



# MSC Health & Safety Matters Newsletter



FALL 2011

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THIS NEWSLETTER IS A MUST READ FOR ALL EMPLOYEES - supervisors can provide extra copies.

## MSC Joint Health & Safety Committee Members

Tanya Bowman	x275
Megan Rennie	x357
Lorna McLennan	x291
Rod Billard	x219

## Health & Safety Stats

1. Number of Employee Incidents/Accidents resulting in Lost Time (Jan.—June, 2011) = 0
2. Number of Client Safety incidents (same period) = 13
3. Number of unresolved Client Home Inspection Hazards (same period) = 0



The MSC has been scheduled for our WSIB Work Well Audit. The dates that the WSIB auditor (Laura) will be here are Dec 1 & 2, 2011. The MSC Health & Safety Committee are working very diligently to prepare for this upcoming audit. There have been many changes to the Health & Safety program over the course of the year.

Once all components are completed for the audit, the Health & Safety Committee members will be providing training sessions for all staff members so that you are aware of the new Health & Safety program. We encourage you to become involved as much as possible and to prepare and be knowledgeable regarding the MSC's Health and Safety program practices.

**Tanya Bowman**

MSC Health & Safety Coordinator

## Listening: The Ultimate Safety Tool

On August 2, 2011 MSC hosted a Client Recognition Day. Prof. Alain Goldschlager, the founder of the Holocaust Literature Research Institute at the University of Western Ontario, was the guest speaker. While Prof. Goldschlager shared many moving stories from World War II, and that of the more recent genocide in Rwanda, his remarks also illustrated the resilience of individuals, how small things can make a difference, and the importance of listening to others. For these reasons, at MSC we try very hard to collect stories and share them appropriately as part of our larger role in educating staff and volunteers and the public in order that our services fulfill the MSC mission. We have posted many to our website—whether that be the memory of a daughter whose mother's waning years were enriched by the care provided by HSS staff, the observations of tutors who are engaged with students in the Adult Literacy program or the journeys being taken by placement employers and their new employees as a result of involvement with MSC Employment Services. Check these stories out— they are scattered throughout the MSC website.

Listening performs a dual function – a therapeutic function for the teller and an educational one for the listener. Since Aug. 6, MSC staff have heard from event attendees that they appreciated the supports (e.g. transportation, assistance with equipment) that ensured they were able to attend, and return home from, Client Recognition Day safely. This support was a logical extension of the means staff use to ensure safe and effective service provision (ranging from concerns like whether a new training placement has safety boots to ensuring there are no risky scatter mats in an elderly client's home). There are many, many safety issues that personnel deal with on a daily basis.

Besides posting client stories on the website, MSC staff use tools that aim to improve the client experience. Client files provide such a function, as do tools like Charts in the Home. The medications people take, the equipment they need, the challenges and barriers they face (e.g., hearing problems), as well as their likes and dislikes are important pieces of information for caregivers. Many service providers are aware of the importance of these details and are finding innovative ways to use that information appropriately. For example, St. Michael's Hospital in Toronto is using a bedside tool called "My Story" ([http://www.stmichaelshospital.com/media/detail.php?source=hospital\\_news/2011/20110808\\_hn](http://www.stmichaelshospital.com/media/detail.php?source=hospital_news/2011/20110808_hn)) in order to ensure the person in the bed is not just another statistic. As they say at St. Michael's, "behind every patient is a person with a story".

To our clients we say—"your stories help us to deliver the services at the core of the MSC mission in a safe and effective manner. Thanks for sharing!"



- LISTENING TIPS**
1. Face the speaker
  2. Maintain eye contact
  3. Minimize distractions
  4. Respond appropriately (nod, ask helpful questions)

**CONGRATULATIONS TO MSC EMPLOYEES WHO GO THE EXTRA HEALTH & SAFETY KILOMETRE**

At every monthly staff team meeting there is a Health & Safety feature. Recent topics have included:

- ◆ Proper hydration
- ◆ West Nile and C-difficile
- ◆ WHMIS & Hazards refresher
- ◆ Fire Safety and Fire Extinguisher Training (remember PASS!)
- ◆ Workplace Violence & Harassment Prevention (with a Review of Bill 168)

Thanks to our facilitator, Rod Billard, JHSC member for these sessions.



In addition, thanks to:

- ◆ JHSC members who perform monthly workplace safety inspections and circulate valuable info on various topics (e.g., heat alerts)
- ◆ MSC Social Committee members for organizing fun wellness activities, like the Car Wash and Sundae Bars that help to create a positive work environment as well as funds and tasty treats!
- ◆ Fire Chief Bob Parsons for the Fire Safety Training refresher at the August staff meeting
- ◆ The MSC, TCSI and Liv. Cen. personnel working on updating the Emergency Response Plan & Process.

**Hats off to...**



...those who organize both the fun and the "good for us" Lunch & Learn sessions. Recent topics included "Benefits of Microfibre Cleaning". While many topics are 'just fun' many also have a clear Health & Safety angle that help us do our jobs at work and home more pro-actively.

**TRAINING UPDATE: Adult Literacy**

Tutor Training is scheduled for Sept. 24 and Oct. 1. Call 519-842-9008, ext. 266 for more information on this rewarding role.

A workshop devoted to the topic of Learning Disabilities will be held at the Woodstock location on Sept. 28, 6:30—8:30 pm. The facilitator will be Tracy Fawdry, ED, Learning Disabilities Assoc., London.

**Employment Services**

Consultants will be undergoing Suicide Prevention Training in Oct.

**Home Support (HS)**

The quarterly meeting for Community Workers will be held on Sept. 21, 5-7 p.m.

**Nuclear Power News**

Did you know that sixteen of Canada's 18 active power plants are in Ontario? In light of the fall-out from the earthquake in Japan, and as reported in the Emergency Preparedness Planner (Spring 2011), it is reassuring to know that contingency plans are in place. The federal government is the national regulator for the nuclear industry in Canada and would be responsible for on-site response to any emergency. The province is responsible for off-site effects. Many of these 'effects' would be the health issues faced by exposed or contaminated persons as well as other public health and shelter issues. The Ministry of Health is working on a detailed plan to dovetail with the federal and provincial response to any nuclear catastrophe.

**Taylor'd Tips**



For all things ergonomic—[www.taylordergo.com](http://www.taylordergo.com) provides a wealth of valuable info.

**Weather Woes!**

Weather has been in the news a lot this past year—the extreme heat in July, tornadoes, hurricanes, earthquakes, etc. Weather impacts our lives in many ways. As reported in the Spring 2011 Emergency Preparedness Planner, governments are paying attention to these weather patterns.

Depending on where you live, the average temperature in Ontario has increased by up to 1.4°C since 1948. These may seem like small increases, but in fact can be accompanied by significant changes in patterns of wind and precipitation, with a variety of impacts.

Besides being attentive to these patterns governments are developing responses to outcomes such as flood response, shelter needs, housing assistance and so on.

For a more detailed account of our 'weather woes' take a look at:

[http://www.ene.gov.on.ca/stdprodconsume/groups/lr/@ene/@resources/documents/resource/stdprod\\_085423.pdf](http://www.ene.gov.on.ca/stdprodconsume/groups/lr/@ene/@resources/documents/resource/stdprod_085423.pdf).

And, pay attention to the weather—it could save your life!

**ACCREDITATION UPDATE**



**Here we go again!**

On October 1-3, 2012, MSC will be undergoing the re-accreditation process.

Accreditation Canada continues to make the process more user friendly, especially via the portal where agencies submit all of their required information. For example, organizations can now submit 'leading practices' via the portal at any time not just before the survey visit. "Ethics" (and ethical practices) will be the hot button topic—our decision making frameworks, client-worker relationships, our value systems—as we enter the next round of accreditation. Stay tuned!

**Fall Driving**

Fall weather is unpredictable and thus, so is driving in it! Added to the uncertain conditions is the high level of construction in the area around Tillsonburg this year. Besides the workers and the traffic cones there are slick blacktops (sometimes with no lines!).

Watch for:

- ◆ inside fog (due to temperature changes in and out)
- ◆ frosty patches/black ice
- ◆ slippery leaves on roads
- ◆ changed conditions from the regular road to areas with bridges, etc.

*(adapted from Nigel Knowlton)*

**MSC Website**

Last newsletter we told you how the Contact Us feature on the website lists agency contacts - including details on the Emergency Response/Emergency Communications line.

WE NEED YOU! You can help make the site relevant—by submitting ideas for the e-letters, Facebook, Twitter and the site. Also, should you have a Facebook or Twitter account, 'like' us and encourage others to access our sites. Send your thoughts, ideas, and emails to ext. 270 or [mvandenbergh@multiservicecentre.com](mailto:mvandenbergh@multiservicecentre.com).

**Safety—Construction, Pt. 2**

As was the case during the preparation of the last newsletter, The Livingston Centre continues to be a construction zone! This time around construction has moved from the Resource Area to the front outside of the building. Please be patient and obey the signs!

**Check it out!**

Displays in The Livingston Centre (noted in What's Happening) change frequently—Community Support Month will be the Oct. feature!

