

Community Social Services WorkSafeBC Pilot Project Presentation

an Innovation and Sustainability Roundtable Initiative

Interim Pilot Project Report

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Presentation Overview

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- ▶ Pilot - Year One Deliverables
- ▶ Best Practices
- ▶ Interim Recommendations
- ▶ Pilot - Year Two Next Steps
- ▶ WorkSafeBC 2017 Proposed Rates
- ▶ Acknowledgments

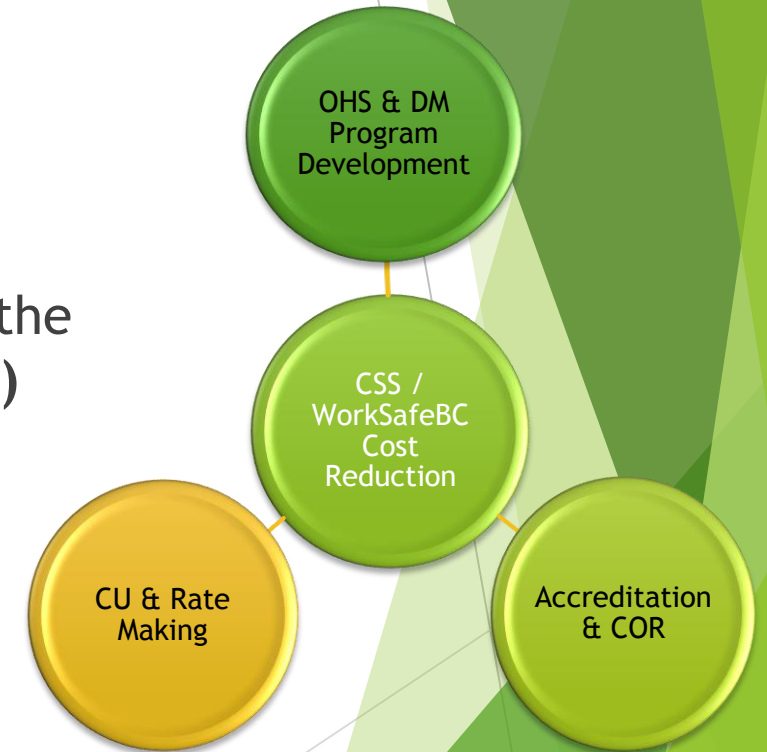


CSS WorkSafeBC Pilot Project

The purpose of the Project is to establish a partnership initiative:

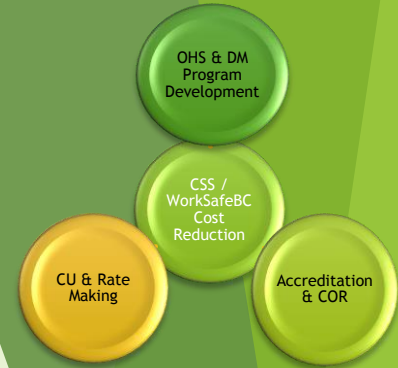
- ▶ To improve Injury Prevention and Return To Work (RTW) performance within the Community Social Services Sector.
- ▶ To reduce WorkSafeBC claims costs, slow the growth in WorkSafeBC base rates and premium surcharges to reduce the net costs of managing Occupational Health and Safety (OSH) and Disability Management (DM) business.
- ▶ To review opportunities to improve access to the WorkSafeBC Certificate Of Recognition (COR) and other Programs.

CSS WorkSafeBC Pilot Project



Pilot Project Three Streams

- 1) Occupational Safety & Health, And Disability Management - Best Practices:**
To develop a comprehensive Occupational Safety & Health, and Disability Management program based on best practices.
- 2) Classification Units Review:**
A review of the most common classification units (CU) in Community Social Services (CSS) Sector including differential analysis of union & non-union settings, and to explore the possibility of CSS sector forming a majority in one or more CU.
- 3) Review of Accreditation and the WorkSafeBC COR Program:**
A comparison analysis between CSS Sector Accreditation processes such as CARF and COA with respect to WorkSafeBC COR Program to determine if there is equivalency.



Pilot - Year One Deliverables

- ❑ **Pilot Employers overview and comprehensive data analysis of the current classification units (CU).** COMPLETED
- ❑ A review of the Commission on Accreditation for Rehabilitation Facilities(CARF), and the Council On Accreditation (COA) standards was investigated WorkSafeBC regarding the COR Program, which has deemed currently not equivalent. COMPLETED
- ❑ The review and development of a **Best Practices on Occupational Health & Safety, Disability Management and Return To Work** practices for CSS Sector. COMPLETED
- ❑ **Project Interim Report: May/June 2016.** COMPLETED



Pilot - Year One Deliverables (continued)

- ❑ Identify opportunities, best practices and obstacles to implement a sector approach to positively impact injury management / RTW programs. **ON TRACK**
- ❑ A review of the placement of certain employers within the correct WorkSafeBC Classification Unit (cost neutral/savings), and work toward CSS Sector forming a majority Classification Unit. **ON TRACK**



Best Practices Background

- ▶ Survey intent to **query** Pilot Employers (26) **critical questions** to help the **Project** understand the **challenges** and **successes** on DM & RTW
- ▶ September 1/15 to December 31/15, Survey distributed to 26 Pilot Employers - 24 responded translating to a **92%** response return rate
- ▶ **Two Surveys** constructed to capture specific challenges and best practices - very slight differences
- ▶ The information gathered from the Survey to compile a **Best Practices of Occupational Safety & Health and Disability Management** to be shared with the Social Services Sector



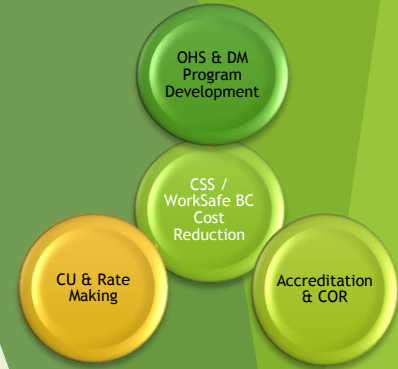
Best Practices

- ▶ **Leadership:** Cultivating Health & Safety Culture in Agencies vital (Front Line Staff to the Executive Director)
- ▶ **Consistent Communication:** With Employee, Supervisor, Managers, Directors, Executive Director, and Health & Safety Stakeholders
- ▶ **H&S Training/Education/Resources:** Agencies providing on-going training & make appropriate adjustments to meet service needs
- ▶ **Active & Vibrant** Joint Occupational Safety & Health Committees
- ▶ **Immediate Intervention:** Involvement to support injured employee right from the beginning to end (moment of injury to successful RTW)
- ▶ Frequently **re-examination** of DM/RTW experience to improve process



Interim Recommendations

- ▶ Explore the feasibility of a Community Social Services Sector Health & Safety **Information HUB** and or **Training/Education Association** on injury prevention, return to work practices and disability management resources which is up to date, accessible and remain available to support the sector on an ongoing basis.
- ▶ Pilot continue to work with CSS Sector in 2016/17 to ensure Agencies are **registered in the correct Classification Unit(s)** with WorkSafeBC.



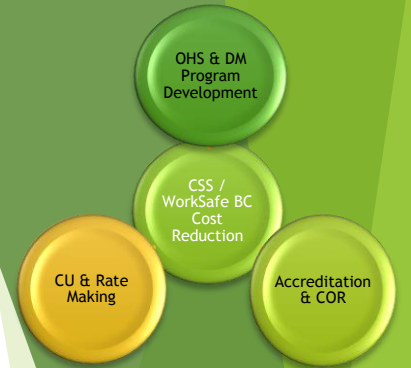
Interim Recommendations (continued)

- ▶ Increase the level of access of CSS Sector to WorkSafeBC Resources, Programs and Services including the WorkSafeBC Certificate Of Recognition Program to facilitate Agencies to actively participate in the certification process.
- ▶ To ensure future sustainability of the recommendations beyond the two-year scope of the Pilot Project by building on gains of the work completed and partnerships established with all stakeholders.



Pilot - Year Two Next Steps

- ▶ Implement **Best Practices & Lessons Learned** to the CSS Sector.
- ▶ WorkSafeBC & Pilot to develop **CSS Sector-specific Tool Kit, Resources on Acts of Violence & Overexertion.**
- ▶ **Pilot** to coordinate with WorkSafeBC to provide **injury prevention workshops** and sound practices on DM & RTW to the CSS Sector.

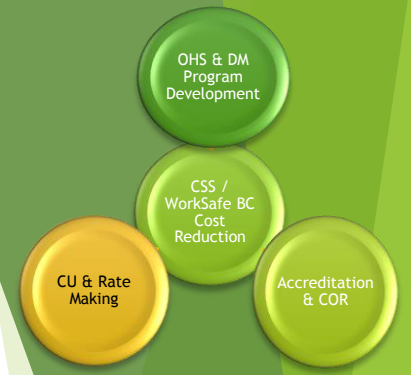


Pilot - Year Two Next Steps (continued)

- ▶ Support CSS Sector to optimize existing WorkSafeBC Employer Portal & Resources.
- ▶ The pilot will explore the best vehicle to support CSS sector to access the WorkSafeBC Certificate Of Recognition program.
- ▶ **Classification Unit** migration & rate making: support employers to ensure they are registered in the correct CU, and that the sector to continue to pursue agencies to form a majority in the residential social service facility (CU #766017).



WorkSafeBC Proposed 2017 Classification Unit Rates



Socials Services CU Rates

	2016	2017*	
Counselling or Social Services (#766007)	\$1.19	\$1.16	(-2.5%)
Life and Job Skills Training (#766010)	\$2.30	\$2.09	(-9.0%)
Long-Term Care (#766011)	\$2.42	\$2.36	(-2.4%)
Residential Social Service Facility (#766017)	\$2.39	\$2.12	(-11.0%)
Short-Term Care (#766019)	\$2.10	\$1.80	(-14.0%)

* Proposed WorkSafeBC 2017 CU rates (July 14, 2016).



Pilot Employers

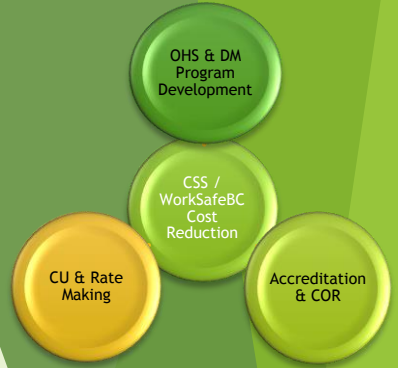
Abbotsford Community Services
AiMHi Prince George Association for Community Living
AXIS Family Resources Ltd.
Bethesda Christian Association
Community Integration Services Society
Community Living Society
Creston and District Society for Community Living
Inclusion Powell River Society
J. Garnons Williams Ltd.
Milieu Family Services Inc.
Nanaimo Association for Community Living
North Okanagan Youth & Family Services Society
Okanagan Boys & Girls Clubs
Options Community Services
posAbilities Association of British Columbia
Richmond Society for Community Living
Sea to Sky Community Services Society
Semiahmoo House Society
Spectrum Society for Community Living
Starbright Children's Development Centre
Sunshine Coast Community Services Society
The Immigrant Services Society of BC
The John Howard Society Lower Mainland of BC
Touchstone Family Association
Vancouver Aboriginal Child & Family Services
Victoria Cool Aid Society

Acknowledgments

Community Social Services

Union Bargaining Association

BC Government and Service Employees' Union
BC Nurses' Union
Canadian Union of Public Employees
Christian Labour Association of Canada
Construction and Specialized Workers' Union
Health Sciences Association of BC
Hospital Employees' Union
Service Employees' International Union
United Steelworkers of America
United Food and Commercial Workers International Union



Thank You!

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CSS WorkSafeBC Pilot Project Interim Report available on link on CSSEA website

https://www.cssea.bc.ca/PDFs/Website/WorkSafe_InterimReport_Year1.pdf

