

Maximum Home Support Services

Body Discomfort Survey Results

Maximum Home Support Services is committed to providing a safe and healthy working environment for all its employees. The Agency will continue to find ways to reduce or prevent the number of workplace injuries. In 2019 we are focused on gathering information to help our employees who are experiencing discomfort in their day to day task. Please see the results of the surveys completed and returned.

Overview of the Body Discomfort Survey

Discomfort surveys are used to find out if musculoskeletal symptoms exist, how common they are and how bad they are. The Body Discomfort Survey helps identify workers that are likely to seek medical help for their work-related discomfort.

- **High risk symptoms:** individuals that are very likely to seek medical attention for their symptoms
- **Moderate risk symptoms:** individuals that are somewhat likely to seek treatment; and
- **Low risk symptoms:** individuals that are not likely to seek treatment for their symptoms.

High and Moderate Risk symptoms indicate that workers may be at higher risk for reporting a 'work related injury' since they are reporting symptoms related to work and at a level that links with seeking further medical attention.

Understanding the Results

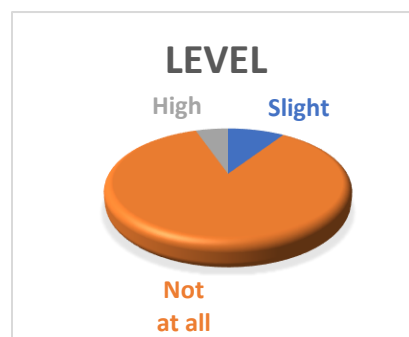
As an employer, it is important to understand the rate and seriousness of body discomfort symptoms. If left untreated, these symptoms can go from discomfort to chronic conditions. Knowing and resolving these symptoms early is the base of an effective injury prevention program.

Results Summary

Body Parts Affected	Reported Cause of Discomfort
Neck	Bending/reaching
Left Shoulder	Sweeping/Mopping
Right Shoulder	PC/Transferring
Left elbow	Changing/Making bed
Right elbow	Folding laundry
Left wrist/hand	Cleaning Tub
Right wrist/hand	Using soap/detergents
Back	
Left hip/ knee/ankle	
Right hip/knee/ankle	

Body Parts Ranked by Greatest Discomfort

- 76 discomfort surveys were completed between January 1, 2019 and July 31, 2019. This represents a high response rate of 33%.
- 15% of the workers report symptoms of MSI related to their work.
- A small portion of the workforce indicates they have discomfort that greatly affects their ability to work.
- 4% (3 individuals) reported that they are experiencing work related discomfort in more than 6 areas of their body. 24% (17 individuals) reported that they are experiencing work related discomfort in 3 to 5 body areas.
- The top 4 areas of the body where workers report MSI symptoms are:
 - o Back
 - o Right shoulder
 - o Left hip/knee/ankle
 - o Right hip/knew/ankle
- back and neck discomfort were the most frequently reported symptoms relating to the spine.
- Hip and knee were the parts of the legs which have the highest level of discomfort.
- There is a higher rate of symptoms in the right arm than in the left arm.



Maximum Home Support Services

Results

How many people completed the Online Discomfort Survey?

- 76 surveys were completed between January 2019 and July 2019.

How many people have discomfort?

- Surveys returned indicate that most HSW's experience either mild or no discomfort at work.

What does this mean?

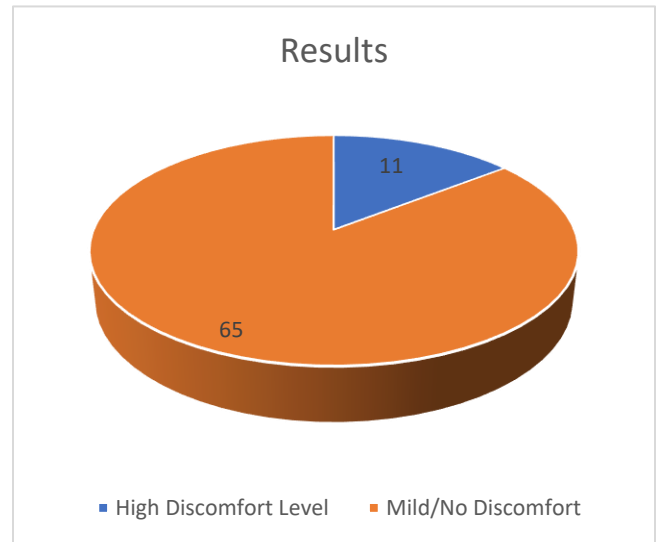
- Over 15% of the workers report symptoms of MSI related to their work.

Is discomfort affecting work?

- A fraction of people has indicated that the discomfort affects their work performance.

What does this mean?

- A small percentage of the workforce indicate they have discomfort that greatly affects their work routine.



Conclusion

Survey results indicate that back_discomfort is the most common area of discomfort. Middle and low back discomfort rank number one for the number of people reporting symptoms and for the severity of the symptoms reported.

Common factors contributing to back pain may include demanding bodily force, standing for extended periods, work posture, forceful movements, pushing and pulling movements, bending and twisting of the trunk, and repetition of the same work.

In 2019-2020 we are continuing with our commitment to raise awareness among employees about how to stay safe and healthy at work. Identifying task that pose the greatest hazards contributing to body discomfort will help us implement our training plan. All care workers must have education and training to care for the clients, including how to benefit from use of the material.

Training will focus on:

- Fitness Attitudes: Back strengthening tips and exercises
- Good Body Mechanics
- Assisting with transfers

The Agency and management will also aim to strengthen the OHS training and the RTW program by:

1. Developing annual target completion date for mandatory employee training; and,
2. Offer additional training on Proper Body Mechanics, Safe Work Practices, Slips/Trips/Falls, Back Injury Prevention, soft tissue injuries, etc.

We would like to commend our Home Support Workers on the increased awareness of keeping yourself and your coworkers safe at the worksite.

Health and Safety Programs add value to businesses, workplaces and lives!