

OUR ROAD TO EXCELLENCE
"JOIN THE JOURNEY"

UNDERSTANDING THE EXPECTATIONS OF DOMAIN #11
HEALTH, SAFETY & WELLNESS

Guiding Principles:

People live and work where health and safety precautions are considered and addressed. Precautions are taken when people require additional support to maintain their health and safety. The organization's policies and practices promote a healthy and safe environment and wellness for the people using services, and for staff and volunteers.

Explanation:

People using services need to use health care services to routinely prevent and treat health concerns, as well as have access to specialized care. Medical treatment is recommended according to individual need. The Health, Safety and Wellness domain focuses on prevention and ensuring that health and safety has been considered for each person who uses services.

For organizations to provide excellent services it is critical that the health, safety and wellness needs of each person using services be met. Each person's capabilities must be fully considered when planning for safety. The safety of people using services should be of paramount importance to organizations and they should have well-established structures and processes in place to promote the safety of people using services, which are vigilantly adhered to.

Other regulatory bodies, such as funding bodies, also focus on health and safety. It is important that organization address all the requirements of these other bodies.

DOMAIN #11 STANDARDS

11.1 Comprehensive structures and processes are in place to promote the health, safety and wellness of people using service and staff.

- List and note the purpose of the organization's health, safety and wellness structures and processes.
- Does the organization have a health and safety committee?
- List the membership and meeting dates for the past 12 months, and provide a copy of minutes: Does the organization have a formal reporting process for health and safety issues?
- Describe the process for reviewing these reports.
- How does the organization demonstrate that its health, safety and wellness program is improving service and keeping people healthy and safe? List the ways.

11.2 Areas where services are provided are designed, equipped and maintained for safe use by people using services, organization staff and other stakeholders.

- What steps does the organization take to make sure that the areas where services are provided are designed and equipped for safe use by people using services, staff and other stakeholders?
- How does the organization demonstrate that it provides services in a safe environment? List the ways:
- What health and safety issues have arisen in the past 3 years with regard to areas where services are provided?
⇒ Describe each issue and note action taken by the organization to rectify the concern.

11.3 All areas operated by the organization are kept clean, cleaning supplies and hazardous materials are safely stored, and building maintenance is attended to promptly.

- What steps are taken to make sure that the areas where services are provided are clean and well-maintained?
- How does the organization prioritize maintenance tasks?
- How does the organization demonstrate that it is conducting preventive maintenance? List the ways.

- Where are cleaning supplies and hazardous materials stored? Does this vary from location to location?
- In what ways are guidelines for storing cleaning supplies and hazardous materials tailored to the needs of the people using services?
- How does the organization demonstrate that cleaning supplies and hazardous materials do not pose safety risks for anyone? List the ways.
- Have there been any serious occurrences involving unsafe storage or handling of cleaning supplies and hazardous materials in the past 3 years? Please explain.
- How does the organization track non-compliance and take corrective action?

11.4 The quality of air, heat, light, and humidity is comfortable in areas where services are provided.

- What steps does the organization take to verify that there is good air quality, heat, light and humidity in areas where people work or live?
- What are the organization's expectations for air quality, heat, light and humidity?
- What steps does the organization take to monitor these expectations?
- How does the organization demonstrate that air quality, heat light and humidity is of high quality? List the ways.

11.5 Areas where services are provided meet health, sanitation, safety and fire regulations.

- List the external health, sanitation, safety and fire regulations the organization is expected to meet.
- List and provide copies of reports that the organization has received which indicate compliance or the need to make changes to comply with regulations.
- Describe how areas that did not meet regulations are being rectified.
- Is there a reporting structure to inform the Board of any violations or serious issues? Please describe.

11.6 The organization demonstrates environmentally-responsible actions, including (but not limited to) efforts to reuse, recycle, and reduce waste.

- List the environmentally-responsible actions in which the organization engages.
- How are people using service, staff and others involved in learning about, planning, implementing and evaluating environmentally friendly actions?

11.7 Inspections of areas where services are provided are carried out regularly by external organizations, and the organization promptly addresses areas of concern.

- List the inspections and dates when they were completed and who completed them.
- Are there any unaddressed concerns? What has been done by the organization to address the areas of concern?

11.8 Regular inspections are conducted of areas where services are provided, and involve a review of

compliance with safety regulations, documentation of infractions, planned remedial actions, and results.

- List the self-inspections and dates when they were completed in the past two years:
- What were the results and what has been done to rectify areas of concern?

11.9 Staff who support people using services are trained in first aid and cardiopulmonary resuscitation (CPR).

- Who in the organization needs to have up to date first aid and CPR training?
- How does the organization demonstrate that all personnel have up to date first aid and CPR certification?

11.10 Vehicles owned by the organization are:

- Driven by staff with the appropriate, valid license
- Regularly serviced
- In good operating condition
- Equipped with first aid and emergency supplies.
 - ⇒ How does the organization demonstrate that vehicles owned by the organization are safe, sufficiently equipped with emergency supplies and regularly serviced?
 - ⇒ What first aid and emergency supplies are carried in organization vehicles?
 - ⇒ How is it known whether these supplies are in the vehicles?

11.11 First aid supplies are available in all areas where the organization provides services.

- Where are first aid kits stored?
- How does the organization demonstrate that people using services, staff and volunteers have access to first aid supplies, and know where they are kept?
- What steps have been taken to ensure that additional first aid supplies are available when people have health needs which require specific first aid equipment (e.g. anaphylactic shock kit)?

11.12 Fire extinguishers, and smoke alarms are available and regularly serviced, in areas where the organization provides services.

- Are fire extinguishers and smoke alarms available in all areas where services are provided? How does the organization confirm that this is the case in all locations?
- How does the organization demonstrate that fire extinguishers and smoke alarms in areas where services are provided are in good working order and are regularly serviced?

11.13 People using services receive the degree of supervision required to participate in activities of daily living that is consistent with their age, abilities and needs.

- What steps have been taken to determine how much support people using services want, need and receive?

- Provide examples where changes in the level of supervision offered have occurred to coincide with people's needs.
- Are there any current situations where it has been identified that people are not receiving the degree of supervision required?
- What is being done to rectify it?

11.14 People using services are provided with opportunities to learn how to be safe and secure.

- In what ways are people using services supported to learn how to be safe and secure?
- How is it known that these opportunities are effective in helping people using services to understand how to be safe and secure?

11.15 People using services are encouraged to carry identification with contact and other 'need to know' information, such as allergies and medical conditions, while they are in the community, and this information is available in all vehicles and areas where service is provided.

- How are people using services encouraged to carry information and other 'need to know' information while in the community?
- Is 'need to know' information on people using services available in all vehicles and areas where services are provided? Where is this information kept?

11.16 Policies and procedures are in place addressing:

- Emergencies (fire, medical, severe weather, power failures, safety during threatening situations, other).
- Evacuation routes.
- Missing persons.
 - ⇒ Attach policies and related documents for:
 - emergencies
 - evacuation plans
 - critical incidents
 - contagious and infectious diseases
 - missing persons
 - written incident procedures and reports

11.17 Written emergency plans and drills are tested at regular intervals with the participation of people using services, where appropriate.

- What written emergency plans and drills does the organization have in place? Describe.
- How are emergency plans tested?
- Identify instances where emergency plans have been adapted to accommodate the involvement and necessary response of people using services.
- How does the organization demonstrate that people are learning how to respond in the event of an emergency, to the best of their ability? List the ways.

11.18 Policies and procedures are in place for identifying, responding to, reporting, and reviewing serious occurrences.

- Provide a copy of the organization's serious occurrences policies and procedures.
- Is the organization's serious occurrence policy in keeping with other requirements for reporting serious occurrences?
- What steps does the organization take in verifying that staff, and people receiving service are aware of, and are following the policy of identifying, responding to, and reporting serious occurrences?
- What is the reporting structure for serious occurrences? List steps.

11.19 Written procedures and training are provided to staff in medication administration, side effects, storage, disposal, record keeping and remedial actions to take in the event of an error.

- What structures and processes does the organization have in place to promote the safe handling and management of medications?
- How does the organization verify that staff have received required medication training?
- How does the organization demonstrate that the people giving and taking medications understand their use, and that they are administered and stored safely?

11.20 Information about medications and treatments is provided to people using services and/or their substitute decision-maker (where appropriate). Advocacy and training related to medications and treatments is available by request or where deemed necessary.

- What training related to medications and treatments is available to people using services or their substitute decision-maker? Who has participated in this training?
- How does the organization demonstrate that information about medications and treatments is provided to people using services and/or their substitute decision-maker (where appropriate)?
- How can the organization demonstrate that advocacy and training related to medications and treatments are available to people using services and/or their substitute decision-maker (where appropriate)? List the ways.
- Under what circumstances does the organization provide advocacy related to medications and treatments?

11.21 People using services are supported and/or encouraged to get timely medical and dental care, and to follow recommended treatments.

- How does the organization demonstrate that preventative medical and dental care appointments are made and kept for people using services?
- In what ways does the organization confirm that doctors' recommendations are being followed for people using services?
- How are appointments, recommendations and follow-up tracked?
- How does the organization demonstrate that appropriate medical and dental appointments are made when a problem with a person's health arises?

- How does the organization make sure that health concerns are being identified and responded to for people who do not use speech to communicate or whose first language is not English?

11.22 Policies and procedures are in place to prevent the spread of contagious and infectious illnesses, including (but not limited to):

- People using services and organization staff receive current information and training
- Supplies aimed at prevention are available where services are provided
- Preventive steps are taken as directed
- Rapid response when illness is suspected.
 - ⇒ Attach contagious and infectious illnesses policies and procedures.
 - ⇒ Are all the criteria in the standard addressed in the policies and procedures?
 - ⇒ What information does the organization provide to people using services and to staff about contagious and infectious illnesses?
 - ⇒ What supplies does the organization provide to people using services and staff to attempt to prevent the spread of contagious and infectious illnesses in areas where services are provided?
 - ⇒ List training on contagious and infectious illnesses and who has attended.
 - ⇒ What steps does the organization take to verify that the training was understood and applied?
 - ⇒ What preventive steps does the organization encourage staff and people using services take to prevent the spread of infectious illnesses?
 - ⇒ How does the organization demonstrate that procedures for rapid responses to illnesses are followed?

11.23 People using services are provided support to learn safe, healthy hygiene and personal care practices, including monitoring the temperature of water.

- What steps does the organization take to determine the level of assistance people using services need in order to have healthy hygiene and experience safe personal care?
- What is the organization's process for training people using services about safe, healthy hygiene and personal care practices, including the safe temperature of water?
- What evidence is there that people using services are developing the skills necessary to care for their personal hygiene? List the ways
- What steps does the organization take to verify that people's health, hygiene and personal care needs are being met? List the ways.

11.24 Staff are trained in and demonstrate safe food

handling practices, when providing meals is an aspect of service delivery.

- Is safe food handling required learning for staff? Explain.
- List safe food handling courses that have been offered and a description of stakeholder groups attended.
- List the ways the organization can demonstrate that safe food handling practices are being followed.

11.25 If meals are provided by the organization, people using services are offered balanced and nutritious meals consistent with the Canada Food Guide.

- How does the organization demonstrate that, when meals are being made for people using services, they are provided with nutritious, well-balanced meals consistent with the Canada Food Guide?
- While bearing in mind the importance of personal choice, what steps does the organization take to encourage people using services to eat in a healthy manner?

11.26 People using services who have special dietary requirements are provided with opportunities to eat accordingly, with oversight from a nutritionist or dietician as needed.

- How is it decided whether a person using services needs the assistance of a dietary professional?
- How are recommendations made by the dietary professional tracked? List the ways.

11.27 People using services who require physical assistance, are provided with appropriate levels of support, including the use of assistive devices where needed.

- How is it determined what the appropriate levels of support are (in terms of physical assistance) for people using services?
- How does the organization demonstrate that it provides the appropriate level of support, in terms of physical assistance, for people using services?
- What assistive devices are currently in use to support people using services?

11.28 People using services are encouraged and supported to participate in physical exercise and other activities that promote good health and reduce stress.

- List the types of activities in which people using services are supported to participate that promote good health and reduce stress.
- What strategies have staff used to encourage people using service to make healthy choices and take part in physical exercise?

Quality Improvement Reflection ~ Please help!

We are committed to learning and continually seeking ways to improve our services. With the above twenty eight standards in mind, reflect on the progress the organization has made in the area of Health, Safety & Wellness over the past three years. **Your feedback in this area would be greatly appreciated.** If you can take a moment to identify successes experienced and innovations, note where there is room for improvement and the steps the organization can take to make and sustain improvements in these areas; then forward this information to Michelle.