

CSS WorkSafeBC Pilot Project Update

An Innovative & Sustainability Roundtable Initiative

December 2017 Newsletter

Best Practices: Injury Prevention and Resource Information Development

The *Community Social Services Health & Safety Handbook* and the *Community Social Services Injury Management (Recovery At Work) Road Map* continue to be in the final stages of completion where images are being incorporated to reflect the community social services sector. The Pilot is pleased to convey that all the written material in the *Handbook* have been approved and supported by all stakeholders. The tentative completion date now will be January 2018. The Pilot would like thank CSS employers, Stakeholders, Community Social Services Bargaining Association and WorkSafeBC, for their valuable contribution on the *Handbook*.

Migration of Classification Units (CU) & CSS Sector CU Rate Making/Forming

The Classification Unit (CU) Migration process continues for CSS employers that are registered in Long Term Care CU #766011 to be moved to Residential Social Service Facility CU #766017. The intent of the migration is to ensure employers are in the correct CU that reflect the sector, and that the migration be cost neutral or cost reductive.

Employers are encouraged to contact the Pilot if they have any questions or concerns regarding the classification unit they are registered in.

The conversation with respect to a uniform WSBC CU Rate Making for the CSS Sector continues.

WorkSafeBC COR Program

In order to improve access to the WorkSafeBC COR Program, the Pilot Project is working with the BC Municipality Safety Association to complete the WorkSafeBC COR Auditors Training for the purpose of becoming a COR resource for the community social services sector.

Pilot Impact / Outcomes

CSS WorkSafeBC Pilot Project

Pilot Employers Claims & Cost Executive Summary

Recently, WorkSafeBC conducted a high level claim cost data analysis pertaining specifically to all 26 pilot employers for 2014, 2015, and 2016 that are engaged with the Project. Claims data for 2014 was used as a control year and compared their performance in 2015 and 2016. It is important to note that the 26 employers were segregated into two separate groups for analysis; *Group A* employers were facing significant challenges, while *Group B* employers were performing in Best Practices. (Note: analysis of "cost rates" took payroll size into account in this analysis).

Performance for *Group A* indicated reduced claim costs and counts in the first two years of the pilot:

- Reduced Claims Cost
 - -39% in 2015 and -20% in 2016
- Reduced Number of claims
 - -10% in 2015 and -14% in 2016

Performance for *Group B* figures were relatively flat (and much lower as a group to begin with where short term disability and healthcare costs were also analyzed):

- Cost rates also showed improved trends in 2015 & 2016
- Group A results: -7% in 2015 and -14% in 2016

WorkSafeBC Preliminary Rates for 2018

WorkSafeBC 2018 Preliminary Rates for the CSS sector indicate a decrease in all classification units as indicated in the chart below.

WorkSafeBC - Community Social Services

Classification Units	CU #	2016	2017	2018*	Change	Result
Counselling or Social Services	766007	\$ 1.19	\$ 1.16	\$ 1.15	-0.86%	Decrease
Life and Job Skills Training	766010	\$ 2.30	\$ 2.09	\$ 1.91	-8.61%	Decrease
Long-Term Care	766011	\$ 2.42	\$ 2.36	\$ 2.26	-4.24%	Decrease
Residential Social Service Facility	766017	\$ 2.39	\$ 2.12	\$ 2.01	-5.19%	Decrease
Short-Term Care	766019	\$ 2.10	\$ 1.80	\$ 1.60	-11.11%	Decrease

* 2018 rates are preliminary figures

Pilot Project Activities

The Pilot would like to thank the 26 employers that are engaged with the project for their continued support and guidance on sharing best practices with the community social services sector.

A meeting with SafeCare BC in November examined and explored a Peer to Peer Resource Network between sectors to build partnerships to serve employers that overlap between Community Health & community social services.

Two webinar topics have been identified:

- 1) CSS Health & Safety Handbook / Injury Road Map
- 2) Prevention Education on Acts of Violence

WorkSafeBC workplace injury statistics on the four classification units (CU) [Counselling or Social Services (#766007), Life and Job Skills Training (#766010), Residential Social Service Facility (#766017) and Short-Term Care (#766019)] are being examined to provide further information on the types of claims and the costs associated with them in community social services. The preliminary review of the data confirms WorkSafeBC's initial assessment in identifying the top three types of claims continue to be:

1) *Overexertion*, 2) *Acts of Violence* and 3) *Falls/Slips/Trips*.

While the top three costs with respect to the types of injuries are: 1) *Acts of Violence*, 2) *Overexertion* and 3) *Falls/Slips/Trips*.

The Pilot is conducting PowerPoint presentations on the following to Project employers: Anti-Bullying & Harassment, Ergonomics in the workplace, Incident Investigations, & JOSHC Duties & Responsibilities. These presentations will be made available to the CSS sector in early 2018.

The Pilot with WSBC were pleased to conduct a joint presentation on the *Community Social Services Health & Safety Panel Discussion* at the CSSEA Conference.

Presentations took place throughout the Lower Mainland, and the Okanagan areas with Pilot Employers. Several presentations will be scheduled in the upcoming months for the Okanagan, Vancouver Island and Northern BC regions.

WorkSafeBC Resources

As mentioned in the previous Newsletter, WorkSafeBC has updated its website and is providing valuable resources to employers. Please access your employer portal to learn more about these important resources through the WorkSafeBC website. Some important web links:

- [WorkSafeBC Employer Safety Planning Tool Kit Link](#)
- [JOSH Committee New Resources Link](#)
- [Employer Online Injury Reporting Link](#)
- [WorkSafe Magazine](#)

Up Coming

The *Year 2 Pilot Project Report* and the *CSS Employer's Health and Safety Handbook* and the *CSS Injury Management (Recover at Work) Road Map* to be released to the sector next year.

The Federation of Community Social Services of BC will be convening a 2 day forum on the issues impacting the strength and sustainability of the community social services sector. Join in Victoria on Feb 8-9th. More information can be found at <https://fcssbc.ca/conferences/february-conference-and-gm/> or email info@fcssbc.ca or by phone: 250.480.7387 or fax: 250.480.7396

The Pilot encourages employers to provide feedback on WorkSafeBC Preliminary 2018 Rate Consultation.

Acknowledgements

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

The Pilot is pleased to add in a consultative capacity: Chilliwack Society for Community Living, Delta Community Living Society, Developmental Disabilities Association and PLEA Community Services to the Project.

The Community Social Services sector, Community Social Services Bargaining Association, Stakeholders and WorkSafeBC.

Pilot Contact Information

For more information on the Pilot or questions, please contact Satvinder Basran, Project Manager of the Community Social Services WorkSafeBC Pilot Project at 604.601.3127 or toll free at 1.800.377.3340 extension 127 or email at sbasran@cssea.bc.ca