

# Community Social Services Health and Safety Handbook



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Together we can make the difference in creating  
healthy work environments in community social services.*





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## About this book

Community social services (CSS) agencies in British Columbia deliver services to promote the health and well-being of individuals and communities across the province. Services are provided by agencies at the federal, provincial, or local level in a non-profit or for-profit setting. Social services (also sometimes referred to as human services) can include services oriented toward the prevention, improvement, or resolution of health, social, or environmental problems that affect individuals, families, specific groups, or communities.<sup>1</sup> Social services delivery settings include support for individuals with developmental disabilities, harm reduction efforts, child support programs, immigrant and refugee services, local community-based youth programs, and shelters for abused women and homeless individuals or families.

This handbook is for employers in the CSS sector. It provides strategies on how to reduce or prevent injuries for CSS workers, how to report and respond to an occupational injury, and how to effectively reintegrate workers back into the workplace after an injury occurs. It also includes a summary of joint health and safety committees and the WorkSafeBC Certificate of Recognition program, as well as excerpts from the *Workers Compensation Act* and the Occupational Health and Safety Regulation when applicable to the information presented.

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<sup>1</sup> Gibelman, Margaret. *What Social Workers Do* (Washington, DC, NASW Press, 2005)

## Limitations

While this handbook provides an overview of some key components of health and safety for employers (as well as supervisors and workers) in the CSS sector, it does not cover all regulations, and employers should always refer to the Act and the Regulation to learn their obligations. Employers should also become knowledgeable about available WorkSafeBC resources. Making health and safety a priority is necessary to the overall success of an organization, and this handbook contains a number of links to resources and additional information at [worksafebc.com](https://www.worksafebc.com). Employers can also contact WorkSafeBC directly for information on topics such as claims, prevention, and policies. (Contact information is listed on page 4.) Although current as of publication, the information in this handbook is subject to change; please consult [worksafebc.com](https://www.worksafebc.com) for the most up-to-date information on any of the topics covered in this handbook.

## Partners

### Community Social Services Employers Association (CSSEA)

Created in 1994 and based in Vancouver, the CSSEA is the accredited bargaining agent for its members and negotiates three sectoral collective agreements on their behalf. The CSSEA provides human resources, labour relations, collective bargaining, and research and knowledge management throughout the province to approximately 200 members and 80 associate agencies that range in size from under 10 employees to more than 700 and collectively employ more than 21,000 people. The CSSEA's members deliver a variety of services to the people they support across B.C. in three service divisions: Aboriginal Services, Community Living Services, and General Services. Governments and members rely on the CSSEA to be a leader in human resources and labour relations in the CSS sector. Through stakeholder consultation and collective bargaining, the CSSEA endeavours to build constructive and collaborative relationships with its members, governments, employees, and unions, while continuing to attend to the evolving needs of its members.

### Federation of Community Social Services of BC

The Federation of Community Social Services of BC is a group of social services organizations whose goal is to influence decision making to improve the well-being of communities. The Federation represents more than 140 member agencies serving over 250 communities across the province, including both on and off recognized First Nations' territories.



Its members provide more than 50 different services and programs to people of all ages, employ more than 6,000 British Columbians, and represent more than \$500 million of community investment in B.C.'s social services sector. Support services include for those with disabilities, employment programs, early childhood education, homeless outreach, and family programs. The Federation is a catalyst for positive change in social policy development and implementation, and it believes in collaborating on how changes should be made within the community service sector and coming together for the common good.

### **Community Social Services Bargaining Association (CSSBA)**

Established on June 19, 2003, by the *Community Social Services Labour Relations Act* (Bill 61), the CSSBA is the bargaining agent representing over 15,000 unionized community social service workers in B.C.

The association consists of ten unions: B.C. Government Service and Employees' Union (BCGEU), Canadian Union of Public Employees (CUPE), Hospital Employees' Union (HEU), Health Sciences Association of British Columbia (HSA), United Steelworkers of America (USWA), United Food and Commercial Workers International Union (UFCW), Construction and Specialized Workers' Union (CSWU), Christian Labour Association of Canada (CLAC), British Columbia Nurses' Union (BCNU), and Service Employees' International Union (SEIU).

### **WorkSafeBC**

WorkSafeBC is a statutory agency dedicated to promoting safe and healthy workplaces across B.C. It works with workers and employers to save lives and prevent injury, disease, and disability. When work-related injuries or diseases occur, it provides compensation to injured workers and supports them in their recovery, rehabilitation, and safe return to work. It also provides no-fault insurance and works diligently to sustain the workers' compensation system today and for the future.

## **Pilot project**

### **Community Social Services WorkSafeBC Pilot Project (2015–2017)**

This project was a two-year initiative among the CSSEA, the Federation for Community Social Services of BC, and WorkSafeBC that was focused on:

- Improving injury prevention within the CSS sector and, in cases where there is injury, improving workers' return-to-work performance

- Reducing WorkSafeBC claims costs, slowing growth of WorkSafeBC base rates, and reducing or eliminating premium surcharges by controlling the net costs of managing occupational health and safety and disability management for employers
- Reviewing opportunities to improve access to the certificate of recognition (COR) program and other programs for employers in the CSS sector
- Developing a best practices guide of occupational health and safety and disability management resources for the CSS sector

## Contacting WorkSafeBC

### Claims assistance

Ask questions about a claim or the claims process

Phone: 604.231.8888 (Lower Mainland)

Toll-free (Canada): 1.888.967.5377

Monday to Friday, 8:00 a.m. to 6:00 p.m.

### Health & safety assistance<sup>2</sup>

#### Prevention information line

Report health and safety issues, serious injuries, fatalities, and emergencies

Phone: 604.276.3100 (Lower Mainland)

Toll-free (Canada): 1.888.621.7233

7 days a week, 24 hours a day

#### Crisis support line

Speak to a counsellor if you are in emotional crisis and you've been injured at work.

Phone toll-free (Canada): 1.800.624.2928

7 days a week, 24 hours a day

#### Critical incident response

Call for assistance if you've witnessed a traumatic workplace incident

Phone (toll-free answering service) (B.C. and Alberta): 1.888.922.3700

7 days a week, 9:00 a.m. to 11:00 p.m.

#### Employer Service Centre<sup>3</sup>

Register new accounts or manage existing accounts

Phone: 604.244.6181 (Lower Mainland)

Toll-free (Canada): 1.888.922.2768 | Fax: 604.244.6490

Monday to Friday, 8:30 a.m. to 4:30 p.m.

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<sup>2</sup> For more information about workplace inspections, please see "Appendix A: WorkSafeBC inspections"

<sup>3</sup> For more information about WorkSafeBC coverage and how to register, please see "Appendix B: Getting WorkSafeBC coverage"

## Handbook definitions

**Aggression:** Aggression will be used to encompass violence (see definition below), acting out, and outbursts from individuals physically or verbally assaulting or threatening workers. In community social services, aggression often includes striking, kicking, scratching, biting, pushing, and shouting.

**Classification unit (CU):** WorkSafeBC has created a classification system that groups employers in similar industries with similar levels of risk into units. This enables WorkSafeBC to set fair insurance premiums that reflect the rate of injury and illness and historical claim costs in similar industries. A CU is typically based on the products produced, the services provided, and the processes, technologies, or materials being used. The higher the risk and relative claim costs, the higher the base premium rate will be for that CU.

**Individual:** This term will be used to refer to any person receiving care in community social services.

**Recover-at-work program:** These programs serve as part of injured workers' therapy and recovery by either helping them stay at work or return to productive and appropriate work as soon as possible. The philosophy is that, with modified or reduced duties, many injured workers can safely perform productive work during recovery from an injury.

**Joint health and safety committee:** Workplaces with 20 or more employees on site are required to have a joint health and safety committee. A joint health and safety committee is made up of worker and employer representatives working together to identify health and safety problems in the workplace and make recommendations to the employer on health and safety identified issues.

**Occupational Health and Safety Regulation:** The Regulation contains legal requirements that must be met by all workplaces under the inspectional jurisdiction of WorkSafeBC. The purpose of the Regulation is to promote occupational health and safety and to protect workers and other persons present at workplaces from work-related risks to their health, safety, and well-being. Compliance with the requirements provides the basis on which workers and employers, in co-operation, can solve workplace health and safety problems.

**Serious injuries:** Serious injuries are qualified as time-loss claims that represent either a serious or a potentially serious medical diagnosis with a long recovery period (more than 50 days off work) and include all work-related death claims.

**Workers Compensation Act:** The Act is the primary authority for WorkSafeBC's occupational health and safety responsibility, as legislated by the B.C. government. The purpose of the Act is to benefit all British Columbians by promoting occupational health and safety and protecting workers and other persons present at workplaces from work-related risks to their health and safety.

**Worker health and safety representative:** If a workplace is between 10 and 19 workers, it is required to have a worker health and safety representative (rather than needing a joint health and safety committee, defined above). The representative has the same duties and functions as a joint committee, to the extent practicable. There are a number of requirements around how to select and train worker representatives. Full details are provided on the WorkSafeBC site at [joint health & safety committees](#).

**Violence:** The Regulation defines violence as “the attempted or actual exercise by a person, other than a worker, of any physical force so as to cause injury to a worker, and includes any threatening statement or behaviour which gives a worker reasonable cause to believe that he or she is at risk of injury.” It is important to note that the Regulation's definition of violence does not require the consideration of intent to harm. This means that any physical or verbal aggressive behaviour directed toward caregivers is considered an act of violence. The term “aggression” will be more commonly used throughout this handbook when describing violence, acting out, and outbursts from individuals physically or verbally assaulting or threatening workers.



## Executive summary

Residential services workers, community support workers, and others work with various groups of individuals such as youth or people with developmental disabilities in order to assist them with their social, emotional, economic, recreational, and daily life activities.

In the course of performing their duties, these workers often face a variety of health and safety risks, such as straining their backs when moving an individual or the threat of being struck by an individual while trying to provide services and programs. These hazards can be significantly minimized or eliminated with the establishment of work procedures that incorporate proper health and safety practices.

In B.C., any employer is responsible for ensuring the health and safety of its workers. It is an employer's duty to develop preventive measures, to know what to do in case of an incident, and to assist injured workers back to work in a safe and timely manner.

This handbook focuses on some of the key legal obligations and best practices for employers in community social services. It promotes the idea that it is not enough just to have policies in place for occupational health and safety, and that an employer must take action to create and foster a safe work environment for its staff. Topics covered include rights and responsibilities, joint health and safety committees, injury prevention,

recover-at-work strategies, disability management, and WorkSafeBC programs and resources that can help foster a safe and healthy workplace.

Although this handbook is written for employers in the community social services sector, the information is also applicable to supervisors and workers in the sector as it discusses regulations, explanations, examples, suggestions, and various strategies and resources to help reduce the high injury rates and claim costs incurred in providing community social services.



## Rights and responsibilities

### Rights and responsibilities of the employer

According to the Act, an employer must ensure the health and safety of all workers in its workplace by addressing occupational hazards and taking reasonable precautions to ensure a safe environment. This includes making workers aware of the health hazards associated with their jobs as well as their rights and duties. An employer also must provide workers with the proper information, training, and supervision for them to function safely in the workplace.

The employer must:

- Identify and assess risks and develop controls for occupational hazards
- Establish a valid occupational health and safety management system (OHSMS)
- Establish an OHSMS in accordance with regulations and consult and co-operate with the joint health and safety committee or worker health and safety representative
- Train workers to do their work safely and provide them with proper supervision
- Provide supervisors with the necessary support and training to carry out health and safety responsibilities

Complete responsibilities of employers, supervisors, and workers are covered in [Part 3, sections 115–124](#) of the Act.

- Ensure adequate first aid equipment, supplies, and trained attendants are on site to handle injuries
- Regularly inspect the workplace to make sure procedures are being followed properly
- Transport injured workers to the nearest suitable location for medical treatment
- Report to WorkSafeBC all injuries that require medical attention
- Investigate incidents where workers are injured or equipment is damaged
- Submit the necessary forms to WorkSafeBC to report a workplace injury
- Co-operate with WorkSafeBC and any other person carrying out a duty under the Act or the Regulation

### Resources

- [WorkSafeBC overview of responsibilities for workplace health and safety](#)
- [Employer Safety Planning Tool Kit](#): This WorkSafeBC online kit contains interactive tools to learn about the claims that affect safety performance for community social services CUs.
- [Identification and Assessment of Hazards](#) (video)
- [Control of Hazards](#) (video)
- [Correction of Unsafe Work Practices](#) (video)

## Rights and responsibilities of supervisors

Supervisors need to ensure the health and safety of workers that are under their direct supervision. They must make sure that workers are aware of the health and safety hazards in the workplace and instruct them in safe working procedures that respect their employer's policies. They must also verify that work is being done safely and investigate and correct unsafe acts as they are observed or reported.

Supervisors must:

- Ensure the health and safety of all workers under their direct supervision
- Be knowledgeable about the Act and those regulations applicable to the work being supervised
- Ensure that workers under direct supervision are made aware of all known reasonably foreseeable health or safety hazards where they are working
- Consult and co-operate with the joint committee or worker health and safety representative
- Co-operate with WorkSafeBC and any other person carrying out a duty under the Act or the Regulation

### Resources

- [Supervisor Orientation Guide](#)



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## Rights and responsibilities of workers

Workers should be encouraged to ask for help and training for any tasks that they may feel is considered unsafe. As well, workers need to know that they have the right to refuse any tasks they feel are considered unsafe and must not be discriminated against for refusing duties assigned by a supervisor.

Workers must:

- Take reasonable care to protect their health and safety as well as the health and safety of other persons who may be affected by their acts or omissions at work
- Carry out their work in accordance with established safe work procedures as required by the Act and the Regulation
- Use or wear protective equipment, devices, and clothing as required by regulations
- Not engage in horseplay or similar conduct that may endanger themselves or others
- Ensure that their ability to work without risk to their health or safety, or to the health or safety of any other person, is not impaired by alcohol, drugs, or other causes under their control
- Report any health and safety concerns to their supervisor or employer
- Co-operate with their joint committee or worker health and safety representatives
- Co-operate with WorkSafeBC and any other person carrying out a duty under the Act or the Regulation

### Refusing unsafe work

Under [section 3.12](#) of the Regulation, workers have the right to refuse unsafe work if they have reasonable cause to believe it may pose an undue risk of injury to any person. The list below is a summary of the process that workers and employers must follow if there is an unsafe situation:

1. The worker must immediately report the situation to a supervisor or employer.
2. The supervisor must immediately investigate and either remedy the situation or advise the worker why action has not been taken.
3. If the worker is unsatisfied with the decision, the employer and supervisor must carry out another investigation in the presence of the worker who made the report and a workplace safety representative.
4. If the worker is unsatisfied with the results of the investigation and continues to refuse to work in the situation, then WorkSafeBC must be contacted immediately to initiate an investigation of its own.

### Resources

- [Worker Orientation Checklist](#)



## Joint health and safety committees

By law, employers must have a joint health and safety committee in place if there are 20 or more workers at a worksite.<sup>4</sup> A joint committee supports the employer's duty to ensure a healthy and safe workplace. The committee brings together representatives of the employer and the workers to identify and help resolve health and safety issues in the workplace and to create and manage an effective OHSMS.

While the employer oversees the health and safety programs in its organization, the joint committee needs to play a significant role in championing and taking leadership on health and safety workplace initiatives, and must identify and collectively recommend solutions to issues in the workplace. This includes actively participating in worksite inspections to recognize hazards, investigating accidents, developing and implementing programs, following up on reports, and recommending safety procedures and monitoring their effectiveness.

### Resources

- [Joint committees](#): More information on joint committees, including training resources

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<sup>4</sup> Worksites with 10–19 workers only need to designate a worker health and safety representative; worksites with nine or fewer workers typically do not require a designated representative, although WorkSafeBC may require one in certain circumstances. Where the term joint committee is used in this booklet, worker health and safety representatives may adapt the information for their use.

## Inspections

In conjunction with the committee, the employer must establish policies and procedures to implement safety inspection programs that meet regulatory and industry standards. They can be informal (ongoing) inspections or planned inspections that examine the environment, equipment, and work practices at a worksite. Where feasible, inspections must also include the participation of members of the joint committee (or the worker health and safety representative, as applicable).

The employer must ensure that regular inspections take place at intervals that will prevent unsafe working conditions. Frequent inspections are highly effective in identifying hazards before incidents occur in the workplace.

Aspects of an effective safety inspection program include:

- Development of standards: Who will inspect? How frequently?
- The inspection: Is the inspector looking for hazards?
- Correction of unsafe conditions: Who is responsible for this? When?
- Documentation: Are inspection reports being filled out?
- Follow-up: Are the items in the reports being corrected?

### Resources

- [Safety Inspections Workbook](#)

## Incident investigations

Investigations are meant to explain any unsafe conditions or procedures that contributed to the incident and to recommend corrective action to prevent similar incidents in the future.

Key components of a proper investigation include:

- Preparation of investigation: Who should investigate? What equipment is needed?
- Gathering information: Date, time, location, etc.
- Evaluating information: Looking beyond a single cause, as most incidents are a result of several factors.
- Documenting details: Place, date, time, and names of witnesses and investigators, etc.
- Follow-up: To ensure effective, corrective action is taken.

### Take action

With the help and guidance of the committee, the employer must:

- Complete a preliminary investigation within 48 hours of an incident and prepare a preliminary investigation report

Requirements of inspection programs are in sections [3.5–3.11](#) and [4.3](#) and [4.9](#) of the Regulation.

[Sections 172–174](#) of the Act identify the types of incidents employers must investigate and state that the investigation “must be carried out by persons knowledgeable about the type of work involved and, if they are reasonably available, with the participation of the employer or a representative of the employer and a worker representative.”

- When possible, immediately implement corrective measures to prevent similar injuries from occurring
- Prepare a corrective action report outlining the corrective measures taken
- Complete a full investigation report and submit it to WorkSafeBC within 30 days of the incident
- Determine final corrective actions and prepare a final corrective action report

**Resources**

- [Find out more about investigations and employer responsibilities](#)
- [Watch a video](#) of a simple incident investigation demonstrating the [employer incident investigation report \(EIIR\)](#) submission process



# Prevention

## Open disclosure of individual information, explained

There are times when an employer is unable to share information about risks or triggers of aggressive behaviour from individuals receiving care and support; however, [section 115](#) of the Act requires that workers must be informed about the risks of injury, including violence, from an individual or situation. Because workers must be informed about the behaviours expected from an individual, including any known triggers and calming measures that could help ensure the safety of workers while providing care, organizations are required to have policies and practices in place to appropriately collect and use personal information.

Privacy law supports the sharing of patient information in a way that both respects the individual's privacy and yet protects worker safety. In B.C, the [Freedom of Information and Protection of Privacy Act](#) (FIPPA) and [Personal Information Protection Act](#) (PIPA) govern the collection, use, and disclosure of personal information by public bodies.

Sections 33.1(1)(f) and 33.2(e) of FIPPA allow for disclosure of personal information within an organization “if the information is immediately necessary for the protection of the health or safety of the ... employee.”

### Example

An individual has behaviours that are potentially hazardous to the staff of a prospective group home. If this information were not passed on to the new facility, workers in the new group home would be in danger of aggression from that individual. By ensuring that the assessment information is provided to the prospective group home, the individual can then be treated accordingly by the workers to ensure everyone's safety.

This is supported by the Office of the Information and Privacy Commissioner for British Columbia (OIPC), which recommends using the “need to know” rule to ensure that “the right information reaches the right person at the right time for the right purposes” ([OIPC Investigation Report P96-006](#)).

The part of FIPPA that has been widely misinterpreted is section 22(3)(a), which states that “disclosure of personal information is presumed to be an unreasonable invasion of a third party’s personal privacy if ... the personal information relates to a medical, psychiatric, or psychological history, diagnosis, condition, treatment or evaluation.” Section 22(3)(a) does not prevent the sharing of information that is necessary to protect workers from the risk of violence.

Asking two important questions can help determine whether to communicate patient information:

1. Is disclosing this information necessary to protect worker (or anyone else’s) safety?
2. Will disclosing this information lead to changes in work practices to reduce the risk of injury?

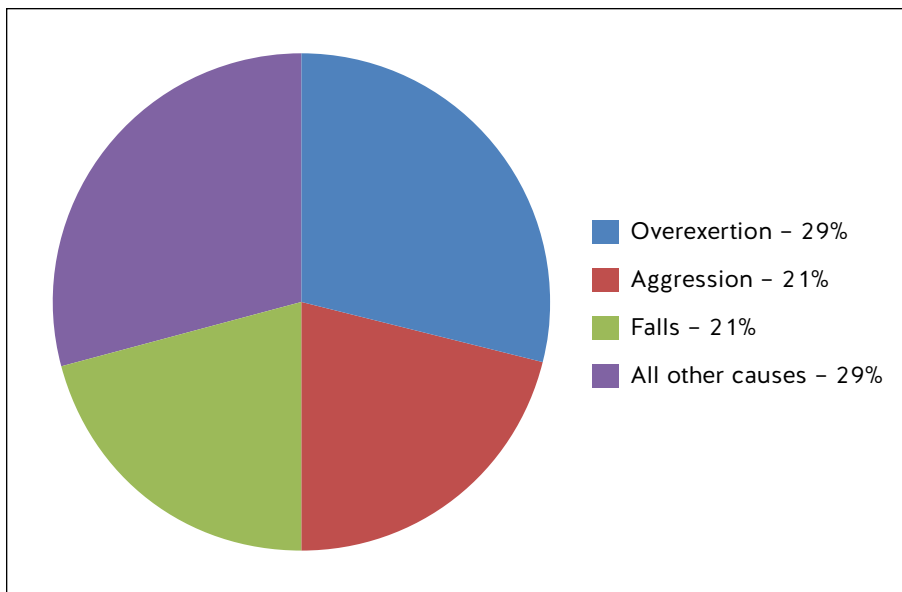
If the answer to either question is yes, then disclosure is required.

## Injury prevention

The three most common causes of injury among CSS workers are overexertion, aggression from individuals, and falls (either at level or from a height). Overexertion is often caused by duties that require workers to manually handle individuals, such as having to lift, pull, carry, or lower them. Aggression refers to workers being physically assaulted or threatened, causing them to believe that they are in danger. Falls are injuries that often result from factors such as a lack of proper footwear, slippery surfaces, having to move individuals, or cluttered workplaces.

The following graph shows the percentages of the major types of injuries in the community social services CUs from 2011–2016. The combined CUs represented include counselling or social services, life and job skills training, residential social service facilities, and short-term care.

The employer, supervisors, and workers must all work together to ensure safety to the best of their abilities and to prevent injuries in the workplace.



### Injury prevention program

According to the Act, an employer must establish an OHSMS in accordance with the regulations. Here are steps that an employer should take to establish an effective OHSMS:

1. Consult with the joint committee or worker health and safety representative
2. Establish an OHSMS and educate workers on the information and instruction necessary to ensure the health and safety of the workers carrying out the work and other workers in the workplace
3. Identify jobs with a high risk of injury
4. Assess the severity of identified risk factors to workers and consult with affected workers and a representative sample of other workers who perform similar tasks
5. Eliminate or at least reduce the risks of injury for workers wherever possible
6. Ensure that workers are trained in the work procedures and in how to use risk controls and provide adequate supervision for workers carrying out the work
7. Evaluate control measures to examine how effectively it is eliminating or minimizing the threat of injury in the workplace

#### Resources

- [Creating and maintaining a health and safety program](#)

### Example

An individual in residential care has to be moved up in the bed. A residential worker without proper training might think that it would be quicker and easier to pull the individual up by the soaker pad on the bed. Because the employer fulfilled its responsibilities and taught the worker how to use the ceiling lift properly and why it is a requirement, the worker knew to move the individual without risking injury.

## Injury types

### Overexertion

Overexertion is the leading cause of work-related injuries among CSS workers. It is the responsibility of an employer in the CSS sector to ensure that its workers have the proper training and resources to minimize the risk of overexertion.

Similar to the list above, according to the Ergonomics (MSI) Requirements section of the Regulation ([sections 4.46–4.53](#)), an employer must do the following:

- Identify factors in the workplace that may expose workers to a risk of musculoskeletal injury (MSI)
- Ensure that the risks to workers are assessed once they have been identified
- Eliminate or, if that is not practicable, minimize the risk of MSIs to workers
- Ensure that a worker who may be exposed to a risk of MSI is educated in risk identification related to the work, including the recognition of early signs and symptoms of MSI and the potential negative health effects
- Monitor the effectiveness of the measures taken to comply with the regulations and ensure they are reviewed at least annually

### Take action

Overexertion hazards include moving individuals from beds and repositioning them. Patients are usually considered too heavy for residential workers to physically move without assistance.

### Resources

- [Patient handling](#)
- [Ceiling Lifts: Why Aren't They Being Used?](#)

### Aggression

An individual may act out aggressively for various reasons, such as chronic cognitive issues, or alcohol or drug addictions. Aggressive behaviour may also be a form of communication for an individual. There are often unobvious reasons for an individual to demonstrate aggressive behaviour that workers may not be aware of, such as pain or memory loss. Workers have the right to be informed in advance of any known triggers that could initiate aggression in an individual so they can remain safe and still provide valuable service.

It is the employer's responsibility to assess the potential risks for violence by analyzing the characteristics of the job, the individual receiving care, and the work environment, and then to communicate the results with



workers. The employer must educate workers on how to identify potentially violent situations, how to prevent them, how to respond, and how to report incidents, as well as about what resources are available to them.

If an individual is aggressive, the employer (or supervisor) must investigate all reported incidents and establish control measures to prevent future incidents. The employer must complete the appropriate incident forms, provide support for the injured worker, and ensure that corrective action takes place. Where corrective action requires additional worker training or education to prevent future injury, the employer must make suitable arrangements to comply.

An employer must make sure that in instances of an individual (or individuals) demonstrating aggression workers are aware that they have the right to refuse any unsafe work (according to [sections 3.12–3.13](#) of the Regulation).

The Regulation ([4.28–4.30](#)) also states that:

- Risk assessments are mandatory where there exists a risk of violence in the workplace.
- Employers must establish procedures and policies to eliminate these risks.
- Employers must inform workers of the nature and extent of any risks of violence.

#### Resources

- [How to manage and reduce the risks of violence](#)
- [Health Care Violence Inspection Checklist](#)

#### **Violence prevention program**

Incorporating a violence prevention program into the workplace is an effective way to keep workers safe. A violence prevention program includes actions taken to eliminate or minimize the risk of workers' exposure to violence. A good violence prevention program will benefit both workers and patients.

Safety in community social services relies on having appropriate policies in place, communicating safety plans, continually evaluating program effectiveness, and ensuring that workers are properly trained to report unsafe practices and incidents. A good violence prevention program will include behavioural and safety plans that play a significant role in providing workers with critical information on preventing violence and improving safety practices in the workplace.

Controls for reducing the risk of injury from aggression include:

- Personalized behavioural support plans for individuals based on their needs, likes, and dislikes
- Safety plans for engaging with potentially aggressive individuals

- A training program for workers on how to deal with escalating behaviour
- Telephones and panic buttons for high-risk areas
- Lock-down procedures for severe cases

#### Resources

- [Take Care: How to Develop and Implement a Workplace Violence Prevention Program](#)
- [Leave When It's Unsafe](#) (video)

### Falls

An employer must provide workers with information and instruction on fall hazards in the workplace. This includes how to clean up spills properly and how to use fall protection equipment and guardrails. The employer must also identify and assess job-specific risks, which are often spills, cords, and clutter in walkways. Once identified, the employer must establish controls to eliminate or at least minimize worker risks as best as possible, such as ensuring proper lighting and footwear in the workplace. Finally, the employer must perform workplace inspections to ensure that the controls are working.

#### Take action

Implementing environmental risk controls can include:

- Looking for slipping hazards as part of regular inspections
- Planning for seasonal weather (for example, arranging for snow removal)
- Clearly marking and lighting uneven surfaces such as curbs and stairs
- Maintaining proper lighting

#### Resources

- [Overview of key workplace safety issues around falls](#)

[Section 4.39](#) of the Regulation states that:

1. Floors, platforms, ramps, stairs and walkways available for use by workers must be maintained in a state of good repair and kept free of slipping and tripping hazards.
2. If such areas are taken out of service, the employer must take reasonable means for preventing entry or use.

## Other factors to consider

### Working alone or in isolation

It is quite common for workers to be working alone or in isolation, particularly in residential care. In these cases, it is up to the employer to identify hazards for workers before they work alone and to eliminate or reduce the risks as much as possible by putting control measures in place.

According to the Regulation, an employer must:

- Identify any hazards to that worker and take measures to eliminate or minimize the hazards ([section 4.20.2](#))
- In consultation with the joint committee or the worker health and safety representative, as applicable, develop and implement a written procedure for checking the well-being of a worker assigned to work alone or in

isolation (that includes determining a time interval between checks and the procedure to follow in case the worker cannot be contacted)

- Ensure that the procedure includes someone keeping in contact with the worker at predetermined, regular intervals — including a check at the end of the shift — and recording the results

Reviews of the procedure should take place periodically, when there is a significant change in practice at the program worksite, and after any incident. Review results are to be discussed with the joint committee. The employer must provide instruction, training, and supervision to workers who are working in isolation and investigate incidents immediately to prevent future accidents. When workers are working in isolation, the check-in procedure can allow for a buddy system in high-risk situations. The employer should also schedule high-risk tasks during normal working hours to improve the ability of workers to respond to an emergency.

### Mental health and traumatic experiences

Compared to many other types of injuries, mental health claims and traumatic experiences significantly increase the time workers are off work, particularly after violent incidents. In 2011, amendments to the Act were enacted that legally compel an employer to address mental health issues in the workplace and protect workers from workplace harassment, bullying, and violence. The bill also enables the expansion of workers' compensation to incorporate mental disorders triggered by work-related stressors, including bullying and harassment.

In addition, to minimize potential mental health issues and traumatic experiences to workers, the employer should communicate early intervention policies to identify possible workplace challenges and hazards to workers before they are hired. Employers are encouraged to intervene immediately to support employees who have experienced a traumatic incident in the workplace.

If there is an incident, when possible, the employer should support and encourage workers to stay at work (if feasible) or return to work in a timely manner. Research indicates that workers who are engaged with their employer about their injuries and actively discuss plans to stay at or return to work are more likely to integrate back in to the workplace more successfully than workers who are off work and do not remain engaged.

For more details on recovering at work, see the “Recover-at-work” section, later in this handbook.

#### Resources

- [Mental health disorders in the workplace](#)
- [Recovery at work is good medicine](#)

#### Example

An overnight relief residential worker is scheduled to visit a home in a rural area of an unknown individual. Before checking in, the worker makes sure to review the staff communication log to learn about the individual's recent activities and behaviours. After that, the worker calls another care home to check in and to ensure support is available in the event of an emergency, and then goes about fulfilling the shift's duties and responsibilities. At the end of the shift, the worker provides a summary of the events in the staff communication log.

## **WorkSafeBC incident response programs**

WorkSafeBC works with, and provides support to, workers and employers who have experienced a traumatic workplace incident, as well as seriously injured workers and the family members of deceased workers following a workplace accident. There are a number of programs offered:

### ***Critical Incident Response Program***

The Critical Incident Response (CIR) Program is an early intervention initiative focused on coordinating externally provided critical incident intervention to employers and workers following a traumatic event in the workplace. The CIR program is an early intervention program and is available within three weeks of the date of the incident. This service may be provided to workers prior to the establishment or adjudication of a claim.

For more information or to make a referral, leave a message at 1.888.922.3700 and WorkSafeBC will respond as soon as possible.

#### **Resources**

- [CIR Program guidelines](#)
- [CIR Program referral process](#)

### ***Family Program***

The Family Program provides information, support, and inclusion to the families of deceased workers throughout the incident investigation, compliance, lessons learned, and review processes. The program works in partnership with internal departments and external agencies to ensure that family members have access to information about the facts surrounding the incident, an opportunity to process this information, and the resources to assist them with their bereavement.

For more information, call 604.247.7361.

### ***Seriously Injured Worker Program***

The Seriously Injured Worker Program provides information, support, and inclusion to seriously injured workers throughout the incident investigation, compliance, lessons learned, and review processes. The program works in partnership with internal departments and external agencies to ensure that workers have access to information about the facts surrounding the incident, an opportunity to process this information, and the resources to assist them with questions.

For more information, call 604.276.5188.

### ***Family Peer Support Program***

The Family Peer Support Program connects trained volunteers who have lost a loved one in a workplace incident with families experiencing a similar loss. The goal is for the volunteer peers to provide confidential support, reassurance, and education to the newly bereaved family members. Family peers are not counsellors, but trained volunteers working closely with a clinical consultant.

For more information, call 604.279.7520.



## Certificate of Recognition

The WorkSafeBC Certificate of Recognition (COR) Program encourages an employer to create an OHSMS that fulfills all pertinent regulations and, as well, meets the program's audit standards for the employer's CU.

The program is designed to recognize when an employer is dedicated to continually improving workplace health and safety. Not only does earning a COR make a statement of how much an employer values the health and safety of its workers and prioritizes its overall importance for the organization, it also provides the employer with a financial incentive.

Benefits of earning a COR include:

1. A safe and healthy workplace
2. A competitive advantage, making it easier to hire workers
3. Financial savings from reduced premiums

For an employer to earn a COR, it must do the following:

1. Register with a certifying partner
2. Implement management systems and acquire needed in-house expertise, as specified by the certifying partner
3. Pass certification and maintenance audits in order to qualify for COR rebates<sup>5</sup>

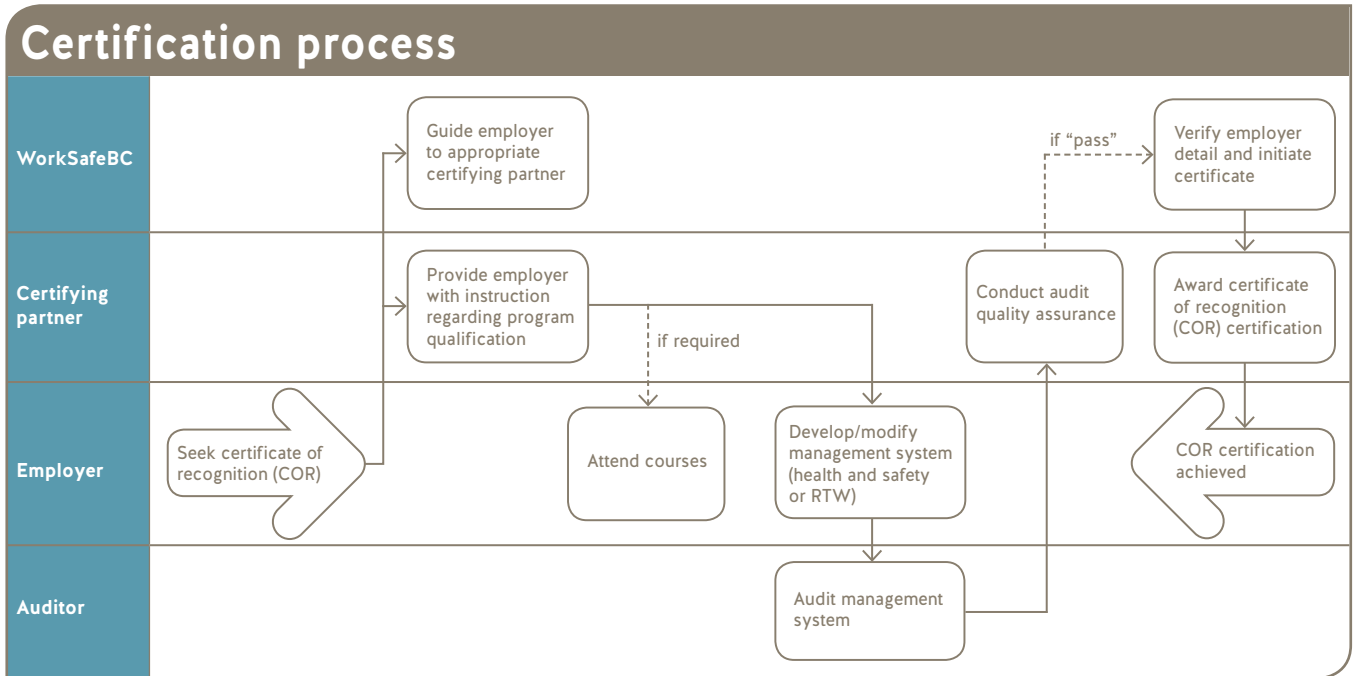
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<sup>5</sup>An employer that holds a COR will receive a financial cost savings regardless of its current performance. In other words, the intent of the immediate financial savings is to propel employers to become more safety conscious and proactive about injury prevention in the workplace. A certification audit occurs every three years; maintenance audits are conducted in the intervening years.

4. Address any audit-identified deficiencies within its OHSMS
5. Submit the audit results and other required documentation to its certifying partner
6. Remain in good standing with WorkSafeBC

**Resources**

[WorkSafeBC COR program](#)





## When an injury occurs

### Reporting and response

#### Workers

Workers should immediately report injuries to their employer (or supervisor), and within 24 hours at the latest. Once a worker has been treated for the injury by medical personnel, the worker also needs to report the injury to WorkSafeBC to begin a claim (required for services and benefits, etc.) by completing and submitting an [Application for Compensation and Report of Injury or Occupational Disease](#). There are several ways to do this:

- Call Teleclaim at 1.888.967.5377 to have a WorkSafeBC representative complete the form ([find out what information will be requested](#))
- [Submit the required form online](#)
- [Download](#) and fill out the form and mail or fax it to WorkSafeBC:
  - Fax: 604.233.9777 in the Lower Mainland or toll-free within B.C. at 1.888.922.8807
  - Mail: WorkSafeBC, PO Box 4700 Stn Terminal, Vancouver B.C. V6B 1J1

Workers who fail to report their injury immediately or fail to follow their employer's organizational policies may result in complicating their injury claim.



## Employers

When a worker injury requires medical treatment, the employer must report the incident to WorkSafeBC as soon as possible. Fatalities, serious injuries, and certain other incidents must be reported immediately.<sup>6</sup> In the case of an injury, the employer should do the following:

- Transport the injured worker to the nearest medical treatment required to properly treat the injury.
- Report the incident to WorkSafeBC as soon as possible. The fastest way is by filing an [Employer's Report of Injury or Occupational Disease form](#) online. (A third-party benefits plan administrator can also directly report the injury to WorkSafeBC on the employer's behalf.) Other options are to print the form, fill it out, and mail or fax it to WorkSafeBC:
  - Fax: 604.233.9777 in the Lower Mainland or toll-free within B.C. at 1.888.922.8807
  - Mail: WorkSafeBC, PO Box 4700 Stn Terminal, Vancouver B.C. V6B 1J1
- Fatalities and serious injuries must be reported immediately to the Prevention Information Line (604-276-3100 or toll-free 1-888-621-7233).
- If required, complete an [Employer Incident Investigation Report \(Form 52E40\)](#).
- Work with the injured worker, supervisor, third-party benefits provider (if applicable), and WorkSafeBC to support the injured worker getting back to work (see the “Recover-at-work” section that follows).
- Examine any concerns raised by the injured worker and collaboratively work to address those concerns.

After an injury requiring medical treatment, the employer is obligated to investigate serious or time-loss incidents and to report on these investigations.<sup>7</sup> There are two specific parts to the investigation: The preliminary investigation (within 48 hours), and the full investigation to examine the root cause and to implement corrective measures as soon as possible to prevent future injuries. For a complete overview of what is required after an incident, please refer to the [Incident investigations](#) section of worksafebc.com.

### Resources

- [Incident investigations](#)
- [Employer Incident Investigation Report \(Form 52E40\)](#)
- [Reference Guide for Employer Incident Investigations](#)

<sup>6</sup> Serious injuries are qualified as time-loss claims that represent either a serious or a potentially serious medical diagnosis with a long recovery period — more than 50 days off work — and include all work-related fatalities.

<sup>7</sup> WorkSafeBC may investigate workplace incidents that resulted in a death or an injury or had the potential to cause serious injury.



## Recover-at-work

As noted in the “Prevention” section, the employer should primarily focus on reducing workplace injuries as much as possible through developing an effective OHSMS and monitoring the workplace for potential hazards. As part of that, workers should also be encouraged to report early warning signs of potential injuries to their supervisor and their first aid attendant. For example, early signs of sprains or other MSIs can include pain, swelling, and a limited range of movement. Identifying and addressing such symptoms early can help avoid injuries and time lost.

### **Recovery at work is good medicine**

Sometimes, though, injuries happen. While many people believe that being away from work after an injury decreases stress and allows healing, medical evidence actually shows that recovering at work is better for most workers and that the longer people are off work, the less likely they are to return in any capacity. Recovering at work is the healthiest option for most people with work-related injuries. Working is good for physical and mental health, and often helps speed healing.

Of course, some injured workers may need to recover away from work if the injury is serious enough to require hospitalization or frequent medical treatments. But, even in these cases, returning to work in some capacity as soon as is appropriate will help with recovery and the worker’s overall health.

## Resources

[Recovery at work is good medicine](#): More information and additional resources on return-to-work strategies

### Focus on what the worker can do

For many people, recovering at work means doing different tasks or working a different schedule than normal. Focusing on what workers recovering from injury can do rather than on what they can't makes it easier to decide on alternative duties. For example, someone with an injured shoulder can still perform useful and safe work by answering phones.

### A team approach to recovery

Making safe, sustainable work arrangements for recovering workers takes teamwork. Recovery at work should be a collaborative process among the injured worker, the employer, and any health care providers involved. Using a "work as therapy" approach helps injured workers recover faster and return to work and a normal life sooner. Using this approach, the worker and employer develop the recover-at-work program together while health care providers offer ongoing advice on the worker's medical condition.

### Keys to an effective recover-at-work program

- **Leadership commitment:** Effective recover-at-work programs have full leadership and management support and include written policies and commitments, management accountability, and a system to track metrics and outcomes.
- **Resources, education, and training:** Effective programs are coordinated by a qualified individual and sufficiently resourced; staff and management are trained on the processes involved.
- **Support:** A process is in place to identify modified, light, or alternate duties for the injured worker, as is a process to reintegrate the worker back to work.
- **Communication:** Workers and supervisors must be knowledgeable about the program and understand the processes involved. Recover-at-work plans are developed in consultation with the worker and there is regularly scheduled, ongoing communication among everyone involved.

## Creating a recover-at-work program

While any specific recover-at-work program developed by an employer will be unique to that organization and its workers, there is a generally recommended framework for its creation and management:

- Step one: Determine if the employee can stay at work

### Benefits of recovery at work

For workers:

- Speeds recovery
- Maintains necessary job skills
- Maintains a sense of attachment with co-workers
- Reduces the risk of negative long-term health effects
- Promotes mental health

For employers:

- Demonstrates to all workers that they are valued employees
- Returns injured workers to work in a safe and timely manner
- Reduces the direct and indirect costs of workplace injuries
- Helps retain qualified workers and reduces replacement costs
- Reduces claims costs and insurance premiums

Remember that a recover-at-work program is meant to facilitate an injured worker's return to work. It does not replace the injury reporting and response requirements explained in the previous section.

- Step two: Create a return-to-work package
- Step three: Monitor progress

**When is staying at work not appropriate or returning to work premature?**

- An immediate return to normal job function can be too early if the worker's injury is complicated with an unclear diagnosis.
- The worker may require some initial recovery time to heal or further assessment, both of which could facilitate a successful return to regular duties.
- Pain medications and the potential impairment they cause must be considered when returning the worker to modified or regular duties.

**Step one: Determine if the employee can stay at work**

If a worker is injured, the employer needs to ensure that first aid is provided as soon as possible. For many minor injuries such as cuts, lacerations, and soft tissue injuries, often a first aid attendant on site can provide initial care, treatment, and follow-up assessments.

Scenario 1: If the first aid attendant's follow-up assessment determines that the worker is able to stay at work and return to regular duties, the employer should make sure to monitor the situation to ensure that this is the case.

Scenario 2: If the worker can stay on the job but needs to be given modified duties, the supervisor should identify the worker's temporary limitations based on the first aid attendant's assessment and then collaborate with the worker to determine modified duties (discussed below). From there, the worker should be regularly monitored, at least daily, to ensure there is no difficulty working toward resuming regular duties. Regular communication with the injured worker during this process will allow the employer to make any modifications necessary to support the worker's return to full duties.

**Step two: Develop a return-to-work plan**

If the injured worker requires time off and further medical treatment, once the injury has been treated and the worker has been stabilized, the employer (or supervisor) should meet with the worker and confidentially discuss any issues and concerns about returning to work, ensuring that the worker feels supported throughout the process.

A return-to-work plan should then be given to the worker as soon as possible. Forms that should be included in the plan are:

- A letter to the worker
- A letter to the physician
- A functional capacity evaluation form

The worker should be asked to have the attending physician or physiotherapist complete and return the functional capacity evaluation form.

The employer should ensure the appropriate injury reporting policies are fulfilled by the worker in order to file a WorkSafeBC claim (as described in the previous section, "When an injury occurs"). In some cases, a third-party benefits provider may be responsible for reporting the injury directly

to WorkSafeBC and working with the employer to facilitate a return-to-work plan for the injured worker.

If the worker has left the worksite for medical care and returns with a return-to-work planning form (completed by the physician) or if a graduated return-to-work plan needs to be created:

- The employer should determine suitably modified duties and make a written offer to the worker using a modified work offer form.
- The offer of modified duties should be treated as an agreement between the employer and the worker.
- The offer should be in writing and co-signed by the employer and the worker to ensure clarity, agreement, and transparency.

### Resources

- [Functional capacity evaluation report form](#)
- [Modified work offer form](#) (fillable PDF)
- [Injury management road map](#): Includes sample letters (to the worker and physician), a return-to-work planning form, and tools and resources to help manage a worker's injury from the time of the incident to a full return to work. (The PDF was created for the construction industry but is broadly applicable to CSS workers as well.)

### Modified duties

The employer should have a list of predetermined modified or light duties based on past injuries in the organization and the industry. Being proactive is in the best interest of the employer, and one way to do this is by predetermining a potential range of modified duties from that list with a worker at the time of hire. Then, in the event of an injury, the worker already understands the possible options in the return-to-work plan. This way, the focus will be on the worker's abilities as opposed to the worker's (eventual) diagnosis.

As noted above, the list of potential duties should be a co-signed, written agreement between the employer and worker. Also, the modified light duties should reflect the worker's existing occupation as much as possible. Here are some accommodations to consider when creating the list:

- Modify the worker's pre-injury job
- Modify the worker's days and/or hours of work
- Identify alternative work or a different role
- Change the sequence of work activities
- Make physical changes to the work area
- Remove tasks or reduce hours
- Provide special tools or equipment to assist with tasks
- Allow for stretch breaks and rest periods

### The employer should:

- Offer meaningful and productive duties
- Plan to keep in contact with the worker throughout the recovery
- Ensure duties are safe and do not harm or impede the worker's recovery
- Provide duties suitable for the worker's skills and abilities while considering the potential limitations
- Be flexible in allowing the worker to attend treatment appointments (for example, physiotherapy)

### Example

A maintenance worker accidentally slips on a wet floor that was recently mopped. Due to the arm injury from the fall, the worker is not able to perform duties such as lifting or moving heavy objects. However, modified duties in the area of light cleaning, writing reports, or basic administration are viable options to help reintegrate the worker back into the workplace during recovery.

If a worker's regular pre-injury job cannot be modified sufficiently, the employer can also consider assigning a special project or scheduling required training upgrades.

Here are some suggestions of modified duties for a residential or community support worker:

- Participate in assessments and program planning
- Administer medication to individuals
- Contribute to the evaluation of individuals' progress and prepare reports
- Maintain and update individuals' reports
- Assist the home supervisor on program plans and administrative duties
- Update logbooks (home communication, medical, first aid, etc.)
- Assist in maintaining accreditation requirements
- Support staff by assisting in staff reporting
- If possible, assist other home supervisors at other sites
- Within scope, perform other required work with related duties

## Step three: Monitor progress

A supervisor who actively supports a worker's recovery and who keeps the worker connected to the workplace can help speed recovery time and improve a worker's attitudes toward returning to work. As such, regular check-ins should be scheduled between the supervisor and the injured worker, whether the worker is off the job or recovering at work. Checking in usually requires little more than a couple of minutes a day, yet can go a long way in reducing recovery time and can help reduce the chances of re-injury.

Supervisors should also update other employees on the injured worker's status and discuss the limitations and restrictions the injured worker may face upon returning to work. This will help co-workers understand any work accommodations being made for the injured worker. While doing so, though, supervisors must remember to keep the injured worker's personal information confidential by avoiding discussing details of the medical diagnosis.

Using the modified work offer as a guide, the worker's progress should be recorded on a daily or weekly basis. In addition to the worker's progress, it is important to document all conversations with the worker's physician or rehabilitation provider and any WorkSafeBC representative. This communication must be maintained and treated as a confidential file. It is also important for all parties to examine and learn from the successful recovery-at-work program to improve the injury prevention process going forward to build on a continuous improvement culture.



# Appendices

## Appendix A: WorkSafeBC inspections

WorkSafeBC prevention officers are responsible for front-line inspections, consultations, education, and enforcement activities with the aim of improving the overall health and safety of B.C. workplaces. They provide the first-level response to serious and fatal accident investigations and respond to safety and hygiene complaints, questions, and issues from workers, employers, and the public.

As part of their duties, officers may inspect workplaces for compliance with the Act and the Regulation. Inspections can be planned or response-based and include “point of care” (POC) inspections, which focus on safe work processes where care is being provided to individuals by workers to verify that suitable equipment, procedures, supervision, and training are being provided by the employer and properly implemented by supervisors and workers.

WorkSafeBC recognizes that there are unique considerations when assessing CSS work environments and the delivery of social services to individuals. As such, officers are trained to be flexible and ensure that the processes and interactions do not impede the care being provided to individuals. Officers also take an oath to protect private information they may encounter during the inspection and to respect the personal privacy of individuals. ([Section 156](#) of the Act explains what information must be kept confidential; it is also worth reviewing [sections 178 to 186](#), which describe rights and responsibilities around inspections, investigations, and inquiries.)

### Inspection process

The following describes the process an officer will follow for a typical inspection. This is a guideline and the steps may vary based on the officer, site conditions, and type of site being inspected.

#### 1. Pre-planning

Review the employer’s inspection history, safety performance to date, injury statistics (using the employer’s CU and emerging trends), and the employer’s policies, protocols, and alerts.

#### 2. Inspection

- a. If required, provide the employer and, if one exists, its health and safety department with 24-hour notice of the impending inspection.
- b. Upon arrival, request to speak to an employer representative and explain that the officer is there to conduct a workplace health and safety inspection.



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- c. Review with the employer representative the employer's inspection history and knowledge of WorkSafeBC, and describe the POC inspection process.
  - d. Request the presence of a worker representative and an employer representative from the joint committee — if they are reasonably available and familiar with the work being inspected — to accompany the employer representative during the inspection. (If there is no joint committee, then that will be just the worker health and safety representative.)
  - e. Request a private area to discuss the process and focus of the inspection.
  - f. Conduct the inspection. This may include, but is not limited to:
    - Talking with workers, supervisors, students, and/or volunteers
    - Reviewing safe work procedures and related documentation
    - Reviewing equipment (including personal protective equipment), as applicable
    - Observing workers carrying out work
    - Verifying that safe work procedures are being followed
  - g. Review the findings of the inspection and discuss any violations observed with the representatives.
  - h. Inform the employer representative that an inspection report will be provided that contains the details of the inspection and discussion points.

### **3. Inspection report**

- a. Deliver the inspection report to the employer representative in person or via email. A copy may also be provided to the health and safety department, if applicable, as well as the joint committee worker representative who attended the inspection. A copy may also be delivered to the senior executive of the organization.
- b. Advise the employer that the report must be posted on site for workers, and distributed to and discussed with the joint committee.

### **4. Follow-up meeting**

Inform the employer that a follow-up meeting or phone discussion can be arranged to discuss the inspection report further, if required.

## Appendix B: Getting WorkSafeBC coverage

### Benefits of WorkSafeBC coverage

The workers' compensation system in B.C. is a no-fault insurance system that protects employers and workers. Employers registered with WorkSafeBC pay premiums that fund the system. In return, employers cannot be sued for the costs of a work-related injury, disease, or fatality. Workers who sustain a work-related injury or disease receive compensation from WorkSafeBC for medical and wage-loss costs. In B.C., as with all provinces and territories in Canada, workers' compensation is mandated to provide insurance that covers work-related injuries and other incidents as legislated in the *Workers Compensation Act*.

### Is registration required?

All employers are legally required to have WorkSafeBC coverage unless the employer is exempt. An employer is a person or firm that hires workers or unregistered subcontractors. An employer can be a self-employed proprietor, partnership, corporation, society, or any other type of legal entity.

Full details about coverage requirements are at [worksafebc.com/insurance](https://worksafebc.com/insurance).

### Personal optional protection

Proprietors and partners in a partnership who operate an independent business are not automatically covered under the Act. If eligible, proprietors and partners can purchase personal optional protection (POP) coverage, which is optional workplace disability insurance. POP will pay health care, wage-loss, and rehabilitation benefits if a proprietor or partner is injured at work.

### Subcontractors

If an employer contracts out any work, it should ascertain whether subcontractors carry their own coverage. If they do, the employer should obtain their WorkSafeBC account numbers. If they do not, the employer may be required to provide coverage for them.

### Clearance letters

For protection from liability, it is critical for an employer to know if a business or contractor it plans to hire is registered with WorkSafeBC and in good standing. To determine whether a subcontractor is registered with WorkSafeBC, the employer should obtain a clearance letter. WorkSafeBC provides an [online clearance letter application form](#) to expedite the process.

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## Online services for getting coverage and managing an account

WorkSafeBC provides a full range of online services to assist with coverage:

- [Register for coverage](#)
- [Apply for personal optional protection](#)
- [Report payroll and make payments](#)
- [Change a mailing address](#)
- [Change or cancel coverage](#)
- [Get a clearance letter](#)
- [Share access to an online account](#)
- [Manage clearance alert subscriptions](#)

### *To register with WorkSafeBC by phone:*

#### **Employer Service Centre**

Phone: 604.244.6181 (Lower Mainland)

Toll-free: 1.888.922.2768 (Canada)

Fax: 604.244.6490

Toll-free: 1.888.992.6622

Monday to Friday, 8:30 a.m. to 4:30 p.m.

## Appendix C: Resources

### WorkSafeBC resources

For more resources on these topics or anything related to worker safety in community social services, please contact WorkSafeBC or follow the links below.

#### WorkSafeBC account and maintenance

- Apply for WorkSafeBC coverage: [worksafebc.com/en/insurance/apply-for-coverage](https://worksafebc.com/en/insurance/apply-for-coverage)
- Apply for personal optional protection: [worksafebc.com/en/insurance/need-coverage/optional-coverage/personal-optional-protection](https://worksafebc.com/en/insurance/need-coverage/optional-coverage/personal-optional-protection)
- Report payroll and make payments: [worksafebc.com/en/insurance/manage-account/report-payroll-pay-premiums](https://worksafebc.com/en/insurance/manage-account/report-payroll-pay-premiums)
- Change your mailing address and account details: [worksafebc.com/en/insurance/manage-account/change-address-account-details](https://worksafebc.com/en/insurance/manage-account/change-address-account-details)
- Cancel your coverage: [worksafebc.com/en/insurance/manage-account/change-address-account-details/cancel-coverage](https://worksafebc.com/en/insurance/manage-account/change-address-account-details/cancel-coverage)
- Get a clearance letter: [worksafebc.com/en/insurance/why-clearance-letter/get-clearance-letter](https://worksafebc.com/en/insurance/why-clearance-letter/get-clearance-letter)
- Share access to your online account: [worksafebc.com/en/insurance/manage-account/change-address-account-details/share-access](https://worksafebc.com/en/insurance/manage-account/change-address-account-details/share-access)

#### Forms

##### Worker incident report (Application for Compensation and Report of Injury or Occupational Disease):

- [worksafebc.com/en/resources/claims/forms/application-for-compensation-and-report-of-injury-or-occupational-disease-form-6?lang=en](https://worksafebc.com/en/resources/claims/forms/application-for-compensation-and-report-of-injury-or-occupational-disease-form-6?lang=en)

##### Employer incident investigation report:

- [worksafebc.com/en/resources/health-safety/forms/incident-investigation-report-form-52e40?lang=en](https://worksafebc.com/en/resources/health-safety/forms/incident-investigation-report-form-52e40?lang=en)

##### Employer's report of injury or occupational disease:

- [worksafebc.com/en/resources/claims/forms/employers-report-of-injury-or-occupational-disease-form-7](https://worksafebc.com/en/resources/claims/forms/employers-report-of-injury-or-occupational-disease-form-7)

##### Functional capacity evaluation report:

- [worksafebc.com/en/resources/health-care-providers/forms/functional-capacity-evaluation-report-form-83d76?lang=en](https://worksafebc.com/en/resources/health-care-providers/forms/functional-capacity-evaluation-report-form-83d76?lang=en)

##### Modified work offer:

- [worksafebc.com/en/resources/voc-rehab-provider/forms/modified-work-offer-form-67e66?lang=en](https://worksafebc.com/en/resources/voc-rehab-provider/forms/modified-work-offer-form-67e66?lang=en)

**Return-to-work planning:**

- [worksafebc.com/en/resources/health-safety/forms/injury-management-road-map-for-construction-employers/stay-at-work-return-to-work-planning-form?lang=en](https://worksafebc.com/en/resources/health-safety/forms/injury-management-road-map-for-construction-employers/stay-at-work-return-to-work-planning-form?lang=en)

**Programs****Certificate of Recognition program:**

- [worksafebc.com/en/health-safety/create-manage/certificate-recognition](https://worksafebc.com/en/health-safety/create-manage/certificate-recognition)

**Incident response programs:**

- Critical Incident Response Program: 1.888.922.3700
  - CIR Program guidelines: [worksafebc.com/en/resources/claims/guides/critical-incident-response-program-guidelines?lang=en](https://worksafebc.com/en/resources/claims/guides/critical-incident-response-program-guidelines?lang=en)
  - CIR Program referral process: [worksafebc.com/en/resources/claims/guides/critical-incident-response-program-process?lang=en](https://worksafebc.com/en/resources/claims/guides/critical-incident-response-program-process?lang=en)
- Family Peer Support Program: 604.279.7520
- Family Program: 604.247.7361
- Seriously Injured Worker Program: 604.279.7520

**Injury management/return-to-work program:**

- [worksafebc.com/en/for-employers/just-for-you/injury-management-work-disability-prevention](https://worksafebc.com/en/for-employers/just-for-you/injury-management-work-disability-prevention)

**Resources, guides, and kits****Creating and maintaining a health and safety program:**

- [worksafebc.com/en/health-safety/create-manage/health-safety-programs](https://worksafebc.com/en/health-safety/create-manage/health-safety-programs)

**Disability management system:**

- [worksafebc.com/en/for-employers/just-for-you/injury-management-work-disability-prevention](https://worksafebc.com/en/for-employers/just-for-you/injury-management-work-disability-prevention)

**Employer Safety Planning Tool Kit:**

- [worksafebc.com/en/about-us/shared-data/interactive-tools/employer-safety-planning-tool-kit](https://worksafebc.com/en/about-us/shared-data/interactive-tools/employer-safety-planning-tool-kit)

**Ergonomics/overexertion:**

- [worksafebc.com/en/health-safety/hazards-exposures/ergonomics?](https://worksafebc.com/en/health-safety/hazards-exposures/ergonomics?)

**Incident investigations:**

- [worksafebc.com/en/health-safety/create-manage/incident-investigations](https://worksafebc.com/en/health-safety/create-manage/incident-investigations)
- [worksafebc.com/en/resources/health-safety/videos/incident-investigation-reporting](https://worksafebc.com/en/resources/health-safety/videos/incident-investigation-reporting)

**Injury management road map:**

- [worksafebc.com/en/resources/claims/guides/injury-management-road-map?lang=en](https://worksafebc.com/en/resources/claims/guides/injury-management-road-map?lang=en)

**Joint committees:**

- [worksafebc.com/en/health-safety/create-manage/joint-health-safety-committees](https://worksafebc.com/en/health-safety/create-manage/joint-health-safety-committees)

**Mental health:**

- [worksafebc.com/en/claims/report-workplace-injury-illness/types-of-claims/mental-health-disorders](https://worksafebc.com/en/claims/report-workplace-injury-illness/types-of-claims/mental-health-disorders)

**Occupational Health and Safety Regulation:**

- [worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation](https://worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation)

**Patient handling:**

- [worksafebc.com/en/health-safety/industries/health-care-social-services/topics/patient-handling](https://worksafebc.com/en/health-safety/industries/health-care-social-services/topics/patient-handling)

**Prevention officer point-of-care inspection protocols:**

- Information and confidentiality: [worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/workers-compensation-act/workers-compensation-act#SectionNumber:Part3Division7](https://worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/workers-compensation-act/workers-compensation-act#SectionNumber:Part3Division7)
- Inspections, investigations, and inquiries: [worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/workers-compensation-act/workers-compensation-act#SectionNumber:Part3Division11](https://worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/workers-compensation-act/workers-compensation-act#SectionNumber:Part3Division11)

**Recovery at work:**

- [worksafebc.com/en/claims/recovery-work](https://worksafebc.com/en/claims/recovery-work)

**Responsibilities for workplace health and safety:**

- [worksafebc.com/en/health-safety/create-manage/rights-responsibilities](https://worksafebc.com/en/health-safety/create-manage/rights-responsibilities)

**Safety Inspections Workbook:**

- [worksafebc.com/en/resources/health-safety/books-guides/safety-inspections-workbook](https://worksafebc.com/en/resources/health-safety/books-guides/safety-inspections-workbook)

**Slips, trips, falls:**

- [worksafebc.com/en/health-safety/hazards-exposures/slips-trips-falls](https://worksafebc.com/en/health-safety/hazards-exposures/slips-trips-falls)

**Violence:**

- Violence: [worksafebc.com/en/health-safety/hazards-exposures/violence](https://worksafebc.com/en/health-safety/hazards-exposures/violence)
- Resource tool kit: [worksafebc.com/en/health-safety/hazards-exposures/violence/domestic-violence/resource-toolkit](https://worksafebc.com/en/health-safety/hazards-exposures/violence/domestic-violence/resource-toolkit)
- Inspection checklist: [worksafebc.com/en/resources/health-safety/checklist/health-care-violence-inspection-checklist?lang=en](https://worksafebc.com/en/resources/health-safety/checklist/health-care-violence-inspection-checklist?lang=en)
- How to Develop and Implement a Workplace Violence Prevention Program: [worksafebc.com/en/resources/health-safety/books-guides/take-care-how-to-develop-and-implement-a-workplace-violence-prevention-program?lang=en](https://worksafebc.com/en/resources/health-safety/books-guides/take-care-how-to-develop-and-implement-a-workplace-violence-prevention-program?lang=en)

**Workers Compensation Act:**

- [worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/workers-compensation-act/workers-compensation-act](https://worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/workers-compensation-act/workers-compensation-act)

**Additional resources****The Community Social Services Employers' Association (CSSEA):**

- [cssea.bc.ca](https://cssea.bc.ca)

**Engagement/developing a plan:**

- [workplacestrategiesformentalhealth.com/managing-workplace-issues/developing-a-workplace-plan](https://workplacestrategiesformentalhealth.com/managing-workplace-issues/developing-a-workplace-plan)

**The Federation of Community Social Services of BC:**

- [fcssbc.ca](https://fcssbc.ca)

**Freedom of Information and Protection of Privacy Act (FIPPA):**

- [bclaws.ca/Recon/document/ID/freeside/96165\\_00](https://bclaws.ca/Recon/document/ID/freeside/96165_00)

**Job burnout:**

- [wmhp.cmhaontario.ca/workplace-mental-health-core-concepts-issues/issues-in-the-workplace-that-affect-employee-mental-health/job-burnout](https://wmhp.cmhaontario.ca/workplace-mental-health-core-concepts-issues/issues-in-the-workplace-that-affect-employee-mental-health/job-burnout)

**Mental Health (book):**

- [mdsc.ca/documents/WorkplaceHealth\\_En.pdf](https://mdsc.ca/documents/WorkplaceHealth_En.pdf)

**Personal Information Protection Act (PIPA):**

- [bclaws.ca/Recon/document/ID/freeside/00\\_03063\\_01](https://bclaws.ca/Recon/document/ID/freeside/00_03063_01)

**PTSD:**

- [ptsdassociation.com](https://ptsdassociation.com)

**Work/life balance:**

- [workplacewellnessonline.ca/resources/work-life-balance.php](https://workplacewellnessonline.ca/resources/work-life-balance.php)

