



***SAFE
CLIENT
HANDLING
AND
INJURY
PREVENTION
PROGRAM***





On behalf of Southern Health-Santé Sud, I am pleased to lend our support to the Safe Client Handling and Injury Prevention Program (SCHIPP). Southern Health-Santé Sud strives to promote organizational cultures and practices that ensure the highest possible occupational health and safety standards for all employees. By promoting and maintaining a high degree of health and well-being for all employees, it is our belief that we will also be able to provide safer and more effective services to the people served by the health care system. Safety is the responsibility of all members of an organization and I encourage everyone's involvement with the Safe Client Handling and Injury Prevention Program.

Help make health care a safer workplace.

*Together leading the way for a healthier tomorrow.
Ensemble vers un avenir plus sain.*

A handwritten signature in cursive script that reads "Kathy McPhail".

Kathy McPhail, Chief Executive Officer

Southern Health-Santé Sud



Acknowledgements

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Introduction

The Southern Health–Santé Sud Safe Client Handling and Injury Prevention Program is an important part of the operational plan to ensure the commitment to a safe and healthy working environment for all health care workers and clients/patients/residents. For the purpose of this manual, the term Client refers to a patient or resident as well. Caregivers or HCW are health care workers.

Safe work procedures are developed and reviewed to address work-related risk, associated with manual handling and potential for musculoskeletal injuries to Caregivers. A goal is to eliminate unsafe manual handling practices and reduce Caregiver injuries within our healthcare environment so that all workers will work safely to prevent injuries and sustain healthy lifestyles. The overarching goal is to maintain maximum functional level of Client independence while facilitating the safest manner possible to complete handling tasks.

In order for health care workers to receive support and achieve success in completing safe work procedures and evaluating safe methods, all levels of the organization need to take part, support and evaluate the program.

The initial project was a joint collaboration between the Regional Rehabilitation Services, Regional Staff Development, and the Manitoba Workplace Safety and Health Division. Information was gleaned from many sources including Community Therapy Services and the Winnipeg Regional Health Authority.

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Responsibilities

All who work for Southern Health-Santé Sud need to emphasize a culture of safety. *“Our Region is committed to the safety of its employee, through the establishment of a partnership consisting of safety conscious employees, operating within an organization providing a safe working environment. The Region will not knowingly permit unsafe working conditions or unsafe working practices to exist. The Region is thus committed to a continuous improvement process that will result in a safer working environment for all employees.”*

- Southern Health-Santé Sud Senior Administration, Program Directors and Directors of Health Services Responsibility:
 - Attend Key Leader SCHIPP training
 - Support the implementation of the Safe Client Handling and Injury Prevention operational procedures and Program through financial and human resources support
 - Collaborate with Workplace Safety and Health Committees and an identified manager/staff development person as a Peer Leader Coordinator to coordinate ongoing SCHIPP at work site. Work with managers, as requested, to identify individuals on site that would be effective Peer Leaders for SCHIPP.

- Facility/Program Directors/Manager/Supervisor Responsibility:
 - Attend Peer Leader training and Key Leader training where applicable.
 - Collaborate with Workplace Safety and Health Committees and an identified manager/staff development person as a Peer Leader Coordinator to coordinate ongoing SCHIPP at work site. Work with Directors of Health to identify individuals on site that would be effective Peer Leaders for SCHIPP.
 - Comply with Section 4.1 and 4.2 of Manitoba Workplace Safety and Health Act and Regulations, supervisory responsibilities:
 - 4.1 Every Supervisor shall**
 - (a) so far as is reasonably practicable,**
 - (i) take all precautions necessary to protect the safety and health of a worker under his or her supervision.**
 - (ii) ensure that a worker under his or her supervision works in the manner and in accordance with the procedures and measures required by this Act and the regulations, and**
 - (iii) ensure that a worker under his or her supervision uses all devices and wears all clothing and personal protective equipment designated or provided by the employer or required to be used or worn by this Act or the regulations;**
 - 4.2 Further duties of employers**
 - (b) provide to all his workers such information, instruction, training, supervision and facilities to ensure, so far as reasonably practicable, the safety and health and welfare of his workers;””**
 - Support and promote a culture of safety, shared responsibility and a minimal lift environment.

- Assign responsibilities and provide time to Peer Leaders and HCW within the facility/program to ensure SCHIPP implementation (teaching, audits and review).
- Ensure that sufficient lifting equipment/aids and devices are available for HCW to use when needed for safe client handling and movement as far as is reasonably practicable.
- Purchase the recommended equipment within available financial resources as needed.
- Ensure that acceptable storage locations are available for the lifting equipment/aids.
- Ensure preventive and routine maintenance of equipment is assigned.
- Ensure education and training opportunities are provided for HCW on hire and review ongoing.
- Ensure work is being completed safely by conducting and coordinating the monitoring of HCW work and providing follow-up as required to ensure compliance with safe work procedures. Receive HCW safety concerns and provide corrective actions
- Ensure that injured HCW receive retraining when returning to work.
- Ensure that all facility policies are followed if new equipment is being trialled and/or installed.
- Involve MSIP educators and Regional Rehabilitation professionals or other resources as necessary for assist with assessment and implementation.

39.10(1) "When a patient has been assessed as requiring assistance to move, the employer must ensure that the current status of the patient and the appropriate techniques to move the patient are clearly identified in writing or by other visual means at or near the location of the patient."

39.10(2) "When an assessment specifies the use of a mechanical device or other assistance of another worker to move a patient, the employer must ensure that a worker does not move the patient without the use of the device or the assistance of another worker."

➤ **Peer Leader Coordinator Educators/Designate Responsibility:**

- Attend Peer Leader training and assist with staff training as able.
- Ensure that all elements of the basic program are implemented and evaluated.
- Ensure all new HCW are trained with the basic Safe Client Handling and Movement Training at orientation. Basic proficiency must be demonstrated at time of orientation. A written record of proficiency must be retained and sent to the appropriate office for QHR data entry.
- Coordinate continuing training/re-training when required.
- Support a culture of safety, shared responsibility and a minimal lift environment.
- Collaborate with MSIP educators to assist with peer leader meetings, bi-annual reviews.
- Assist with coordination of Peer Leaders and self to attend Regional Reviews once every other year.
- Send SCHIPP.RES.009 SCHIPP Facility/Program Audit Summary to Workplace Safety and Health Community, Managers and Musculoskeletal Injury Prevention Education Facilitator.

➤ **Peer Leader Responsibility:**

- Attend Regional Peer Leader training, a Regional Peer Leader Refresher once every 2 years and on the opposite year attend an onsite review.
- Attend Peer Leader meetings annually.
- Assist with orientation and review training of onsite HCW's, observing return demonstration with support from Peer Leader Coordinator and completing participation forms as required.
- Serve as an internal resource and mentor to other HCW staff.

- Request assistance from the appropriate resource (Rehabilitation Therapist, MSIP educator, Peer Leader Coordinator) on a collaborative basis, if uncertain how to safely manage the client handling task.

- **HCW Involved in Direct Client Care Activities Responsibility:**
 - Receive SCHIPP.M1.001 at time of Regional Orientation and participate in and successfully complete SCHIPP.M2-SCHIPP.M6 in SCHIPP orientation as applicable to their position. A mentor system with a Peer Leader and or qualified designate and a time with a supervisor at the start of employment to reinforce completion of safe work practices.
 - Safe work procedures need to be reviewed on a regular basis at SCHIPP Refreshers.
 - Nurses ensure that the Transfer and Mobility Assessment has been completed appropriately and placed on the client's chart to clearly identify the recommended method(s) for client transfer/bed mobility.
 - HCW ensure that the logos in client's room are current to Care Plan and that S.A.F.E questions are asked prior to standing a weight bearing client.
 - Demonstrate learned principles and skills related to performing safe client handling and mobility through competency checks.
 - Perform routine safety assessments of equipment. Retain record of inspections.
 - Assess the environment, client needs and available resources before starting a lift or transfer.
 - Perform all safe client handling and movement as outlined in the client assessment using appropriate equipment and procedures. Request assistance or training if needed.
 - Communicate specific needs and potential risks to the manager/supervisor.

- **HCW in Support Services Responsibility:**
 - Receive Module 1 at time of Regional Orientation and Module 6 Emergency Evacuation safe work procedures at Facility Orientation and reviewed on a regular basis.
 - Safe work procedures need to be reviewed on a regular basis.
 - Demonstrate learned principles and skills related to performing safe handling tasks through competency checks.
 - Communicate specific needs and potential risks to the manager/supervisor.
 - Perform routine safety assessments of equipment. Retain record of inspections.

- **Regional Rehabilitation Therapists (Occupational Therapists and Physiotherapists) Responsibility:**
 - Attend Peer Leader Training and reviews on a regular basis.
 - Provide assessment and treatment related to referrals for safe client handling and communicate/teach caregivers/HCW.
 - Provide input and consult with SCHIPP team/MSIP Educators related to SCHIPP manual content
 - Assist with regional and client specific training as requested.

- **Musculoskeletal Injury Prevention Education Facilitator Responsibility:**
 - Provide Regional SCHIPP training and Facility/Program based training as required. Support onsite training by peer leaders.
 - Collaborate with Program Peer Leader Coordinators, Peer Leaders, Regional Rehabilitation therapists and Managers for training assistance, client specific assistance and program implementation.
 - Collaborate with Logistics and Environmental Services with Regional equipment purchases.



- Collaborate with other Safety initiatives; supporting client and staff safety with data from Occurrence reporting.
 - Collate SCHIPP.Res.009 Facility/Program Audit Summaries received quarterly into a regional analysis using SCHIPP.RES.010 Regional Audit Summary and sending to Senior Administration, Manager for Program/Facility, Workplace Safety and Health for review.
 - Provide collated Regional Audits to Senior Administration, Workplace Safety and Health Committees and Facilities.
 - Collaborate with the client care area manager and HCW to identify equipment and training requirements to prevent injuries and to safely manage client handling for all elements required.
 - Coordinate the SCHIP program regionally, review and evaluate on an ongoing basis.
 - Ensure that training records are kept in regional QHR.
- **Joint Workplace Safety and Health Committee:**
- Support the SCHIP program and monitor the program's effectiveness
 - Follow up on safety concerns and occurrence reports

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