



ANNUAL REPORT 2022-2023

This executive summary captures the work that has been done over the past 15 months, from January 1, 2022 to March 31, 2023.

In May 2020, the Association made history by officially becoming a WorkSafeBC Health and Safety Association in British Columbia. In February 2022, the Association became a registered society. In May 2022, the Association held its first Annual General Meeting and in November 2022, an independent Chair conducted its first meeting.

This report highlights the submitted WorkSafeBC Workplans, objectives and other activities achieved during this period. Over this time the Association conducted five successful webinars where a total of 384 participants registered, and seven in-person regional presentations where 95 participants from 71 organizations participated across the province by receiving critical information and resources on health and safety in the community social services (CSS) sector. The launching of the CSS Violence Risk Assessment Tool for the sector, a benchmarking resource for the sector to support injuries arising from violence or force in the workplace was a milestone accomplishment and was achieved in January 2022. The partnership with the Canadian Mental Health Association (BC Division) and BC Ministry of Mental Health and Addictions supported the development of a Community Social Services Mental Health Hub which provides training and resources to the sector.

The Association's vision is to promote and cultivate safe and healthy workplaces by providing leadership on injury prevention, sound disability management, and return to work best practices in the sector.

The dedication and commitment of the Association Board, Advisory Panel, employers, workers, and stakeholders in the sector to support the creation of the community social services health and safety association has only gained momentum. We believe the Community Social Services Health and Safety Association of BC is a first-of-its-kind organization in Canada.

The Association continues to build on industry and stakeholder partnerships to improve health and safety for the community social services sector.

Satvinder Basran
Chief Executive Officer
Community Social Services Health & Safety Association of BC



BACKGROUND

The three sectoral partners of the Association are the Federation of Community Social Services of BC, Community Social Services Bargaining Association, and the Community Social Services Employers' Association of BC. The Association consults and works in partnership with WorkSafeBC, Health and Safety Associations, and other stakeholders to support the industry.

The Association Board is comprised of workers and employers from both union and non-union workplace environments. The Board endeavours to represent three streams of services including Community Living, Indigenous/Aboriginal, and General Services (harm reduction, immigrant, youth, family and others). A WorkSafeBC representative is on the Board and serves as a non-voting member who provides guidance and support.

The Association supports workers and employers registered within three WorkSafeBC Classification Units: Counselling or Social Services (CU#766007), Life and Job Skills Training (CU#766010), and Residential Social Services Facility (CU#766017). There are roughly 2,400 employers registered in the three combined classification units, along with a large diverse workforce.

(NOTE: Prior to February 2022, the Association prior to February 2022 was referred to as the Council. Because Council was not accepted under the BC Society Registry, the organization was subsequently renamed to comply. However the body is reflective of the same work that is currently being done for the sector under this entity.)

Association Board Members 2022/2023

Rick FitzZaland	<i>Independent Chair (April 1, 2023)</i>
Doug Campbell	<i>Independent Chair (November 1, 2022 to March 7, 2023)</i>
Gentil Mateus	<i>Past Chair</i>
Janice Barr	<i>Community Living Society</i>
Tanya Behardien	<i>OneSky Community Resources</i>
Brian Campbell	<i>BC General Employees' Union (BCGEU)</i>
J. Gordon Cote	<i>NARSF Programs Ltd.</i>
Christine Fewtrell	<i>Hulitan Family & Community Services Society</i>
Chantel Foden	<i>Spectrum Society for Community Living</i>
Diane Hong	<i>United Chinese Community Enrichment Services Society (SUCCESS)</i>
Tammy Khanna (Secretary)	<i>Independent Living Housing Society of Greater Victoria</i>
Christina Lloyd-Jones	<i>Hospital Employees' Union (HEU)</i>
Jonny Morris	<i>Canadian Mental Health Association – BC Division</i>
Pamela Pye	<i>BC General Employees' Union (BCGEU)</i>
Michael Reed (Treasurer)	<i>Canadian Union of Public Employees (CUPE)</i>
Denise Subotin (non-voting)	<i>WorkSafeBC</i>
Judy Valsonis	<i>Touchstone Family Association</i>
Michael Wisla	<i>Health Sciences Association of BC (HSA)</i>



ASSOCIATION WORKSAFEBC WORKPLANS 2022-2023 INITIATIVES

This section of the report provides a summary of the WorkSafeBC Association Workplan(s) and outcomes achieved for the period from January 1, 2022 to March 31, 2023. There were three Workplans submitted: 1) Council/Association Infrastructure Development Initiative, 2) Council/Association Outreach & Education Initiative, and 3) Council/Association Promotion of Injury Claims Information Initiative.

This submission built and expanded on the work which was underway in the CSS sector over the past two years. Workplans were based on WorkSafeBC performance classification unit(s) statistics data that establish base rates for the social services sector.

1) Council/Association Infrastructure Development Initiative

The Community Social Services (CSS) Health & Safety Association (Association) to become the recognized and trusted source of industry-specific health and safety resources. The development and implementation of the Association's foundational infrastructure.

Projected Outcomes:

- Three year strategic plan (2023-2026).
- All Board Members orientated to Association constitution, bylaws, policies, procedures and practices.

Actual Outcomes:

Association Bylaws, Constitution, Board Matrix, registered with BC Society Register, AGM (May 2022) were completed. The Strategic Plan was not completed within the timelines of this proposal.

2) Council/Association Outreach & Education Initiative

The Association to continue engagement with membership, and to promote health and safety resources to reduce injuries in the workplace. Health and safety resources will be promoted to reduce violence-related injuries in the workplace.

Projected Outcomes:

- To maintain membership registered in CSS WorkSafeBC classification units (2,400 employers).
- To account of the CSS Violence Risk Assessment Tool (VRAT) and resource presentations to the sector. To measure the efficacy of the CSS VRAT with five employers (high risk). Analysis of WSBC data analysis to identify high risk areas in Residential Social Service Facility Classification Unit 766017, Act of Violence/Force Claims data Summary.
- To establish a preliminary education/resource hub for industry on the Association website. To release provincial webinar & 6 Regional VRAT & Resource Presentations, accounting of participants and organizations.

Actual Outcomes:

CSS VRAT completed and launched to industry, VRAT along with WorkSafeBC data was also presented to industries in seven regional presentations, and health and safety resources were hosted on the Association Website. Three employers will be working on monitoring VRAT.



3) Council/Association Promotion of Injury Claims Information Initiative

The Association to present aggregate claims information on workplace injuries to the CSS sector. Inform the membership registered in WorkSafeBC Classification Units about the health and safety claims information and resources available to the sector.

Projected Outcomes:

- Utilize WorkSafeBC Claims data to support industry on identifying key factors contributing overall factors to injuries (Community Social Services Classification Units (CU): Counselling or Social Services (#766007), Life and Job Skills Training (#766010), & Residential Social Services Facility (#766017) Summary.
- To have an account of participants and organizations attending Provincial Webinar & 6 Regional Presentations.

Actual Outcomes:

CSS resources on disability management, psychological health and safety in the workplace, along with WorkSafeBC resources and injury claims data was presented to industries in seven (7) regional presentations* where 95 participants from 71 organizations participated across the province, therefore this objective was achieved.

In addition to this five webinars** were presented to the sector where 384 participants registered in total.

COMMUNITY SOCIAL SERVICES VIOLENCE RISK ASSESSMENT TOOL (VRAT)

As the community social services (CSS) sector is a part of the [WorkSafeBC High Risk Strategies for Health Care and Social services](#) the urgent need to develop a violence prevention risk assessment resources was required to serve as a best practices for the industry.

To address Acts of Violence injuries in CSS, the VRAT resource was completed along with the Community Social Services Health & Safety 101 presentation which was presented to industry in January 2022. ([VRAT resource link](#) and [Community Social Services Health & Safety 101 presentation link](#))

The CSS VRAT Resources and the Health & Safety 101 presentation was developed by the Advisory Panel to serve as a benchmark for industry on health and safety.

ASSOCIATION ADVISORY PANEL

The Advisory Panel is chaired by the Director of the Association and is composed of representatives from the CSS Bargaining Association, CSS Employers and a WorkSafeBC Occupational Health & Safety Consultant (non-voting). Advisory Panel members possess a strong command and expertise who are subject matters experts within the area of health and safety, and have continued to provide valuable feedback and guidance to support the CSS sector.



COMMUNITY SOCIAL SERVICES Health & Safety Association of BC

The Advisory Panel met several times throughout 2022 and 2023 and examined health and safety related information, data, research, documents, evaluations and reports to support the Association in the decision making process in addressing the strategic health and safety needs of the CSS sector.

Advisory Panel Members 2022/2023

Satvinder Basran	<i>Chair, Association Director</i>
Fiona Senyk	Health & Safety Coordinator (January - June 2022)
Kandyce Yamamoto/Ana Lucia Mateus	Administrative Support
Jeremy Bara	<i>Vancouver Aboriginal Child & Family Services</i>
Graham Chaplow	<i>Developmental Disability Association</i>
Laura Faccione	<i>Hospital Employees' Union (HEU)</i>
Kim Hess (non-voting)	<i>WorkSafeBC, Industry Specialist, Industry & Labour Services</i>
Harrison Mak	<i>S.U.C.C.E.S.S.</i>
Matthew Marier	<i>Axis Family Resources Ltd.</i>
Terri Nakayama	<i>Starbright Children's Development Centre</i>
Mandy Rhodes	<i>Milieu Family Services Inc.</i>
Brandon Thistle	<i>BC General Employees' Union (BCGEU)</i>
Farzad Kasad	<i>Health Sciences Association of BC (HSA)</i>

COMMUNITY SOCIAL SERVICES INDUSTRY WEBINARS**

The Association hosted five (5) virtual [webinars](#) in 2022 where a total of 384 participants were registered from the CSS sector. The webinars were all at no cost for participants and were available for both workers and employers throughout BC. The webinar covered current topics including:

1. CSS Violence Risk Assessment Tool (VRAT) & Health & Safety 101 Presentation (VRAT Launched to Industry) held on January 26, 2022

Information session presented an outline of CSS VRAT elements and a general CSS Health & Safety 101 presentation which was an introduction to the OHS legislation, hazards and controls, workplace inspections/investigations, WorkSafeBC employer and safety planning toolkit and more. Speakers were Brian Campbell (BCGEU - Worker), Terri Nakayama (Starbright Children's Development Center – Employer) and Fiona Senyk, Association Health & Safety Coordinator. (Please note Brian Campbell and Terri Nakayama were active members on the Association Advisory Panel.) Participants Registered: 154

2. WorkSafeBC CSS High-Risk Strategies (Health Care & Social Services) held on April 5, 2022

Information on the WorkSafeBC Health Care and Social Services High Risk Strategy was presented, which included inspectional approach and types of risks and requirements to focus on for employers and workers. WorkSafeBC Presenters were Jacqueline Holmes, WorkSafeBC Manager, Prevention Services, and Denise Subotin, WorkSafeBC Manager, OHS Consultation and Education Services. Fiona Senyk, Association Health & Safety Coordinator. Participants Registered: 40



3. CSS Disability Management & Return To Work Information held on August 22, 2022

The Association was pleased to conduct a CSS Disability Management & Return to Work Information Webinar. Important information was presented regarding WorkSafeBC statistics and resources on Disability Management and Return to Work procedures. Followed by a presentation by the National Institute of Disability Management and Research (NIDMAR) on best practices in these areas and others. Speakers: Stephen Symon, WorkSafeBC & Bill Dyer, NIDMAR. Participants Registered: 42

4. CSS Psychological Health & Safety Resources held on August 24, 2022

The Canadian Mental Health Association (BC Division) in conjunction with the Association promoted much needed psychological health and safety training /resources to the sector. Information on what “psychological health and safety” means, how workplaces fit into the larger picture of mental health, the different ways employers, supervisors/managers and senior leaders can build supports in the workplace was presented. Most importantly the CARE Certification program available at no-cost at this time was launched to the CSS sector. Presenter was Aaryn Secker from the Canadian Mental Health Association. Participants Registered: 88

5. WorkSafeBC 2023 Rate Information held on November 3, 2022

WorkSafeBC 2023 Rate Information webinar was presented on CSS Classification Units (CU) (Counselling or Social Services (CU766007), Life & Job Skills Training (CU766010), and Residential Social Service Facility (CU766017)), 2023 preliminary premium rates have increased by 20% from 2022. WorkSafeBC provided information on how rates are set and what factors and costs are driving increases to the rates in the CUs where many Community Social Services workplaces are registered. Speakers were Denise Subotin - WorkSafeBC Manager, OHS Consultation & Education Services, Northern Region & Education, Health Care, and Social Services Sectors, Kim Hess - WorkSafeBC OHS Consultant, OHS Consultation & Education Services and Danny Guan - WorkSafeBC Class & Rate Modification Administrator. Participants Registered: 60

COMMUNITY SOCIAL SERVICES HEALTH & SAFETY REGIONAL PRESENTATIONS*

In 2022, Community Social Services Health & Safety Presentations were made throughout the province. Presentations included information on WorkSafeBC injury statistics, the CSS Violence Risk Assessment Tool, general best practices, resources, and an opportunity to engage in a questions/answer for participants. Regional WorkSafeBC Prevention Officers and Consultants were present and attended the sessions providing context and resources. The schedule was as follows: September 26 in Prince George, September 29 in Terrace, October 4 in Cranbrook, October 11 in Victoria, October 13 in Nanaimo, October 18 in Kelowna, and October 21 in Vancouver. At these presentations a total of 95 participants from 71 organizations participated across the province.



INDUSTRY FEEDBACK

Survey feedback was collected and collated from participants who attended Association webinars and were present at the industry outreach. Below are general themes (violence prevention, mental health, disability management, and others) comments that were expressed by participants regarding the challenges in community social services.

Some General Comments (in no particular order):

- *Prevention through being able to adequately equip our clients with what they need always wins but delays and barriers and stalling over contract negotiations amplify things when their behaviours are a learned pattern that needs to be addressed*
- *There is an increase of people with needs that are struggling to make ends meet and with addictions so when these people come in looking for services and recourses they may be under extreme stress and the risk for violence in the workplace is increased*
- *Funding for training around violence in the work site - MANDT or CPI training that is easier to access and less costly for a smaller organization*
- *More on team leader psychological abuse, gas lighting, abuse of power, mental health of professionals in management, workers well being*
- *Mental health; older employees and stressful job duties*
- *Accurate analysis of physical requirements for jobs within our sector-impact to timely return to work for injured employees*
- *Training for Managers and Supervisors on how to keep themselves and their staff safe in a context that is rife with challenges and constantly changing, training for new OHS reps*
- *Service specific training on best practice in service delivery that maintains health and safety of workers. For example behaviour support training in community living, training around provision of personal care that ensures safety for staff*
- *Cultural safety and trauma-informed practices*
- *First Nations need is immense; best services are from their own people – empowered, wellness, validation, provide ethical sacred space, treating the soul wounds, culture heals*
- *Graduated return to work plans specific to the CSS sector; how to reduce WSBC rates; how to get COR certified; how to conduct an injury investigation*
- *Lack of staff, admin staffing resources to manage health and safety systems and impact of retention and burnout*
- *All - you seem to get excellent speakers unlike some other associations/groups*
- *Ergonomics for social workers, support workers in community and shelters Short staffing, means current staff feel over worked and getting burnt out quicker*
- *behavioral challenges of persons served, compassion fatigue, staffing challenges*
- *understaffed and overworked; high client needs*
- *Lack of staff for backfill, wanting to offer mental health days but difficult to find coverage*
- *Violence in the workplace, supporting individuals with return to work plans, incident investigations*



PSYCHOLOGICAL HEALTH AND SAFETY TRAINING & RESOURCES

The need for mental health information and materials in CSS has always been a challenge. Over the past year the Association has worked with Canadian Mental Health Association (BC Division) to seek and explore resources and training for the sector.

For the first time in BC a [Hub for Workplace Mental Health](#) was created for the CSS sector. The [CARE CSS Certification program](#) is currently available at no-cost along with resources and supports that include a Care to Speak Counsellor. The CARE program is composed of three modules which are: Level 1) Foundational Skills (Everyone), Level 2) How to Help – Enhance Skills (People Leaders) and Level 3) Psychological Safety and Healthy Workplaces – Advanced Skills (Senior Leaders).

This is an exciting development for the sector and a wonderful starting point to engage industry on the importance of mental health and safety in the workplace. We will continue to build on our work with the Canadian Mental Health Association (BC Division) and BC Ministry of Mental Health and Additions to support our sector.

ASSOCIATION WEBSITE & INFORMATION TECHNOLOGY (IT)

Over the past two years the Association has had a [website](#) that has provided valuable information throughout the pandemic along with resources on health and safety such as the CSS Violence Risk Assessment Tool, CSS Communicable Disease Prevention, CSS Health & Safety Handbook, WorkSafeBC Employer Health & Safety Planning Tool Kit, and others for the sector.

In the first quarter of 2023, the Association is working to have a dedicated server and CMS website to satisfy privacy and confidentiality protocols and to safeguard sensitive data and information. In this structure a content management system (CMS) will allow staff to manage the website without technical support, improve security and create a member only section to store confidential files and member only accessible content, files. This will also create a website platform to handle future expansion to include a section on trainings and webinars. Further to this, the new server and CMS website will segregate and create a stand-alone system for the all the Association files but still within the CSSEA network and security infrastructure.

In 2023, the website will be significantly updated and enhanced to provide a greater spectrum of information, resources and training to the sector.

WORKSAFEBC CERTIFICATE OF RECOGNITION PROGRAM

Over the past several years the Association has worked in partnership with the BC Municipality Safety Association (BCMSA) by supporting access and information on the WorkSafeBC Certificate of Recognition (COR) program for the community social services (CSS) sector. At this stage employers have expressed interest in the program to support and promote health and safety culture.

Organizations that have successfully achieved COR have noted an increase in the level of services and have observed improvement on recruiting and retention of staff.



The Association will be working with WorkSafeBC, BCMSA and SafeCare BC to explore opportunities to provide CSS context to COR.

PARTNERSHIPS & BUILDING BRIDGES

The Association continues to foster partnerships by working with sectorial organizations and unions to collaborate on health and safety. Some of these organizations are: BC CEO Network, Canadian Mental Health Association (BC-Division), National Institute of Disability Management and Research (NIDMAR), sister Health & Safety Associations: BC Municipality Safety Association, SafeCare BC, ActSafe Safety Association, and the Community Social Services Bargaining Association which is composed of ten (10) unions: BC General Employees' Union (BCGEU), Health Sciences Association of British Columbia (HSA), The Hospital Employees' Union (HEU), Christian Labour Association of Canada (CLAC), Construction & Specialized Workers' Union (CSWU), Canadian Union of Public Employees (CUPE), United Food and Commercial Workers (UFCW), British Columbia Nurses' Union (BCNU), Service Employees International Union (SEIU) and United Steelworkers (USW).

The Association would like to recognize frontline workers, supervisors, managers, support staff, executive directors and volunteer board members of organizations who have been leading and working tirelessly in providing services to some of the most vulnerable across British Columbia.