

Annual Report on Health and Safety  
Calendar Year 2014

**Introduction:**

Life Alliance is dedicated to maintaining a healthy, safe, and clean environment that supports quality services and minimizes risk to consumers, personnel, and other stakeholders. Our health and safety codes are designed to meet, and where possible, exceed all federal, state, and local regulations.

Policy and Procedure section 3000 outlines the Life Alliance Health and Safety Program, which includes training, drills, external and internal inspections, emergency action and evacuation procedures, communication protocols, restoration of services, and crisis response.

The Health and Safety Program is led by leadership via the Leadership Committee. Goals are set, tracked and evaluated by the committee for effectiveness and efficiency. Health and Safety incidents occurring inside a consumer's home are monitored via our Incident Reporting system through the Human Rights Committee.

Life Alliance staff members share Health and Safety responsibilities. The administrative team conducts drills and schedules external inspections. The Quality Assurance Coordinator and the President/Owner complete The Americans with Disabilities Act Checklist for Readily Achievable Barrier Removal annually at each office. The Quality Assurance Coordinator, with input from other involved staff, completes an annual analysis of the program.

**Drills:**

Life Alliance conducts drills on the following emergency procedures at least annually at each office: fire, bomb threat, workplace violence, natural disaster, and utility failure. Our goal for 2014 was one drill per emergency procedure per office for a total of 12 drills. 14 drills were conducted, exceeding the goal. Each procedure was drilled at each office.

A goal was also set to achieve an average evacuation time of under three minutes per drill. The average time achieved was one-minute per drill. This was due in part to the fact that only administrative staff were present at most drills. It is recommended that the goal remain three minutes and that attempts are made to conduct a portion of the drills when employees and/or consumers are present.

Drills should continue to remain unscheduled.

### **Internal Inspections:**

The Life Alliance President/Owner and the Quality Assurance Coordinator completed the ADA checklist for the North Wilkesboro office in April. It was determined that persons using a wheelchair may not be able to complete a full turn in the restroom.

A professional was contracted to widen the doorway two inches, move the interior closet back 10 inches, and install a more accessible door handle. The work was completed on 5/19/2014.

A second self-inspection completed in October found no immediate issues. A note was made in the comments section about upgrading the exit sign on the front door as it currently the only fully accessible exit.

The Quality Assurance Coordinator completed a self-inspection of the Dobson office in October and found no issues. It was recommended in the comments section that because the lower level is rarely used at all and never used by consumers or employees, the second First Aid kit located there should be moved upstairs.

On November 10, 2014 the Quality Assurance Coordinator completed the ADA checklist for the Dobson office. The following issues were found:

Only one restroom is considered fully accessible. This is in compliance with the ADA, however neither restroom is marked with an accessible placard. It is recommended that because the restrooms are for single-person use they should have unisex placards with one showing accessibility.

Also, the concrete entrance to the office has a slight incline. This may or may not be viewed as a ramp, and ramps require rails. The incline is very wide, probably six feet, so there is little chance someone could fall or roll off the side. However, the feasibility of adding rails should be considered.

Discussions regarding the Dobson office have been ongoing since 2013 due to the fact that it has only one exit on the main floor. Staff at all levels have unsuccessfully looked for a new location either in Dobson or Mt. Airy. Further complicating the issue is an influx of new consumers in Dobson who may have services disrupted during a relocation.

It has been recommended that while we continue to look for other locations, the Dobson office is currently safe and compliant. The vast majority of the time the only people in this office are the office manager and one supervisor, which would allow for quick and orderly egress in case of emergency. The office also passed an external inspection by the county Fire Marshal, and there is a second exit on the lower level.

### **External Inspections:**

The North Wilkesboro office underwent an external inspection on July 21, 2014. No issues were found.

The Dobson office underwent an external inspection on May 8, 2014. Three issues were found: A fire extinguisher had not been serviced for the year, an exit sign was needed at the basement exit, and emergency lights were required at the basement exit. All issues were resolved and the re-inspection was passed on June 3, 2014.

### **Workplace Injuries:**

There were no injuries reported by employees taking place at either Life Alliance office.

There was one injury reported by an employee while delivering services to a consumer resulting in a Worker's Compensation claim. While in the community the consumer accidentally struck the employee in the nose with the back of the consumer's head.

An Incident Report was filed and reviewed by the Human Rights Committee. The employee's medical expenses were covered by our Worker's Compensation insurance plan. The employee continues to provide services to this consumer with no further injuries.

There were no injuries reported by consumers taking place at either Life Alliance office.

All injuries to consumers sustained during services delivered at the consumer's residence are analyzed by the Human Rights Committee.

There were no injuries reported by stakeholders, guests, or visitors taking place at either Life Alliance office.

