

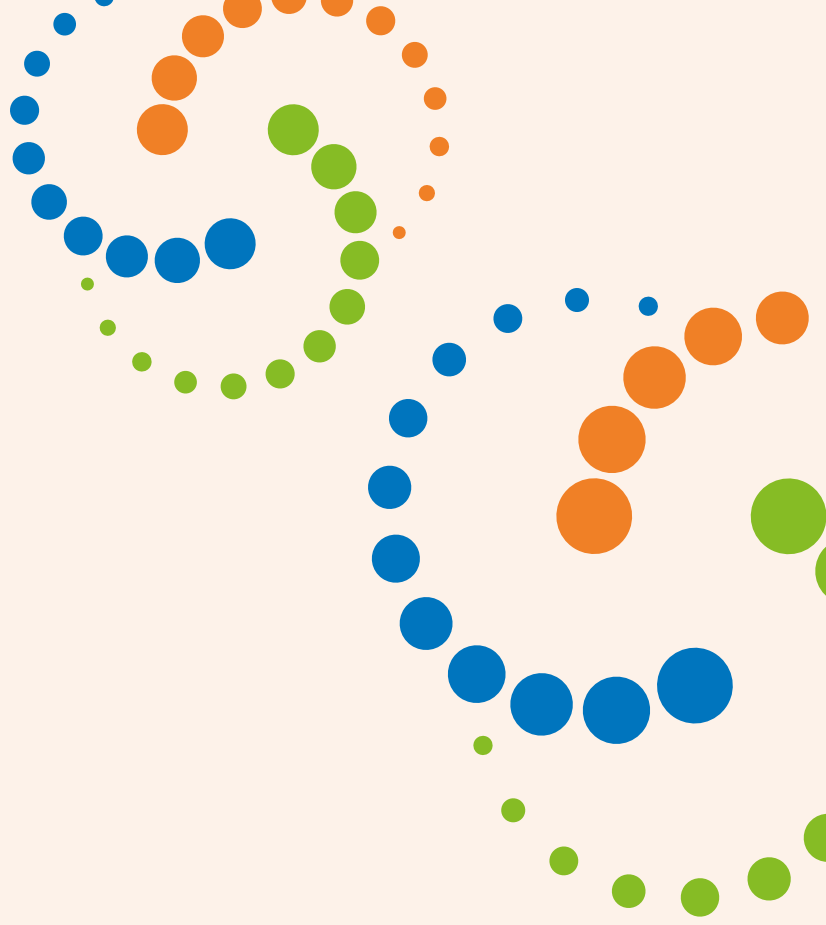


CSSHSA
COMMUNITY SOCIAL SERVICES
HEALTH & SAFETY ASSOCIATION



2025-2026 ANNUAL REPORT

Foundations



TERRITORIAL ACKNOWLEDGMENT

Community Social Services Health and Safety Association of BC (CSSHSA) humbly and respectfully acknowledges the unceded lands of more than 200 distinct First Nations in British Columbia.

We further acknowledge that colonization and associated attitudes, policies, and institutions have significantly changed Indigenous peoples' relationship with this land.

In our work and in our lives, we are committed to listening and learning, to truth and reconciliation, and to finding better ways of being on this land.

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This report document outlines activities and accomplishments from April 1, 2025 –March 31, 2026.

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A MESSAGE FROM THE BOARD CHAIR

When I reflect on the journey of Community Social Services Health and Safety Association of BC (CSSHSA), I am struck by how much history sits behind its creation, and how far this organization and the Board have come.

A practical incentive initiated the journey that would lead to the formation of CSSHSA. Community social service organizations across the province were experiencing increasing overhead costs in a funding environment where those costs were difficult to absorb. For organizations already working within limited budgets, every dollar directed toward unavoidable overhead was a dollar that could not be directed toward service delivery, staffing, recruitment, retention, or the supports that make community social services possible. A key cost pressure was WorkSafeBC rates, which were increasing exponentially. The existing Certificate of Recognition (COR) program had poor uptake and there was poor collaboration between the sector, WorkSafeBC, and the funders. Out of this challenge came an opportunity: to test whether a more intentional, sector-wide approach could improve health and safety outcomes and begin to shift the cost trajectory.

Representatives from across the system including employers, organized labour, government funders, and WorkSafeBC came together to better understand what was happening in workplaces and what could be done differently to provide better outcomes for our workers. We shared our experiences and information and the picture was sobering. Community social services was one of the most dangerous sectors in the province. For those working in and around the sector, the reality of workplace violence, psychological injury, and physical harm was already known but seeing the data laid out so clearly created a different level of urgency and buy-in.



The project identified 10 of the poorest-performing agencies and 10 of the strongest-performing agencies in relation to health and safety outcomes to learn what the strongest performers were doing differently and what could be learned from organizations that were struggling. We learned, shared information and strategies, and quickly had positive signs that change was possible. Midway through the project, WorkSafeBC rates for the sector plateaued. This was the first time that the sector's rates had not continued to rise year over year. The following year, there was a small decline, creating a new plateau and demonstrating that coordinated prevention work could have a measurable impact.

This progress, together with other work that was being done by leaders in the sector, helped open the door to the creation of a Social Services Sector Roundtable. Here government, employer association representatives, and organized labour, came together to discuss and address major issues affecting the sector. One early result of the roundtable was to secure government funding to support health and safety training and to support development of a dedicated structure (a health and safety association) to carry this work forward. This work aligned with other efforts by employer associations, and organized labour focused on improving worker health and safety.



CSSHSA was launched with a Board and two staff. The work was complex. The Board brought together people with different roles, accountabilities, and perspectives. Many were used to encountering one another across bargaining tables. Building a functional organization required time, trust, patience, and a shared commitment to something larger than any one position or perspective. The health and safety challenges facing this sector could not be solved in isolation.

What ultimately allowed this organization to move forward was this common purpose: supporting workers to return home safely. That purpose became the foundation for collaboration and it helped the Board move through difference and toward shared responsibility.

CSSHSA's work began to support real change in the sector. Organizations that had once struggled with serious health and safety challenges began to shift their practices and some agencies that had been among the poorest performers became leaders in health and safety.

Today, CSSHSA is not simply asking how we reduce injuries. We are asking how we help shape a sector with a culture of health, safety, and wellness. A culture where dignity, belonging, prevention, equity, and reconciliation are understood as connected. A culture of workplaces where workers are not only protected from harm but are respected and supported.

Workers in this sector may experience physical injury, violence, burnout, grief, moral distress, racism, discrimination, cultural unsafety, psychological harm, and the cumulative impacts of working in systems under pressure. For Indigenous workers, racialized workers, disabled workers, 2SLGBTQIA+ workers, and others who experience systemic barriers, the question is not only whether a workplace is physically safe, but also whether that workplace is culturally, emotionally, and psychologically safe.

Today, we have a proactive and collaborative Board that supports a commitment to a holistic model of health and safety that understands culture as central to prevention. The way organizations recruit, onboard, train, supervise, support, listen, respond, and learn all shape health and safety outcomes. The way workplaces address racism, discrimination, trauma, psychological safety, and cultural safety is also health and safety work. The way leaders model values, make decisions, and create conditions for trust is health and safety work.

The Board has continued to deepen its commitment to reconciliation, decolonization, and equity, diversity, and inclusion as core dimensions of health and safety leadership. Through shared learning, reflection, and dialogue, the Board has been asking how these commitments must shape governance, organizational culture, decision-making, relationships, and accountability. This has included important work to understand reconciliation not only as a statement of values, but as a practice that must be lived through how we gather, how we listen, how we build relationships, and how we make decisions.

The journey of CSSHSA is a story of moving from concern to collaboration, from conflict to shared purpose, from technical solutions to cultural transformation.

As Board Chair, I am pleased with how far we have come. I am humbled by the commitment, courage, and care that members of this Board bring to the work, and I am proud of the staff team, whose creativity and dedication continue to expand what is possible. There is much work to be done, but I believe we have the right team, and a committed sector.

Richard FitzZaland
Board Chair, CSSHSA



A MESSAGE FROM THE CEO

This past year marked an important transition for CSSHSA. After our initial launch, we turned our focus to what matters most — building a strong, sustainable foundation that will support the community social services sector for years to come.

From the outset, our goal has been clear: to create practical, accessible, and high-quality health and safety supports and resources that meet the real needs of the sector. Over the past year, we have made significant progress in bringing that vision to life.

We are proud to have developed and launched a range of education and training opportunities designed specifically for community social services organizations. This includes introducing new classroom and virtual courses, alongside 10 online self-paced learning options, all aimed at strengthening capacity, knowledge, and confidence across the sector.

A major milestone in this work has been the launch of our Learning Centre. This online hub features a comprehensive course catalogue that makes it easier than ever for organizations and workers to access relevant training and resources. In parallel, we introduced the Workplace Safety Program Builder Hub, full of practical resources and tools designed to support employers, workers, and Joint Occupational Health and Safety Committees (JOHSCs) in developing and enhancing their health and safety programs.

These foundational investments reflect our commitment to creating not just individual resources, but an integrated ecosystem of supports — one that is responsive, evidence-informed, and grounded in the realities of the sector.

At the same time, we have continued to strengthen our relationships across the province. Collaboration remains at the heart of our work, and we are grateful to the many organizations,



partners, and individuals who have contributed their time, expertise, and insights to help shape what we are building together.

While we are proud of the progress made this year, we know that building a strong foundation is only the beginning. The sector's needs are complex and evolving, and CSSHSA is committed to growing thoughtfully and strategically. This means ensuring our programs, services, and supports continue to make a meaningful difference in the lives of workers and the organizations they serve.

I would like to extend my sincere thanks to our [Board of Directors](#), [Advisory Panel](#), and [Community of Practice](#) for their ongoing leadership and guidance. I am also deeply grateful to our dedicated team, whose passion and commitment have been instrumental in turning vision into reality.

Together, we are building something that will endure — a stronger, safer, and healthier future for community social services across British Columbia.

Warm regards,

Tigran Bajgoric
CEO, CSSHSA

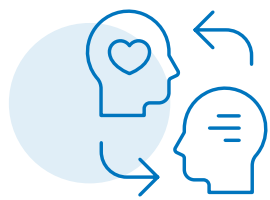


ABOUT US

Who We Serve

CSSHSA has more than 2,100 member organizations, all integral to the community social services sector. Our mission is to foster and promote safer and healthy workplaces in the community social services sector in British Columbia.

CSSHSA represents organizations in the following WorkSafeBC classification units*:



**Counselling or
Social Services**



**Life & Job
Skills Training**



**Residential Social
Service Facility**

Our Values

Engagement

We use our knowledge, experience, and diversity to build partnerships and community connections. We are committed to continuous improvement based on input and feedback from the sector.

Reconciliation

We commit to the journey of reconciliation, recognizing it as both an individual and collective responsibility that calls for continuous learning. We honour Indigenous ways of knowing, being, and leading, and strive to weave these principles into our organizational culture and practices.



Prevention

We cultivate a culture of health and safety through ongoing education, resources, and awareness, by destigmatizing accident and injury reporting and by proactively identifying risks, opportunities, and innovations.

Equity, Diversity & Inclusion

We foster a workplace culture that embraces equity, diversity, and inclusion at every level. A diverse and inclusive environment creates a safer and more supportive work environment for both employees and the communities they serve. We commit to fostering cultural safety within our organization and as a fundamental aspect of health and safety.

*Every firm registered with WorkSafeBC is assigned a classification unit based on its main business undertaking.





Strategic Focus Areas



1. Education, Tools, & Resources

Focus area objective: Develop and deliver sector-specific education, tools, and resources in order to improve health, safety, and well-being, promote best practices, and create collaborative solutions for the sector.



2. Health & Safety Culture

Focus area objective: Engage workers, employers, and organizations to build meaningful and collaborative partnerships to create a health, safety, and well-being culture in the sector where workers, managers, and clients thrive.



3. Association Capacity

Focus area objective: Develop organizational structures and systems to empower the internal partners and team, enabling them to perform the work effectively, maximize resources, and grow the association.



4. Reconciliation

Focus area objective: Advance reconciliation by integrating decolonization and Indigenous principles into our organizational culture, governance, and strategic operations. We will build authentic, reciprocal relationships and enact meaningful engagement with Indigenous communities and organizations connected to the sector.

KEY TRENDS IN MENTAL AND PHYSICAL INJURIES AT WORK

People working in the community social service sector are more likely to face violence and overexertion than the average worker in B.C. The challenging work of supporting clients is leading to a mental health crisis for the social services workforce.

The most alarming trend is the increase in mental health injury claims, and while WorkSafeBC launched their first PHS planned inspectional initiative, more needs to be done to support frontline workers in social services. Learn more in our [Community Social Services Injury Trends report](#).



Return to work is a key indicator of how we support injured workers. In 2025, **1,544 returned to their workplace within 26 weeks**, a relatively stable outcome compared to 1,541 in 2024.

In 2024, there were **421 reported psychological claims in Residential Social Service Facility**, and **341 reported in Counselling and Social Service classification units (CU)**. 224 and 118 claims were approved by WorkSafeBC for the respective CUs.



From 2024 to 2025, WorkSafeBC enforcement decreased, with **officers issuing 993 inspection reports, down from the previous high of 1,129 in 2024**. There was also a corresponding decrease in orders, with **417 WorkSafeBC orders issued in 2025, down from 508 in 2024**.



From 2024 to 2025, the total number of time loss claims marginally increased **from 1,836 to 1,891**.



For 2025, the total workdays lost were 112,440. **That's an 8% increase over 2024.**



For 2025, total claims costs paid were \$48.65 million, **a 22% increase over the prior year**. In 2024, the claims cost paid out was \$39.71 million.

Source: [WorkSafeBC Provincial Overview Injury Data](#) as of May 2026



OUR WORK

Building Our Foundations

This year, we focused on the foundational elements of our programs and resources for community social service workers. We invested in strengthening the relationships, programs, and organizational capacity needed to support safer, healthier, and more resilient workplaces across the sector. Guided by our strategic focus areas, we are developing practical resources and training offerings to support workers, employers, and the communities they serve.

Find out more about the impact of our approach and core program areas, including Reconciliation, Health and Safety Training and Consultation Services, Learning Centre, Psychological Wellness, and Violence Prevention. Collectively, our program areas help create workplaces where people can thrive while doing the vital work of supporting others.

Strategic focus area highlights:

Education, Tools, & Resources

- 10 new Learning Centre online courses.
- New Occupational Health & Safety [Program Builder](#) resource hub for community social service.
- 317 Instructor-led training session participants.
- Co-hosted a 2-day conference in Prince George with Federation of Community Social Services of BC: Caring for Communities with 91 attendees.

Health & Safety Culture

- 24 People Working Well [resources](#) and 12 webinars with CMHA BC.
- 70 people certified in Mental Health First Aid through 5 training courses.
- 79 people completed Return-to-Work Coordinator Training in partnership with WorkSafeBC.
- 116 Community of Practice attendees in 5 virtual sessions.

Association Capacity

- Added an education and training coordinator to support the Learning Centre and Training department.
- Added two safety advisors to support training development, delivery, and consultations.
- Held Board strategic planning sessions focused on reconciliation and equity, diversity, and inclusion.

Reconciliation

- Leveraged the WorkSafeBC small initiatives grant to support reconciliation-related initiatives and strengthen understanding of Indigenous cultural safety, anti-racism principles, and best practices within CSSHSA.
- Completed the Indigenous-Specific Cultural Safety & Anti-Racism Workplan and supporting literature review to guide organizational strategy and operations.
- Mindfully wove Indigenous principles into organizational culture and practices, including hiring, onboarding, and team meetings, ensuring a thoughtful and culturally-informed approach.



Reconciliation

Reconciliation is central to CSSHSA's work. We recognize our responsibility to continuously learn from Indigenous ways of knowing, being, and leading and to weave these principles into organizational practices while building trusting, reciprocal relationships with Indigenous organizations, leaders, and communities. Over the past year, engaging with Indigenous leaders and organizations taught us that advancing Indigenous partnerships requires time, consent, reciprocity, and relational accountability. This experience reinforced our understanding that reconciliation begins with self-reflection and cultural humility. In collaboration with consultants, we focused our efforts this year on advancing Indigenous-specific cultural safety and anti-racism across our organization.



What we did:

- Developed the CSSHSA Team Foundational Learning guide to support individual learning journeys. This includes self-paced courses, readings, webinars, and links to foundational documents (DRIPA, *In Plain Sight*, *Reclaiming Power and Place*, Truth and Reconciliation Calls to Action, UNDRIP). Staff are encouraged to dedicate time every week to this learning and to engage in experiential learning such as museum visits, art galleries, and nature walks.
- Created a detailed 1.5- to 2-year roadmap guiding CSSHSA's implementation of Indigenous-specific cultural safety and anti-racism across organizational culture, operations, relationships, and sector-influencing work.
- Synthesized academic and grey literature to inform CSSHSA's Indigenous-specific cultural safety and anti-racism strategy, including guiding principles, core concepts for onboarding staff and Board members, shared understanding of Indigenous rights, colonial history, trauma-informed practice, and cultural safety, along with sector-relevant resources.
- Established toolkit resources:
 - **Self Care Plan:** Recognizes that ongoing learning and self-reflection can be difficult and supports staff well-being.
 - **Cultural Humility Plan:** Invites staff to commit to lifelong self-reflection and learning.
 - **Glossary of Terms:** Provides distinction-based language when referring to First Nations, Métis, and Inuit and their cultures, histories, and rights.



Reconciliation

- Compiled foundational documents from Indigenous thought leaders, highlighting racism experienced by Indigenous Peoples and offering recommendations for change.
- Ongoing relationship-building with leaders and community partners, including Indigenous member organizations, BC Association of Aboriginal Friendship Centres, and University of Victoria.
- The Board and staff participated in the Blanket Exercise with Sk'elep Reconciliation, engaging in experiential learning to deepen understanding of the historical and ongoing impacts of colonization on Indigenous Peoples in Canada.
- Staff attended Miyo-Pimâtisowin: Métis Cultural Wellness and Safety Education, delivered by the Métis Nation Government in British Columbia (MNBC) to strengthen knowledge, understanding, and a deeper connection to Métis cultural practices and traditions.

What we have planned:

- Continue supporting individual staff learning journeys.
- Continue advancing initiatives outlined in the Indigenous-specific cultural safety & anti-racism workplan.

Over the past year, engaging with Indigenous leaders and organizations taught us that **advancing Indigenous partnerships requires time, consent, reciprocity, and relational accountability.**





Health and Safety Training and Consultation Services

CSSHSA's consultation services help member organizations of all sizes develop effective and sustainable health and safety programs. Our approach focuses on building capacity within the sector. This means equipping leaders, supervisors, and frontline workers with the knowledge and tools to identify risks, implement preventative measures, and foster a positive culture of safety. Whether organizations are addressing recent WorkSafeBC Inspection Orders, preparing for Certificate of Recognition certification, or looking to proactively improve their safety programs, we bring practical, hands-on expertise to help teams move forward.

We bring practical, hands-on expertise to help teams move forward.

What we did:

- Created an Occupational Health & Safety [Program Builder](#) resource hub.
- Provided Certificate of Recognition gap analysis support for 3 member organizations.
- Successfully launched instructor-led courses and trained 317 participants.
- Completed a classroom Musculoskeletal Injury Prevention (MSIP) Train-The-Trainer pilot with 67 participants for Community Living organizations.
- Launched new Learning Centre courses: OHS for Leaders, Incident Investigation, Workplace Inspections, and Workplace Hazardous Materials Information System (WHMIS).
- Partnered with WorkSafeBC to provide Return-To-Work coordinators with coaching upon request.
- Hosted 4 sessions of Return-to-Work Coordinator Training in partnership with WorkSafeBC - 79 participants.

What we have planned:

- Continue to build online workplace safety courses to expand the catalog.
- Hire additional safety advisors to support the regional workplace safety supports.
- Launch targeted workplace safety consultations to support members with high WorkSafeBC premiums.



Learning Centre

The CSSHSA Learning Centre addresses a common challenge in the sector: limited access to relevant, sector-specific training that is self-paced, affordable, and easy to implement. Launched in May 2025, the Learning Centre is an online learning space for organizations to access workplace safety courses for free and on their own schedules. Designed to be engaging and easy to follow, the courses support JOHSC members, staff, and leadership in building essential safety knowledge. By bringing courses together in one centralized, always-available platform, it helps organizations strengthen workplace safety practices, support compliance, and build consistent safety knowledge.



The Learning Centre currently offers a [growing catalogue of workplace safety courses](#) tailored to the community social services sector, including these new courses:

- Incident Investigation
- Musculoskeletal Injury Prevention
- Workplace Hazardous Materials Information System (WHMIS)
- Workplace Inspections
- Working Alone or In Isolation
- Violence Risk Assessment
- OHS for Leaders
- Slips, Trips and Falls
- Care and Connection on the Dementia Journey
- MCFD Privacy and Access Fundamentals (FOIPPA Foundations)

“We value the Learning Centre and the ongoing work the team has done to expand training opportunities for our sector. The WHMIS course, along with others we’ve reviewed, are professional, comprehensive, and well done, and the team has been consistently helpful and accommodating.”

— Program Director, Dawson Creek Society for Community Living



Learning Centre



3,291 online course completions



3700+ Active Users

What we did:

- 10 workplace safety courses launched.
- 3,291 online self-paced module completions with 1,108 learners since the launch of the Learning Centre.
- 3700+ users added.
- 27 organizations onboarded, with 30 more in progress.
- 63 Learning Centre training coordinators trained.
- 86 Learning Centre webinar attendees.

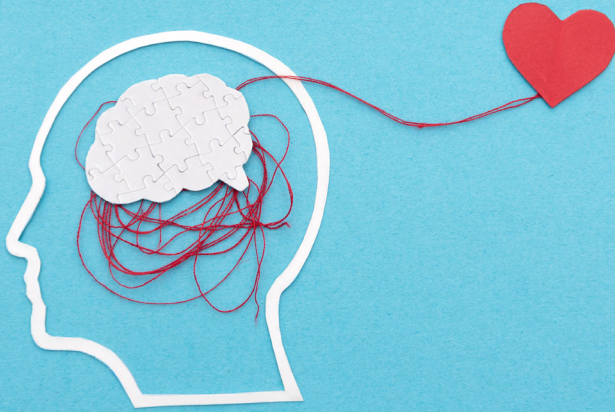
What we have planned:

- Add Open Future Learning courses (extra fees apply).
- Add 5 new workplace safety courses.
- Add organizational custom reports to support training coordinators.
- Add 5 Commission on Accreditation of Rehabilitation Facilities (CARF) courses.
- Support members with personalized training course creation.
- Ability for member organizations to add their own in-house developed courses to the Learning Centre – Our Learning Management System (LMS) acts as their organizational LMS.
- Access our courses through your own LMS (extra fees apply).

“The platform is straightforward and easy to use, making it accessible for our team. The courses provided are both valuable and educational, contributing meaningfully to staff development. Additionally, the support from the administrator has been excellent, ensuring a smooth and positive experience overall.”

— **Health and Safety Manager, Thompson Community Services**





Psychological Wellness & Mental Health

The growing complexity of the needs communities face places significant emotional and psychological demands on community social service providers. The impacts are felt across all levels of organizations, including leaders, managers, and employees. With rising mental health injury claims across B.C., fostering psychological safety is essential to ensure a thriving, sustainable sector.

We are taking a systems-level approach to integrate psychological safety, focusing on early intervention, raising awareness, incorporating it into existing OHS practices, and ensuring long-term sustainability. Our ongoing engagement shapes this approach, as we continue to support workers' safe integration back into the workplace, deliver training, and offer Pulse Checks to help organizations identify and guide further improvements.

With rising mental health injury claims across B.C., **fostering psychological safety is essential** to ensure a thriving, sustainable sector.

What we did:

- Created 24 People Working Well resources.
- Hosted 12 People Working Well webinars with CMHA BC with 1,373 participants.
- Delivered 5 Mental Health First Aid Training sessions, certifying 70 MHFAs.
- Co-hosted a conference in Prince George with FCSSBC: Caring for Communities (91 paid registrations).
- Piloted Version 2.0 - PHS Pulse Check report with Family Services of Greater Vancouver.

What we have planned:

- Continue to offer Mental Health First Aid training and other resources to guide effective conversations with workers on mental health leave and strengthen the recovery process.
- Host quarterly workshops to recognize and address psychosocial hazards.
- Continue to offer Pulse Checks to help organizations assess their current PHS practices.
- Develop psychosocial risk assessment tools to help organizations assess and manage psychosocial hazards effectively.





Violence Prevention

A significant percentage of all WorkSafeBC claims provincewide due to violence are from the healthcare and social services sub-sector. Many studies have shown how this can negatively impact workers' mental and physical health. From 2020 to 2024, there were 2,168 acts of violence injuries reported in the social services sector, or 25.8% of total WorkSafeBC reported injuries. With the strategic goal in mind of reducing the risk of workplace violence-related injuries in the sector, we got to work developing resources and tools.

From 2020 to 2024, there were **2,168 acts of violence injuries reported** in the social services sector, or 25.8% of total WorkSafeBC reported injuries.

What we did:

- Collaborated with our Advisory Panel members and other key sectoral subject matter experts in the ongoing development of online VP Prevention Training: Violence Prevention for Social Services.
- Created Violence Risk Assessment (VRA) tools for community social services sector organizations, along with VRA course (how-to) - 72 learners completed the VRA online.
- Hosted a violence prevention webinar with 101 participants and created violence prevention resources within our [Program Builder](#).

What we have planned:

Continue to collaborate with our key sectoral subject matter experts to develop in-person training, including a Train-The-Trainer model, to support the sector in all regions of the province.



OUR ENGAGEMENT



Building on the strong engagement of the previous year, we focused on foundational elements of our outreach to strengthen connections through events, our newsletter, social media, and opportunities to connect directly with frontline workers and sector leaders. The focus of our engagement work remains on using our knowledge, experience, and diversity to build partnerships and community connections. With a commitment to continuous improvement informed by the sector, we are building training, resources, and tools to help community social service workers do their work safely.

Engagement Approach



Newsletters: 24 newsletter editions shared with an average of 2,529 subscribers.



Contact list: Outreach continues to expand, with the subscriber list growing from 2,460 last year to 2,651 this year.



Meetings: 33 organizations attended a *Get to Know Us* virtual meeting with our advisors.



Consultations: 12 occupational health and safety and 3 Certificate of Recognition consultations held.



Direct outreach: 132 organizations were contacted by phone and email, with 90 contacts confirmed and updated.



Webinars: 1,315 registrations, 732 participants (55% attendance rate) for 8 webinars. CSSHSA hosted two webinars and co-hosted six webinars with CMHA BC.



Website: 10,131 unique visitors and 39,358 views to the CSSHSA website. The most visited pages included: our homepage, Our Course Catalog, and Learning Centre Registration.



Social media: 5,544 impressions, 86 reactions, 162 followers, and 349 page views on LinkedIn.



Community of Practice

CSSHSA values the expertise of health and safety practitioners and believes their involvement is key to developing effective and appropriate resources that promote a safe and healthy environment. By facilitating a Community of Practice, we aim to connect professionals and foster knowledge sharing on best practices in workplace and community health and safety.

Last year, we hosted five Community of Practice sessions, exploring topics including safety in social housing, psychological wellness and safety, and Return-to-Work programs in community social services.



We aim to connect professionals and foster knowledge sharing on best practices in workplace and community health and safety.



Community of Practice Goals

We aim to foster collaboration, engagement, and advocacy in the field of health and safety. Through shared learning and collective experience, we strive to:

- Develop a common understanding of the challenges faced in social services and the health and safety measures needed to address them.
- Provide ongoing support to professionals in the field, helping them maintain confidence and high standards of practice.
- Share best practices, collaborate in developing resources, and continuously improve the health and safety landscape in social services.

Join the conversation: Health and safety specialists or individuals responsible for health and safety matters in member organizations are invited to join the Community of Practice. Learn more at csshsa.ca/community-of-practice



Engagement Events

Our work begins with understanding the needs of the community social services sector. Doing so allowed us to create new training, resources, and tools that are now available. Continuing to do so is a vital part of enhancing our offerings and developing new opportunities.

These moments of engagement with frontline workers and sector leaders creates space for shared learning and collaboration, helping us better support members across the province. Our goal is to build a culture of health, safety, and wellness, and we are committed to participating in key conferences, conventions, and outreach events to further this mission.

We were proud to participate in the Community Social Services Employers' Association (CSSEA) AGM and Conference and the CMHA BC Bottom Line 2025 conference in October, as well as the Federation of Community Social Services of BC Conference and AGM in June.



Our goal is to build a culture of health, safety, and wellness, and we are committed to participating in key conferences, conventions, and outreach events to further this mission.



A LOOK AHEAD TO 2026-2027



As we look ahead, CSSHSA is focused on continuing to grow in ways that are responsive, intentional, and impactful for the sector.

A key priority for the coming year is expanding our capacity to serve members across B.C. We are growing our team to enhance service delivery, strengthen consultation supports, and increase access to training. This growth will allow us to deepen our presence in communities, respond more effectively to emerging needs, and ensure that organizations of all sizes have access to the tools and expertise required to build safer, healthier workplaces.

We are also committed to meaningfully advancing reconciliation in our work. This includes embedding reconciliation into our programs, services, and organizational practices, while taking concrete actions to strengthen relationships with Indigenous partners and communities. We recognize that this work is ongoing and requires intentional listening, learning, and accountability. As we move forward, we will continue to focus on building respectful, trust-based relationships and ensuring our work reflects the diverse realities of the sector.

Strengthening connections with our members remains central to our approach. In the year ahead, we will place greater emphasis on relational engagement — creating more opportunities for dialogue, collaboration, and shared learning. By deepening these connections, we can better understand the unique challenges organizations face and co-develop practical, relevant, and sustainable solutions.

We will also expand our targeted consultation supports for organizations experiencing higher numbers of time-loss claims. By working more closely with these members, we aim to better understand the underlying factors contributing to workplace injuries and to provide tailored guidance, resources, and strategies that support improved health and safety outcomes.

Together, these priorities reflect our commitment to continuous growth, meaningful engagement, and measurable impact. As we move into 2026-2027, CSSHSA remains dedicated to supporting the community social services sector with the expertise, partnerships, and resources needed to create safer, healthier, and more resilient workplaces.

These priorities reflect our commitment to continuous growth, meaningful engagement, and measurable impact.



OUR TEAM

Board of Directors

CSSHSA is governed by a Board of Directors, which has representatives from employers and workers, both union and non-union, in community social services. They provide strategic direction and financial oversight, advise the CEO, and work together to raise awareness of the association.

Rick FitzZaland

Independent Chair

Brian Campbell

BC General Employees' Union (BCGEU)

Carmen Sullivan

Canadian Union of Public Employees (CUPE)

Chantel Foden

Spectrum Society for Community Living

Christina Lloyd-Jones

Hospital Employees' Union (HEU)

Denise Subotin (non-voting)

WorkSafeBC

Diane Hong

S.U.C.C.E.S.S. (United Chinese Community Enrichment Services Society)

Jonny Morris

Canadian Mental Health Association – BC Division

Judy Valsonis (until Feb 2026)

Touchstone Family Association

Michael Wisla

Health Sciences Association of BC (HSA)

Pamela Pye

BC General Employees' Union (BCGEU)

Tammy Khanna

Independent Living Housing Society of Greater Victoria

Tanya Behardien

OneSky Community Resources



Advisory Panel

The Advisory Panel serves as a key liaison between the Board of Directors and the members. The panel includes occupational health and safety experts, HR professionals, and sectoral leaders from various member organizations. They provide technical and sectoral guidance to the CEO to fulfill the association's vision and mission set by the Board.

Anne-Marie Hague

Archway Society

Farzad Kasad

Health Sciences Association
of BC (HSA)

Geri Grigg

Hospital Employees' Union
(HEU)

Jeremy Bara

Vancouver Aboriginal Child &
Family Services

Kori Gryschuk

WorkSafeBC (WSBC)
(non-voting)

Natalia Day

Victoria Cool Aid Society

Nicole Ratich

S.U.C.C.E.S.S. (United Chinese
Community Enrichment
Services Society)

Patrick Coghlan

BC General Employees' Union
(BCGEU)

Rob Valerio

Axis Family Resources Ltd.

Tom McKenna

Canadian Union of Public
Employees (CUPE)

Tracey Hulten

Ministry of Children and Family
Development

Tigran Bajgoric

Chair, CEO, CSSHSA

Ana Lucia Mateus

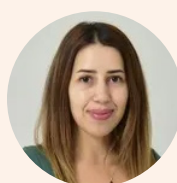
Executive Coordinator, CSSHSA

Staff

The team at CSSHSA brings expertise in occupational health and safety, psychological health and safety, mental health and well-being, social services, leadership, communications, curriculum development, and much more.



Tigran Bajgoric
CEO



Lusine Grigoryan
Education and Training
Coordinator



Ana Lucia Mateus
Executive Coordinator



Savanna Rutkowski
Occupational Health
and Safety Advisor



Jackie Lee
Occupational Health
and Safety Advisor



Therese Barrozo
Engagement and
Wellness Coordinator





CSSHSA wishes to thank all our partners for the continued support as we engage with the sector to develop this important work.



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