

June 2018

And the Survey Says.....

The Joint Health and Safety Sub Committee is extremely pleased to pass on information to all staff with regard to the Safety Survey that was completed last fall. We apologize for the late response but due to work demands, CPIN and life... we were unable to meet as often as we would have liked to complete the results.

**Way
to
Go!**

❖ Areas that we feel you, our coworkers and supervisors have excelled in are:

100% Knew the agency has a written Safety Policy

98.5% take steps to make our workplace as safe as possible

98.5% are aware we have a Workplace Health and Safety Committee

97% feel free to report workplace hazards

96% know we have a written Health and Safety Program

94% are aware the Health & Safety minutes are available to all staff

94% knew site inspections are completed regularly

93% alert their supervisors of safety issues

90% knew the committee members are posted

90% know where and when to complete an incident/injury/illness report

84% feel measures are in place to prevent injury or incidents from occurring

82% have acknowledged you have had the H&S policy communicated to you

82% stated employer does a good job of notifying staff of hazards

81% feel their supervisor makes sure you do your job safely even when work is very busy

80% Knew the employer has put Safety Policy in action

80% are comfortable with our current CODE POLICY and do not feel a drill/test is beneficial Comments:

- We were not always advised of when the code ended but that seems to have been alleviated.
- People forget what the codes mean. A small laminated code item with code and what it means would be helpful. Something that could go with the fob.



<p>Verbal / Physical Abuse</p>	<ul style="list-style-type: none"> ❖ Between Physical /Verbal Abuse- Verbal Abuse was identified as the greater concern by staff at 87% Verbal and 13% Physical <p>Comments of Concern</p> <ul style="list-style-type: none"> • harassment, threats of harm, getting locked in an area of the buildings, exposure to drugs and weapons, physical safety Queen building due to back door and lack of visibility until door is closed • “More focus needs to be on harassment and bullying in the workplace to stop it. For years, a blind eye has been turned for worker to worker harassment from the top down. There should be zero tolerance. The JHSC needs to be made aware of what is going on when these issues arise.” • “Be approachable and take concerns seriously and report back on outcomes or suggestions or actions.” • “Transparent on-going discussions” • Be informed better • Follow up/enforce policies • Communication/ongoing discussion for staff focusing on safety.
<p>Technology</p>	<ul style="list-style-type: none"> ❖ Use of the Agency Supplied Technology <p>Agency Cell Phone 88% Electronic Calendars 88% Sign In/Sign Out Boards 74% Personal Panic Alarms 46%</p> <p>Comments when asked why not using the technology:</p> <ul style="list-style-type: none"> • “My locations and times are in my electronic calendar which are accessible to my supervisors and admin as well as team members. White boards are often forgotten about. If there is a policy about using electronic calendar, then white boards shouldn’t be necessary.” • forget to use panic alarms • cell phone inconvenient/not user friendly/does not hold charge well • forget to use panic alarms and cell phones are inconvenient at times • try to use the electronic calendar but have a hard copy book that is more user friendly when out in the field and trying to book appointments with clients. • Have not had to deal with an irate person where PPA was required.

We Heard You.....

❖ We asked what for suggestion to improve safety in the field, in our buildings and our grounds.

- Spot light at doors (for those folks working on call-later evening)
- Better parking lot lighting
- Car seats for on-call staff for readily available (closer to exit doors)
- Cameras- set up camera outside of the office-monitored
- More user friendly phones
- Use Front Door to Exit after hours to lessen concern of people hovering in back parking lot by the exit door
- Mirror at back door
- Work in pairs
- Panic buttons for the field
- Safety training for home visits
- Data on cell phones allowing GPS
- Locked stairwells
- More monitoring of the parking lot ie. Needles, etc.
- Create a better after hours system for when staff are out doing visits
- Find a solution to deal with the carfentanil issue
- Proactively respond to aggressive clients-no reactively
- Use your voice- use what has been given to you- speak up when you are concerned
- Ensure workers are following Health and Safety Practices
- “Management to enforce policies/accountability...rules are only as good as the people who follow them”
- Have Access Centre cleaned more thoroughly and disinfected daily- the centre is used/shared by various children, families and workers in and out of the building, rooms, touching toys, sharing the kitchen, furniture etc.
- “Parking lot at our building is based on seniority when those employees who go in and out all day are left to walk long distances to their vehicles. There is definitely more of a hazard to those who are in and out of the building to be injured while carrying car seats, or other items back and forth to parking lots. Also more of a risk related to walking in the public leaving or entering our building on numerous occasions a day”



**H&S
Committee
Teamwork**

**Already on
the Positive
Side...**

And

**Our work
towards
positive...**

- ❖ We asked how your JH&S committee can address issues. We were very pleased with some comments.
 - Many staff replied positively that we (as a committee) are supportive, and their issues are already being addressed.
 - I think the JHSC does a good job in encouraging and addressing safety concerns. However, they are limited by upper management response and commitment.
 - Continue planning based on feedback provided
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- “Our agency appears to work from a reactive stance, when there is a problem, they address it instead of proactively dealing with known health and safety issues. Mental health and trauma concerns are a massive issue in our field they are exacerbated by continued high workloads and persistent stress. Instead of creating flexible practices to help alleviate some of this, blanket policies reducing flexible options are implemented to address abnormalities instead of specifically addressing issues when the problem lies on an individual basis. These policy changes are implemented across the agency whether they are realistic across departments or not. This method of managing has resulted in an overall negative atmosphere with employees not feeling valued. On call remains a massive additional stress for front line protection workers. Other agencies across the province have found innovative ways to develop a specific team. Our agency needs to proactively deal with this issue as the added stress of having to work after hours and continue to function during regular work hours has a massive impact on the overall mental health and wellness of staff. As we are facing the significant reduction of staff as NOG moves into full designation over all first nation people, this will become a more persistent issue as workers will be required to be on more and more often.”
 - “More focus needs to be on harassment and bullying in the workplace and stopping it. For years, a blind eye has been turned to worker harassment from the top down. There should be zero tolerance. The JHSC needs to be made aware of what is going on when these issues arise.”
 - “Be approachable ...and take concerns seriously and report back on outcomes or suggestions or actions.”
 - Transparent Ongoing discussions
 - Be informed better
 - Follow up/enforce policies
 - Communication/Ongoing discussions for staff focusing on safety
 - “Conditions of Access Department should be addressed. Cleaners not given enough time to thoroughly clean building. Building should be higher priority given the amount of children and families that come through in a day. Should have building professionally cleaned monthly in terms of steaming floors and carpets. Dishwasher should be a restaurant grade that would properly sterilize dishes. Many clients come through with Hep C and other diseases and they share utensils etc. that feel are not being properly sterilized”
 - “I believe that professional cleaners should be cleaning our Access building once a week. This would include thorough cleaning of all common surfaces, furniture, floors and appliances. Families struggle constantly with head lice, scabies, colds and flu, and many other concerning illnesses and pests. I would also like the dishwasher in the kitchen serviced regularly, so that all dishes and toys that are washed come out sanitized so that families that share

	<p>common dishes, utensils, pots and pans, as well as toys are using completely clean items”</p> <ul style="list-style-type: none"> • Management needs to follow through with recommendations made • Very difficult to address- we need to enter the building yet there are often persons who pose risk in this immediate area • By promoting within the committee how individuals can conduct themselves. To address that gossip and conduct about issues has a bad impact on work environment and contradicts the use of the committee • Maybe educational tidbits... • Staff would benefit from quality training on managing clients that are struggling with anger/hostile behaviours • Offering wellness seminars or safety seminars on a workers only time to have a break is not beneficial. It also doesn't send the message that the employer really even cares about mental health and well-being in the work place. • Only activity I can think of off-hand would be fire drills • Employer yes, Supervisor no
<p>Working together with our Supervisors</p>	<ul style="list-style-type: none"> ❖ We asked if you have regular conversations with your supervisor about safety. <ul style="list-style-type: none"> 53% said NO 44% said YES 3% were Not Sure • I am a supervisor. I don't have regular conversations about safety with DOS. Just situational conversations as they arise. • I don't feel there is a need • Sometimes, depends on situation ❖ We asked if regular reviews of safety training are done with you and coworkers <ul style="list-style-type: none"> 42% said YES 44% said NO 14% were Not Sure • Fire safety is the only thing I see getting testing on

These survey results were tallied in this chart and presented with full disclosure at the Joint Health and Safety Meeting on June 19th 2018

The sub-committee will be working with management to see if we can collaboratively come up with solutions to your concerns. Having your say is a positive step in the right direction.

Look for our first newsletter in September with some ideas, suggestions, helpful hints and hopefully the beginning of resolutions.

Thank you

Kim, Michele, Tara and Sheri

