

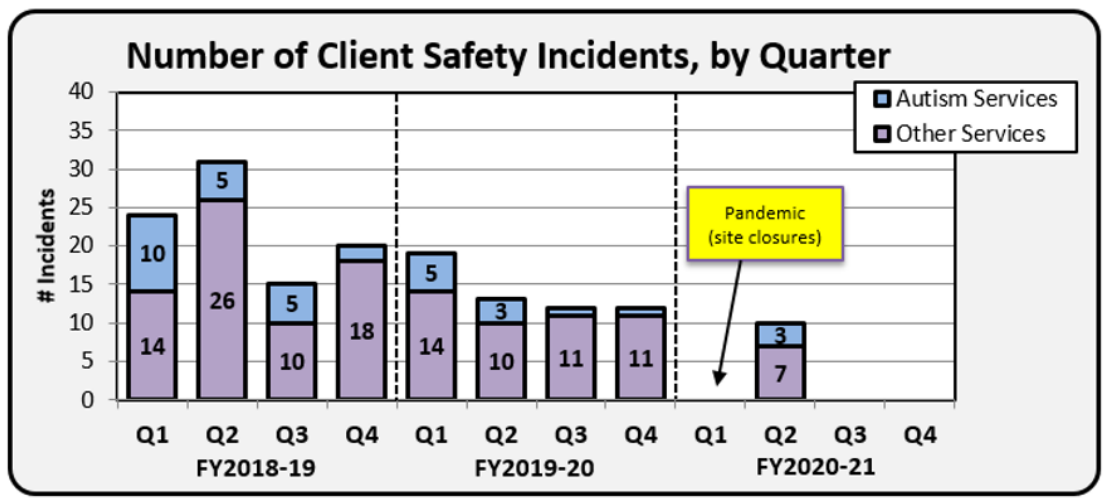


Quality Matters

KidsAbility places the highest priority on the safety of our clients, staff and volunteers.



Client Safety



Improvements Made in Response to Incidents

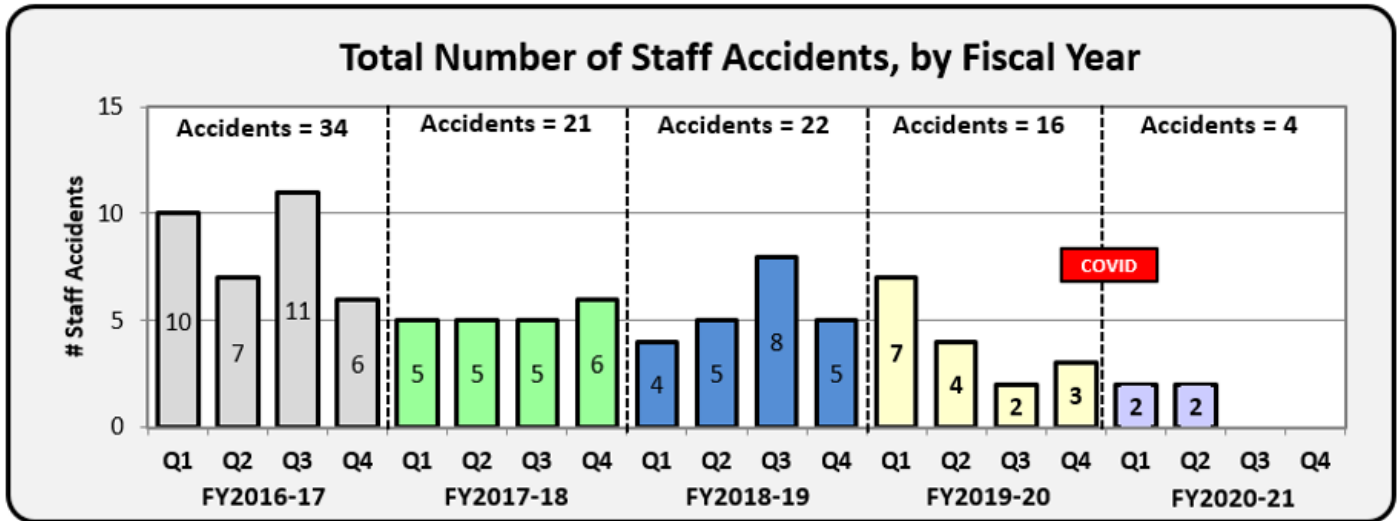
Additional staff training provided on; making activity areas safe, developing client safety plans, adding alerts in Goldcare, reporting communicable diseases, safety protocols for appointments outside of normal business hours, evening closing procedures, security alarm instructions, emergency response/paging procedures.

Improvements were also made to; site lock-up procedures, the accessible washrooms (installation of help buttons, alarms, and bars), gym equipment (soft foam added to sharp edges, safety mats under/around equipment), playground areas (repairs to equipment), First Aid Kits, room set ups, camp safety procedures, and the safety equipment in Autism Services.

Top Five Incident Types Reported at KidsAbility (between Apr 1/19 and Mar 31/20)

- 1 Accidents (29%):** Most of our client incidents are due to typical child behavior (slips/trips/bumps/falls).
- 2 Miscellaneous Occurrences (21%):** These are incidents that are not captured under our other categories, such as suspicious activity on our property, trespassers, unusual events etc.
- 3 Near Misses (16%):** Near Misses are instances that had the potential to cause harm or damage, but didn't. We learn from these to prevent safety issues in the future.
- 4 Communicable Diseases (11%):** Incidents where a client was in the centre with an infectious, contagious illness.
- 5 Child Welfare (11%):** Instances where we need to ensure child safety.

Staff Safety



Improvements Made in Response to Staff Accidents

We have been working hard to decrease our staff incidents over the last few fiscal years.

Improvements include;

- Reminder to use de-escalating strategies
- Review of client safety plans
- Increased use of protective clothing and equipment
- Reminder to ask for assistance, if needed
- Help button and bars installed in accessible washrooms
- Additional salting of parking lot and walkways in the winter

KidsAbility is committed to continuously improve service, and embed quality and safety into everything we do.

