

# QUALITY & SAFETY MATTERS!

Spring 2017

.....Ocean View Quality & Safety Insert

## Chemical Safety

If chemicals are not used, stored and handled properly, they can cause injury, illness, disease, fire, explosions, or property damage. Know the hazards of chemicals and appropriate precautions to take to work safely and avoid injury such as:

- ✓ Each person is responsible for knowing the chemicals used in the work setting.
- ✓ Store Residents' personal care items and chemicals in a locked area at all times (including Virox wipes)
- ✓ Make sure all containers are properly labeled and that the material is contained in an appropriate container. Don't use any material not contained or labeled properly. Report any damaged containers or illegible labels to your manager/supervisor right away.
- ✓ Read labels and the material safety data sheet (MSDS) before using any material to make sure you understand hazards and precautions
- ✓ Use all chemicals solely for their intended purpose.
- ✓ Never eat or drink while handling any materials, and if your hands are contaminated, don't use cosmetics or handle contact lenses.
- ✓ Store all materials properly, separate incompatibles, and store in ventilated, dry, cool areas.
- ✓ Keep you and your work area clean. After handling any material, wash thoroughly with soap and water. Clean work surfaces so that contamination risks are minimized.
- ✓ Learn about emergency procedures and equipment. Understanding emergency procedures means knowing evacuation procedures, emergency reporting procedures, and procedures for dealing with fires and spills. It also means knowing what to do in a medical emergency if a resident, co-worker, or visitor is injured or overcome by chemicals.
- ✓ Inspect all incoming containers to ensure that the containers are undamaged and are properly labelled. Do not accept delivery of defective containers.
- ✓ Inspect storage areas and containers regularly for any deficiencies, including leaking or damaged containers, expired shelf-life or poor housekeeping. Correct all deficiencies as soon as possible.
- ✓ Ensure that containers are tightly closed when not in use and when empty. Keep empty containers in a separate storage area. Empty containers may contain hazardous toxic residue -- keep closed.
- ✓ Store containers at a convenient height for handling, below eye level if possible. High shelving increases the risk of dropping containers and the severity of damage, injury and/or exposure if a fall occurs.
- ✓ Store material within the temperature range recommended by the chemical manufacturer/supplier.
- ✓ Ensure that you know the location of the emergency eyewash stations

### **The most dangerous chemical is one without a label.**

If a label is torn, damaged or missing it can lead to serious consequences. For example, the critical information you need to protect yourself may be torn off or illegible. Any material, solution, or chemical that is not properly labelled must be quarantined until it can be identified and properly labeled or disposed of appropriately.

## **Get the Shot, Not the Flu**

Immunization Rates for 2016-17:

Residents—95%

Staff—36%

# Accreditation Update

Ocean View voluntarily participates in the Accreditation Canada program. We do this to identify what we are doing well and what we can do better.

The updated Accreditation standards were distributed to all team/committee members in January and are always available on OV's shared computer drive under: <H:\CONTINUING CARE CENTRE\Corporate\Accreditation\2019 Accreditation\Standards, PPs, and ROPs>

The Safety Culture Tool and Worklife Pulse Tool are staff-focused instruments or questionnaires that measure staff members' views on client safety culture and worklife. **In the fall of 2017, these instruments should be completed by as many staff members as possible.** Your privacy and confidentiality is maintained because you complete the instruments online and it does not include your name. The results are used alongside other activities - like staff interviews, focus groups and meetings. Watch for your online log-in code later this year.

The next on-site visit from Accreditation Canada will take place in 2019.

## BY THE NUMBERS 2016

INDICATOR or STATISTIC	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Nov
Number of Falls	187	201	162	167
# Major Injuries (due to falls)	2	4	2	3
% Residents using Physical Restraints	1.7%	0.6%	0	0.7%
Infection Rate (per 1000 bed days)	1	0.43	0.87	0.9
% Residents with pressure ulcers	9.5%	11.7%	10.6%	10.6%
% Resident Safety Incidents that led to Injury*	13%	14%	14%	11%
# Admissions	29	23	14	25
Average of age of those who moved in to OVCCC	85.1 years	79.1 years	80.9 years	80.4 years
# Deaths	24	13	10	21
# Discharges	8	8	2	4
Occupancy Rate	97.7%	98.2%	99.2%	98.6%
Respite Bed Occupancy	47.7%	67%	69.6%	74%
WCB Time Loss Claims	7	14	11	8
OHS Audits (% complete)	100	100	100	100

\* Includes all injuries – all levels of severity (minor injuries such as a bruise to major injuries such as a fracture)

## Pest Control

As spring approaches, we do expect to see ants in the building. You can help by:

- keeping food out of Residents' rooms;
- discarding waste in appropriate bins;
- quickly cleaning up food crumbs and drink spills;
- reporting areas that have ants so the pest control company can treat the area quickly.



**Please do not bring any pesticides or other chemicals into the facility at any time** (e.g. Raid, ant traps, homemade solutions). They are not permitted under the Pesticides By-Law and WHMIS Legislation. All employees should also remind Residents and visitors of OV's pest control guidelines.

# Risk Dictionary

## Confidentiality:

- preserving the privacy of the people you care for
- this means all information related to them will be kept in strict confidence for use only by the team of care providers
- includes information gained verbally or from client records

## Private:

- not available for public viewing or knowledge
- privacy also refers to the right to have physical privacy (e.g. curtains closed, knocking before entering a bedroom)

## Breach of confidentiality:

- sharing information verbally or in written form regarding a Resident with someone who is not on the care team, or who does not have a release of information consent from the Resident

## Indiscretion:

- an action in which you inadvertently share confidential information
- there is no bad intent with an indiscretion

**PHIA:** The Personal Health Information Act protects Residents' personal information. It governs how health care providers may collect, use, disclose, and maintain clients' health information. Under this law, clients have the right:

- to be told if their privacy has been breached if there is potential for harm or embarrassment to them
- to see who has looked at their health record
- to be told who to complain to and how

## What is considered confidential?

- \* DOB
- \* Gender
- \* Race
- \* Religion
- \* Marital status
- \* Occupation
- \* Health information
- \* SIN
- \* Insurance information
- \* Health conditions and problems
- \* Lab tests, x-rays, scans, blood work
- \* Any diagnostic procedure
- \* Any physical contact that involves examination
- \* Personal care – all aspects
- \* Financial information

## Quiz Time

1. True or False: Dress codes can decrease accidents and injuries.
2. True or False: Presenting neat, cared for premises makes our organization less of a target for crime.
3. True or False: Chairs and stools can be substituted for a ladder to get items out of reach as long as an employee "spots" the person using the chair or stool.
4. True or False: A Resident does not have the right to refuse medications if it will make his/her condition worse.
5. True or False: People have different work styles. Staff members who work best with piles of materials around their areas are just as safe from accident and injury as the "neatniks".

Answers: 1T; 2T; 3F; 4T; 5F

# Protection for Persons in Care Act

Provincial law that promotes the safety of adults in care, by requiring you to report incidents where you have reasonable and probable grounds to suspect that there is, or has been abuse against a resident. If you believe someone is in immediate danger, first take steps to ensure his or her safety.

To report abuse, talk to your Manager or call the toll free number

**1-800-225-7225**