

Calgary Progressive Lifestyles Foundation

Occupational Health and Safety Committee Meeting Meeting Minutes: May 19, 2023, 0900 hrs

Management Members present: Penny Tataryn (Case Manager) Doug Chan (Case Manager) Tammy Bent (Case Manager) Co-chairperson: Penny Tataryn	Worker Members present: Gabriel Mbonigaba (Community Access Worker) Sharon Kwan (Supportive Roommate/Community Access Worker) Dora Mejia (admin) Co-chairperson: Gabriel Mbonigaba
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Adoption of minutes of last meeting:

* Pets reside in home issue for clients in a non-supportive roommate model. The CRM now accepts the data but it still isn't coming up on the Client Profile Sheet. *At one point a staff went to a client's home and did not knock on the door, opened the door and the dog bit the staff. From this we want to be able to show that when there is a pet in a house a frontline staff going into a front-line situation will know. We can do this if it is a supportive roommate model. When it is the individual's own home it was not coming through the profile sheet for some reason. Note: there are scenarios that need to be worked on. At some point Doug will help Penny with this.*

Reports

First Aid

No first aid reports

Staff incident reports since last OHS meeting

March 4 [REDACTED] staff fell on icy stairs concussion: Penny interviewed the front line staff that the SR did not shovel the snow or remove the ice, and the frontline workers had to snow shovel/ice removal at some point. Staff fell down the icy stairs and blacked out for some time. This is a very serious incident. We need to ensure the snow is cleared and staff needs to inform us right away if it is not. If staff is coming into a home then the home is a workplace, and the place needs to be maintained as a workplace. It appears the pathway surrounding the back/entrance had not been maintained. We are ok for now as it is not snowy. Looking for a new home for this individual. This may not be an issue anymore. Penny will follow-up.

March 6 Shehare Salem staff vehicle rear-ended: OHS has no control over this.

March 13 [REDACTED] upset over identity theft yelled at staff: OHS cannot do anything about this. Staff has the option to leave/step out for the day, if client is yelling.

March 13 [REDACTED] profanity staff witnessed self-harm: support plan in place that is helping the staff get away of the situation. Carrie, CM, does what she can in this case. If staff signs up for a job client self harms then there is potential staff will see that. There is nothing further OHS can do.

March 20 [REDACTED] M. touching staff inappropriately: client has not been doing well health wise. At his current level of health possibly connection of comfort? We have not seen any more incidents so he is not terrorizing this staff. Perhaps it is one off incident?

March 29 [REDACTED] start to fall staff catch: old and shakey on his feet. Need update on assessment: he will fall/not stable. Wait to see if there is a pattern of falling.

April 4 [REDACTED] by angry grabbed report from staff: client calling staff names. We all agreed, formally, if he treats staff not nicely staff can leave. He is not stable in the agency, will try new CM. OHS continues to ensure staff understand their role is not to be his maid; staff seems to understand their role as they have sent in formal complaints. OHS agreed no to smoking in the house and no to verbal abuse. Staff needs to refuse dangerous/abusive work.

April 5 [REDACTED] staff both wrote complaints regarding treatment.

April 5 [REDACTED] tells staff to leave support home: gets upset and mean to people. Client needs to be monitored; there is a place upstairs in the house staff can go to so staff does not need to be outside. Will probably not see this particular problem again.

April 18 admin staff heard upper management raise voice to other staff. OHS asked for new HR manager's involvement. Raising voice by upper management has been said to have been heard by other staff and a client in the past. Survey concerns came through about staff being uncomfortable with loud voices in the office. Penny and Maria met with COO May 9.

Leadership training was discussed. Was told that yelling did not happen and that frivolous grievances can trigger disciplinary action to the person bringing the grievance. Administration staff that do not like the office environment can always choose to leave their job.

Potentially Serious Incidents n/a

Serious Incidents n/a

Internal Inspections Filing room fire extinguisher: note during next fire drill, next month, need to

review if there is enough fire extinguishers in the filing room. The boiler is in the basement. Penny showed Doug the fire book.

Fire drill: next month. Will need to do some organizing as people need to be in the office. Will need to do this over 2 days as there are not enough seats. Doug will read the fire manual; any improvements for safety?

Food in storage room: as per last response there will be an action. Recommendation: as per our last inspection we have not seen any of the food/debris, additional items, removed from the storage area. Please give us an update. Concern is food will attract vermin or Dora can trip. Food has been in storage before pandemic, going to expire. Recommendation: need update.

Men's washroom toilets: light ring around inside toilet bowl; looking better than before. One member suggested a toilet stall in men's washroom; Penny indicated that it is very unlikely that would be considered financially feasible.

Need management to put light back on in Shaukat's office. Colin's office needs light replaced.

[REDACTED]'s desk still has wiring issues.

Light above [REDACTED]'s desk needs to be replaced; light above Mohammad's Desk needs to be installed?

[REDACTED]'s chair arm rest ripped.

[REDACTED] will talk to chiropractor for treatment/suggestion.

[REDACTED]'s wiring underneath desk needs tucking.

SRC room 2 lights out.

Need materials/hazards data sheet.

Is there a problem with mice? Need to keep an eye on this.

In finance kitchen and Maria's office there are overhead shelves. Shelves are not secured to the brackets. On May 9 Penny showed Neal the brackets in Maria's office and latch in Rami/Shaukat's office. Follow-up.

West wing needs lights changed.

Old business

Holds are dangerous re: MSI issues. How are staff/ultra complex support models refreshed for the NVCI moves? We have not received any information on management going forward with site-specific NVCI refreshers for teams using the holding techniques. Recommendations: CPI training refresher every 6 months for ultra complex, team holds that is part of the support plan.

Sharps policy: Penny reviewed again. Sharps are ok in front of drawer for people with capacity. Sharps need to be locked for people with no capacity.

Safe driving for work: closed.

Training department confirmed the OHS questions on Orientation Quiz: closed.

Safe Chemical Use policy: Yesterday Penny talked to OHS officer for clarification as to level of detail required. If we can find the safety data sheet then we should have one. OHS officer did not give clear answer to pen ink/whiteout. Start with the big and move down.

Neal would like a work at home policy that describes best practices: safe guards, proper communications/phones, proper ergonomics. Make a plan for basic suggestion for protocol. Penny will review again in the future.

IT concerns: we were getting complaints about the printer that is not working consistently. Recently no issues. No formal complaints at this time.

MSI training: No formal response from the management as to how new staff get the MSI theory training. The OHS Program Principals (policy) indicates that supervisors make sure all CPLF employees are trained in MSI that has both a theory and practical component. However, Penny does not believe the CM are currently sending out the theory training. Should we recommend that the policy be updated and/or the CM's be directed to do this with all new staff?

Doug talked to Keith. All the new staff and CMs are getting the same MSI training. The online course we all took previously. Trainers send it. Policy needs update: currently says CM sends the training and CM does not.

Other OHS inspections
or reports

n/a

Training and
Education

Doug is done the training.

New business

March 7, 2023 Neal Sabourin, Chief Operations Officer also acting as HR Manager, joined our meeting to address the incident that happened on November 19, 2023 where the staff of Alison Chung complained of emotional trauma from a senior staff member. At this meeting Neal said that he does not see the OHS committee's role to be part of the investigation and denied our request that we be a part of it. The committee agreed we would like

clarification as to our legal role in internal investigations of this type.

Penny followed up with Josephine Campbell. Josephine said he did hear from Neal and felt her concern was dealt with reasonably. Penny did give her an outcome that it was put out in our administration meeting and newsletter staff cleaning contractor homes was not to happen. Feedback from the CM from the team that showed the concern there has been a change from the approach. We have seen some positive outcome from this. Confirmed with Alireza what our role is in regards to internal investigations: this would need to be in the violence and harassment policy, if it is not then the management does not need to let the committee be part of it.

Air quality: See Inclement Weather policy. On the worst day Irela said only 1 staff said he/she could not work and 1 client wanted to make adjustment. More significant for people with asthma/lung issues, and need to approach differently. With the big buildings they all have HVAC systems that are under the city code. Penny will send Doug contact information for the building; Doug will call to confirm if building is up to code with filtration system.

Fire drills: Doug - put on agenda at the admin meeting to select a date to do the fire drill. Organize with Neal first: mention what the plan is and how they want to roll it out.

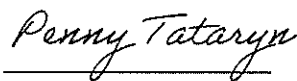
~~Gabriel~~ will be doing the bedbug complaint inspection on Thursday, June 1 with the OHS Officer @ 272 Lucas AV NE

Office inspection to be done again by Dora and Doug a week before the next OHS meeting.

Do we need another OHS member for the workers' side to meet quorum? Can we have more workers than managers? Penny will check.

Next meetings: September 8, 2023 @ 0900 hrs

Reviewed by:



Penny Tataryn
Co-chairperson



Gabriel Mbonigaba – Employee Co-Chair