

Contact Report

Occupational Health and Safety

Occupational Health and Safety Contact Centre 1-866-415-8690 (24 hrs)

Legal Name: CALGARY PROGRESSIVE LIFESTYLES FOUNDATION operating as CALGARY PROGRESSIVE LIFESTYLES FOUNDATION	Employer Representative/Title: Sharon Ng / Case Manager
Work Site Party Name Provided: CALGARY PROGRESSIVE LIFESTYLES FOUNDATION	Phone Number: (403) 971-8167
Work Site Address: 140 - 1935 32 AVENUE NE, CALGARY, ALBERTA	Email Address: sharon.ng@cplf.ca
Site Name / Description: Office / Community Centre	Completed By: Alireza Khodashenas; Deborah Goodwin

Contact Activities

Item	Details	Date
Inspection	<p>On the noted date, the Occupational Health and Safety (OHS) Officer and the OHS Occupational Ergonomist met with the Case Manager (also an employer representative in the Health & Safety committee) and the Community Support worker employed by Calgary Progressive Lifestyles Foundation (CPLF, the employer) at 11950 Country Village Link NE, Calgary (a community centre where staff and clients attend for their daily activities) to perform an inspection as part of the 2021/2022 Alberta OHS Health Care Initiative Inspections.</p> <p>At the time of the inspection, one of the employer's clients was also present. The employer provides care for approximately 300 adult clients at their homes or community centres. The three major services offered by the employed and contracted workers to clients include residential care, day support and respite care.</p> <p>The employer has established a Joint Worksite Health and Safety Committee that is comprised of 6 members (three worker and three employer representatives). The HSC has two co-chairs and meets monthly. OHS officers viewed the HSC's August 2021 meeting minutes.</p> <p>The employer performs monthly inspections of clients' homes and equipment such as ramps, wheelchairs, supplies, medical equipment, safety devices such as smoke detectors and so on. In some cases that a deficiency cannot be fixed the client will be moved to a different location.</p> <p>In terms of COVID-19, most staff and clients work in bubbles to prevent/minimize transmissions. Cleaning of client home is performed when the client goes for respite care. Workers perform health-screening and the employer performs internal contact tracing in case someone becomes symptomatic or tests positive for COVID-19.</p> <p>The employer has developed client-based risk-assessments where risk of harm to self, to staff and others are discussed. The employer has identified the training that each worker needs to receive with respect to their client. The training include CPLF Orientation and Abuse Reporting Protocol, Standard First Aid & CPR, Lifts and Transfers training and Positive Behaviour Supports. When CPLF</p>	October 06, 2021

takes on a new client they try to gather detailed client history information to ensure they have the correct staffing levels, information, and care supports in place.

The employer has a working alone policy. The employer performs regular check-ins with workers who work alone with clients.

The Case Manager stated some workers work from home most of the time as a result of the COVID-19 pandemic, who would otherwise typically be based within their offices. There are also workers who have laptops or tablets that do a portion of their work remotely or from home, in combination with other community-based activities. The employer has reportedly provided some information to the workers to help them to set up their home computer workstations with ergonomics principles considered.

The clients with CPLF vary from independent, semi-independent and fully dependent with respect to the support they require for their lifts and transfers. Client handling equipment and staffing levels are adjusted according to the level of assistance each client requires. The frequency of lifts and transfers also varies on the care needs of the client and the activities of the day, for example toileting and getting in and out of vehicle. CPLF Human Resources (HR) determines which workers require client lift and transfer training, and this training is then provided by a contracted service provider. If a client's needs change over time and additional lift and transfer support is needed, this is reportedly communicated to HR who coordinate for the affected workers to receive the client lift and transfer training. At the time of the inspection, the course outline for this training was not available to view. It was indicated that other client lift and transfer training is provided through peer worker coaching onsite with the clients, and by workers reviewing the protocols documented for each client. Equipment lifting and handling is also required by workers when the client has a wheelchair that needs to be pushed, lifted in and out of vehicles, and maneuvered for community outings and programming.

Non-violent crisis intervention (NVC) training is provided to workers every two years. HR monitors for when workers are due for retraining. It was reported that during the COVID-19 pandemic the training was coordinated in a blended format with some online and some in-person training. Advanced NVC training is provided for workers assigned to clients with greater complexity.

Item	Details		Date
Publications Delivered	Identifying and controlling MSI hazards https://ohs-pubstore.labour.alberta.ca/erg045 Identifying and controlling manual handling hazards https://ohs-pubstore.labour.alberta.ca/erg043 Ergonomics in the Workplace: MSI prevention training https://ohs-pubstore.labour.alberta.ca/erg044 COVID19-02 Working from home https://ohs-pubstore.labour.alberta.ca/covid19-02		October 06, 2021
	Catalogue Number	Document Title	
	ERG045	Ergonomics in the Workplace: Identifying and Controlling MSI Hazards	
	ERG043	Ergonomics In the Workplace: Identifying and Controlling Manual Handling Hazards	
	ERG044	Ergonomics in the Workplace: MSI Prevention Training	
	COVID19-02	Working from Home During a Pandemic	

This Contact Report was delivered electronically to: Sharon Ng / Penny Tataryn on October 06, 2021

Issued by Occupational Health and Safety

The Alberta Occupational Health and Safety Act requires that orders issued be posted in a conspicuous place as soon as practicable until conditions have been met.

Section 70 and 71 of the Occupational Health and Safety Act allow for orders and some decisions to be reviewed and/or appealed. Visit alberta.ca/labour-and-immigration.aspx or call 1-866-415-8690 for more information. The initiation of a review or appeal does not suspend the order or decision unless a stay is granted. Requests for review and/or appeal must be initiated within 30 days of the initial date of service.

To obtain a copy of Alberta's Occupational Health and Safety legislation, visit: www.qp.alberta.ca

To stay current on all COVID-19 information, including guidelines for workplaces, visit <https://www.alberta.ca/guidance-for-workplaces.aspx>

Orders put in place by the Chief Medical Officer of Health can be viewed at <https://www.alberta.ca/covid-19-orders-and-legislation.aspx>