



# NANAIMO ASSOCIATION FOR COMMUNITY LIVING

## Certificate of Recognition Audit Report

2024 Recertification Audit

### Certificate of Recognition / Partnerships Audit Report

Paige Knapman, CRSP, CDMP, External BCMSA Auditor

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Last day on site	<b>24 February 2024</b>
Certifying partner	<b>Community Social Services Health and Safety Association of BC</b>



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## RETURN TO WORK / STAY AT WORK

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## COMPANY DETAILS

Employer legal name	Nanaimo Association for Community Living
Employer trade name	NACL
COR number	0003641070820210512HL
COR expiry	20 January 2024
Address	Suite 201 - 96 Cavan Street Nanaimo BC V9R 2V1
Phone number	250-713-8713
Fax	250-741-0227

## COMPANY CONTACT

Name	Peter Letts
Email	<a href="mailto:peter.letts@nanaimoacl.org">peter.letts@nanaimoacl.org</a>

## WORKSAFEBC ACCOUNTS

PROVINCE	ACCOUNT NUMBER	CLASSIFICATION UNIT	WORK DESCRIPTION
BC	362107	766017	Residential social service facility
		764013	Daycare centre, preschool, or playschool

## AUDITOR DETAILS

Role	External
Name	Paige Knapman
Company	Safely Managed Consulting
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## AUDIT DETAILS

Audit purpose	Renewal
Audit scope	Full
Operations audited	Targeted operations
Total facilities	2
Facilities audited	2
Organisations audited	Single company
First day on site	18 February 2024
Last day on site	24 February 2024
Audit submission date	13 March 2024

## DEPARTMENT SAMPLING INFORMATION

Department / Operations	Type	Province	Last audited	Documentation	Interview	Observation	Manager	Supervisor	Worker	Young/New worker	JHSC Member	Emergency
Administration Head Office - Admin, Finance, QA, HR. Comm. Serv. , QA, HR. Comm. Serv. Actions Day Prog. Residential, Comm. Inclusion & Employment Services	Head office	BC	2023	✓	✓	✓	8	4	31	4	3	6
Programs & Residential Employment and Actions Day Prog Community Inclusion, Residential	Fixed	BC	2023	✓	✓	✓	8	12	171	8	3	10
TOTAL							16	16	202	12	6	16

Total employees	234
Total interviewed	20
Minimum required interviews	20
Recommended interviews	20

Total departments	2
Departments included	2
Minimum required departments to include	2

## INTERVIEW SUMMARY

Department	Manager	Supervisor	Worker	Young/New worker	JHSC Member	Emergency
Administration	2	1	5	2	2	3
Programs & Residential	2	3	7	6	2	2
Total	4	4	12	8	4	5
Total %	25%	25%	6%	67%	67%	31%

	Yes	No
Does the company run multiple shifts?	✓	
Are all shifts represented in the interview sampling?	✓	
Is interview sampling representative of all departments?	✓	

## REPRESENTATIVE SAMPLING JUSTIFICATION

A sampling of all work shifts was obtained

## CERTIFICATE OF RECOGNITION (COR) SCORE SUMMARY

ELEMENT	Points possible	Points not applicable	Points available	Points scored	Percentage
1 Organizational Commitment	150	0	150	149	99%
2 Program and Procedures	140	0	140	133	95%
3 Hazard Identification and Control	140	7	133	113	85%
4 Training, Education and Certification	140	0	140	138	99%
5 Inspections	130	0	130	127	98%
6 Incident Investigation	130	0	130	123	95%
7 Program Administration	100	0	100	98	98%
8 Joint Health and Safety Committee	70	0	70	70	100%
Total	1000	7	993	951	96%

### The following elements were excluded from this audit:

- 9.1 - Stay at Work / Return to Work - Policy, Management and Leadership
- 9.2 - Stay at Work / Return to Work - Resources, Education and Training
- 9.3 - Stay at Work / Return to Work - Process
- 9.4 - Stay at Work / Return to Work - Communication

### For the following reason:

RTW Audit suspended by WorkSafeBC

## EXECUTIVE SUMMARY

NACL achieved an overall score of 96% during the BCMSA Certificate of Recognition audit. This score is a passing grade which will allow the NACL to be recertified and sustain their Certificate of Recognition with the WorkSafeBC program. Congratulations!

**Audit Methodology:** NACL as a workplace was divided into 2 main “departments” with similar hazards and exposures. The auditor completed the audit by reviewing the NACL’s Occupational Health & Safety program in each area using three verification methods: Documentation review, Observation tours and Interviews with a representative sampling of employees.

The top scoring element:

**Joint Health & Safety Committee: Score 100%** - NACL is running an effective Joint Health & Safety Committee which covers the whole workplace effectively. The review reflected that the JHSC is actively engaged and involved in the health & safety program with members taking part in the workplace inspection program and incident investigations, reviewing OHS program policies and safe work procedures and bringing forward issues or concerns from each area for resolution. All interviews with JH&SC members were strong and positive. Members reported that they feel well supported by the NACL and that they are being provided with adequate resources such as training and time away from their normal duties to preform JHSC responsibilities. It was also verified that the Joint Health & Committee are assisting in review of the OHS program, looking at incident trends, setting goals and targets and making recommendations for change to the management team.

Several other elements scored near perfect and were found to be key strengths:

**Organizational Commitment: Score 99%** - NACL has a strong safety policy statement signed by the Executive Director which outlines responsibilities at all levels and sets the tone for the safety. The OH&S policy was found posted in prominent areas in all of the worksites toured. 100% of interviewed managers and supervisors were found to be knowledgeable of their safety responsibilities and were able to give relevant examples of how they fulfill them. Interviews with workers in all departments as well as observation tours in the workplace reflected that managers and supervisors are leading by example for safety. 100% of the interviewed supervisors and workers as well as tours of NACL worksites, verified that there is easy access to health and safety regulations as well as other relevant safety resources. It was identified that managers are discussing health and safety issues with their workers periodically, at least once each quarter, and that supervisors are communicating on safety with workers regularly in all areas. As well it was proven that safety is being discussed at management level meetings on an ongoing basis throughout the year. It is recommended that the company refresh all workers on understanding their specific Health & Safety responsibilities. Recommendations: While the large majority of interviewed workers were aware of their safety responsibilities, a few were weak and could not recall the most important ones such as reporting hazards, therefore it is recommended that the company look at ways of improving this knowledge.

**Training & Education: Score 99%** - The New Worker Orientation program was reviewed and the online program was found to contain all the specifics as outlined within the audit protocol. It was verified through documentation and interviews that new employees are receiving a safety orientation which starts on their very first day of hire. NACL has determined the certifications and safety training needs of the various occupations in all departments. Documentation and interview results reflected that safety training and certification is being offered and that an online system is in place to track training needs. The NACL’s Contractor Safety management program includes the requirement to ensure that a prime contractor is designated for all cases where a multi employer work site may exist and outlines responsibilities well. As well it was verified that the company has a contractor orientation program in place to help ensure that contractors who are not designated as Prime Contractors, are meeting their health & safety obligations. Interviews confirmed that regular meetings are being held with employees where safety issues are being discussed and several communication methods are used to communicate safety issues between meetings such as Communication logs and emails. Recommendations: It is recommended that the company ensure that all supervisors understand their responsibilities relating to ensuring workers are competent to perform their duties safely.

**Workplace Inspection: Score 98%** - The NACL’s OHS program outlines the specifics of the workplace inspection program and meets the full criteria by listing the intent of inspections, who is to inspect, where & when. It was verified that workplace



inspections are occurring as per the schedule at all facilities reviewed. The company has developed site specific checklists which include a risk ranking system for identified hazards to help assign the timeline for correction. Document review and interviews verified that deficiencies are assigned to specific individuals for correction. It was also confirmed that key employees are being trained in the process of workplace inspection. Recommendations: It is recommended that the organization ensure that deficiencies identified during workplace inspections are followed up on and corrected within the recommended timeline based on their risk level, or document an explanation as to why the corrections are delayed.

**Program Administration:** Score 98% - Documentation review and observations within each area reflected that the NACL has sound document management procedures and a good system in place for managing and maintaining the required Health & Safety program. NACL is using Sharevison as a process to organize and manage safety management system documentation effectively. Monthly incident statistics are being shared with the JHSC and the management team and on an annual basis NACL is comparing statistics between years and performing trend analyses to identify needs. Health and safety goals and objectives are being identified and are being tracked. Recommendations: It is recommended that the company ensure to focus on completing as many of the targets from the annual COR audit action plan list as possible.

These three elements scored well with only minor recommendation made:

**Program and Procedures** Score 95% NACL's documented OH&S program was reviewed and was found to contain sections which cover all of the criteria of an effective safety management system. Safety enforcement follows the HR progressive discipline policy. Proof that enforcement is occurring was verified. The organization has developed safe work procedures which cover the identified hazards present in their work environment. Interviews with workers as well as observations tours of the worksite verified that written safe work procedures are readily available to workers. It was verified by document review as well as interviews that department Supervisors and JHSC members have been given the opportunity to be consulted in the development or review of safe work procedures. The documented emergency response plans at the worksites were found to outline responsibilities well including evacuation coordination and communication, and the roles have been assigned to specific staff. It was verified that emergency response plans/evacuation procedures have been tested for deficiencies and corrective actions taken. Recommendation: It is recommended that the worksites each post the names or position of employees who are assigned to be the First Aide Attendant on each work shift.

**Incident Investigation:** Score 95% - NACL has a well documented program in place which covers the investigation of hazards, incidents and near miss events. Interviews with employees reflected that they are all aware of the reporting requirements and have easy access to the reporting system. The company's procedure clearly directs what types of incidents are to be reported to WorkSafeBC, by who and when. NACL employees who are involved in performing incident investigations were verified as being trained in the process of incident investigation. Recommendations: It is recommended that NACL ensure that employees are promptly report all injuries to their supervisor and managers so that the company is informed and then able to make the employers report to WorkSafeBC within 3 business days as required by Regulation. It is also recommended that the organization ensure that all incident investigations make a recommendation towards preventing a similar event from occurring and that the recommendations are effectively communicated to all employees who could learn from them. Further promotion of near miss reporting is also recommended to strengthen the safety program.

The last element, Hazard Recognition and Control scored lower than the others and NACL would benefit by focusing on the deficiencies identified in these areas:

**Hazard Identification and Control:** Score 85% Arguably the most important element in a safety management system, the NACL risk assessment program is comprehensive and meets the full audit expectations, well done! The company's risk register as well as site specific risk assessments identify control measures for all listed hazards, and all that were searched for were found to be in place. It was verified that key employees who are taking part in the risk assessment process are being provided with some level of training in hazard identification and control. Employee interviews in the worksites verified that there are good communication systems in place to identify and communicate on hazards. A documented Preventative Maintenance program is in place for equipment and vehicles. Inventories and schedule were reviewed. Recommendations: It is recommended that the company ensure that the scheduled preventative maintenance inspections are completed in all worksites as several overhead lifts were more than a year overdue for their annual inspection. It is recommended that the organization review Safety Data Sheets for PPE requirements for the corrosive cleaners being handled by employees to determine the requirements during

various handling activities such as pouring concentrate and spraying the mixed solutions. It is also recommended that the company post signage as a reminder in areas where employees are required to use PPE such as safety eyewear when handling concentrated corrosive chemicals.

Great job overall!

## COMPANY PROFILE

Nanaimo Association for Community Living (**NACL**) is a non-profit society dedicated to supporting people with developmental disabilities. NACL was started in 1986 and has an unwavering commitment to delivering high quality services with integrity, actively supporting as many people with diversabilities as possible in their journey to lead thriving lives. NACL has been proudly accredited by CARF (the Commission on Accreditation of Rehabilitation Facilities) since 2005. The accreditation is proof of the company's deep commitment to providing quality programs and services, supported by respected sector-wide standards.

NACL currently operates the following programs:

Residential Program: NACL operates 9 residences in the Nanaimo community, providing a wide range of service to a diverse group of individuals. Each residence is home to one to six people and is staffed 24/7 by trained and qualified NAC employees.

Uplands and Prideaux Apartment Outreach Program: NACL supports adults with developmental disabilities who live independently in their own apartments. Supports focus on independent living and employment skills that facilitate the independence of the persons served.

Home Share Program: People served are matched with a Share Provider who provide supports for the individual in their own homes, under a contract arrangement.

Actions Day Program is a community-based day care program supporting adults with developmental disabilities. Services offered on a part time or full-time basis and persons served are supported in a group or independent setting participating in a variety of activities related to the goals, interests, needs, skills and choices.

NACL Works Program/Employment is committed to the person-centered ideas and methods of supported and customised employment, allowing the persons' interests, talents and skills to direct their job search. NACL's Employment Services employees support all aspects of employment tailored to the needs and capabilities of each person: job procurement, job matching and training as well as support for the employer, their co-workers and the person with a diversability.

## 1 | ORGANIZATIONAL COMMITMENT

1.1 | Is there a written health and safety policy that is signed or otherwise endorsed by the current CEO, Executive Director, owner/operator? (**corporate**) (0-8 points)

Method	Percentage	Points
Documentation	100%	8/8

### GUIDELINES

Review Health and Safety Policy. Look for three items:

- does it exist,
- is it signed/endorsed, and
- is it current?

Award 100% if all are true, deduct 33% for each aspect missing.

### FINDINGS / NOTES

**From documentation:** H&S policy is endorsed by Exec. Director Graham Morry as well as the Deputy Exec. Director and was last signed on May 8, 2023

### STRENGTHS

NACL has a written health and safety policy that is signed annually by both Executive Director and the Deputy Executive Director,

1.2 | Does the policy include health and safety responsibilities for managers, supervisors and workers? (**corporate**) (0-8 points)

Method	Percentage	Points
Documentation	100%	8/8

### GUIDELINES

Review Health and Safety Policy to see if it addresses the responsibilities of:

- managers,
- supervisors and
- workers.

Award 100% if all are present, deduct 33% for each level not identified.

### FINDINGS / NOTES

**From documentation:** Safety responsibilities are defined for Managers, Supervisors and Workers and the titles are also defined for clarity- well done

### STRENGTHS

The organizations OH&S policy includes health and safety responsibilities for managers, supervisors and workers.

1.3   Is the current safety policy posted at the worksites or made available to workers? (all departments) (0-8 points)	Method	Percentage	Points
	Observation	100%	8/8

#### GUIDELINES

Observe locations where the safety policy is in evidence during observational tour. It should be available at all permanent worksites. You may find the policy on bulletin boards, in the employee handbook, posted on the internal website or in the safety manual.

Percentage is awarded based on the number of locations it is posted versus the number of locations observed where it was not posted (percent of positive findings).

#### FINDINGS / NOTES

**From observations:** Admin/Actions- framed posted in all worksites toured

Programs/Resid: located framed copies in all worksites

#### STRENGTHS

The companies current safety policy was found posted in all worksites toured as well as kept online visible to all employees.

1.4   Do all staff know where to find a copy of the Safety Policy? (all departments) (0-8 points)	Method	Percentage	Points
	Interview	100%	8/8

#### GUIDELINES

Interview Managers, Supervisors and Workers to find out if they know where the Safety Policy is located.

#### FINDINGS / NOTES

**From interviews:** M1 - at every locations the policy is framed also kept on Share vision

W1- Share vision in binder

S1 - in office framed

W2 - hanging in office

S2 - share vision

S3 - posted on office wall

W3 - posted on wall Sharevision

W4 - Posted on wall and in binder

W5 - Sharevision framed copies near safety board

W6 - posted and online

W7 - Posted and in binders

M2 - on wall all programs and offices, safety manual online

W8 W9 - on the wall and online

M3 - posted in offices, also online

S4 - posted online and bulletin board

W10 - posted and can find it online easily

W11 - paper copy board, Sharevision

M4 - Posted, Sharevision

W12 - in office

## ■ STRENGTHS

100% of interviewed employees knew where to find copies of the companies safety policy statement.

1.5   Can workers describe their health and safety responsibilities? (all departments) (0-14 points)	Method	Percentage	Points
	Interview	92%	13/14

### GUIDELINES

Interview workers to determine their understanding of their safety responsibilities. Workers should be able to describe their responsibilities as noted in the organization's safety policy.

## ■ FINDINGS / NOTES

**Interview sampling:** Administration [5/5], Programs & Residential [6/7] Comments included:

W1- report issues to supervisor. refuse unsafe work, follow rules

W2 - aware of rules and regs, report, know where resources are

W3 - ensure person served safely supported, worker needs a safe work environment, talk to supervisor if unsafe, write notes in comm books

W4 - follow safe work procedures, report issues, help create safety event

W5 - Comply with program, report issues, my own safety

W6 - follow rules PPE, Report hazards, talk to OHS when needed

W7 - follow safety ensure safe environ. fix things, let Supervisor know if concerns

W8 - if see something working communicate fix follow rules

W9 - overall performance mental included, stay aware of surroundings and report it

W10 - to know how to act and react safely, if see something unsafe report it right away, be aware of current procedures and policies and be aware stay informed

W11 - all responsible different level, aware and report to supervisor and document

W12 - serving palliative

## ■ SUGGESTIONS FOR IMPROVEMENT

While the large majority of employees were aware of their safety responsibilities a few were weak on the understanding, therefore it is recommended that the company refresh all workers on understanding their specific H&S responsibilities as an employee.

1.6   Can supervisors describe their health and safety responsibilities? (all departments) (0-16 points)	Method	Percentage	Points
		Interview	100%

### GUIDELINES

Interview supervisors to determine their understanding of their safety responsibilities. Supervisors should be able to describe their responsibilities as noted in the organization's safety policy.

## ■ FINDINGS / NOTES

**From interviews:** S1- my responsibilities are to be familiar with Regs, Procedures, ensure workers are able to work safely and reporting is happening

S2 - follow regs and procedures, follow rules, ensure everyone is working safely including myself, report hazards and issues

S3 - ensure workers are safe, contractors review risk assessment, communicate

S4 - ensure we are compliant, staff are safe, when issues come up respond to them

## ■ STRENGTHS

100% of the interviewed supervisor were found to have a good understanding of their safety responsibilities.

1.7   Can managers describe their health and safety responsibilities? (all departments) (0-19 points)	Method	Percentage	Points
		Interview	100%

### GUIDELINES

Interview managers to determine their understanding of their safety responsibilities. Managers should be able to describe their responsibilities as noted in the organization's safety policy.

## FINDINGS / NOTES

**From interviews:** M1 - knowing legislation human rights, safety requirements, ensure committee is functioning and support them. Ensure educated other managers to facilitate

M2 - ensure all staff aware, trained, following rules for safety up to standards, ensure reporting is done

M3 - ensure employee workings safely, conversations, observation, take care of hazards, awareness, maintained

M4 - have several direct reports over the years, understand well

## STRENGTHS

All of the interviewed management reps were found to be aware of their level of safety responsibilities.

1.8   Are managers and supervisors leading by example (wearing of Personal Protective Equipment, seatbelts, etc.)? (all departments) (0-16 points)	Method	Percentage	Points
	Interview	100%	8/8
	Observation	100%	8/8

### GUIDELINES

During observational tour, observe managers and supervisors to see if they are following safety rules and regulations. Points are awarded based on the percent of positive findings.

Interview workers to see if they believe supervisors lead by example.

## FINDINGS / NOTES

**Interview sampling:** Administration [5/5], Programs & Residential [7/7]

**Observation sampling:** Administration [100%], Programs & Residential [100%]

1.9   Are applicable health and safety regulations and other relevant resources available to supervisors and workers? (all departments) (0-22 points)	Method	Percentage	Points
	Interview	100%	14/14
	Observation	100%	8/8

### GUIDELINES

Observe the worksite to determine if WorksafeBC OH&S Regulation and other relevant resources are available, in paper, CD or electronic format, etc. Points are awarded based on the percentage of positive findings in each department.

Interview supervisors and workers to see if they believe they have access to appropriate safety resources.



## FINDINGS / NOTES

**From interviews:** W1 - all on share vision, policy and procedures WorkSafeBC

S1 Direct link to WSBC Policies and procedures

W2 - Sharevision has everything readily available

S2 access Regs procedures available

S3 - Know where to find everything and ca reach out

W3 ask supervisor, go to Sharevision

W4 - policy and procedures manual, safety board

W5 - know where it is online

W6 on Sharevision interlinked and in office in hard copy

W7 - lots of resources, binders safety board, sharevision

W8 - everything is online policy & procedures and manager help out

W9 - access to procedures, regulations. lots on site

S4 - yes aware of it online

W10 - yes for sure readily available

W11- yes readily available to us

W12 - computer

**From observations:**

Admin/Actions: link to WSBC regs on NACL web portal employee located it when asked

Program/Residential: observed poster on one bulletin board and link to WSBC regs on NACL web portal prominently, employee showed it on computer

## STRENGTHS

Adequate health & safety resources were found to be readily available to employees in the workplace.

1.10   Do managers of the organization discuss health and safety issues with workers at least once each quarter? (all departments) (0-12 points)	Method	Percentage	Points
	Interview	100%	12/12

## GUIDELINES

Interview managers to determine if they discuss health and safety issues with workers.

Interview workers to determine if managers have discussed health and safety issues within the past 3 months. This may occur through staff meetings, crew meetings, memos, etc.

## ■ FINDINGS / NOTES

**From interviews:** M1 - In general orientation all staff and do safety part. review all parts of program. Visit homes periodically and have fireside chats with staff

W1 - regularly in house talks directly also comm log emails

W2 - manager yes its a standing item on agenda

W3- group meetings every couple months where safety is discussed

W4 - every two weeks have a group meeting with manager and can talk about safety

W5 - every Monday managers attend

W6 -safety on agenda of staff meetings monthly

W7 - team meeting monthly discuss safety and minutes posted if miss a meetings

M2 - standing items on staff monthly meetings

W8 - staff meetings monthly safety is discussed

M3 - communicate when visiting program have conversations, read comm book, get alerts if online reported follow up. Monthly staff meeting

W9 - during meetings monthly hear from them

W10 - admin meeting safety is on agenda, HR mtg as well, monthly or more

W11 - weekly staff meetings with safety discussion, always Manager rep there.

M4 - present at SLT, Leadership mtg, and full Mngt mtg (Supervisors, Admin group as a whole)

W12 - spread pretty thin have a few meetings where safety discussed

## ■ STRENGTHS

It was verified that managers are sharing safety information with workers periodically throughout the year.

1.11   Do supervisors regularly share health and safety information relevant to their operation with their workers? (all departments) (0-11 points)	Method	Percentage	Points
	Interview	100%	11/11

#### GUIDELINES

Sharing of information could be daily, in the office, on the jobsite, or in safety meetings. Interview supervisors and workers to determine if supervisors share health and safety information.

#### FINDINGS / NOTES

**Interview sampling:** Administration [5/5], Programs & Residential [10/10]

#### STRENGTHS

Supervisor are regularly communicating with workers on safety issues.

1.12   Is safety a standing agenda item on management meeting agendas? (corporate) (0-8 points)	Method	Percentage	Points
	Documentation	100%	3/3
	Interview	100%	5/5

#### GUIDELINES

Review agenda from Senior Management Team meeting to determine if safety is a standing agenda item, with at least the following information reviewed:

- safety statistics and,
- any incidents.

If "safety" is noted as an agenda item, award 34%. Award an additional 33% for reference to safety statistics and an additional 33% for review of any incidents.

Interview managers and supervisors to see if they have attended meetings in the past year where safety was a standing agenda item.

#### FINDINGS / NOTES

**From documentation:** Reviewed several agendas as well a meeting minutes from the SLT which showed safety is being discussed including statistics and break down of injury type and severity level. Discussion notes on incidents being shared with group and mental health having an an impact on org.

**From interviews:** M1 - standing agenda item so regularly every meeting.

S1 - manager meetings every 6 weeks, attend them and safety is on the agenda standing item

S2 - management meetings held every 6 weeks safety is discussed there

S3 - full management meetings every 6 weeks,

M2 - management mtgs weekly within department, every 6 weeks with all manager

M3 - 3 levels of managers meetings all touch safety

S4 - going to be yes as only on a couple weeks

M4 - on agendas at all Mgmt mtg

## ■ STRENGTHS

Safety is being discussed at the senior management level several times each year.

## 2 | PROGRAM AND PROCEDURES

2.1   Is there a documented health and safety management system? ( <b>corporate</b> ) (0-5 points)	Method	Percentage	Points
		Documentation	100%

### GUIDELINES

Look for a document describing all elements of the organization's Health and Safety management system. At a minimum, it should include statements about safety responsibilities, written procedures, training and instruction of workers, hazard identification and control, workplace inspections, investigation of incidents and accidents, responsibilities of the Joint Health and Safety Committee, and program administration. Points are awarded based on the percentage of elements included in the document.

### FINDINGS / NOTES

**From documentation:** Reviewed HS001-P Health& Safety Management System reflected that it outlines all required elements of the management system and references the individual polices including: responsibilities, written procedures, safety training and instruction, hazard identification and control, workplace inspections, investigation of incidents, and responsibilities of the Joint Health and Safety Committee (OHS,) as well as program administration.

### STRENGTHS

NACL has a well documented safety management system that contains all required elements of a management system and references additional individual polices.

2.2   Is there a process to address safety violations? ( <b>all departments</b> ) (0-7 points)	Method	Percentage	Points
		Interview	100%

### GUIDELINES

Interview managers, supervisors and workers to determine if they are aware of the procedure for dealing with safety violations.

Additional Information for this audit: A health and safety violation example may be: not following the health and safety policy or not following support protocols.

### FINDINGS / NOTES

**Comments from interviews with all employees:**

M1- built well into program

W- yes record incident reports into Share vision

S1- Policy and procedure manual discusses it. have to follow procedures. receive notification when reported. I review and ensure everything is safe and discussions with employee etc.

W2 - reported then investigated, yes there is a process.

S2 - yes aware of it handled along with the manager.

S3- corrective actions procedure

W3 - aware

W4 - correction done

W5 - we do, if I feel something is unsafe report gets investigated

W6 yes investigated fully to find solutions

W7 - procedure in place, detailed in sharevision

M2 - reported into Sharevision and lead to investigations, corrective actions may lead to correction with staff depending

W8 - do investigation and follow up from there

M3 - is a reporting process that we follow up. Actual procedure online taht needs to be followed

W9 -generally discuss right away, report it to supervisor

S4 - yes there are procedures to handle it even to disciplinary

W10 - safety violations just like conduct, can lead to disciplinary when needed

W11- yes aware in policies and procedures straight forward reporting procedure

M4 - yes process exists

W12 - jim supervisor report hsa

2.3   Are safety rules and regulations enforced? (Documentation: <a href="#">corporate</a> ; Interviews: <a href="#">all departments</a> ) (0-14 points)	Method	Percentage	Points
	Documentation	100%	7/7
	Interview	100%	7/7

### GUIDELINES

Review documentation which indicates safety rules and regulations are enforced where violations occur. The Policy may be found in the Corporate Discipline Policy or Labour Relations process which addresses more than safety violations. Compare policy to actual enforcement records.

If there is proof that safety rules and regulations are enforced, award 100%. If they are not enforced, award 0%. If the organization identifies no safety violations have occurred, and this is supported by interview results, mark as n/a.

Additional Information for this audit: Instead of the term "Safety rules and regulations" other terms used can be policies, guidelines or protocols

## FINDINGS / NOTES

Interviews with employees at all levels reflect that all are aware of the organizations procedure for dealing with safety violations, should the situation occur.

2.4   Are safe work procedures written for identified hazards? ( <b>corporate</b> ) (0-20 points)	Method	Percentage	Points
	Documentation	100%	20/20

### GUIDELINES

Determine which of these hazards are present in the organization, by department. Auditors should look for a document that includes a policy or program intent statement, assignment of responsibilities, and safety instruction.

Items with an asterisk will require a policy directive or other written instructions. In some instances, the auditor may determine an item is not required.

Points are awarded based on the percent of positive findings in each department, compared to the written documentation that should exist in that department:

1. Confined Space Entry
2. Excavation
3. Lockout and tagout
4. Working in proximity to overhead power lines
5. WHMIS / WHMIS 2015
6. Asbestos management
7. Musculoskeletal Injury Prevention/Ergonomics
8. Toxic Process Gases (ammonia, chlorine, ozone)
9. Biohazard protection
10. Fall protection
11. Working Alone or in Isolation
12. Violence in the Workplace
13. Vehicle & Mobile Equipment use (including roll over) \*
14. Respiratory Protection
15. Weather Temperature Protection
16. Hearing Conservation
17. Respectful Workplace/Bullying

Additional Information for this audit: instead of the term Safe Work Plan (SWP) other terms used can be Risk Assessment, Behavioral Support plan, Safety plan etc.

## FINDINGS / NOTES

**From documentation:** 1, Confined Space Entry, 2 Excavation 4 Working in proximity to OH lines and 8 Toxic Process Gases are NA to this workplace.

Procedures are in place for the following hazards listed in the audit protocol and the majority are listed within HS003:

3 Lockout and tagout- controlling exposure to broken defective equipment is covered as a section within HS003

5 WHMIS / WHMIS 2015 - policies are in place HS032

6 Asbestos management - Procedure HS033 in place

7 MSD /Ergonomics - Procedure HS031 in place

9 Biohazard protection - several procedures in place HS027-30 & 35

10 Fall protection -NA as no work at heights above 10 feet. But HS088 procedure in place for handling client falls

11 Working Alone or in Isolation - Procedure HS020 in place

12 Violence in the Workplace - topic is covered within HS003 and also P016

13 Vehicle & Mobile Equipment use - policy in place P028 as well as several procedures HS036-39 which cover responsibilities, inspection and reporting requirements

14 Respiratory Protection - covered within several procedural documents use of medical masks HS028

15 Weather Temperature Protection - HS019

16 Hearing Conservation - HS027 no monitoring program is required here

17 Respectful Workplace/Bullying- personnel policies P000 and P016

## ■ STRENGTHS

The organization has developed safe work procedures which cover the identified hazards present in their work environment.

2.5   Are written safe work procedures readily available to workers? (all departments) (0-14 points)	Method	Percentage	Points
	Interview	100%	7/7
	Observation	100%	7/7

### GUIDELINES

Look for Safe Work Procedures during observational tours. They may be at individual worksites in paper format, in staff rooms, offices, posted on bulletin boards, or on an internal websites. If written procedures are found and available to workers, award 100%. If not, award 0%.

Interview workers to determine if they are aware of the existence and location of written safe work procedures.

Additional Information for this audit: Examples of SWP include: safety plans, individual support plans, behavioural support plans.

## ■ FINDINGS / NOTES

### Comments from interviews with Workers:

W 1- Share Vision and in safety plan for each person served, risk assessments

S1 - yes readily available on Share Vison

W2 - ergonomics on S harepoint



W3 - available on Share vision and in binder

W4 OHS binder and board

W5 - yes on Sharevision

W6 W7 - on Shared vision and in binders

M2 - policies and procedures - heavy lifting point of care. thru Share vision and policies and procedures here in hard copy,

W8 - Pint of care, Lifts, risk assessments have to be signed off

M3 - documented on Sharevision. POC assessments. competency training

W9 - POC Assessments in each room, operation of equipment posted where needed. Checklist

S4- yes easily accessible and posted often where needed

W10 - share vision and binders in all programs

W11 - in hard copy here so easily available, lift, vehicle procedure, emergency manuals

W12 - yes available, procedures

**From observations at the worksites toured:**

Admin/Actions: OHS binder as well as policies and procedures viewed as well as many posted

Program/Resid: many examples of procedures viewed posted around workplace.

**■ STRENGTHS**

Interviews with workers as well as observations tours of the worksite verified that written safe work procedures are readily available to workers.

2.6   Are workers following written safe work procedures? (all departments) (7 points)	Method	Percentage	Points
	Observation	100%	7/7

**GUIDELINES**

Observe workers performing their work. Compare the procedures they are following to programs and procedures outlined in 2.4 The intent is that workers can demonstrate knowledge and safe procedures, or describe the process if they are not actively involved in the work.

If they are demonstrating safe procedures, award 100%. If not, award 0%.

**■ FINDINGS / NOTES**

**Observation sampling:** Administration [100%], Programs & Residential [100%]

## ■ STRENGTHS

Observation tours in all the workplaces toured verified that employees are following the developed safe work procedures.

2.7   Have supervisors and JOHSC members had the opportunity to consult in the development or review of these procedures? (Documentation: <a href="#">corporate</a> ; Interviews: <a href="#">all departments</a> ) (0-7 points)	Method	Percentage	Points
	Documentation	100%	1/1
	Interview	100%	6/6

## GUIDELINES

Review safety meeting minutes or safe work procedures.

If there is documented proof that input was provided, award 100%. If no, award 0%.

Additional Information for this audit: the term "Area" may be also be called department.

## ■ FINDINGS / NOTES

### From documentation review:

Two minutes of recent OHS committee meetings showed the committee reviewed and updated a Power Outage procedure.

### From interviews with Supervisors and OHS reps:

M1 - committee reviews legislation regularly, updates to procedures. Examples of updates: Respectful workplace procedure, updated definitions

S1 - OHS team welcomes input from us

S2 - yes we are asked for input

S3 - input asked for yes

M3- yes have input

S4- yes have reviewed several, had input

M4 - some input yes, fall procedure reviewed, manned emerg. procedure, do the majority of writing procedure. Also recall we did al the Pandemic procedures.

## ■ STRENGTHS

It was verified through documentation review as well as interviews that the companies Supervisors and JHSC members have been involved in the development or review of safe work procedures.

2.8   Is there evidence that a WHMIS/WHMIS 2015 program is in place? (all departments) (3 points)	Method	Percentage	Points
	Interview	100%	3/3

#### GUIDELINES

Interview Safety Committee members to determine if they are aware of the existence of a WHMIS (WHMIS 2015) program.

This is an all or nothing question, less than 100% positive responses will result in no score.

#### FINDINGS / NOTES

##### From interviews:

M1- Yes the program is reviewed periodically by JHSC.

M3 - Yes we have a WHMIS program

S4 - WHMIS program yes. SDS sheets are accessible, and solutions are labeled.

M4 - WHMIS program is in place. We have some challenges to keep the SDS up to date.

#### STRENGTHS

It was verified that the organization has a WHMIS program in place.

2.9   Is there evidence that a WHMIS/WHMIS 2015 program is in place? (all departments) (6 points)	Method	Percentage	Points
	Observation	50%	0/6

#### GUIDELINES

During observational tours, look for Supplier and Workplace Labels and other means of identification, and Material Safety Data sheets, for controlled products. If all elements of a WHMIS program is evident, award 100%. If not, award 0%.

#### FINDINGS / NOTES

**From observations:** Admin/Actions: Viewed labelled containers as well as solutions. Several SDS present but the large majority are older than 3 years and some of the binders are unorganized and not in any kind of order. One of the SDS sheets searched for was missing from the binder at Actions.

Program/Resid.: All chemicals are in labelled containers including solutions. SDS present and orderly but the majority are older than 3 years and no details on when the info was obtained.

#### SUGGESTIONS FOR IMPROVEMENT

It is recommended that the company review the WHMIS program and ensure that the SDS sheets in place at each workplace are reviewed regularly, kept up to date as required by Prov. legislation and are filed in an orderly manner so the information is readily available to the employees who are handling the chemicals.

2.10   Have site-specific emergency response procedures - that address health and safety emergencies for staff - been developed? (all departments) (0-6 points)	Method	Percentage	Points
	Documentation	100%	6/6

### GUIDELINES

Procedures need to be site-specific and address:

- possible emergencies;
- individual responsibilities;
- evacuation and rescue procedures;
- emergency contacts;
- communication;
- and transportation of an injured worker.

Potential emergencies include all emergency codes within the Provincial Health Authorities and include:

- Fire,
- Cardiac Arrest,
- Bomb Threat,
- robbery,
- violence or
- external disasters (IE, earthquake, flooding).

Points are awarded based on the percentage of procedures developed when compared to the number that should be in place. If procedures are developed but do not include all the above information, award 0.

### FINDINGS / NOTES

**From documentation:** Binders of emergency procedures were found to be in place at each of the worksites reviewed in both combined departments.

The documented plans and procedures include the following potential emergencies:

Bomb Threat

Dangerous Person

Earthquakes

Fire Emergency

Flood Emergency

Gas Leak Emergency

Hazardous Material Spill

Medical Emergency

Power Failure

Severe Storm

Snow Storm

Tsunami

The plans are made site specific by assigning responsibilities to specific individuals, include emergency maps and evac routes, emergency contact and transport of injured workers.

2.11   Have emergency procedures been posted in appropriate locations throughout the workplace? (all departments) (0-13 points)	Method	Percentage	Points
	Observation	100%	13/13

#### GUIDELINES

During observational tours, look for emergency procedures in appropriate locations (evacuation procedures or emergency codes posted, etc.)

Award points based on the number of procedures posted compared to the number required.

#### FINDINGS / NOTES

In all worksites toured site-specific emergency response procedures that address health and safety emergencies for staff, been developed.

#### STRENGTHS

Emergency procedures were found posted in prominent places for employee reference in all worksites toured.

2.12   Have responsibilities been assigned to staff in the event of a health and safety emergency? (all departments) (3 points)	Method	Percentage	Points
	Documentation	100%	3/3

#### GUIDELINES

Examples of these roles are first aid attendants, floor wardens for evacuation, or those responsible to contact external resources.

If staff have been assigned responsibilities, award 100%. If not, award 0%.

#### FINDINGS / NOTES

**From documentation:** Admin/Actions and Program/Resid- Responsibilities for specific individuals at each worksite under review are designated within the policy doc HS054 by position/title and includes all expected responsibilities.

#### STRENGTHS

Responsibilities have been assigned to specific staff in the event of a health and safety emergency in the workplace.

2.13   Has training been given to employees who have a lead role in an emergency? (all departments) (0-4 points)	Method	Percentage	Points
	Interview	100%	4/4

#### GUIDELINES

Interview staff with assigned emergency responsibilities to determine if they have been trained.

Additional information for this audit: Examples may include: first aid training or any training based on emergency codes or procedures specific to each worker's worksite.

#### FINDINGS / NOTES

**From interviews:** M1 - Leadership training, Drill follow manual and procedures trying to make them more relevant. Succession planning.

S2 - internal trained o procedures

S4 - trained to procedures

W10 - emergency first aid, take a lot of training in OHS because of WCB involvement. Internal procedures

#### STRENGTHS

It was verified by interviews that training in the site specific emergency procedures has been given to employees who have a lead roles in an emergency situation.

2.14   Have the emergency response plans/evacuation procedures been tested for deficiencies and corrective action taken? (all departments) (0-6 points)	Method	Percentage	Points
	Documentation	100%	6/6

#### GUIDELINES

Review records of an evacuation drill or other tests of emergency procedures, one per department. Ensure that any deficiencies have been noted and corrective action taken. Drills must be held at all permanent sites at least every 12 months, and records kept. If there is documentation of an actual emergency at a site in which the emergency response procedures were used, a drill is not necessary at that particular site.

Points are awarded based on the percentage of positive findings.

#### FINDINGS / NOTES

**From documentation:** Monthly emergency drill reports were reviewed for all facilities toured in both departments. Records showed that the emergency drill are site specific and are customized to make them relevant and focus on important learnings. The majority of drill records contained debrief notes with recommendations which were actioned or answered.

#### STRENGTHS

It was verified that emergency response plans/evacuation procedures have been tested for deficiencies and corrective actions taken.

2.15   Is there a written first aid program? ( <b>corporate</b> ) (0-6 points)	Method	Percentage	Points
	Documentation	100%	6/6

#### GUIDELINES

There should be documentation which directs first aid services, supplies and equipment to be provided, and procedures for rendering and reporting first aid.

If there is a written program containing all of these items, 100% is awarded. Deduct 25% for each aspect not included.

#### FINDINGS / NOTES

**From documentation:** NACL has three procedural documents which relate to first aid and medical emergencies. They cover direction of first aid services, supplies and equipment to be provided, and procedures for rendering and reporting first aid and medical emergencies.

#### STRENGTHS

Procedures were reviewed which direct first aid services, supplies and equipment as well and reporting first aid and medical attention level injuries.

2.16   Has a first aid assessment been completed for each workplace? ( <b>all departments</b> ) (7 points)	Method	Percentage	Points
	Documentation	100%	7/7

#### GUIDELINES

A first aid assessment must be completed or reviewed at least annually, for each permanent worksite.

Note: the auditor is not to determine if the assessment reaches the appropriate conclusion, just that it has been completed. If the organization has completed or reviewed first aid assessments for each permanent worksite and any specific work processes within the last 12 months, award 100%. If not, award 0%.

#### FINDINGS / NOTES

**From documentation:** First Aid assessments were reviewed for all 6 work sites being reviewed in both departments. They were all completed in December of 2023.

#### STRENGTHS

A current first aid assessment was found to be in place for each workplace being reviewed.

2.17   Are there adequate first aid attendants, supplies and facilities? ( <b>all departments</b> ) (0-8 points)	Method	Percentage	Points
	Documentation	100%	4/4
	Observation	100%	4/4

#### GUIDELINES

Determine through a review of the first aid assessment if the organization has the correct number and level of first aid

attendants at various worksites. If first aid attendant requirements are met, award 100% for that department. If not, award 0%.

During the observational tour, examine the first aid supplies and facilities and ensure that they meet the standard required, based on the assessment. A percentage of points is awarded based on the number of sites with adequate supplies and facilities.

## FINDINGS / NOTES

**From documentation:** Admin/Action: The FA assessment for both Admin And Actions Day Program show level 1 supplies and 1 trained attendant are required due to low numbers and hazard level. This is in agreement with Auditors assessment.

Program and Residences: Assessment has level 1 supplies and 1 trained attendants as required due to low numbers and hazard level. This is in agreement with Auditors assessment.

**From observations:** Admin/Actions: Expectation are exceeded - Level 1 FA supplies and trained attendants are place at these facilities.

Program/Resid: One residence (Coombs) was missing an emergency eyewash. All other sites have adequate Level one supplies and trained personnel.

## STRENGTHS

Adequate first aid attendants, supplies and facilities were identified as being in place for each worksite.

2.18   Do workers know how to contact first aid? (all departments) (0-4 points)	Method	Percentage	Points
	Interview	100%	3/3
	Observation	25%	0/1

### GUIDELINES

During observational tours, look for signs or other ways that identify how to contact first aid.

If there is direction to workers on how to contact first aid, award 100% for that department. If not, award 0%.

Interview workers to determine if they know how to contact first aid.

## FINDINGS / NOTES

**From interviews:** W1- each have first aid. contacted co-worker if needed.

W2 - page function on phone posted who FA

W3 - all have it, can ask a co-worker

W4 - manager or supervisor, posted list of attendants

W5 W6 - contact another staff member, FA supplies in med room, call colleague. On Night shift alone - self care but on call numbers well known

W7 - colleague all trained. Nightshift is a call number to management



W8 - all First aid, help each other, call for help. good amount supplies around

W9 - everyone has it call on each other or call for advanced help

W10 - call others to help if needed. Posted in programs its SRW person, after hours admin on call

W11 - call co worker or supervisor readily available

W12 - talk to any colleague, ert

**From observations:** Admin/Actions: FA attends names are posted at Admin. No indications found to be visible in Actions area.

Program/Resid: No signage or other indication was visible to indicate who takes on the FA role within the workplaces toured.

## ■ SUGGESTIONS FOR IMPROVEMENT

It is recommended that the worksites each post the names or position of employees who are assigned to be the First Aide Attendant on each work shift.

### 3 | HAZARD IDENTIFICATION AND CONTROL

3.1 | Have processes been developed for identifying hazards and assessing risks? (corporate) (7 points)

Method	Percentage	Points
Documentation	100%	7/7

#### GUIDELINES

The documentation must include forms used to identify hazards and assess the risks, as well as written procedures (instructions) on how to carry out the risk assessment process. Hazards may not only relate to buildings, tools, equipment, machinery but also pertain to persons served (residents/clients).

Note: Auditors are not looking for completed hazard identification forms, just ensuring that the framework of hazard evaluation has been established. If there is documented evidence of a hazard identification and risk assessment process, award 100%. If not, award 0%.

#### FINDINGS / NOTES

**From documentation:** The org has developed comprehensive RA plan that cover all operations and outlines the RA process well. The program explains the method used for assessing the level of risk (probability X impact) and utilizes the hierarchy of control measures. A form for documenting the RA is part of the program. The organization has a process in place for individual worksites to document specific site risk assessment's as well.

#### STRENGTHS

A process for identifying hazards and assessing risk level is part of the OHS program.

3.2 | Have the individuals who take lead roles in identifying hazards and assessing risks received training? (all departments) (0-7 points)

Method	Percentage	Points
Interview	100%	7/7

#### GUIDELINES

Training could be formal (through courses) or informal (hands-on training from other staff members)

Interview supervisors to determine if staff who are leading the hazard identification and risk assessment process, have received training.

#### FINDINGS / NOTES

**From interviews:**

S1- When we opened the new house a full internal inspection was done which included looking for hazards and assessing risks. Took training.

S2 - Took training on Sharevision

S3 - Not yet, too new as a supervisor. Aware of them and ensure workers review them and sign off

## ■ STRENGTHS

It was verified that supervisors are given training in Hazard Identification and Control.

3.3   Are hazards documented and communicated to workers as they become identified during operations? (all departments) (0-15 points)	Method	Percentage	Points
	Documentation	100%	3/3
	Interview	100%	6/6
	Observation	100%	6/6

### GUIDELINES

Review safety meeting minutes, supervisor notes, crew talks, 24 hour reports, bulletin boards, internal websites, staff meeting minutes, communication books etc.

If documentation proves that hazards are communicated to workers as they become identified, award 100%. If not, award 0.

During observational tours, look for communication of documented hazards on bulletin boards or available in some other format.

Points are awarded based on the percentage of positive findings.

Interview supervisors and workers to determine if hazards are communicated.

## ■ FINDINGS / NOTES

**From documentation:** Admin/Actions: reviewed staff meeting minutes for both areas as well as Comm log books and safety bulletin boards. All reflect health and safety hazards are being communicated well.

Programs Resid: Reviewed staff meeting minutes online for all areas as well as Comm log books and learning logs as well as safety bulletin boards. All reflect health and safety hazards are being well communicated.

**From interviews:** W1 - report in to Comm. book report to SRW or manager.

S1- informal talks with all. Site risk assessment, into comm book, posted.

W2 - yes at meetings ergo discussed

S2 - residential learning log. different shifts as well as staff meeting

S3 use log books es communicate well

W4 - through Sharevision, emails or just in version

W5 - main channels are verbal at staff meetings, emails and safety board

W6 - many ways to communicate in person care logs, W7 - verbal usually, comm book

W7 - if hazard

W8 -example I was rushing in a room, put laundry on floor and tripped on it and investigation done to see why it happened

W9 -yes good examples shared

S4 - in person, comm. logbook, at staff meetings

W10 - at meetings or more often when needed

W11 - yes always at meetings, bulletin board posted, sharevision program learning logs

w12 - written communication log - security concerns

**From observations:** Admin/Actions: Observations indicate good hazard communication, signs and reminders regarding respiratory illness prevention, Food Safe practices,

Program/Resid: Signs and reminders observed relating to respiratory illness prevention, security, Food Safety. Verified email communication between colleagues as well as Sharevision posting of staff meetings all can view practices, Communication logs and learning logs are in place for communication between shifts.

## ■ STRENGTHS

It was verified that the organization has several avenues to ensure supervisors are communicating hazards with workers.

3.4   Are controls developed for identified hazards and are they implemented? (all departments) (0-20 points)	Method	Percentage	Points
	Documentation	100%	13/13
	Observation	100%	7/7

### GUIDELINES

Look for a risk assessment from each department. Risk assessments must have been developed or reviewed within the past twelve months on any of the procedures listed in 2.4.

Provide examples of at least one control identified from known hazards of each department and the date of development or review.

Percentage is awarded for each completed risk assessment with control measures developed or reviewed within the previous 12 months.

## ■ FINDINGS / NOTES

**From documentation:** Admin/Actions: Reviewed the organizations Risk Management Plan which identifies risk and control measures/mitigation strategies. Last date of review: 2023/2024. Most sections state annual review of control measures to be done some have specific dates set such as May 2024. Actions site risk assessment updated/reviewed Jan 24

Program/Residences:

Jingle Pot - last review of assessment was in Feb 1 24. Most control measures listed are procedural such as moving cars up to

front of house before night time.

Coombs- Last review Jan 31, 2024 examples of controls listed such as snow removal equipment, bear awareness and prevention strategies.

Kenny - Last review and update Feb 2 24, examples of control measures listed are procedural - reminder on security practices such as using a colleague, wear mask for influenza if not vaccinated

Portsmouth- last reviewed Feb 1 24. list several moderate level risks with control measures such as sending email reminders to staff, contract house owner to repair trip hazard.

**From observations:** Admin/Actions: Observed emergency controls in place at office and Actions- fire detection and suppression, emerg. lighting, evacuation and security control measures, emerg. provision to shelter in place, infection mitigation/control etc.

Program/Resid: Many control measures in place as identified on RA planning for residences. Individual RA plans for persons served with procedural controls. Engineered lift systems to reduce chance of back injuries. Emergency supplies including shelter in place, Fire detection and extinguishers, muster areas and evacuation route planning.

## ■ STRENGTHS

The companies risk register as well as site specific risk assessments identify control measures for the listed hazards, and all that were searched for were found to be in place.

3.5   Are workers made aware of the requirements for PPE? (all departments) (0-7 points)	Method	Percentage	Points
	Interview	100%	3/3
	Observation	0%	0/4

### GUIDELINES

During observational tours, look for evidence of PPE communication (e.g. signs posted where hearing or eye protection would be required). Points are awarded based on the percentage of positive observations.

Interview supervisors to determine how PPE requirements are communicated.

## ■ FINDINGS / NOTES

**From interviews:** S1- during orientation, signed off on, then show them all that's needed

S2 - PPE is limited to masks gloves etc. Notes in communication book

S3 - use PPE such as gloves, masks sometimes

S4 - training, orientation, some signage around

**From observations:** Admin/Actions: Missing information on PPE requirements in areas where chemicals are being mixed from concentrate and/or handled/used. PPE requirement is not posted nor listed on product labeling.

Program/Resid: Missing information on PPE requirements in areas where chemicals are being mixed from concentrate or handled/used. Not listed on all product labels. And PPE is not stored nearby as a reminder or for easy access. All or nothing

score.

## ■ SUGGESTIONS FOR IMPROVEMENT

It is recommended that the company ensure to place personal protective eyewear signage as a reminder in the areas where employees are required to use the PPE such as safety eyewear in areas where corrosive chemicals are being handled.

3.6a   Is PPE made available to workers in accordance with the Regulation or the Organizations' policy? (all departments) (0-4 points)	Method	Percentage	Points
		Interview	100%

### GUIDELINES

Interview workers to determine if workers have access to, and know how to get, the necessary PPE.

## ■ FINDINGS / NOTES

From interviews: W1 W2 W3 W4 - yes readily available

W5 W6 - we do training on sharevision module on PPE.

W6 - wear mask if not vaccinated against flu. available. Readily available

W7 W8 W9 W10 W11 W12 - lots here always even in vehicles, spares

## ■ STRENGTHS

Interviews with all workers verified that PPE is made available for use in the workplace.

3.6b   Is PPE made available to workers in accordance with the Regulation or the Organizations' policy? (all departments) (0-3 points)	Method	Percentage	Points
		Interview	100%

### GUIDELINES

Interview supervisors to determine if workers have access to, and know how to get, the necessary PPE.

## ■ FINDINGS / NOTES

From interviews:

S1- yes readily available

S2 S3 S4 - PPE is always readily available, never an issue

## ■ STRENGTHS

Supervisors verified that workers always have access to required PPE

3.7   Is the correct PPE used by employees when required? (all departments) (14 points)	Method	Percentage	Points
	Observation	50%	0/14

#### GUIDELINES

During observational tours, observe the use of PPE.

If all staff are found to be wearing appropriate PPE, award 100%. If it is determined that no staff in that department require PPE, record n/a.

Additional Information for this audit: Examples of PPE include: N95 respirators, gowns, gloves, goggles, face shields, hearing protection.

#### FINDINGS / NOTES

**From observations:** Admin/Actions: Observed employees using gloves when using cleaning chemicals with clients who were being trained. No safety eyewear was in use, spraying a corrosive chemical solution.

Program/Resid: Observed gloves in use when making meals in kitchen area, and mask on an employee who was unvaccinated for influenza as per protocol. Safety glasses were not found located in the chemical storage area where solutions are prepared and employees were unsure, had to search to find some in the building.

#### SUGGESTIONS FOR IMPROVEMENT

It is recommended that the organization review the PPE requirements for the corrosive cleaners being handled by employees to determine the PPE requirements during various handling activities such as pouring concentrate and spraying mixed solutions.

3.8   Is specialized PPE available to workers when required? (all departments) (0-7 points)	Method	Percentage	Points
	Interview	100%	7/7

#### GUIDELINES

Interview Managers to determine if they provide sufficient resources for the purchase of specialized PPE during the budgetary process.

#### FINDINGS / NOTES

**From interviews:** M1- No specialized needed other than PPE, budgeted for. 3 layer disposal mask gloves. eyewear. trained and budgeted

M2 M3 - it is always available, well supplies. Good supply can get the supplies myself if needed

M4- standard only masks, gloves, ear plugs, gowns etc.

#### STRENGTHS

While no specialized personal protective gear is required for employees, managers acknowledged that the standard PPE is always budgeted for and readily available.

3.9   Are fit tests performed at least annually? (all departments) (0-7 points)	Method	Percentage	Points
	N/A		

#### GUIDELINES

Review ten fit test records from across all departments who would need respirators to ensure fit tests have been completed within the past 12 months. Score based on the percent of positive findings, by department.

Additional Information for this audit: this question may be an N/A depending on the organization

#### FINDINGS / NOTES

No respiratory masks are in place which require fit testing program to be in place for this employer.

3.10   When workers are required to use PPE, have they been trained in the use, maintenance and limitations of it? (all departments) (0-7 points)	Method	Percentage	Points
	Interview	100%	7/7

#### GUIDELINES

Workers must be able to describe the following: When PPE should be used, how it is to be used, how to inspect the equipment, when and how it should be replaced. Note that if a worker is not required to use PPE, this question will not apply to that worker (leave as "not asked").

#### FINDINGS / NOTES

From interviews:

W1 W2 W3 W4 W5 W6- don and doff masks example, Yes trained how to use. Videos on wearing masks etc. On sharevision

W7 - well educated

W8 W9 W10 - learn all in competency training tracked on sharevision

W11 W12 trained on sharevision

#### STRENGTHS

Interviewed workers verified that they are being offered training on the use and care of personal protective equipment.

3.11   Is there a system for workers to report unsafe/unhealthy conditions or practices? (Documentation: <a href="#">corporate</a> ; Interviews: all departments) (0-14 points)	Method	Percentage	Points
	Documentation	100%	7/7
	Interview	92%	6/7

#### GUIDELINES

Review documentation outlining a hazard reporting process.



If there is a documented hazard reporting process, award 100%. If not, award 0%.

Interview workers to see if they know how to report hazards.

## ■ FINDINGS / NOTES

**From documentation:** Several documented methods are available for hazard reporting including through Sharevision system using either the incident reporting system, the site risk assessment log or the Communication log. All were verified as in use for hazard reporting

**From interviews:** W1- comm book and share point. email usual to SRW or manager.

W2 - report to OHS unaware of other ways

W3 - communication book, share vision

W4 - call Bylaw, send emails, Sharevision to report incident

W5 - learning logs, staff incident report on Sharevision. Hazards go to supervisor and ask

W6 - document on Share vision.

W7 - Sharevision - risk assessments, OHS safety file

W8 - sharevision into the resid. learning log. things get handled

W9 W10 - reported online Sharevision

W11- to supervisor as well as online

W12 - communication book, tell supervisor

## ■ SUGGESTIONS FOR IMPROVEMENT

It is recommended that NACL remind all employees of the hazard reporting processes available to them. At least one employee was unsure on how to report hazards.

	Method	Percentage	Points
3.12   Is there a preventative maintenance program in place for equipment and machinery? ( <b>corporate</b> ) (0-7 points)	Documentation	100%	7/7

### GUIDELINES

The program must include an inventory of equipment, vehicles and tools requiring regular inspection and maintenance, and schedules for their routine maintenance.

If there is a program as defined above, award 100%. If there is a program but no schedule, award 50%. If neither, award 0.

Additional information for this audit: Examples include: ceiling lifts, resident handling equipment, laundry or kitchen equipment, HVAC, life safety systems (fire suppression), vehicles.

## FINDINGS / NOTES

**From documentation:** The worksites have inventory lists of equipment that require inspection to ensure continued safe operation (example man lifts, fire extinguishers) as well as lists of appliance purchase dates and notes on repairs or servicing. Logs are maintained for each workplace which tracks the dates inspections are due and when they are completed with notes and details. List lists were reviewed from each worksite. Preventative maintenance for the companies vehicles is outlined in procedure HS037 - Vehicle Pre-trip and Maintenance which includes schedules.

## STRENGTHS

A documented Preventative Maintenance program is in place for equipment and vehicles. Inventories and schedule were reviewed.

3.13   Is there evidence that the preventative maintenance program is being followed? (all departments) (0-7 points)	Method	Percentage	Points
		Documentation	88%

### GUIDELINES

In order to demonstrate the PM program is followed, maintenance records must be kept and be consistent with the schedules found when answering question 3.12.

Points are awarded based on the percentage of positive findings.

## FINDINGS / NOTES

**From documentation:** Action Admin - PM program spreadsheet and records verify the program is running as documented

Programs and Residence - Vehicle Maintenance and Repair log for the JPH van was reviewed and shows compliance with program. Records of inspections as well as posted inspection tags indicate program running as planned at Coombs, Kennedy home as well as Portsmouth. At Jingle Pot OH lifts have not been inspected due Jan of 2023. Scored 3 of 4 75%

## SUGGESTIONS FOR IMPROVEMENT

It is recommended that the company ensure that the scheduled preventative maintenance inspections are completed in all worksites. Several overhead lifts were more than a year overdue for their inspection.

3.14   Do workers know what they are to do if they encounter broken or defective tools or equipment? (all departments) (0-14 points)	Method	Percentage	Points
		Interview	100%

### GUIDELINES

Workers should know the process. For example, they may be required to report the damage to someone on an Equipment Condition Report, and apply a "do not use" tag, or follow some other process that takes the equipment out of service.

## FINDINGS / NOTES

**From interviews:** W1- write it down, report to supervisor manager. take it out of service. Label it.

W2 W3- repot management and get direction

W4 - put a sign on it and remove it until it can be fixed.

W5 - broken chair, tag it take it out of service. W6 -Communication book, learning log record on Sharevision

W7 - remove immediately let them know so it can be repaired, unplug disable it, label it.

W8 W9 W10 W11- remove it from service or tag it to discourage use. then record onto sharevision and comm book initialed that read,

## ■ STRENGTHS

Interviewed workers confirmed that they know what they are to do if they encounter broken or defective tools or equipment.

## 4 | TRAINING, EDUCATION AND CERTIFICATION

4.1 | Has the organization determined what qualifications are required for different jobs? (all departments) (7 points)

Method	Percentage	Points
Documentation	100%	7/7

### GUIDELINES

Review documentation (1 per department) to determine if qualifications have been established relative to health and safety. The information could be in any of the following:

- hazard assessments,
- training needs assessments
- job descriptions
- job advertisements or
- similar documents.

Look for an indication of required certifications or licenses as well as training. This documentation may be stored corporately, but score it for the appropriate department.

If there is evidence that qualifications have been established by the organization, award 100%. If not, award 0%.

### FINDINGS / NOTES

**From documentation:** Admin Actions- Job descriptions reviewed - lists certifications and education requirements as well as knowledge base in areas which include OHS requirements. Some are listed as mandatory and others listed as preferred asset. 2 JDs reviewed both list OHS qualifications - QA Director and Snr Program Manager

Programs/Resid: Reviewed Comm Support Worker and Senior Residence Worker both describe requirements including certification in field and H&S aspects such as First Aid and CPRC. On website job postings the training requirements are listed as: Staff are required to provide and keep the following requirements up to date: First Aid Certificate, Criminal Record Check, Class 4 Unrestricted Driver's license for vans equipped with wheelchair accessibility, PCT (Person Centered Thinking) Training and SIVA (Supporting Individuals Through Valued Attachments) training.

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### STRENGTHS

The organization has outlined the qualifications required for each occupation, listing the training and certifications within each job description.

4.2 | How do supervisors determine if workers can do their jobs safely? (0-7 points)

Method	Percentage	Points
Interview	75%	5/7

### GUIDELINES

Interview supervisors, who should be able to describe the steps they take to ensure their workers are competent. At a minimum, supervisors should:

- review training and certification records
- conduct training
- observe worker performing the work
- correct unsafe acts
- reconfirm competency of worker

## FINDINGS / NOTES

**From interviews:** S1- observe them orientation has been done and understood, watch to see if further training if needed. have required training, sign off on risk assessment. open communication.

S2 - risk assessment reviewed, orientation, site specific specific orientation of all needed safety requirement, no comment about observations etc.

S3 - competency training, there is a process used here haven't had to use it yet.

S4- leadership training in past, whole process thru watching asking questions.

## SUGGESTIONS FOR IMPROVEMENT

It is recommended that the company ensure that all supervisors understand their responsibilities relating to ensuring workers are competent to perform their duties safely.

4.3   Does the organization have a method of tracking education and training? (corporate) (14 points)	Method	Percentage	Points
	Documentation	100%	14/14

### GUIDELINES

Review training and education records.

Documentation may be in electronic or written format, in simple format (class sign-in sheets, sorted by course), or complex (computerized data management programs).

If there is a tracking system, award 100%. If not, award 0%.

## FINDINGS / NOTES

**From documentation:** NACL uses a function in Sharevision to manage employee training, certifications and competencies. The spreadsheets shows date of training as well as expiry dates and has reporting capability.

## STRENGTHS

NACL has a system in place to track the education and training of all employees.

4.4   Is training being conducted with workers on an on-going and as-required basis? (all departments) (0-21 points)	Method	Percentage	Points
	Documentation	100%	7/7
	Interview	100%	14/14

#### GUIDELINES

Review training records to determine if the organization has identified worker training needs for high hazard tasks (see 2.4) and that those needs are being met. Interview supervisors and workers to determine what training is being given. Training can take place in a classroom setting, in crew meetings, or on-the-job site. Points are awarded based on the percentage of positive findings.

Interview supervisors and workers to determine that on-going training is occurring.

Additional information on this audit: the term "training" may also mean reviewing the policy and procedures that are already in place.

#### FINDINGS / NOTES

**From documentation:** Admin/Actions- Reviewed training and competency tracking spreadsheets for employees on higher risk safety topics relating to Q2.4 (13 in total) Other H&S topics which are deemed important for specific positions such as elements of the SMS (Incident Investigations, OHS program overview) are also tracked.

Program Resid - Reviewed training and competency tracking spreadsheets for employees on higher risk safety topics relating to Q2.4 (13 in total) Other H&S topics which are deemed important for specific positions such as elements of the SMS (Incident Reporting, Fire Extinguisher, Food Safe, PPE etc.) are also tracked.

**From interviews:** W1- orient to workplace review hazards, online courses with quizzes Share vision updated yearly

S1 - SIVA - First aid, competency training WHMIS, MSI Food safety, BC Fed

W2- Share vision tutorials - regular drills, after a drill we discuss everything

S2- MSI training online, Food safe, RAs, WHMIS, PPE, SIVA and First Aid, PCP

S3 - medication WHMIS, Respectful workplace, Fire Extinguisher annual basis

W3 - Safeguard training (previous employer) some online training here, but not as good

W4 - SIVA, FA and Privacy, hazard and Fire

W5 W6 W7 W8 W9 - modules on Sharevision - Fire Ext. Food safety, FA, SIVA, WHMIS, PPE, Safe driving for class 4,

S4 - competency training - reoccurring

W10 - lots discussed all standard plus more

W11 - SIVA (2 yrs), FA (3 yrs) plus competency online annually review and redo - fire ext, data protection, driving, WHMIS, Food Safe,

## ■ STRENGTHS

The employer has determined the training needs for employees based on risk level and has a tracking system in place to ensure the training is provided and refreshed as required.

4.5   Is there a method within the organization to ensure that workers certifications are valid and up to date? (Documentation: <b>corporate</b> ; Observation: <b>single department</b> ) (0-21 points)	Method	Percentage	Points
	Documentation	100%	7/7
	Observation	100%	14/14

### GUIDELINES

Review documentation to confirm that a person (manager/supervisor) in the organization is responsible for ensuring any required certification is valid and up-to-date. Examples:

- appropriate drivers license and abstract,
- First Aid,
- Violence Prevention training or
- WHMIS.

If someone is assigned the responsibility, either corporately or within the department, award 100%. If not, award 0%.

Observe the worker responsible for verifying certifications, actually performing the task.

Award 100% if you are able to observe this taking place, or 0% if not.

## ■ FINDINGS / NOTES

**From documentation:** The responsibility to help ensure employee required certifications stay current is stated in a couple Job Descriptions: QA/HR assistant, QA Manager and Program Managers. Observed two Managers checking the system to see current status,

Record review shows system is working well to ensure employee required certifications such as First Aid remain in compliance.

**From observations:** Admin/Actions: Observed system which records employee training and expiry dates with QA manager.

## ■ STRENGTHS

NACL has a training tracking system in place to help ensure employees training remains current and the responsibility for maintaining the training is defined.

4.6   Are regular pre-job/pre-planning meetings held to discuss high risk safety issues and are they documented? ( <b>all departments</b> ) (0-14 points)	Method	Percentage	Points
	Documentation	100%	7/7
	Interview	100%	7/7

### GUIDELINES

Review minutes of safety huddles, communication books, staff meetings, team meetings, shift change logs, individual support plans, where safety on the jobsite is discussed.

Points are awarded based on the percent of positive findings when compared to the number of documents reviewed. If a department does not have high risk safety issues, mark N/A.

Interview workers and supervisors to determine if on-the-job tailgate or pre-planning takes place for high risk safety issues.

Additional information on this audit: Other examples can include: safety huddles, crew talks, communication logs, shift change logs or meetings.

## FINDINGS / NOTES

**From documentation:** Admin/Actions- Reviewed several records for Admin which showed H&S discussions taking place at every monthly meeting. Reviewed records of Action Team meetings every 2 weeks with safety issues being discussed at the majority of meetings.

Program Resid: Reviewed records of team meetings from all 4 worksites and saw safety items in discussion the majority of time as H&S is always on agenda. Also reviewed Communication log books which show safety discussions being transferred between work shifts.

**From interviews:** W1 W3 W4 W7 W8- staff bring up safety issues at meetings monthly/biweekly or use Comm book. Emails used as well.

W5 W10 W11 W12 Nothing high risk here but we communicate anything safety related regularly every shift or at group meetings

S1 S2 S3 S4- we communicate frequently on safety, when something unusual or new happens we communicate well. Emails or Comm book used

W2 W6 W9- communicate regularly pre shift and use comm book between shifts, during group meetings safety always discussed

## STRENGTHS

Regular meetings are being held with employees where safety issues are being discussed and several communication methods are used to communicate safety issues between meetings such as Communication logs and emails.

	Method	Percentage	Points
4.7   Does the employer have a formal orientation program, including the requirement that an orientation be provided to all new or newly-transferred employees, as well as those returning after a lengthy absence? (corporate) (6 points)	Documentation	100%	6/6

## GUIDELINES

The orientation must contain the following general safety information at a minimum:

- Organizational Safety Policy
- Supervisor contacts
- general and site specific safety rules
- Possible hazards, including escalated behaviors, hazards with persons served, assault, hazardous drugs, communicable diseases, confrontation or other violence in the workplace (with residents/clients/family and visitors), chemical agents, spills



- Working alone or in Isolation
- PPE
- how to contact first aid
- location of first aid facilities
- emergency procedures
- right to refuse unsafe work
- how to report injuries and incidents
- instruction and demonstration of work tasks
- WHMIS/ WHMIS 2015
- Joint Occupational Health & Safety Committee

## ■ FINDINGS / NOTES

**From documentation:** Reviewed the Corp level Health and safety orientation program and checklists that encompasses:

Health and Safety Policy

Supervisor contact

General safety rules

Possible hazards – including robbery, assault, confrontation, or other violence in the workplace

Working alone or in isolation

Personal Protective Equipment (PPE)

How to contact first aid

Location of first aid equipment and/or facilities

Emergency procedures

Right to refuse unsafe work

How to report injuries and incidents

Instruction and demonstration of work tasks

WHMIS/WHMIS 2015

Joint Occupational Health and Safety Committee (JOHSC)

## ■ STRENGTHS

NACL has a formal orientation program which sates the requirement that an orientation be provided to all new or newly-transferred employees, as well as those returning after a lengthy absence.

4.8   Is the Orientation provided in a timely manner? (all departments) (0-28 points)	Method	Percentage	Points
	Documentation	100%	14/14
	Interview	100%	14/14

### GUIDELINES

If there is an orientation program containing all the items in 4.7 documentation, points are awarded based on when it is provided to employees. Auditors are to ask the organization for a list of all new or newly transferred employees within the past 12 months. Choose 10 from various departments, review orientation records.

If initiated on the first day and completed within the first week of work, 100% is awarded. If completed within the first two weeks, 50% is awarded. If completed within the first month, 30% is awarded. If not completed or completed longer than within the first month, 0% is awarded.

Interview new or newly transferred employees to determine if they received an orientation before starting work.

### FINDINGS / NOTES

**From documentation:** Admin Actions: 3 new employee records were reviewed and showed their Orientation occurred the first day.

Program/Resid: 7 new hire records were reviewed and reflected that the all received their orientation on the day they started with the organization.

**From interviews:** M1 - new employee orientation, checklist used. meet all pertinent staff, go through checklist. union intro philosophy etc.

foundation expectation Share vision etc. mini training in risks like workplace violence site risk assessments

W1- before we start at new house have to do an orientation they are documented

S1 - when changed roles got a new orientation to job expectations

S2 - General orientation at HO, site orientation done first day

S3 - first day.

W3 first day site orientation

W5 at hire end of second week got a site safety, when hired as causal got one from HR

M2 - orientation covers safety, checklist used. Started as a temporary went thru checklist starting first day.

M3 - yes follow a checklist a bit more in depth. first couple of months. came ion temporary not as formal as when on full time

W9 - covered a lot first day and then ongoing

S4 - two days of orientation with two different managers, checklist used. first week started week

## ■ STRENGTHS

It was verified through documentation review and interviews that new employees are receiving a safety orientation which starts on their first day of hire.

4.9   Is there an orientation checklist form that provides an area for signatures of the person giving, and the person receiving, the orientation? ( <b>corporate</b> ) (7 points)	Method	Percentage	Points
	Documentation	100%	7/7

### GUIDELINES

Review documentation.

The documentation may be circulated electronically; if there is an electronic trail to ensure all parties had access and accepted it, award points. Note to auditors: This review is to determine if there is a checklist, not to assess the contents.

If there is a checklist that can be acknowledged by signature or electronically, award 100%. If not, award 0.

## ■ FINDINGS / NOTES

**From documentation:** All forms reviewed had been signed by both the new employee as well as the person giving the orientation

## ■ STRENGTHS

A form is in use that provides an area for signatures of the person giving, and the person receiving, the orientation.

4.10   Is health and safety information given to contractors (Prime and day-contractors) before they begin working for the organization? ( <b>corporate</b> ) (0-6 points)	Method	Percentage	Points
	Documentation	100%	6/6

### GUIDELINES

Review RFP process, contracts or other information provided to contractors. Look for information on known or foreseeable hazards and safety rules which apply to the work the contractors are doing. Review at least four records. Points are awarded based on the percentage of positive findings.

Additional Information for this audit: If no contractors used over past 12 months, mark N/A.

Other industry contractors include:

- health care aides,
- laundry,
- housekeeping/janitorial,
- dietary,
- foot care,
- OT/PTs,
- LPNs/RNs

## FINDINGS / NOTES

**From documentation:** Reviewed NACL procedural document titled: Safety Guidelines for Contractors which discusses potential site hazards and the need for contractors to be aware of and review with NACL site risk assessments and mitigation strategies. Additionally

3 signed Contractor orientation forms were reviewed (NRGwise, Chavar and S. Andersen) outlining expectations, review of hazards and control measures and emergency procedures.

## STRENGTHS

Health & safety information such as hazards and control measures is being shared with contractors before they begin work for NACL.

4.11   Is there a process in place to identify Prime Contractors in multi-employer worksites? ( <b>corporate</b> ) (3 points)	Method	Percentage	Points
		Documentation	100%

### GUIDELINES

Review documentation to determine if there is a process in place to identify Prime Contractors. Note: the process could include a statement that the organization will always maintain Owner Responsibilities and never designate a Prime.

If there is a process in place, award 100%. If not, award 0%.

Additional Information for this audit: This question may be an N/A depending on your organization.

## FINDINGS / NOTES

**From documentation:** A process is in place to identify who will assume responsibilities as the Prime contractor on projects as outlined within HS003 and the applicable forms one for assigning prime and one for the organization maintaining responsibility.

## STRENGTHS

NACL has process is in place to identify the Prime Contractor when more than one employer may be present at a worksite..

4.12   If there should be a Contractor Coordination process in place, and there is a process, is it followed? ( <b>corporate</b> ) (1 point)	Method	Percentage	Points
		Documentation	100%

### GUIDELINES

Review one contract to ensure the Prime Contractor is designated. If there should be a process to identify Prime Contractor and there isn't, award 0.

If there is a process and it includes identifying the Prime Contractor, award 100%.

Additional information for this audit: This question may be an N/A depending on your organization.

## FINDINGS / NOTES

**From documentation:** Contract reviewed with contractor Saywell Sept. 2023 which list the company as Prime and outlines their specific safety responsibilities well.

## STRENGTHS

It was verified by review of documentation that the Prime Contractor coordination process is in use.

4.13   Is there a process in place to ensure contractors, not designated as Prime Contractors, are meeting their health & safety obligations? (all departments) (0-4 points)	Method	Percentage	Points
		Interview	100%

### GUIDELINES

Interview whomever is responsible in the organization for project management. This may include project managers, public works managers and supervisors.

## FINDINGS / NOTES

**From interviews:** M1 - don't hire them myself but know we have a program.

M2 - books in place, use approved contracted list gets regularly updated

M4 - Oriented with checklist, must go through the safety guideline document. We have a person handling file management. Have contractor/visitor logs in place where they sign in and out.

## STRENGTHS

The company has a contractor orientation program in place to help ensure that contractors who are not designated as Prime Contractors, are meeting their health & safety obligations.

4.14   Does the organization have a written requirement to provide an orientation to visitors? (corporate) (0-1 point)	Method	Percentage	Points
		Documentation	100%

### GUIDELINES

First time visitors receive an orientation, ongoing visitors will be provided with new information, as needed. Visitors entering areas with residents/clients will be orientated on, at a minimum:

- code of conduct
- hazards or site specific safety procedures
- control measures/ restricted areas
- procedures in the event of an emergency
- required PPE, provided by the visitor or by the organization

Review documentation to see if there is a visitor orientation or code of conduct containing these items.

Provide 25% for each aspect found.

## ■ FINDINGS / NOTES

**From documentation:** 3 Signed Contractor orientation forms were reviewed (NRGwise, Chavar and S. Andersen) outlining expectations, review of hazards and control measures and emergency procedures.

## ■ STRENGTHS

It was verified that the company conducts a documented orientation to contractors as well as visitors who enter a NACL workplace.

## 5 | INSPECTIONS

5.1 | Does the organization have a Workplace Inspections Program? (**corporate**) (0-25 points)

Method	Percentage	Points
Documentation	100%	25/25

### GUIDELINES

The written instruction should identify the intent of inspections, and who should inspect, including a member of the Joint Occupational Health & Safety Committee.

If there is written instruction identifying the intent of inspections, and who should inspect, including a member of the Joint Occupational Health and Safety Committee, award 100%. Deduct 33% for each aspect missing.

### FINDINGS / NOTES

**From documentation:** Reviewed HS015-P Internal Site Inspection which details the intent, the different types of workplace inspection as well as who is involved including the Joint Health & Safety Committee.

### STRENGTHS

The organization has a Workplace Inspection program that outlines the expectations well.

5.2 | Does the inspection program outline what is to be inspected and the inspection frequency? (**corporate**) (20 points)

Method	Percentage	Points
Documentation	100%	20/20

### GUIDELINES

An inspection schedule should be developed for all facilities where the employer has workers. You are not assessing if the frequency of inspections is correct, just that the schedule has been developed.

If the inspection schedule has been developed and includes all facilities, award 100%. If not, award 0.

### FINDINGS / NOTES

**From documentation:** NACLs workplace inspection program clearly lays out the intent of the program and details that all worksites will be inspected by an external agency once per year and additionally all residential homes will be inspected twice per year and encompass all shifts (24 hours.) The program specifies when and who will perform the inspections. A separate schedule document is in place that details the inspection schedule as well as the names of personnel or third party assigned,

### STRENGTHS

The Workplace Inspection program details what is to be inspected as well as the frequency.

5.3   Have persons responsible for conducting inspections received training? (all departments) (0-7 points)	Method	Percentage	Points
	Interview	100%	7/7

#### GUIDELINES

Supervisors are responsible for conducting inspections on a regular basis. Interview persons responsible for conducting inspections.

#### FINDINGS / NOTES

**From interviews:** S1 - if required I do, for initial set ups and walk around with OHS sometimes. Course thru BCFED

S2 - I am trained. Do them twice per year, night inspections once per year

S3 - not yet trained, new to position

S4 - Yes trained a couple years ago

#### STRENGTHS

Interviews with supervisor verified they are receiving Workplace Inspection training by the company.

5.4   Are inspections being carried out as defined in the program? (all departments) (0-20 points)	Method	Percentage	Points
	Documentation	100%	20/20

#### GUIDELINES

Compare documented inspections to the inspection program requirements.

Points are awarded based on the percentage of positive findings.

#### FINDINGS / NOTES

**From documentation:** Admin/Actions - Records were reviewed of the workplace inspections in 2023 of Actions program as well as the Administration building areas.

Program/Resid: Record review verified all inspections in 2023 of the residential and program worksites which took place as scheduled

#### STRENGTHS

Record review verified that the workplace inspection program is running as planned and all inspections are being completed as per the schedule.



5.5   Are inspection checklists or forms for workplace inspections being used? (all departments) (0-13 points)	Method	Percentage	Points
	Documentation	100%	13/13

#### GUIDELINES

There should be a pre-printed checklist that is used consistently, or at the very least, a form for use during inspections which identifies hazard levels and assigns responsibility for corrective action.

Scoring: Checklist used that identifies hazard levels and assigns responsibility: score 100%.

Checklist used that doesn't have all aspects: reduce by 33% for aspect missing.

No checklist used: score 0.

#### FINDINGS / NOTES

**From documentation:** Admin Actions - Reviewed the companies Workplace Inspection forms which are made site specific and in a checklist format which details what is to be inspected, identifies hazard levels and assigns responsibility for correction

Program and Resid: Checklists are in use which details what is to be inspected, identifies hazard levels and assigns responsibility for correction

#### STRENGTHS

The company has made site specific checklists which include a risk ranking system for identified hazards to help assign the timeline for correction.

5.6   Is there a process in place to ensure that someone is assigned responsibility to correct any deficiencies found during inspections? (all departments) (0-19 points)	Method	Percentage	Points
	Documentation	100%	13/13
	Interview	100%	6/6

#### GUIDELINES

Review documentation to determine if deficiencies found during inspections are brought to the attention of the people or departments who would be responsible for the correction of deficiencies.

Evidence may be found on the actual inspection forms, or in memos or other proof of communication to those responsible for correcting deficiencies.

If there is documented evidence, award 100% for the individual department. If not, award 0%.

Interview managers to determine who, if anyone, is assigned responsibility when deficiencies are found during inspections.

#### FINDINGS / NOTES

**From documentation:** Admin /Actions: Reviewed the Action log which is added to after any inspection where deficiencies are identified. Actions are assigned to the sites management team and are tracked through completion.

Program/Resid: All 4 worksite verified as having deficiencies identified on the online tracking sheet and items are assigned to management.

**From interviews:** M1 - assigned deficiencies checklist assign it right away to a persons priority system used,

M2 - walk around with ohs, enter action items into Sharevision by OHS and they assign to manager to get corrected

M3 - Twice annual at my programs along with supervisors. sheets come to managers, upload them in to Sharevision. upload sheet input response on actions into a list.

M4 - two done per year one by Mgmt and one by OHS committee. assigned to supervisor or manager who have to update actions. Followed up during JHSC meetings twice per year reoccurring items watched for

## ■ STRENGTHS

Document review and interviews verified that deficiencies are assigned to specific individuals for correction.

5.7   Is there a system to ensure that any deficiencies are corrected in a timely manner? (all departments) (0-26 points)	Method	Percentage	Points
	Documentation	72%	5/7
	Interview	100%	12/12
	Observation	88%	6/7

## GUIDELINES

Review several consecutive checklists or inspection reports within each department.

If a hazard rating system for prioritizing hazards is in use, and if identified hazards are rectified before the subsequent inspection, award 100% for that department. If not, award the percentage of positive findings. Auditors should go back as many months as necessary to ensure hazards are rectified, starting with high hazards. If there have been no high hazards, look for moderate hazards.

During observational tours, see if high hazard deficiencies have been corrected as shown during documentation review. If they are rectified, award 100%.

If any are found still requiring correction, award 0%.

Interview supervisors and safety committee members to see if high hazards are being rectified before the next inspection.

## ■ FINDINGS / NOTES

**From documentation:** Admin Actions: - Verified hazard rating system is in use.

A = Imminent hazard. Immediate corrections required

B = Urgent situation. Requires attention ASAP. (1 week)

C = Not an emergency, correct by action date.

Admin /Actions: Reviewed the Action log. 3 B level hazard items reviewed all were completed through one took a longer time (months) with no explanation. Scored: 66%

Program/Resid: Coombs - 2 B level hazards completed but one took several months and not explained. 50%

Kennedy - 5 A & B level hazards - 3 completed one not updated as to status and one overdue by two months.60%

Jingle Pot - 5 level A or B.All 5 correct ed or explained, 100%

Ports mouth - no items at high or moderate level - all are C level and have correction notes - 100%

Averaged score 78%

**From interviews:** M - yes it works well, followed up on regularly Corrective actions are logged in Share Vison organized

S1 S2- Rating system, high hazards get fixed soonest. Assigned to an individual.

M3 - works alerts come to myself as well as others (Peter) automated system

S4 - yes system works we assign items for correction and emails person reminders till done

M4 - email alerts used Sharevision

**From observations:** Admin/Actions: Verified all containers labelled at Admin in chem storage area. Emergency escape ladder in place at Actions

Program/Resid: Reviewed Coombs earthquake kits- updated but OH lifts still not inspected. Jingle Pot bathroom out of serve while awaiting repairs. Kennedy lift inspection completed.

## ■ SUGGESTIONS FOR IMPROVEMENT

It is recommended that the organization ensure that deficiencies identified during workplace inspections are followed up on and corrected within the recommended timeline based on their risk level, or document an explanation as to why corrections are delayed.

## 6 | INCIDENT INVESTIGATION

6.1 | Is there a written policy or procedure for investigation of hazards, accidents and nearmiss incidents? (**corporate**) (13 points)

Method	Percentage	Points
Documentation	100%	13/13

### GUIDELINES

This document may be in a formal written safety program document, or as a standalone document.

If it exists, award 100%. If not, award 0%.

Additional information for this audit: some examples of near misses may be: furniture/equipment may break and fall and misses hitting a worker, storage of chemicals on a high shelf, falls off shelf and hits floor, violence in workplace.

### FINDINGS / NOTES

**From documentation:** The company has a written outline explaining the incident investigation process which requires an investigation be done for all medical treatment and/or time loss injuries, serious hazards, workplace violence incident and near miss events. Incidents are reported in ShareVision and include the type of incident, a description of what happened, and what action was taken. Incident alerts are e-mailed to Program Supervisors and the OH&S Committee for review. Program Supervisors comment and sign off on incident Reports. The OH&S Committee reviews and summarizes incidents in minutes at monthly meetings. The Senior Management Team reviews incidents twice a year

### STRENGTHS

The company has a written program which details the procedure for investigation of hazards, injuries and incidents including near miss incidents.

6.2 | Does the written policy or procedure clearly direct what types of incidents are to be reported to WorkSafeBC? (**corporate**) (13 points)

Method	Percentage	Points
Documentation	100%	13/13

### GUIDELINES

Incidents which must be reported include:

- Any incident that kills or seriously injures a worker
- A major leak or release of a toxic substance
- A major structural failure or collapse of a building, lift or staircase

Any incident requiring medical aid or time loss from work; these must be reported within 3 days and include:

- work-related injuries
- every disabling occupational disease, or claim for occupational disease or allegation of an occupational disease.

If the written instruction includes all of these, award 100%. If not, award 0%.

Deduct 20% for each aspect missing.

## FINDINGS / NOTES

**From documentation:** Written into HS003 : Incidents which must be immediately reported to WorkSafeBC include:

Any incident that kills or seriously injures a worker;

A major leak or release of a toxic substance; and/or

A major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary support system, or excavation (this includes lifts for people served).

Any incident requiring medical aid or time loss from work must be reported within three (3) days and include :

Work-related injuries; and/or

Every disabling occupational disease, claim for occupational disease, or allegation of an occupational disease

## STRENGTHS

The companies procedure clearly directs what types of incidents are to be reported to WorkSafeBC, by who and when.

6.3   Is the policy or procedure being followed? ( <b>corporate</b> ) (0-7 points)	Method	Percentage	Points
		Documentation	59%

### GUIDELINES

Review ten reportable workplace injury claims from the past year to determine if the incidents were reported to WorkSafeBC within the 3 business days. If the organization has not had ten reportable incidents, review however many there have been in the past year.

Points are awarded based on the percentage of incidents that were reported as required, in the department in which the incident occurred. (In some cases this documentation may be filed corporately; score in the department in which the injury occurred.)

## FINDINGS / NOTES

**From documentation:** A review of 17 provided reportable incident resulted in proof that 10 had been reported within 3 business days, scored 59% reported within 3 business days

## SUGGESTIONS FOR IMPROVEMENT

It is recommended that NACL ensure that employees are promptly report all injuries to their supervisor and managers so that the company is informed and then able to make the employers report to WorkSafeBC within 3 business days as required by Regulation.

6.4   Are standardized incident investigation forms readily available and used? ( <b>all departments</b> ) (13 points)	Method	Percentage	Points
		Observation	100%

## GUIDELINES

During observational tours, ensure they are used throughout the organization.

If there is a standardized form, award 100% in each department used. If not, award 0%.

## ■ FINDINGS / NOTES

**From observations:** Admin/Actions: Observed employees accessing incident report online at Actions.

Program/Resid: Observed employee accessing online reports at Portsmouth, Jungle Pot and Kennedy

## ■ STRENGTHS

It was verified that standardized incident and investigation report forms are readily available to all employees.

6.5   Are workers aware of the incident/accident reporting process? (all departments) (0-13 points)	Method	Percentage	Points
	Interview	100%	13/13

## GUIDELINES

Interview workers to see if they are aware of the incident/accident reporting process.

## ■ FINDINGS / NOTES

**From interviews:** W1 - Report in to SRW if available, report on Share Vision link to WSBC in there if needs to be.

W2 -minor just report in email, call FA and write a report

W3, W4 W5 W6- sharevision, supervisor manager

W6 Share vision staff incident report, verbally let colleague or supervisor know if work related as well

W7 report to supervisor and then incident report in Sharevision, WCB

W8 W9- injury to staff accident report, WCB near miss incident report all on Sharevision

W10 W11- Sharevision currently new process coming and supervisor

W12 - notify supervisor and enter on Sharevision

## ■ STRENGTHS

All interviewed workers were found to be aware of the incident reporting procedures.

6.6   Are appropriate staff involved in investigations, and have they received training in investigation procedures, and in the organizations policy/procedure for investigations? (Documentation: <a href="#">corporate</a> ; Interviews: <a href="#">all departments</a> ) (0-13 points)	Method	Percentage	Points
	Documentation	100%	7/7
	Interview	100%	6/6

#### GUIDELINES

Review the incidents identified for question 6.3, assess whether appropriate employees are participating in the investigation. The investigation should be done by persons knowledgeable in the work, and should include an employer and a worker representative.

Points are awarded based on the percentage of positive findings.

Interview staff responsible for conducting investigations.

#### FINDINGS / NOTES

**From documentation:** A review of the submitted investigations reflected that all are being done by both a management rep as well as a worker/union rep. Names are recorded on the investigations all 10 done by the correct team

**From interviews:** M1 - do a lot as part of OHS and as a manager. Fully trained in investigation

M3 - been trained but haven't done one yet as manager, was a supervisor did a cut thumb investigation. Communicated out well

S4 -Yes trained but not on one yet, hope to soon

M4 - I am trained and get involved and help do them when needed, I see them all and summarize them for minutes, ensure all are logged in system.

#### STRENGTHS

NACL employees who are involved in performing incident investigations were verified as being trained in the process of incident investigation.

6.7   Are "near miss" incidents being reported? ( <a href="#">all departments</a> ) (0-13 points)	Method	Percentage	Points
	Interview	90%	12/13

#### GUIDELINES

Near miss incidents are those which could have resulted in serious injury or death, but did not result in any injury or damage to equipment or facilities. Interview Supervisors and Workers to discover if they are aware of the need to report these incidents, and if they are being reported.

Additional information on this audit: Near misses can also be called "close calls". WorkSafe BC defines a near miss as "any incident, where no injury occurred but had the potential to have caused a serious injury or death." e.g. if a bookshelf collapses but by chance it does not hit you.

#### FINDINGS / NOTES

**From interviews:** W1- yes regularly been awhile. email or internal incident report

S1 - yes and I encourage them. documented into Sharevision

W2- near misses occasionally in Incident reports

S2 - not often aware we are supposed using an incident report on

S3- online into system as well as verbal report

W3 report in Sharevision

W4 W5 haven't but know how to report one and would

W6 - Not yet are supposed to be reported incident reporting

W7 yes with new residence and situations that are unsafe

W8 - resident swung at me needed to be reported, updated the risk assessments

W9 -not yet

S4 - not reported one but have heard of them over years not as supervisor yet

W10 - cut finger that could have been more extreme

W11 - aggression reported, struck out trip and fall and reported

W12 not yet

## ■ SUGGESTIONS FOR IMPROVEMENT

While the majority of employees seem to understand the importance of near miss reporting not very many have actually reported one, therefore it is recommended that the company continue to promote near miss reporting.

6.8   Are recommendations for prevention or remedial action assigned and are the recommendations implemented? (all departments) (0-18 points)	Method	Percentage	Points
	Documentation	90%	11/12
	Observation	100%	6/6

### GUIDELINES

Review the incidents identified in question 6.3, determine if recommendation for prevention or remedial action is assigned. Points are awarded based on the percentage of positive findings.

During observational tours, determine if recommendations found in selected incident investigations have been implemented. This may require some informal discussions with workers in the field. Points are awarded based on the percentage of positive findings.



## FINDINGS / NOTES

### From documentation:

Admin- Recommendations were located summarized on a spreadsheet. All made recommendations towards prevention

Programs- 1 investigation out of 5 ( Kennedy group home, employee# 1237) had no recommended actions listed on the Inv. Corrective Actions sheet. Scored 80%

**From observations:** Admin/Actions: Confirmed bottle brush in place in kitchen at Actions. OH lifts inspected

Program/Resid: Observed door modification at Jingle pot, confirmed evac route has been determined and communicated to BC housing - Portsmouth, Shed now in place at Kennedy

## SUGGESTIONS FOR IMPROVEMENT

It is recommended that the organization ensure that all incident investigations ensure to make a recommendation towards preventing a similar event from reoccurring.

6.9   Are corrective actions communicated to workers? (all departments) (0-13 points)	Method	Percentage	Points
	Interview	83%	11/13

### GUIDELINES

Interview workers to determine if corrective actions are communicated. Results can be communicated through safety meetings, posted on bulletin boards, distributed to workers involved in the incident, or any other appropriate means.

## FINDINGS / NOTES

**From interviews:** W1 - they would I am sure

Always get a follow up. Emailed and Comm book used as well

W2 - if something we need to be aware of they don or new changes

W3 - yes if change affects us

W4 -through email and Sharevision, hear about it there

W5 - typically included in staff meetings, or emails to individuals, summarized in minutes as well

W6 - proper investigation done and prevention - hair pulling, review individuals risk assessment used SIVA techniques. follow up

W7 - get followed up and in OHS minutes can see the changes

W8 - yes if pertinent to our group yes give us the change and why at staff meetings or if needed before could be in Comm book what the change is

W9 -haven't heard that but not aware of anything happening yet (New) know they share changes at staff meetings

W10 - part of OHS they discuss see in the meetings. If policy changes hear about it at our meeting

W11-communicate vehicle safety issues, aggressive person - plexi glass installed. Co worker doing crafts puncture now have kevlar glove cut proof, large coffee maker, water spout now covered to protect

W12 never hear them

## ■ SUGGESTIONS FOR IMPROVEMENT

It is recommended that the company ensure to find ways to better communicate investigation recommendations with all employees.

6.10   Are investigation reports reviewed by management? (all departments) (0-14 points)	Method	Percentage	Points
	Documentation	100%	7/7
	Interview	100%	7/7

### GUIDELINES

An indication that management is reviewing investigations may be evidenced by signatures on the investigation reports or by minutes of meetings where incidents are reviewed.

Points are awarded based on the percentage of positive findings.

Interview Managers to determine if they are reviewing investigations of incidents within their departments.

## ■ FINDINGS / NOTES

**From documentation:** Admin/Actions & Program/Resid- The OHS program states that the Senior Management Team reviews incidents twice a year. Proof of incident discussion was found reflected in minutes of SLT as well Managers review incidents at site level as are responsible to be on the Investigation team. This was verified as being the case on all investigations reviewed.

**From interviews:** M1 - OHS reviews al. SLT as well . corrective actioned is sent out

M2 take part in them if my staff and minutes have a summary. Uploaded into Sharevision and can read them all.

M3 - yes through OHS meeting reviewed there

M4 - I am QA for the investigations, enter the corrective actions

## ■ STRENGTHS

It was verified that department management is reviewing incident investigation reports.

## 7 | PROGRAM ADMINISTRATION

7.1   Are workers given an opportunity to discuss current and on-going health and safety issues? (all departments) (0-20 points)	Method	Percentage	Points
	Documentation	100%	5/5
	Interview	100%	15/15

### GUIDELINES

These could be regular safety meetings, safety huddles, meetings, or on-the-job discussions. Ensure that as a minimum, a record is reviewed for each department.

Points are awarded based on the percentage of positive findings.

Interview supervisors and workers.

### FINDINGS / NOTES

**From documentation:** Admin - Logs of Action team meetings including safety discussions were reviewed as well as examples of meeting minutes of the Admin. management team

Programs/Residents - Several pages from worksite communication logs were shared as well as online records of group meeting which included safety items from each worksite being reviewed. Verified that safety discussions are occurring.

**From interviews:** W - all the time at our group meeting

S1 - yes because its a standing topic at weekly meetings and handled well.

W2 - yes good communication they make us aware, timely manner

S2- yes adequate

S3 - daily discussions and use Comm book learning log used as well

W3 - lots of opportunities

W4 W5 - yes good communication at safety meetings and group

W6 - yes definitely keep us to date on everything, can see all meetings, ad all incidents well communicated,

W7 definitely yes lots of communication. W8 -Appreciate our opinion great discussions

W9 - yes great communication all make a point of sharing.

S4 - yes good communications

W10 - yes good lots discussed, totally

W11 -communication done well. no one is intimidated to speak up. Top down and bottom up.

W12 -spread pretty thin, safety communication has suffered as well.

## ■ STRENGTHS

Interviews reflected that workers have many opportunities and avenues to communicate on current and on-going health and safety issues.

7.2   Is there a process to organize and manage safety management system documentation? (Documentation: <b>corporate</b> ; Observation: <b>all departments</b> ) (0-10 points)	Method	Percentage	Points
	Documentation	100%	5/5
	Observation	100%	5/5

### GUIDELINES

Documentation includes:

- safety minutes,
- inspections,
- investigations,
- safe work procedures,
- risk assessments,
- training records,
- communication logs

If there is a process in place, award 100%. Deduct 17% for each aspect missing from the above list.

Observe someone in the organization accessing safety management system documentation.

If someone can demonstrate how documentation is accessed, award 100%. If no one can demonstrate, award 0.

## ■ FINDINGS / NOTES

**From documentation:** Share Vison program is used to contain all SMS documentation both at policy/program level as well as site specific records including safety meeting minutes, workplace inspections, incident investigation results, safe work procedures, risk assessment documentation, training records and communication records.

**From observations:** Admin/Actions: Reviewed Sharevision file folders in place for SMS documents of each worksite

Program/Resid: Reviewed Sharevision file folders are in place for SMS documents at each worksite toured.

## ■ STRENGTHS

NACL is using Sharevision as a process to organize and manage safety management system documentation effectively.

7.3A   Are health and safety goals and objectives identified on an annual basis? (Documentation: <a href="#">corporate</a> ; Interview: <a href="#">all departments</a> ) (0-10 points)	Method	Percentage	Points
	Documentation	100%	5/5
	Interview	100%	5/5

#### GUIDELINES

Review minutes of management meetings, safety meetings, etc. for an indication of goal and objective setting.

If goals and objectives are identified on an annual basis, award 100%. If not, award 0.

Interview Managers to determine if Corporate and departmental safety goals and objectives are identified on an annual basis.

#### FINDINGS / NOTES

**From documentation:** Reviewed the current annual safety report (2023) with QA manager showed outcomes and recommendations on last page of report which are the current goals. These reports are being done annually. Senior leadership meeting minutes reflect review as well as OHS /JHSC meeting minutes. Spread sheet of H&S goals reviewed which shows 23 targets starting in 2022 thru the current year.

**From interviews:** M1 - annually set goals for the term. Team dynamics fr psychical , working procedure for when clients fall and keeping workers safe H&S education was a goals last year

M2- OHS committee minutes capture well what is being worked on.

M3 - had discussions on trends and how to target them/ back injury more training. approx. twice per year

M4 - have set several this year and communicated

#### STRENGTHS

Health and safety goals and objectives are being identified on an annual basis and are being tracked.

7.3B   If this is a Maintenance or Re-Certification Audit: Is there evidence that effort was made to address previous action plans? ( <a href="#">corporate</a> ) (0-5 points)	Method	Percentage	Points
	Documentation	55%	3/5

#### GUIDELINES

Review action plan from previous year. Did the organization complete the action items, or provide acceptable information as to why they weren't completed?

Award a percent of positive findings (i.e. if they had 10 action items and completed 5, award 50%). If the organization identified why priorities shifted, the auditor must take that into account.

If this is not a maintenance or re-certification audit, identify this question as n/a.

#### FINDINGS / NOTES

**From documentation:** The Health & Safety Goals from the 2023 audit showed 3 of 10 actions completed and 5 are ongoing

process. Scored 55%

## ■ SUGGESTIONS FOR IMPROVEMENT

It is recommended that the company ensure to focus on completing as many of the targets as possible, from the annual COR audit action plan.

7.4   Are records kept of lost time, medical aid, first aid and near miss incidents? ( <b>corporate</b> ) (0-10 points)	Method	Percentage	Points
	Documentation	100%	10/10

### GUIDELINES

These records may be kept in a central location or on individual personnel files.

If records of all of these are kept, award 100%. If not, deduct 25% for each missing category.

## ■ FINDINGS / NOTES

**From documentation:** Reviewed tracking sheet form Sharevision which lists all losses - Staff Injuries of all levels, MVIs, Near miss, etc.

## ■ STRENGTHS

NACL is keeping records of all lost time, medical aid, first aid and near miss incidents.

7.5   Are health and safety statistical reports generated and shared on an ongoing basis? (Documentation: <b>corporate</b> ; Interview: <b>all departments</b> ) (0-20 points)	Method	Percentage	Points
	Documentation	100%	10/10
	Interview	100%	10/10

### GUIDELINES

“Ongoing” could be monthly, quarterly or semi-annually, but should be more frequently than once per year.

If they are generated and shared semi-annually or more often, award 100%. If they are generated and shared annually, award 50%. If generated less than annually or not shared, award 0.

Interview managers and safety committee members to determine if statistical reports are shared.

## ■ FINDINGS / NOTES

**From documentation:** H&S Statistics are generated monthly and shared with the OHS committee as well as at Leadership and Management/Supervisor meetings.

More in-depth statistical reports with trends are shared at least annually.

**From interviews:** M1 - OHS see them regularly SLT annual report with trends going back years. Monthly OHS meetings see regular ongoing stats. and look for trends

M2 - annual safety report that shows trends of incidents. OHS minutes show more often throughout the year.

S4 -

M3 - regularly from OHS monthly reports and then more in depth twice for more per year

M4 - yes I do them monthly

## ■ STRENGTHS

Health and safety statistical reports are being generated monthly and are shared regularly with the management team and the JHSC.

7.6   Does the organization compare health and safety performance from year to year? (Documentation: <b>corporate</b> ; Interview: <b>all departments</b> ) (0-10 points)	Method	Percentage	Points
	Documentation	100%	5/5
	Interview	100%	5/5

### GUIDELINES

Look for proof of this occurring, in management or safety committee meeting minutes.

If there is documented proof that this is occurring, award 100%. If not, award 0%.

Interview Managers to determine if safety performance is compared from year to year.

## ■ FINDINGS / NOTES

**From documentation:** Reviewed a detailed annual Health and Safety reports for 2022 as well as email chain which showed it was shared widely. Statistics go back over 5 years to show trends.

2023 year end report is in process, reviewed draft

**From interviews:** M1- Yes go back more than 10 yrs to see

M2 - safety performance year to year and which program. approx. 5 yrs

M3- year to year back 5 years

M4 - back to 5 yrs

## ■ STRENGTHS

It was verified that the company is comparing their health and safety performance from year to year.

7.7   Are annual statistics analyzed and needs or trends identified? (Documentation: <a href="#">corporate</a> ; Interview: <a href="#">all departments</a> ) (0-15 points)	Method	Percentage	Points
	Documentation	100%	5/5
	Interview	100%	10/10

#### GUIDELINES

Look for evidence in minutes of Safety Meetings, posted on bulletin boards or communicated in some other fashion.

If there is evidence that an analysis takes place, award 100%. If not, award 0%.

Interview members of the Safety Committee to determine if annual statistical analysis occurs.

#### FINDINGS / NOTES

**From documentation:** Reviewed a Mid year report of OHS incidents which discussed trends such as Types of Injury reported (Head Eye, Cut/Scrape, MSI's) Several other reports reviewed that indicate trends are being watched for: OHS committee minutes, Management Performance and Outcomes Analysis,

**From interviews:** M1 - Yes looking for them all the time - short pull procedures

M3 - yes at least annually more like 2X

S4 - yes monthly and a good year end review

M4 - trends are watched as far as person served, MSI slips trips and falls, percentages etc.

#### STRENGTHS

Annual statistics are being analyzed by the management team and JHSC and needs or trends are being identified.



## 8 | JOINT HEALTH AND SAFETY COMMITTEE

8.1   Has a Joint Health and Safety Committee been established? (Documentation: <b>corporate</b> ; Observation: <b>all departments</b> ) (0-9 points)	Method	Percentage	Points
	Documentation	100%	6/6
	Observation	100%	3/3

### GUIDELINES

Determine through documentation if there is a Joint Health and Committee with either equal representation from workers and management, or at the very least, no more management representatives than worker representatives, and that the JOHSC has been in place for at least one year.

If the organization has at least one JOHSC, 100% is awarded.

During observational tour, look for communication of documented hazards or safe work procedures on bulletin boards, staff meeting minutes, communication logs from JOHS committees.

Points are awarded based on the percentage of positive findings.

### FINDINGS / NOTES

**From documentation:** The organization has one Joint Health & Safety Committee called the OHS committee which has equal representation of employer reps and worker reps. that has been in place for several years. Records back to the start of 2022 were provided

**From observations:** Admin/Actions: Observed list of OHS membership posted on bulletin boards in Actions and Admin.

Program/Resid: Observed list of OHS membership posted on bulletin boards in each residence visited.

### STRENGTHS

The company as a well established Joint Health & Safety Committee which has equal or more worker members to management representatives.

8.2   Is the function of the Joint H&S Committee clearly defined in the Health and Safety Management System? (Documentation: <b>corporate</b> ; Observation: <b>all departments</b> ) (0-8 points)	Method	Percentage	Points
	Documentation	100%	4/4
	Observation	100%	4/4

### GUIDELINES

Review safety management system documentation, the function may be listed there or in a Terms of Reference document. If the function is clearly defined, award 100%. If not, award 0.

During observational tours, look for posted communication regarding the Joint OH&S Committee function, terms of reference, etc. If there is evidence of communication regarding the safety committee purpose, terms of reference, etc., award 100% in that department. If not, award 0%.

## FINDINGS / NOTES

**From documentation:** The companies document title Rules of Procedures of the OHS committee clearly outlines the Committees purpose and function well.

**From observations:** Admin/Actions: Observed the Rules of Procedure (terms of reference) document posted on main safety bulletin board in Actions and in Admin

Program/Resid: Observed the Rules of Procedure (terms of reference) document posted on main safety bulletin board in Actions and in Admin

## STRENGTHS

The function of the JHSC is stated within the OHS program documentation and is well communicated to employees.

8.3   Are members of the Joint H&S Committee actively involved in health and safety program activities? (Documentation: <b>corporate</b> ; Interviews: <b>all departments</b> ) (0-8 points)	Method	Percentage	Points
	Documentation	100%	4/4
	Interview	100%	4/4

### GUIDELINES

Review minutes of the Joint OH&S Committee meetings to see if the Committee is actively included in safety activities as noted in the Terms of Reference for that Committee.

If the minutes indicate active involvement, award 100%. If not, award 0.

Interview Safety Committee members to determine if they are actively involved in program activities as outlined in the Terms of Reference for that Committee.

## FINDINGS / NOTES

**From documentation:** Review of three consecutive months of committee meeting minutes as well as the annual review verified that the committee is engaged in activities as noted in their terms of reference document

**From interviews:** M1 - many examples given of actions taken. Procedures changed, new training, focus on psychological safety

M3 - Inspections twice per year, Any concerns that come up.

S4- Look at incident investigations, inspections, drills, vehicle inspections, issues at sites

M4 - good involvement inspections, investigations,

## STRENGTHS

Members of the Joint Health & Safety Committee are actively involved in health and safety program activities and gave many examples such as performing workplace inspections, taking part in investigations, reviewing procedures and assisting in emergency drills.

8.4   If the Joint H&S Committee has made recommendations for improvement, have they been acted upon? (Documentation: <b>corporate</b> ; Interviews: <b>all departments</b> ) (0-9 points)	Method	Percentage	Points
	Documentation	100%	3/3
	Interview	100%	6/6

#### GUIDELINES

Recommendations may have come directly from the Committee, or the Committee may have adopted recommendations from another source such as the Safety Advisor/Manager. If the Committee makes a formal recommendation, it must receive a written response from Management. If there is documented evidence that the JOHSC has made recommendations (formal or informal) and they have been acted upon, award 100%.

If they have made recommendations that haven't been acted upon, award 50%. If they haven't made any recommendations, award 0.

Interview Safety Committee members to determine if they either make recommendations or adopt recommendations from others. This may include BCMSA, managers, etc.

#### FINDINGS / NOTES

**From documentation:** A total of four recommendations were made by the JHSC within that past year and all were actioned with one still being in process as it is partially out of NACL's control as the house is owned by another organization.

**From interviews:** M1 - revised orientation program example. site security for Jingle Pot home.

M3 - delegation of task training was brought forward so can be done internally

S4 - several yes. One site had problem with garbage disposal area , dangerous to access. Another has a bathroom with mold issues.. issues handled or in process.

M4 - one made to get managers to review emerg. drill procedures. Another to reroute an evac. route in a BC housing location.

#### STRENGTHS

Several recommendations for improvement to the safety program have been suggested by the JHSC and all have been considered by management and acted upon.

8.5   Are the last three safety committee meeting minutes posted or made readily available to all employees? ( <b>all departments</b> ) (7 points)	Method	Percentage	Points
	Observation	100%	7/7

#### GUIDELINES

Minutes may be posted on bulletin boards, on the organization's internal website, or other means. If they are posted and readily available, award 100%, in each department they are observed. If not, awarded 0%.

#### FINDINGS / NOTES

**From observations:** Admin/Actions: The last 3 months of OHS committee meeting minutes was found posted

Program/Resid: The last 3 months of OHS committee meeting minutes was found posted in each workplace toured

## ■ STRENGTHS

Minutes of the last 3 months of JHSC Safety meetings were located posted at all work sites toured.

8.6   Are committee members familiar with their duties and functions? (all departments) (0-7 points)	Method	Percentage	Points
	Interview	100%	7/7

### GUIDELINES

Interview Safety Committee members, who should be able to describe their responsibilities as listed in their Terms of Reference or Program document.

## ■ FINDINGS / NOTES

**From interviews:** M1 take training every year

S4- well versed on for many years

M3 M4-well aware yes

## ■ STRENGTHS

All interviews with the JHSC members reflected that they are familiar with their responsibilities as well as the function of the committee.

8.7   Have committee members been offered and/or received any training in how to carry out their duties, within the past year? (Documentation: <a href="#">corporate</a> ; Interviews: all departments) (0-8 points)	Method	Percentage	Points
	Documentation	100%	4/4
	Interview	100%	4/4

### GUIDELINES

Committee members should be knowledgeable in the committee responsibilities they carry out. Review training records to see how many members have been offered and/or received any safety training in courses which would apply to their role on the safety committee.

Points are awarded based on the percent of positive findings.

Interview Safety Committee members to determine if they have been offered and/or received training in how to carry out their responsibilities.

Additional Information on this audit: If you are a new member of JOHSC you should have received your mandatory 8hr JOHSC training within the first 6 months of joining. Please verify.

## ■ FINDINGS / NOTES

**From documentation:** Safety training records were reviewed of 5 current JHSC members. All have taken safety training within the past year and verified that two members have taken the expected JHSC core training courses.

**From interviews:** M1 - yes offered as much training as we want to take

M3 - have taken it all now. can go further. Roles and Responsibility part 1 and 2, Investigation, OHS responsibilities

S4 - take one or two days each year. all the required JHSC courses at least once

M4 - all get training offered thru BCFEDs

## ■ STRENGTHS

It was verified that all members of the JHSC have been offered annual training relevant to their responsibilities.

8.8   Are committee members performing or reviewing incident/accident investigations and workplace inspections? (Documentation: <b>corporate</b> ; Interviews: <b>all departments</b> ) (0-10 points)	Method	Percentage	Points
	Documentation	100%	3/3
	Interview	100%	7/7

### GUIDELINES

Committee members should be conducting or reviewing workplace inspections, and should be conducting or reviewing incident and accident investigations. Review documentation.

If members are fulfilling these responsibilities, award 100%. Deduct 50% for whichever aspect they are not fulfilling.

Interview Safety Committee members to determine if they have conducted or reviewed investigations and workplace inspections.

## ■ FINDINGS / NOTES

**From documentation:** Review of three consecutive months of committee meeting minutes verified that the committee is engaged in reviewing workplace inspections and incident investigations regularly.

**From interviews:** M1 - yes to all set agenda followed that covers all commitments.

S4 - yes every month

M3 M4 - review outstanding issues, review incidents, inspections not talked about unless issues.

## ■ STRENGTHS

It was verified that the committee members are regularly performing or reviewing incident/accident investigations and workplace inspections.

8.9   Are adequate resources provided to the Safety Committee for them to adequately fulfill their responsibilities? ( <b>all departments</b> ) (0-4 points)	Method	Percentage	Points
	Interview	100%	4/4

### GUIDELINES

Resources include time to perform their tasks, as well as resources such as copies of the OH&S Regulation, Workers Compensation Act, safety publications, etc.

Interview safety committee members to determine if they believe they have sufficient resources.

## ■ FINDINGS / NOTES

**From interviews:** M1- lots of training offered time to do their duties attend meeting etc. Yes all training and have good choices

M3 - feel well values and given time not pushed.

S4- good support, always time to attend meetings, do training and activities.

M4 - yes good support provided, administrative support. Training etc. all funded and supported, online is easier.

## ■ STRENGTHS

It was confirmed that adequate resources are being provided to the Safety Committee in order for them to adequately fulfill their responsibilities and be effective as a committee.

■ LINKED DOCUMENTS

[Preaudit mtg notes.docx](#)

## ORGANIZATIONAL CHART

### ■ LINKED DOCUMENTS

[Org chart 25 jan 24 - 5.pdf](#)



■ LINKED DOCUMENTS

[INTERVIEW SHEET NACL.docx](#)

■ LINKED DOCUMENTS

[NACL OBSERVATION LOCATIONS.docx](#)

■ LINKED DOCUMENTS

[NACL Post Audit MTG notes.docx](#)

## CONCLUSION

NACL has a strong, engrained Health & Safety Management Program that meets the benchmark standard and is working effectively towards injury and incident prevention.

The positive, strong safety culture was clearly demonstrated by the co-operative and active participation of all employees at NACL during the audit process. Everyone who participated during the audit was helpful, communicated openly and reflected that they feel the employer is doing a good job at ensuring worker safety.

The achieved score is an excellent grade and allows the NACL to maintain it's Certificate of Recognition with the WorkSafeBC Injury Prevention program. Congratulations on a job well done by all! Thank you to all of those who participated in the audit, very well done!

## AUDITOR DISCLAIMER

### AUDITOR CODE OF ETHICS AND DISCLAIMER STATEMENT:

The Audit was conducted with the utmost integrity, confidentiality and no conflict of interest. The facts stated in the audit have been recorded accurately and according to the information received at the time of the audit. The intent of the audit is to give guidance, enhance current programs and provide suggestions for improvement, not to undermine any current processes in place, or to assume liability for changes or use of the document for any reason other than the original intent. I agree to follow the standard Code of Ethics and to submit the audit within an acceptable time frame and address all deficiencies in a timely manner.

AUDITOR NAME	DATE
Paige Knapman	13 March 2024

## LINKED FILES

File	Linked to
<a href="#">INTERVIEW SHEET NACL.docx</a>	<a href="#">Interview Selection Sheet</a>
<a href="#">NACL OBSERVATION LOCATIONS.docx</a>	<a href="#">Observation Selection Sheet</a>
<a href="#">NACL Post Audit MTG notes.docx</a>	<a href="#">Post-Audit Meeting Notes</a>
<a href="#">Org chart 25 jan 24 - 5.pdf</a>	<a href="#">Organizational Chart</a>
<a href="#">Preaudit mtg notes.docx</a>	<a href="#">Pre-Audit Meeting Notes</a>