

Community Social Services Employers' Association of BC



Shaping a Bright Future

2018
ANNUAL REPORT

OUR VISION

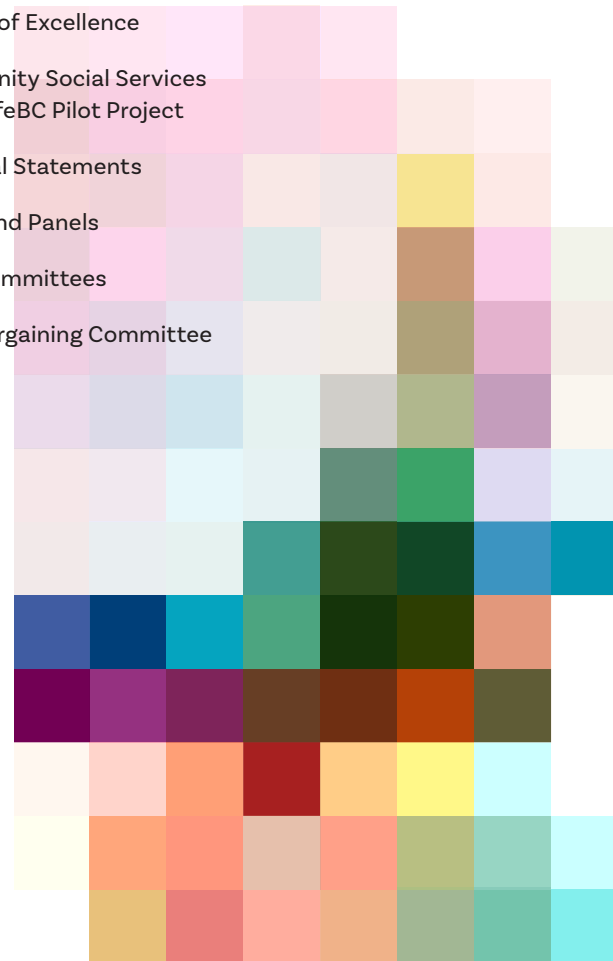
To be a leader in human resources and labour relations, and trusted advisor to our membership and government for the community social services sector of British Columbia.

OUR GUIDING PRINCIPLES

- We value the work of our member agencies and recognize the contribution members make to their communities and to the people they serve.
- We deliver quality services in a professional manner with honesty and respect.
- We facilitate a positive and productive labour relations environment within the social services sector.
- We work collaboratively with our members and government, value member input and support, and promote open and honest communication.
- We are committed to best practices and seek to develop innovative solutions to labour relations and human resources issues.
- We are a multi-employer association, accountable to balance the interests of member agencies and government to achieve our mandate.
- We believe employees are our most important resource and support them to be the best they can be.

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About the Community Social Services Employers' Association of BC

The **Community Social Services Employers' Association of BC** (CSSEA) provides research and knowledge management, human resources, labour relations and collective bargaining services to 193 members and 89 associates throughout the province ranging in size from under 10 employees to more than 600 and collectively employing more than 17,000 people.

Created in 1994 and based in Vancouver, CSSEA is the accredited bargaining agent for members and negotiates three sectoral collective agreements.

CSSEA members deliver a wide array of services to the people they support across BC in three service divisions:

- Indigenous Services (IS) formerly Aboriginal Services
- Community Living Services (CLS)
- General Services (GS)

Government and members rely on CSSEA to be a leader in human resources and labour relations in the community social services sector. Through stakeholder consultation and collective bargaining, CSSEA endeavours to build constructive and collaborative relationships with members, government, employees and unions, while continuing to attend to evolving membership needs.

CSSEA comprises four departments that deliver services to members and associates:

- Human Resources and Labour Relations (HRLR) Services
- Research and Knowledge Management
- Communications and Events
- Corporate Services

HRLR Services delivers consistent, reliable and trusted advice on human resources and labour relations issues. The team provides collective agreement negotiation and administration services, third-party representation (mediation, arbitration and human rights), disability management, and training and skills development.

Research and Knowledge Management collects and analyzes sectoral compensation and workforce data, conducts research on external compensation and benefits, manages the sector's job classification system, provides costing services during collective bargaining, and provides value-added reports that inform the sector on key trends and statistics.

Communications and Corporate Services inform external stakeholders and internal clients and are responsible for communications, database maintenance, event planning, member and associate management and governance administration.

Board Chair Message



Employers of the community social services sector can be proud of all that has been achieved so far in 2018. Not only were we one of the first tables to successfully conclude collective bargaining in the public sector, our ratification of the 2019-2022 collective agreements added to the achievement of existing historic five year collective agreements, thus solidifying labour stability and the continued effective delivery of social services in British Columbia.

The new collective agreements represent something more than continued labour peace; they signify the first time in which wages for community social services employees have caught up with comparable positions in community health. This is a goal the sector has been striving for in an attempt to ameliorate ongoing recruitment and retention struggles, and the government's commitment to redressing historically low wages in the sector represents a recognition of the value of our work. It also represents a tangible return for years of survey completion, as CSSEA's Research and Knowledge Management department has been able to use sectoral data to make a convincing case to government about wage disparities.

While employers should rightfully be encouraged by these monetary gains, there now exists a shrinking gap between the salaries of management and bargaining unit staff. Wages have been stagnant for experienced managers and we have heard from several members that the issue is becoming increasingly challenging for the retention of valuable senior staff. As the next three years continue to compress the wage scale, the sector will potentially have to confront new recruitment and retention pressures.

As I reflect on my first year as Board Chair, I applaud the dedication of my fellow colleagues on the Board and Panels, particularly those who took on the added roles of participating on the Bargaining Committee. Their capable expertise has made CSSEA successful in representing us and increased the profile of our sector to government. CSSEA's staff has also been an integral part of the successes achieved this year, beginning

with those who supported the bargaining process – from staff present at the bargaining table, to those who ensured the membership were kept informed, to our CEO who provided leadership and diplomacy to both unions and government during times of tricky negotiations.

As we work towards implementing the terms of the new collective agreements, we will rely on the great relationships forged through years of collaboration on our Joint Union/ Management committees. In particular, we will look to the joint Classification Committee to provide expertise on distribution of the low wage redress funds. The Committee will be tasked with reviewing the compensation structure of CSSEA occupations vis-à-vis similar positions in health, improving upon comparability, and maintaining the integrity of the JJEP classification system. I also commend and look forward to the work coming from our other joint committees:

- Benefits Committee
- Benefits While on Certain Leaves of Absence Committee
- Classification Tech Group
- Disability Committee
- Joint Training Committee
- Labour Adjustment and Education Fund (LAEF) Committee
- Precarious Work Committee
- Sector Committee
- VACFSS Workload Committee

With renewed energy and a welcome sense of positivity, I look forward to chairing the Board in 2019 and am optimistic the sector will continue to make more notable leaps and bounds.

A handwritten signature in blue ink, appearing to read 'David Young'. The signature is fluid and cursive, with a long horizontal stroke at the end.

David Young, CSSEA Board Chair

CEO Message

2018 has proven to be a seminal year for the community social services sector, due in large part to the ratification of new three-year collective agreements that will bring us to within parity of community health by 2021.

In anticipation of the possibility of early bargaining, much of the first part of this year was about preparation. This involved information sessions held around the province, during which CSSEA sought member input on employer bargaining objectives. Simultaneously, CSSEA engaged with benefit providers to enable us to cost different scenarios, including what proposals we might expect from the union bargaining association. The information derived from member and stakeholder consultations enabled us to align our bargaining priorities with the government's 2019 Sustainable Services Mandate and create a bargaining plan that best delivered on the expectations of the membership; ensured labour stability; improved access to services; and offered an attractive compensation package to current and new employees in a highly competitive labour market.

After seven weeks of talks and late hours, our Bargaining Committee was pleased to be able to recommend a historic deal that met employers' goals and for the first time, achieved a level playing field with our counterparts in community health and the broader public sector. The goal that had been identified since 2012 as a top priority for members, including at last year's AGM, was the ability to recruit and retain staff. I commend the current government for recognizing the longstanding challenges facing the social services sector and committing an unprecedented \$60 million over three years to redressing historically low wages in a predominantly female sector.

This year also saw the completion of CSSEA's three-year strategic plan. The completion of Year Three undoubtedly strengthened CSSEA as an organization, particularly with our solidification as the data repository for the social services sector. We have also strengthened our bond with members and relationships with stakeholders, improved service delivery and continued to balance our budget despite not receiving funding increases for over a decade.

CSSEA partnered with the Federation of Community Social Services of BC and WorkSafeBC to extend the CSS WorkSafeBC Pilot Project for a fourth year. This allowed us to continue providing members with support and resources to

create healthy workplaces and extend the three year trend of lower premiums. An important deliverable that came from the project this year was the launch of the *Community Social Services Health and Safety Handbook*, a first-of-its-kind resource in Canada that offers sector-specific strategies on workplace injury prevention, injury response and employee reintegration.

The new collective agreements have identified occupational health and safety as a priority in the sector and supported the creation of a provincial health and safety council in April 2019. The new council will expand on the work of the pilot project by promoting best practices on injury prevention and disability management and assisting members with reducing costs and accessing the COR certification program. I am proud of our continued commitment to workplace health not only because it reduces costs that can be redirected to client services, but also because it is the right thing to do. Healthy and safe workplaces create healthy communities and that should be everyone's priority.

The Community Social Services Awards of Excellence will be entering its fourth year in 2018 and it's fair to say the event has truly hit its stride. Presented with generous support from TELUS, we have been able to leverage the awards to share some truly inspirational stories about those who live and breathe service to our most vulnerable population in BC. The awards have grown in the past year, both in number of attendees and nominations received. As the event continues to evolve, I believe that public awareness will follow, resulting in an increased profile that this sector so richly deserves.

None of our accomplishments would be possible without a supportive Board and Panels, our many member committees, a tireless Bargaining Committee and dedicated CSSEA staff. My appreciation goes to everyone who made this year's achievements possible and for contributing to making 2017-18 the most successful in CSSEA's history.



A handwritten signature in blue ink, appearing to read 'Gentil Mateus'. The signature is fluid and stylized, with a long horizontal stroke at the end.

Gentil Mateus, CEO

Our Members

CSSEA members are social services employers contracted and funded by the provincial government to provide a range of community social services. Primarily not-for-profit agencies, member organizations range in size from under 10 to more than 600 employees and collectively employ approximately 17,000 people throughout British Columbia.

CSSEA Members Must Meet the Following Criteria:

- Have a unionized component
- Receive at least 50 per cent of total agency funding from provincial ministries and/or authorities through ongoing, direct service contracts
- Receive at least 50 per cent of provincial contract revenue from non-health ministries or authorities
- Receive at least \$250,000 from provincial ministries and/or authorities for the unionized component
- Have a community of interest within the community social services sector

Services Provided by Members

The contract services delivered by members focus on support and care programs for a wide variety of valued British Columbians. Services include:

- Residential and day support programs for persons with disabilities
- Crisis intervention programs
- Transition houses and residential transition care
- Counselling and life skills programs
- Emotional behaviour therapy
- Counselling for sexually abused persons and their families
- Respite care homes for persons with developmental disabilities
- Job readiness and community integration services
- Literacy and language skills programs
- Immigrant settlement support programs

Members and Associates by Division

Divisions	Members	Associates
Indigenous Services	6	5
Community Living Services	95	10
General Services	92	57
Other	0	17
Total	193	89

Members and Associates by Region

Regions	Members	Associates
Kootenays	17	7
Lower Mainland	69	41
North	26	8
Thompson Okanagan	27	11
Vancouver Island	54	22
Total	193	89

Members and Associates by Union Affiliation

Union	Members	Union	Members
BCGEU	122	HEU	20
BCNU	4	HSA	17
CLAC	2	SEIU	1
CSWU	1	UFCW	3
CUPE	36	USA	3
		Total	209

Our Associates

CSSEA associates are organizations that have a community of interest within the community social services sector but do not meet the criteria to be CSSEA members. Associates access CSSEA services and resources on a fee-for-service basis. Associate organizations are unionized and non-unionized employers from each of the three membership divisions.

Services Provided to Associates

In an effort to continue providing expertise that caters to the diverse needs of our associates, we offer three levels of service. The fees collected from Associates help offset CSSEA's operating costs and allow us to maintain a consistently high level of service for our core membership.

Consulting Services and Collective Bargaining Package (\$10,000/year), which includes:

- Human Resources
- Labour Relations
- Job Classifications
- Compensation Analysis
- Occupational Health and Safety
- Sector Surveys and Reports
- Regional Training
- Preferred Rates from Partner Service Providers
- Access to CSSEA's Annual Fall Conference
- Online HR Resources
- HRLR Email Alerts

Consulting Services Package (\$5,000/year) which includes:

- Collective Bargaining at the rate of \$125/hour plus expenses (see below) and applicable taxes
- Human Resources
- Labour Relations
- Job Classifications
- Compensation Analysis
- Occupational Health and Safety
- Sector Surveys and Reports
- Regional Training
- Preferred Rates from Partner Service Providers
- Access to CSSEA's Annual Fall Conference
- Online HR Resources
- HRLR Email Alerts

Subscription Services Package (\$150/year), which includes:

- Online HR Resources
- HRLR Email Alerts
- Preferred Rates from Partner Service Providers
- Access to CSSEA's Annual Fall Conference
- Additional Services Offered at Competitive Rates:
 - Collective Bargaining at the rate of \$175/hour + GST
 - HRLR Services at the rate of \$150/hour + GST
 - Job Classifications and Compensation Analysis at the rate of \$100/hour + GST
 - Occupational Health and Safety at the rate of \$150/hour + GST

HRLR Services



Collective Bargaining

The preparation, negotiation and ratification processes for the renewal of the 2014-19 Sectoral Collective Agreements took up a substantial amount of time and resources in 2018.

Pre-bargaining meetings around the province were held in the months leading up to May 2018 to secure members' bargaining objectives and priorities and inform what changes ought to be made to the Collective Agreements. Given the finalization in April of the government's Sustainable Services negotiating mandate and the availability of low wage redress funding to help address CSSEA members' recruitment and retention challenges, CSSEA entered into early collective bargaining in May to renew the Collective Agreements. Intense bargaining followed and the three tentative agreements were reached by the end of June, nine months prior to the expiration of the agreements and without resort to any strike action. The three-year Collective Agreements included significant increases for closing the wage gap with equivalent jobs in the health sector to support recruitment and retention, and significant changes to support quality care (eg. supervisory appointment process based on merit) and a more effective use of limited resources (eg. elimination of pay for personal Class 5 driver's licence renewal fees).

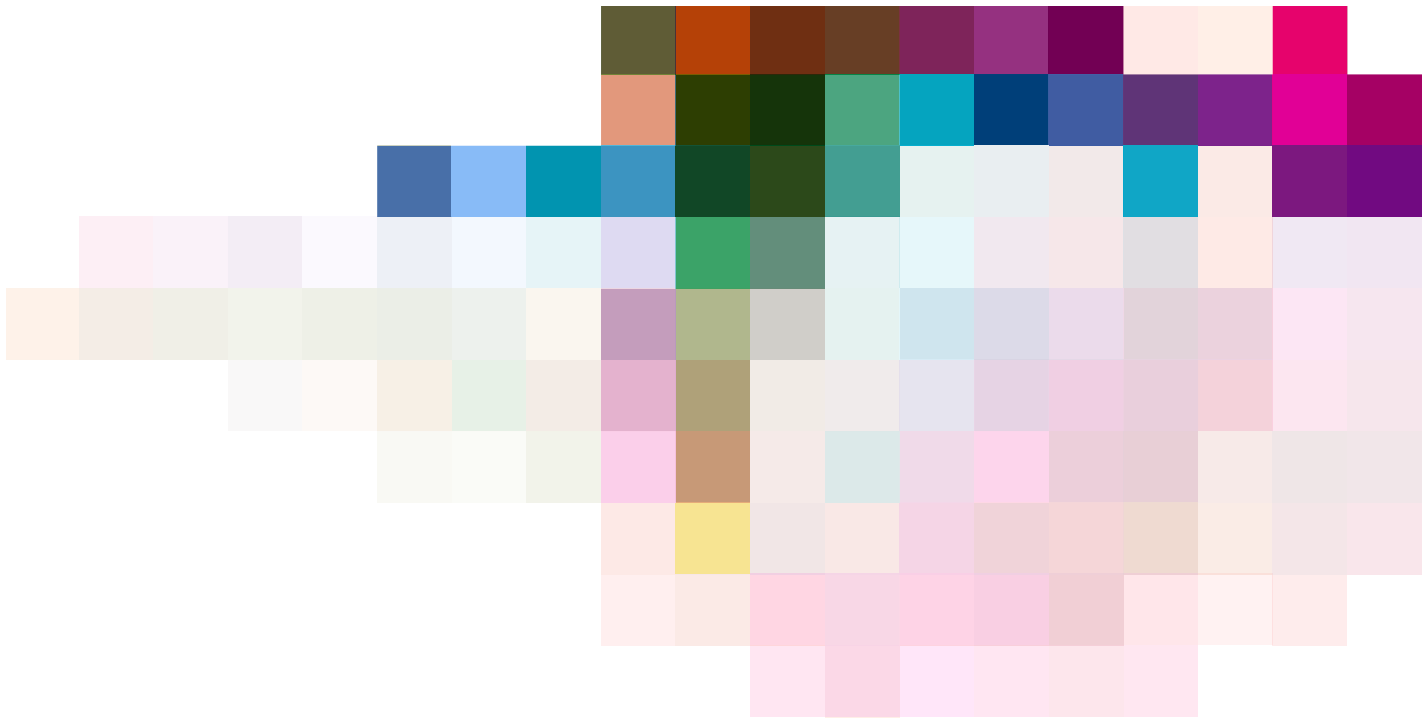
Both unions and employers ratified the tentative agreements in late August and the new and changed provisions became effective August 27, 2018. This was a significant undertaking that involved the time, expertise and dedication of the elected representatives from each of the three member divisions who participated in and guided the decisions of the employer Bargaining Team

Collective bargaining also occurred beyond the sectoral tables. CSSEA staff also represented the following Associate members in negotiations with their unions:

- PHS Community Services Society (aka Portland Hotel) – two agreements settled with its two CUPE locals, one being a first collective agreement;
- Gitxsan Nation – one agreement settled, one in progress;
- First Nations Health Authority – two agreements settled;
- Fraser Valley Aboriginal Child and Family Services (Xyolhemeylh) – first collective agreement settled;
- Britannia HUB (child care) – renewal agreement settled

Cases of Interest

Due to collective bargaining addressing a number of interpretations and strong efforts made by employers and



CSSEA to resolve grievances where as appropriate, the number of arbitrations involving interpretations of the Collective Agreements that impacted on all employers were limited in the past year. The one significant policy grievance that was largely settled in collective bargaining related to the appointment process for supervisory level vacancies. In bargaining, the parties resolved their longstanding dispute over what the role for seniority should be in these leadership appointments. It was agreed that seniority would only serve as a tiebreaker when the other merit-based factors in Article 24.3 are deemed to be relatively equal between candidates. Arbitrator Chris Sullivan still remains seized as arbitrator to resolve any of the other issues that were identified by the unions as those issues that should remain active. The unions are considering whether the remaining matters should be held in abeyance. In the meantime, hearing dates have been scheduled in May 2019 should the parties require the assistance of Mr. Sullivan.

Grievances

While there were limited sectoral disputes, CSSEA Advocates and Consultants remained active with hearing work involving largely local, employer-specific grievances. From October 2017 to October 2018, there were 191 matters referred to hearing (e.g. arbitration, Labour Relations Board, etc.). The breakdown of the top 5 types of issues referred to arbitration were:

Top 5 Grievance Issues

71 Cases on Discipline and Termination	18 Cases on Hours of Work and Overtime	8 Cases on Wage rates	6 Cases on Jobs: Posting and Selection	5 Cases on Layoff and Recall
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Finance, Research and Knowledge Management

Compensation Comparability and Classification Anomaly

CSSEA has continued to work with the CSSBA on the distribution of Comparability and Classification Anomaly Wage Increases to close the wage gap with comparator classifications in community health. The 7.5% in comparability and classification anomaly adjustments over three years are part of the 2014-2019 Collective Agreements, which included 11.5% in total wage increases, as well as Economic Stability Dividends. The April 1, 2018 Comparability and Classification Anomaly Wage Increase included a 2.5% increase for 98.2% of all full-time equivalents (FTEs). Other highlights include:

- The comparability target has been met for Steps 3 and 4 for Program Coordinator 1 Grid Level 12A, and Volunteer Coordinator Grid Level 12A, and as such full 2.5% increases will only be applied to Steps 1 and 2.
- The target has been met for Steps 2 to 4 for Crisis Line Coordinator Grid Level 13A and as such increases will only be applied to Step 1.
- Paraprofessional Grid Level 13P classifications Steps 1 to 3 will receive additional \$1.49 and \$1.27 for Step 4 (to match the Step 4 rate of Health LPNs) on top of the 2.5% wage increase. This covers the LPN and Children Who Witness Abuse Counsellor benchmarks.
- Paraprofessional Grid Levels 17P, 18P, 19P and 20P classifications will receive an additional \$0.50 on top of the 2.5% wage increase.

Compensation and Employee Turnover Survey (C&ETS)

In 2017, 84.7% of our members - including all of CSSEA's largest agencies - participated in the Compensation and Employee Turnover Survey. We estimate that the information collected captured 93% of total FTEs.

In 2017, we held data orientation sessions in eight cities: Dawson Creek, Kamloops, Kelowna, Nanaimo, Prince George, Surrey, Vancouver and Victoria. We also visited member agencies in Castlegar, Quesnel, Terrace and Williams Lake, and held one-on-one meetings for agencies unable to attend in person.

As of September 14, 2018, we have received surveys from 80.6% of our members. At our current rate, we are poised to match or even exceed last year's record participation rate as well as FTEs captured.

Non-Union / Non-CSSEA Data Collection

In 2017, approximately 740 of the non-union social services agencies funded by the province of BC were invited to complete the Compensation and Employee Turnover Survey. 548 of 740 non-union social services agencies responded to the survey yielding a participation rate of 74%.

In 2018 approximately 693 non-union social services agencies were invited to complete the Compensation and Employee Turnover Survey. As of September 25, 2018, we have received surveys from 545 non-CSSEA agencies yielding a participation rate of 78.6%.

CSSEA is collecting the survey data on behalf of government, leveraging the capacity and cost-effectiveness of our existing data collection process. The ability to obtain both member and non-member data is beneficial for the sector at large, as it paints a balanced picture of the sector as a whole in BC.

Joint Job Evaluation Plan (JJEP)

CSSEA worked with employers and the unions to consult on 247 job evaluation or classification-related requests from 82 agencies in the past year.

By Region	Agencies	Jobs Reviewed
Kootenays	8	24
Lower Mainland	35	133
North	13	24
Thompson	11	32
Vancouver Island	15	34

By Division	Jobs Reviewed
Indigenous Services	21
Community Living Services	75
General Services	151

By Union	Jobs Reviewed
BCGEU	170
HSA	48
CUPE	17
HEU	9
SEIU	1
UFCW	1
Non-Union	1

Social Services Workforce Information System (WFIS)

The strength of our data collection systems has made it possible for the Finance, Research and Knowledge Management department to offer more to members by way of reports.

WFIS ONLINE REPORTS

1. Agency Pyramid
2. Funding Profile
3. Benefits Participation and Family Status
4. Paid Sick Leave Days per FTE
5. Paid Sick Leave Days Per Employee
6. Total Compensation Comparison
7. Total Compensation Cost
8. Total Compensation Cost Annual Trend
9. Agency Specific Reports for Health for those required to report to HSCIS

CSSEA PUBLICATIONS

1. Executive Director Salary Report
2. Management & Excluded Salary Report
3. Non-Union Salary Report
4. Employee Turnover Report
5. Employee Turnover Report by Region (**New**)
6. Employee Turnover Report by Classification
7. Agency Specific Employee Turnover Report
8. HR Metrics Report
9. Agency Specific HR Metrics Report
10. CSSEA Fact Book

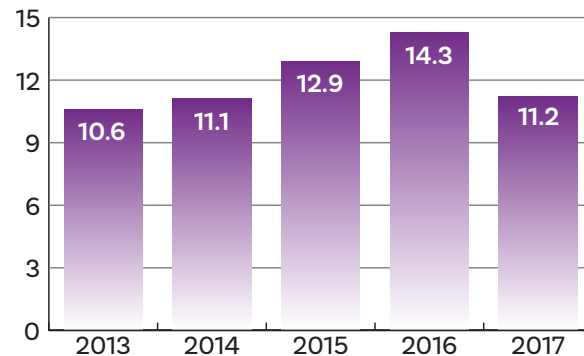
Computer Assistance Program

CSSEA continues to support members in need of updated technology by providing, at no charge, refurbished computer hardware donated from our corporate partners. In the past year, we distributed eight desktop computers and laptops to non-profit agencies around the province. This brings our four year total to over 200 items distributed. Given the ongoing need for equipment and to promote the sustainability of this important initiative, we continue to actively promote the program to current and new corporate contacts.

Early Intervention Program

CSSEA has been active in communicating to members about the Community Social Services Early Intervention Program (CSSEIP), given our recent update of the Policies and Procedures guidelines. The revamped Policies and Procedures outline the goals, objectives, responsibilities and policies of the program, which is a mandatory component of the 2014-2019 Collective Agreements and is a collaborative effort between CSSEA, the CSSBA and the sector's three disability management providers (Great-West Life, Acclaim Ability Management Inc. and the Disability Management Institute). Together, all stakeholders have worked to improve our sector results.

The Sector LTD Incidence Rate (New Claims per 1,000 Covered Lives) is shown below:



Centralized Maintenance Drug Dispensing (PostScripts)

We are pleased to see the steady growth of the PostScripts pilot, as additional agencies have joined the cost-saving initiative this year. This centralized drug dispensing service for members requiring ongoing maintenance medications is the first of its kind, allowing us to reduce dispensing and drug markup fees and arranging for drugs to be delivered directly to employees' homes. We remain the only sector to offer a choice of three benefit providers – CSBT, the Federation Association Benefit Plan and HBT – and therefore allow members the flexibility to select their benefit provider of choice while decreasing overall costs of prescription drugs.

Communications and Awards of Excellence

2019 Bargaining

Communications has been of particular importance in 2018 due to the need for members to receive clear and timely updates in the lead-up to 2019 bargaining. Bargaining-related communications to the membership began early in the New Year and utilized existing channels like the *CEO Update* and *CSSEA Info* to disseminate important information on pre-bargaining meetings, timing of negotiations, updates at the table and post-bargaining ratification procedures. Internally, the communications department supported the production of a high-level Bargaining Plan, which highlighted key details like employers' bargaining priorities, strategy and current environment so members of the 2019 Bargaining Committee could gain an appreciation of the landscape in which they were holding talks. When bargaining commenced in May, the communications department was tasked with ensuring the membership was kept regularly informed of major developments through weekly *Bargaining Updates*.

CSSEA's capacity to reach a larger segment of its membership was showcased at the post-bargaining Ratification Information Meeting in July, 2017, where participants had the ability to connect to a live meeting in Vancouver via an interactive conference call and webinar. This improved technical capacity was notable, in that it allowed all members to receive the same information and engage in a unified discussion.

AGM and Conference

CSSEA's 2017 AGM and Conference, *Strength in Diversity*, drew 204 attendees from across the province. Held in beautiful Kelowna for the first time in five years, the event presented an opportunity for members in the Interior of BC, who may otherwise not attend conferences in the Lower Mainland, to participate. The 2017 AGM resulted in one special resolution — housekeeping changes to CSSEA's Constitution and Bylaws — passed, as well as the introduction of three divisional resolutions. The resolutions presented by Community Living Services concerned the full funding of the new Collective Agreements and ongoing CSSEA training for managers, while the one proposed by General Services requested the implementation of a province-wide recruitment and retention strategy. CSSEA's efforts to address those resolutions will be discussed at this year's AGM, taking place October 9, 2018 in Vancouver.

The 2017 conference featured 10 professional development sessions, with a number of them focused on different aspects of diversity,

including Aboriginal reconciliation, gender diversity and racial bias. Those sessions complemented an extremely well-received keynote address delivered by social entrepreneur, Mark Brand. Brand brought his trademark no-nonsense presentation style and spoke passionately about topics such as employment of individuals with barriers to the workforce; food security; community building; and inclusion. Combined with practical HRLR-focused workshops, the conference provided a balanced mix of technical sessions, networking opportunities and emotional intelligence sessions.

BC Community Social Services Awards of Excellence

The third annual BC Community Social Services Awards of Excellence was our most successful event to date. It was held in Kelowna on the second day of our conference, proving to be a positive move as it increased attendance by 205% compared to 2016. We enjoyed the company of dignitaries such as Kelowna's Mayor, Colin Basran, who warmly welcomed the delegation and spoke glowingly about the work being done in our sector. We received 13 nominations and congratulate each of our four winners:

Rising Star - Damian Brennan, Community Support Worker, Chilliwack Society for Community Living

Hero - Paulina Weslowski, Community Support Worker, Semiahmoo House Society

Leader - Kelly Kelland, CEO, Interior Community Services

Legend - Diane Entwistle, CEO, Okanagan Boys & Girls Clubs

CSSEA thanks members of its Shortlisting Committee and external Judging Panel for their continued passion and diligent review of each nomination.

Shortlisting Committee

- Diane Entwistle, Okanagan Boys & Girls Clubs
- Tammy Khanna, Independent Living Housing Society of Greater Victoria
- Vicki Kipps, Maple Ridge/Pitt Meadows Community Services
- Doris Sun, CSSEA
- Ellen Tarshis, Community Living Victoria
- Lilla Tipton, Inclusion Powell River Society
- Dannica Wruck, Telus

Judging Committee

- Doug Campbell, Ernst & Young LLP
- Warren Carr, Telus
- Christian Codrington, Industry Training Authority
- Randi Mjolsness, former Assistant Deputy Minister, MCFD (retired)



Damian Brennan, recipient of the 2017 Awards of Excellence Rising Star award



Paulina Weslowski, recipient of the 2017 Awards of Excellence Hero award

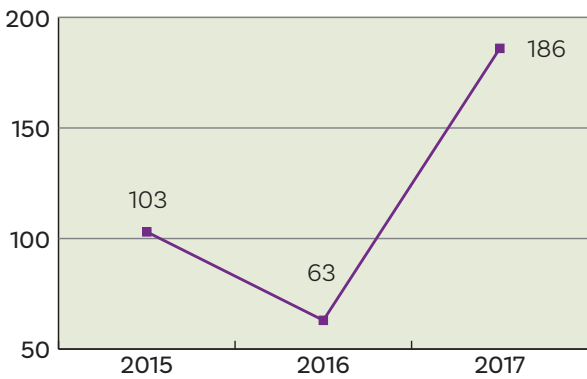


Kelly Kelland, recipient of the 2017 Awards of Excellence Leader award

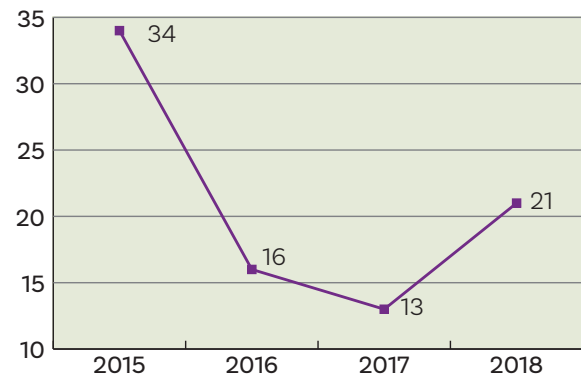


Diane Entwistle, recipient of the 2017 Awards of Excellence Legend award

Awards of Excellence Luncheon Attendance 2015 - 2017



Awards of Excellence Nominations 2015 - 2018



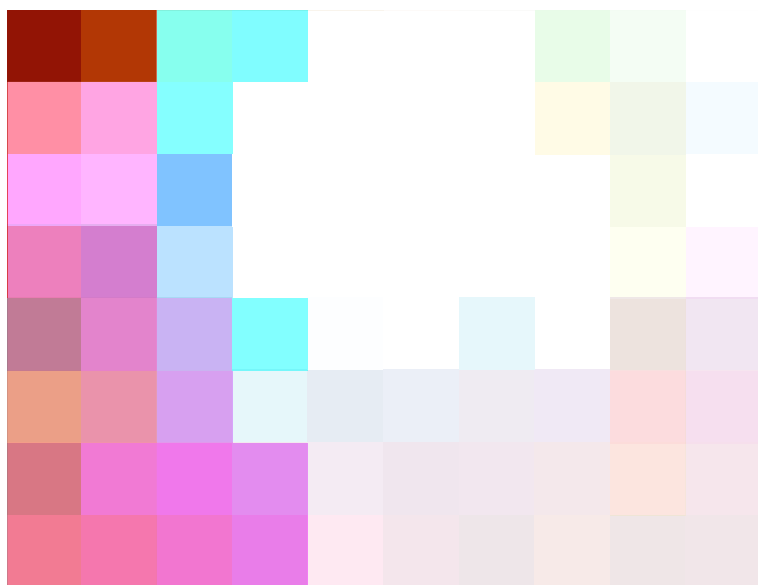
Community Social Services WorkSafeBC Pilot Project

Year three of the Community Social Services WorkSafeBC Pilot Project yielded some exciting deliverables, most notably the sector-wide distribution of the *CSS Health and Safety Handbook*, a first-of-its-kind resource in Canada for the social services sector. The handbook provides in-depth strategies on workplace injury prevention, injury response recommendations and employee reintegration following an injury and establishes a benchmark for community social services on health and safety best practices. Since launching this past spring, the publication was met with overwhelmingly positive feedback from both employers and unions. As it continues its roll-out in 2018 with a series of regional presentations that will take place around the province in September and October, members will have the opportunity to ask questions, engage with stakeholders, gain insights on how to put the handbook to work in their respective agencies and speak about agency-level challenges that are being addressed.

The Handbook was made possible by three years of commitment from employers, CSSEA, the Federation of Community Social Services of BC and WorkSafeBC, who were dedicated to addressing challenges experienced in the sector and to reducing the length and costs of workplace injury claims. The pilot worked with employers who had both positive experience ratings and high surcharges to identify common cost drivers, types of claims, nature of injuries and other such cost drivers.

Year 3 (2017-2018) Accomplishments

- 1) **Best Practices – Occupational Safety and Health, and Disability Management:** The Pilot has continued to engage with its 26 Pilot employers and efforts were made to work with and monitor the 13 experiencing challenges with injury prevention, return to work and disability management. Classification Unit (CU) reports were sent to all 26 Pilot Employers and follow-up was periodically conducted to review performance. As of November 2017, four additional employers became a part of the Pilot on a consultation level, bringing the total of employers engaged with the project to 30.
- 2) **Classification Unit Migration and Rate Forming:** The Pilot has continued its ongoing discussion on the migration process with employers to ensure they are in the correct CU. The community social services sector has continued to work towards the migration of the two Classification Units – Counselling or Social Services CU# 766007 and Residential Social Service Facility CU#766017, which properly reflect the sector. Sectoral discussions to engage in a rate forming a single majority CU are also ongoing.
- 3) **WorkSafeBC COR Program:** The Pilot has been working with the BC Municipal Safety Association to obtain WorkSafeBC Certificate of Recognition (COR) Auditors training and to further explore ways to improve access to the program for the sector. The pilot has positioned itself as a COR resource for employers who are looking to undertake the program.
- 4) **Sustainability:** The Pilot has continued to work with all stakeholders to ensure the achievements made in the last three years are sustained; to that end, it is pleased to have received support for its continuation for a fourth year. Also promising is the inclusion of language to support the enshrinement of a health and safety body in the 2019-2022 sectoral collective agreements. As noted in a Memorandum of Agreement, both employers and unions have committed to establishing a provincial occupational health and safety council by the end of 2018. This council will be tasked with continuing work on health and safety, including conducting risk assessments and annual gap analysis, developing resources and identifying provincial priorities, strategies or projects.



Year 4 Objectives

As the project embarks on its fourth year, it will focus on achieving the following goals:

- 1) Promotion and distribution of the CSS Health and Safety Handbook through regional presentations/sessions.
- 2) Continued support for the 30 pilot participants.
- 3) Continued support and resources on injury prevention, disability management, return to work/recovery at work practices and health and safety best practices.
- 4) Development of best practices on the prevention of Acts of Violence/Force in the sector.

CSSEA acknowledges everyone who contributed to making Year 3 of the project a success

Participating Employers

Abbotsford Community Services
AiMHi Prince George Association for Community Living
AXIS Family Resources Ltd.
Bethesda Christian Association
Chilliwack Society for Community Living
Community Integration Services Society
Community Living Society
Creston and District Society for Community Living
Delta Community Living Society
Developmental Disabilities Association
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
PLEA 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 of the Lower Mainland of BC
Touchstone Family Association
Vancouver Aboriginal Child & Family Services
Victoria Cool Aid Society

Community Social Services Bargaining Association

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

Lead Partners

Community Social Services Employers' Association
of BC (CSSEA)
Federation of Community Social Services of BC (FED)
WorkSafeBC

Financial Statements

The following are excerpted highlights from CSSEA's audited financial statements. The complete document is available by contacting CSSEA's office.

Statement of Financial Position

March 31, 2018, with comparative information for 2017

	2018	2017
FINANCIAL ASSETS		
Cash	\$ 89,088	\$ 283,707
Term Deposits	1,250,000	1,182,700
Accounts receivable	63,555	52,955
	\$ 1,402,643	\$ 1,519,362
LIABILITIES		
Accounts payable and accrued liabilities	198,710	172,177
Deferred revenue	17,849	189,152
Obligations under capital leases	62,889	77,896
	\$ 279,448	\$ 439,225
Net financial assets	1,123,195	\$ 1,080,137
NON-FINANCIAL ASSETS		
Tangible capital assets	119,823	128,288
Prepaid expenses	64,085	47,014
	\$ 183,908	\$ 175,302
Commitments		
Accumulated surplus)	\$ 1,307,103	\$ 1,255,439

Approved by CSSEA's Board of Directors

Statement of Operations and Accumulated Surplus

Year ended March 31, 2018, with comparative information for 2017

	2018		2017
REVENUE			
	Budget	Actual	Actual
Provincial government funding	\$ 2,649,255	\$ 2,618,179	\$ 2,576,395
Fees	453,824	390,280	341,779
Interest	26,000	22,469	23,884
	3,129,079	3,030,928	2,942,058
EXPENSES			
Human Resources and Labour Relations	\$ 1,131,910	\$ 1,066,387	\$ 1,000,148
General	991,766	994,550	989,419
Research and Knowledge Management	763,073	693,275	674,664
Membership	235,734	195,994	208,026
Bargaining	6,596	29,058	19,157
	3,129,079	2,979,264	2,891,414
Annual surplus	-	51,664	50,644
Accumulated surplus, beginning of year	\$ 1,255,439	\$ 1,255,439	\$ 1,204,795
Accumulated surplus, end of year	\$ 1,255,439	\$ 1,307,103	\$ 1,255,439

Board and Panels

BOARD

Chair - David Young, Sources Community Resources Society, White Rock

Vice Chair - Fernando Coelho, posAbilities Association of British Columbia, Burnaby

Treasurer - Deborah Joyce, District 69 Family Resource Association, Parksville

Janice Barr, Richmond Society for Community Living, Vancouver

Kathleen Bennett, Northwest Inter-Nation Family and Community Services Society, Terrace

Dawn Hein, Mission Association for Community Living, Mission

Bernadette Spence, Vancouver Aboriginal Child & Family Services Society, Vancouver

Michael Lord, Ministry of Social Development and Social Innovation, Government Appointee

Seonag Macrae, Community Living British Columbia, Government Authority Appointee

Chris Rathbone, Public Sector Employers' Council Secretariat, Government Appointee

Philip Twyford, Ministry of Children and Family Development, Government Appointee

PANELS

INDIGENOUS SERVICES

Chair - Bernadette Spence, Vancouver Aboriginal Child & Family Services Society

Kathleen Bennett, Northwest Inter-Nation Family and Community Services Society

Lyndale George, Haida Child and Family Services Society

Colleen Lucier, Lii Michif Otipemisiwak Family & Community Services Society

Judy Smith, La Société de les Enfants Michif (Métis Family Services)

Colleen Spier, Island Métis Family & Community Services Society

Karen Wainwright, Haida Child and Family Services Society

COMMUNITY LIVING SERVICES

Chair - Tammy Khanna, Independent Living Housing Society of Greater Victoria

Vice Chair - Dawn Hein, Mission Association for Community Living

Janice Barr, Richmond Society for Community Living

Fernando Coelho, posAbilities Association of British Columbia

Tony Laing, Penticton & District Society for Community Living

Tanya Sather, Burnaby Association for Community Inclusion

Ellen Tarshis, Victoria Association for Community Living

Julie Unger, Chilliwack Society for Community Living

GENERAL SERVICES

Chair - Diane Entwistle, Okanagan Boys & Girls Clubs

Vice Chair - Rod Santiago, Abbotsford Community Services Society

Sanjay Gulati, Mission Community Services Society

Deborah Joyce, District 69 Family Resource Association

Vicki Kipps, Maple Ridge/Pitt Meadows Community Services

Judy Valsonis, Touchstone Family Association

David Young, Sources Community Resources Society

Joint Committees

SECTOR COMMITTEE

Gentil Mateus, CSSEA (Chair)
Eric Peraro, CSSEA
Anne Campbell, CSSEA
Mark Slobin, CSSEA

BCGEU – Selena Kongpreecha (Chair)
Andrea Duncan
Pamela Pye
Amrita Sanford
CSWU – Shelley Moore
CUPE – Louise Oetting
Sheryl Burns
HEU – Robbin Knox
HSA – Sharon Geoghegan
UFCW – Monica Staff

BENEFITS COMMITTEE

Gentil Mateus, CSSEA (Chair)
Eric Peraro, CSSEA
Mark Slobin, CSSEA

Chris Rathbone, PSEC
Fernando Coelho, posAbilities
Association of British
Columbia
Jill Westlake, Developmental
Disabilities Association of
Vancouver-Richmond
David Young, Sources
Community Resources
Society

BENEFITS WHILE ON CERTAIN LEAVES OF ABSENCE COMMITTEE

Anne Campbell, CSSEA (Chair)
Eric Peraro, CSSEA
Liz Barnett, North Shore
Disability Resource Centre
Association
Tony Laing, Penticton
and District Society for
Community Living
Employer TBD

CUPE– Sheryl Burns (Chair)
Louise Oetting
BCGEU – Andrea Duncan
Selena Kongpreecha

CLASSIFICATION TECH GROUP

Eric Peraro, CSSEA
Mark Slobin, CSSEA
Karen May, CSSEA

BCGEU – Brent Camilleri
HSA – David Fairey

CLASSIFICATION COMMITTEE

Eric Peraro, CSSEA (Co-Chair)
Gentil Mateus, CSSEA
Mark Slobin (Tamina Mawji as
backup), CSSEA
Karen May, CSSEA

Christine Baerg, Westcoast
Child Care Resource Centre
Tanya Behardien, Penticton
and District Community
Resources Society
Melanie Fleming, The Victoria
Cool Aid Society
Jill Westlake, Developmental
Disabilities Association of
Vancouver-Richmond

Terri Nakayama, Central
Okanagan Child
Development Association
Tim Veresh, PLEA Community
Services Society of British
Columbia
Bouwe Wierdsma, posAbilities
Association of British
Columbia
Lois Wynne, Sea to Sky
Community Services Society

BCGEU – Brent Camilleri (Chair)
Selena Kongpreecha
Chris Mikulasik
CSWU – Shelley Moore
CUPE– Sheryl Burns
HSA – Sharon Geoghegan

Joint Committees

DISABILITY COMMITTEE

Gentil Mateus, CSSEA
(Co-Chair)

Eric Peraro, CSSEA

Anne Campbell, CSSEA

Fenella Boase, North Shore
Disability Resource Centre
Association

Stephanie Green or

Doug Tennant, Semiahmoo
House Society

Jill Westlake, Developmental
Disabilities Association of
Vancouver-Richmond

BCGEU – Selena Kongpreecha
(Chair)

Andrea Duncan

Amrita Sanford

CUPE – Sheryl Burns
Louise Oetting

HEU – Robbin Knox

HSA – Dennis Blatchford

JOINT TRAINING COMMITTEE

Vanessa Wong, CSSEA (Co-Chair)

Doris Sun, CSSEA

Kathryn Oswell, Western
Human Resource Corp.

Melanie Fleming, The Victoria
Cool Aid Society

CUPE – Sheryl Burns (Chair)

BCGEU – Pamela Pye

HSA – Sharon Geoghegan

LABOUR ADJUSTMENT AND EDUCATION FUND (LAEF) COMMITTEE

Sara Grujin, CSSEA (Co-Chair)

Kathryn Oswell, Western
Human Resource Corp.

Employer TBA

BCGEU – James Cavalluzzo
(Chair)

Pamela Pye

CUPE – Louise Oetting

HSA – Sharon Geoghegan

PRECARIOUS WORK COMMITTEE

Anne Campbell, CSSEA (Chair)

Tammy Khanna, Independent
Living Housing Society

Corinne Barton, Langley
Association for Community
Living

BCGEU – Pamela Pye (Chair)

CUPE – Bernice Way

HSA – TBA

VACFSS WORKLOAD COMMITTEE

Mark Slobin, CSSEA (Chair)

Bernadette Spence, VACFSS

Paul Hucul, VACFSS

Jeremy Bara, VACFSS

BCGEU – Kay Sinclair (Chair)

2019 Bargaining Committee

We appreciate the dedication and commitment of our 2019 Bargaining Committee and thank all members for their tremendous efforts in securing three-year collective agreements for the sector.

INDIGENOUS SERVICES

Lyndale George, Executive Director, Haida Child and Family Services Society

Bernadette Spence, Chief Executive Officer, Vancouver Aboriginal Children & Family Services Society

GENERAL SERVICES

Diane Entwistle, Chief Executive Officer, Okanagan Boys & Girls Clubs

Judy Valsonis, Executive Director, Touchstone Family Association

Deborah Joyce, Chief Executive Officer, District 69 Family Resource Association

Sanjay Gulati, Executive Director (Alternate), Mission Community Services Society

COMMUNITY LIVING SERVICES

Fernando Coelho, Chief Executive Officer, posAbilities Association of British Columbia

Tanya Sather, Executive Director, Burnaby Association for Community Inclusion

Tammy Khanna, Executive Director, Independent Living Housing Society of Greater Victoria

Janice Barr, Executive Director (Alternate), Richmond Society for Community Living

CSSEA STAFF

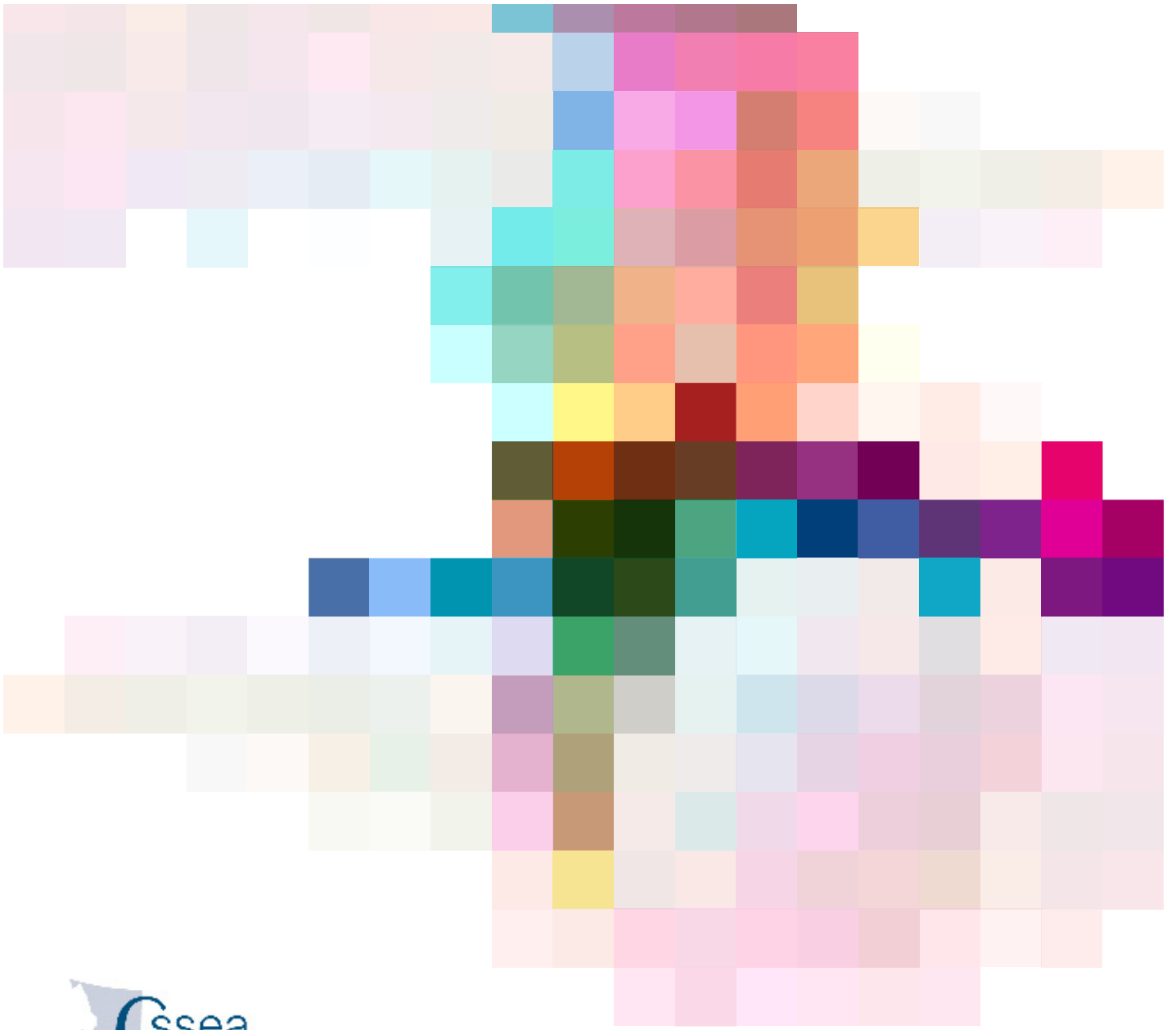
Mark Slobin, Director of HRLR Services, Lead Spokesperson

Vangie Johnson, Executive Administrative Assistant to HRLR Services

Eric Peraro, Executive Director, Data and Costing

Sara Grujin, Advocate, HRLR Services

Courtney McLachlan, Advocate, HRLR Services



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