements for annually evaluating the joint committee 	<p>regular workplace inspections</p> <ul style="list-style-type: none"> - The requirements for responding to a refusal of unsafe work - The requirements for annually evaluating the joint committee 					
10.	Joint Occupational Health and Safety team will add at least one new member	Joint Occupational Health and Safety team will add at least one new member	A new member joins JOHS	JOHS committee	June 2021	Complete Feb 18. 2 new members added, 1 new member added May 2020, 1 new member added September 2020	
11.	N/A	Ensure any new sites have drills written and 1 drill performed within 3 months of beginning services there	New sites have drills and muster points specific to them and 1 drill is performed within three	JOHS	April 2021	N/A	

	2020 Improvement Goal	2021 Improvement Goal	Indicator for Success	Person Responsible	Target Date	2020 Completion date/status	2021 Completion date/status
			months of moving there				
12.	N/A	JOHS will be forwarded any WCB form 7s with redacted information for review at monthly meetings	WCB Form 7s are reviewed and present in OHS Binder and Minutes	JOHS and Finance Department	February 2021	N/A	
13.	N/A	Create a self inspection report within 3 months of any newly acquired spaces	A self inspection template and report exists for newly acquired spaces	JOHS	April 2021	N/A	

