



Client Safety Action Plan 2021-22

Issue to Address	Safety Goal	Indicators of Success
1. Need for designated vaccination clinics in Ontario to reduce the spread of COVID-19 Identified by: Ontario Government & Public Health	A) Implementation of a safe vaccination clinic at CHCN	A.1 Completed Prospective Analysis/Risk Review prior to implementation of the vaccine clinic.
		A.2 Mitigation Strategies identified in the analysis are implemented
		A.3 Safe delivery of vaccines as evidences by # of safety incidents reported (e.g. anaphylaxis responses, needle stick injuries, # of complaints)
2. Ongoing need to monitor pandemic processes Identified by: Management Team and Board	A) Ensure sufficient supply of PPE	A - 1. Completed weekly routine logs of supplies on hand and PPE utilization
	B) Regular close monitoring of compliance with IPAC standards	B.1 Monthly IPAC Meetings & Monthly environment audits (JH& S Committee)
		B.2 Management observations of environment

		B.3 # of Incident reports related to non-compliance with Pandemic Roadmap
	C) Maintain screening coverage	C.1 Weekly scheduling of screening staff
		C.2 Back-up Screeners in place
		C.3 Screener training has occurred
	D) Regularly monitor staff fatigue & stress levels	D.1 Add as quarterly standing agenda item review at management meetings
		D.2 Standing agenda item on staff team meetings
		D.3 Work life pulse instrument results
		D. 4 Staff sick time utilization reviews
3. Increase staff reporting on safety incidents by reducing worries about repercussions of making an error Identified by: Client Safety Instrument Results	A) Staff have a better understanding of the Just Culture Policy/Process	A.1 Teams have discussed Just Culture Process (meeting minutes)
	B) Staff comfort levels are re-evaluated	B.1 Staff feedback has been received regarding their concerns

4. Opening of new Outreach Hub in Colborne Identified by: Management Team	A)Analysis of potential safety risks at new site	A.1 Risk assessment has been completed by OHT
		A.2 Mitigation strategies identified in the risk analysis are in implemented
		A.3 Safety policies and protocols are in place
		A.4 Staff working at the site have received orientation to safety protocols
5. Air Quality Review at 99 Toronto Rd. Identified by: Client and Family Advisory RoundTable (CFAR)	A)To ensure excellent air quality	A.1 completed air quality assessment conducted
		A.2 Actions taken if needed to create a positive air quality report