

# 2017 rate consultation

## Community Social Services Employers Association

September 20, 2016

# Today's agenda

1. How we set insurance rates
2. Long Term Care and its current rate group
3. Your 2017 preliminary rate and future rates
4. Greater safety equals lower rates

# WorkSafeBC

## Who we are

We are WorkSafeBC.

We **value** service, integrity, accountability, partnership, and innovation.



## Where we're going

Our **vision** is British Columbians free from workplace injury, disease, and death.

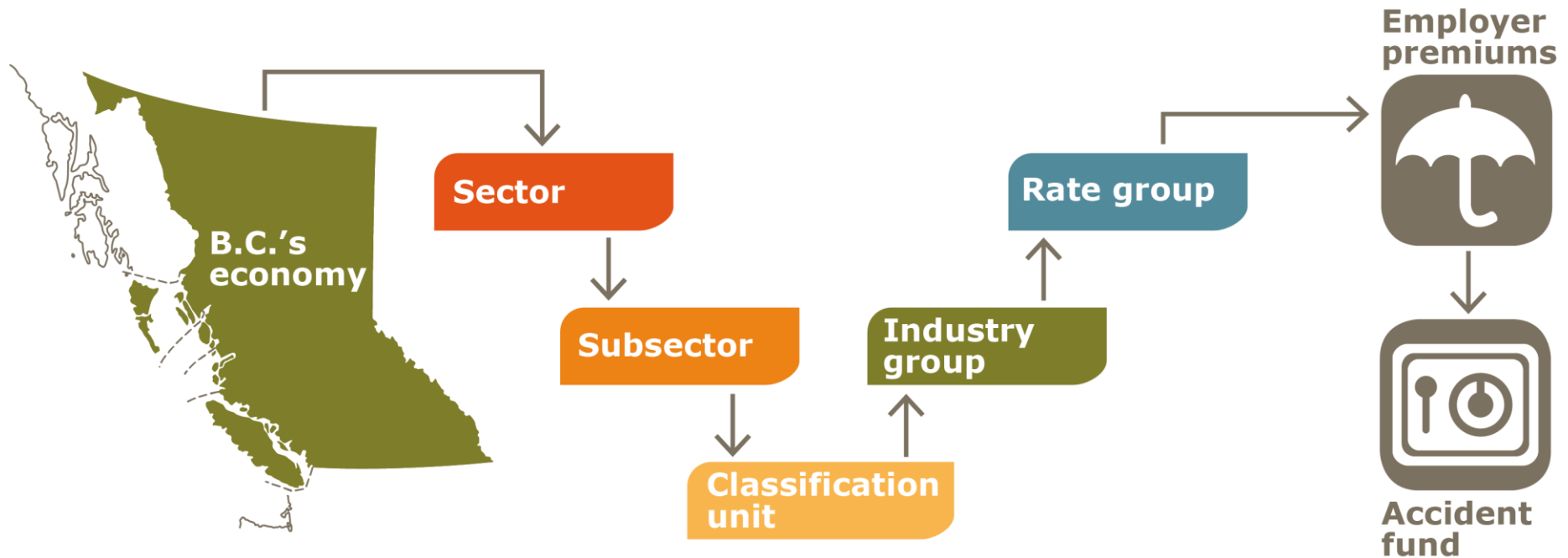
## Why we exist

We're dedicated to promoting safe and healthy workplaces across BC.

- We partner with workers and employers to save lives and prevent injury, disease, and disability.
- We provide compensation and support injured workers in their recovery, rehabilitation, and safe return to work.
- We run a sustainable no-fault insurance system.

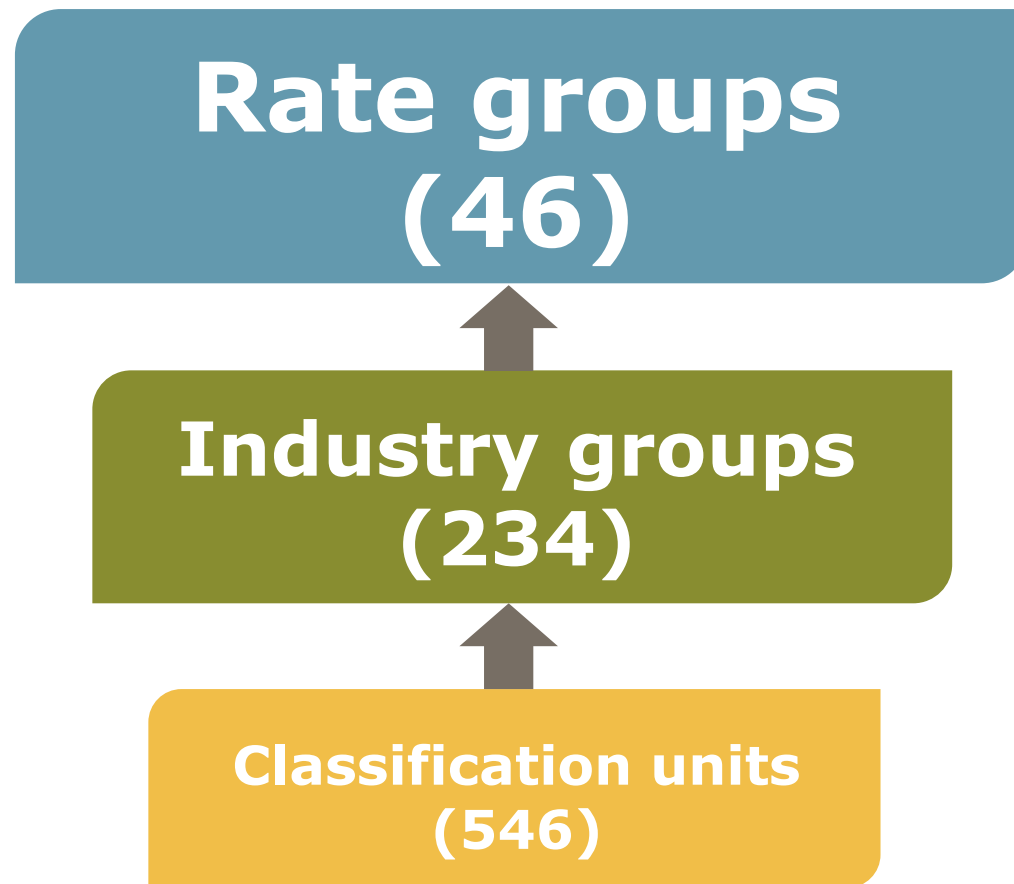
How we set insurance rates

# Classification and rate setting



- Similar classification units are placed together into industry groups.
- Industry groups with similar costs are then placed into rate groups.
- When industry groups start having higher or lower costs, they're moved to more appropriate rate groups.

# How we set your rate



# Industries in focus

We will focus on 4 of the 24 industry classifications WorkSafeBC uses to represents the various health care and social assistance industries in BC.

766001 Acute Care  
766002 Alcohol or Drug Treatment Centre  
766003 Alternative Health Care  
766004 Ambulance or First Aid Services  
766005 Chiropractic Services, Chiropractic Care, or Chiropractic Practice  
766006 Community Health Support Services  
**766007 Counselling or Social Services (not elsewhere specified)**  
766008 Dentistry or Ancillary Dental Services  
766009 Fundraising or Charitable Organization  
**766010 Life and Job Skills Training**  
766011 Long-Term Care  
766012 Massage Therapy (licensed)  
766013 Optometry  
766014 Physiotherapy or Occupational Therapy  
766015 Medical Clinic or Medical Practice (not elsewhere specified)  
766016 Religious Organization  
**766017 Residential Social Service Facility**  
766018 Retirement Home or Seniors' Home (accommodation only)  
**766019 Short-Term Care**  
766020 Supplementary Health Care  
766021 Surgical Centre  
766022 Laboratory Services (not elsewhere specified)  
766023 Professional Organizing, Senior Move Managing, and Personal Assisting  
766024 Pre-hospital Emergency Health Care

# Industry at a glance

## Counselling or Social Services (not elsewhere specified)

Classification Unit: **766007**

Sector: Service Sector

Sub-sector: Health Care and Social Services

### Facility

Here are some examples of facilities covered by this classification unit:

Abused persons centre  
Boys and girls club  
Crisis centre  
Drop-in centre  
Recreation centre  
Social rehabilitation centre  
Women's shelter

Activity centre  
Community centre  
Cultural centre  
Friendship centre  
Senior citizens' centre  
Women's centre  
Women's transition house

### Services

Here are some examples of services that firms in this classification unit provide:

Adoption agency  
Art therapy programs  
Community development society  
Crisis line  
Immigration services  
Mental health workshops  
Outreach programs  
Refugee services  
Support group house

Advocacy groups  
Block parent programs  
Crime prevention programs  
Day camps  
Meals-on-wheels program  
Neighbourhood Watch programs  
Recreation programs  
Social assistance programs



# Industry at a glance

## Life and Job Skills Training

Classification Unit: **766010**

Sector: Service Sector

Sub-sector: Health Care and Social Services

### Description

This classification unit covers firms that assist clients to achieve their employment goals and economic self-sufficiency. Firms may assist in identifying barriers to employment and the development of appropriate work habits. This may include job search guidance, advancement of job skills, pre-employment coaching and job training workshops.

Also covered are firms that assist clients to participate in the community. Firms teach life skills which are usually associated with managing and living a better quality of life. These skills are used to positively develop or change behaviour, especially related to well being and healthy functioning in society.

### Services

Here are some examples of services that firms in this classification unit provide:

Behaviour management training  
Life skills training  
Sheltered workshops  
Vocational rehabilitation

Job skills training  
Prevocational training  
Social rehabilitation centre

# Industry at a glance

## Residential Social Service Facility

Sector: Service Sector

Classification Unit: **766017**

Sub-sector: Health Care and Social Services

### Description

This classification unit covers firms that provide supported residential living arrangements for individuals in need of shelter and/or some supervision. These individuals may require a minimal level of personal care. Counselling may also be provided to residents in house.

### Facility

Here are some examples of facilities covered by this classification unit:

Group home

Halfway house

Home for the developmentally challenged

Residential care facility

Shelter

Social service facility

Transition house

### When to contact us

Firms in this classification unit may also occasionally engage in other business activities. However, if they have a significant presence in any of the following industries, it may make sense for them to be assigned to another classification unit.

- 1) group homes, homes for the developmentally delayed, psychiatrically disabled, mentally challenged, physically challenged, or any other residence that PRIMARILY exists to provide complex or extended health care (see CU 766011); or
- 2) firms engaged in operating women's shelters and women's transition houses (see CU 766007).

# Industry at a glance

## Short-Term Care

Sector: Service Sector

Classification Unit: **766019**

Sub-sector: Health Care and Social Services

### Description

This classification unit covers firms that provide 24 hour care to patients for a period usually less than three months. These facilities are not the permanent residence for these patients.

### Facility

Here are some examples of facilities covered by this classification unit:

Community care facility  
Hospice  
Recovery facility  
Respite care facility

Convalescent care facility  
Personal care facility  
Rehabilitation facility  
Special care facility

### When to contact us

Firms in this classification unit may also occasionally engage in other business activities. However, if they have a significant presence in any of the following industries, it may make sense for them to be assigned to another classification unit.

- 1) acute care hospitals (see CU 766001);
- 2) alcohol or drug treatment centres (see CU 766002);
- 3) long term care facilities (see CU 766011); or
- 4) homes or shelters for persons who require little or no personal care (see CU 766017).

# Industry details

	CU #	# of firms in CU	Payroll (in \$M)	5-yr claim count	Payroll vs Claim Costs
Counselling	766007	1,636	967	2,070	50% <-> 42%
Life & Job Skills	766011	273	127	424	50% <-> 66%
Residential Facility	766017	289	401	2,081	50% <-> 51%
Short Term Care	766019	61	91	408	50% <-> 7%

Counselling and Short Term Care are large enough to provide reliable rate setting data. The other two industries are large enough to form their own industry groups. The relative claim cost performance of large firms varies widely across the industries.

# Counselling rate group:

Counselling or Social Services (nes) is currently in rate group GB which includes these industry groups and classification units:

## GB 04

- Alcohol or Drug Treatment Centre
- **Counselling or Social Services**
- Professional Organizing, Senior Move Managing, and Personal Assisting

## GB 05

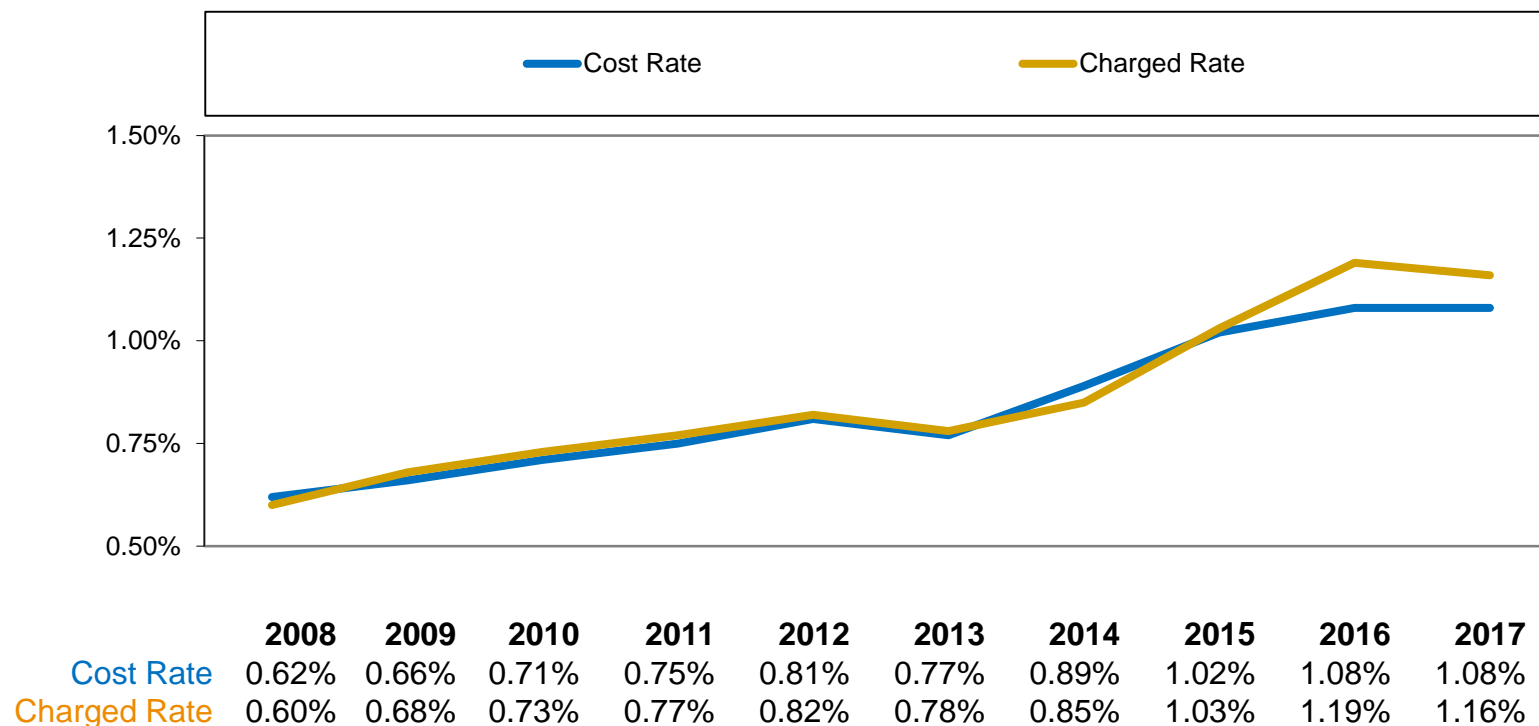
- Daycare Centre, Preschool, or Playschool
- **Hiring or Providing Companion Services or Domestic Childcare**

## GB 06

- Commercial Stock Audit
- Custom Brokerage or International Freight Forwarding (including handling of goods)
- Cargo Inspection
- Ship Chandlery or Ship Husbandry
- Records Storage

Counselling represents over 90% of its industry group's payroll and claim costs. Childcare has been trending towards higher than average claim costs. If this continues, it will be moved to a higher risk rate group in 2018.

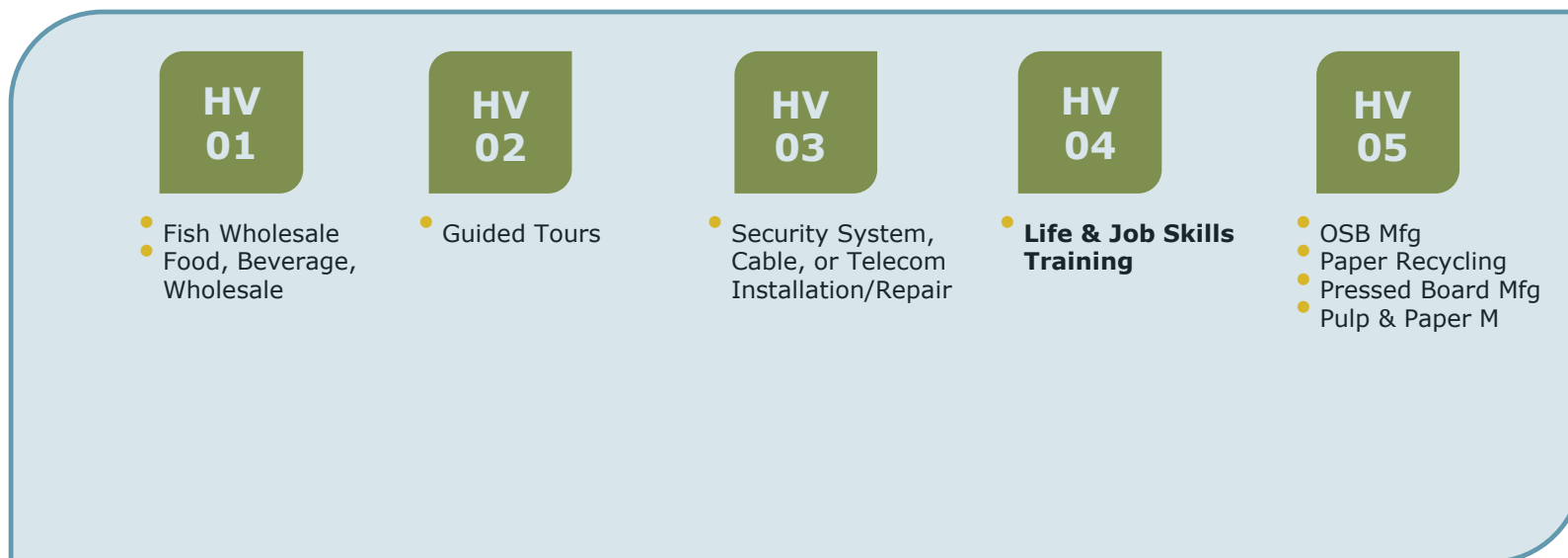
# Counselling rates over time:



Rate Group	Health Care CU	Rate Change	Cost Rate	Rate Group Balance	Payroll
GB	766007 Counselling or Social Services	↓	↓	↑	↑

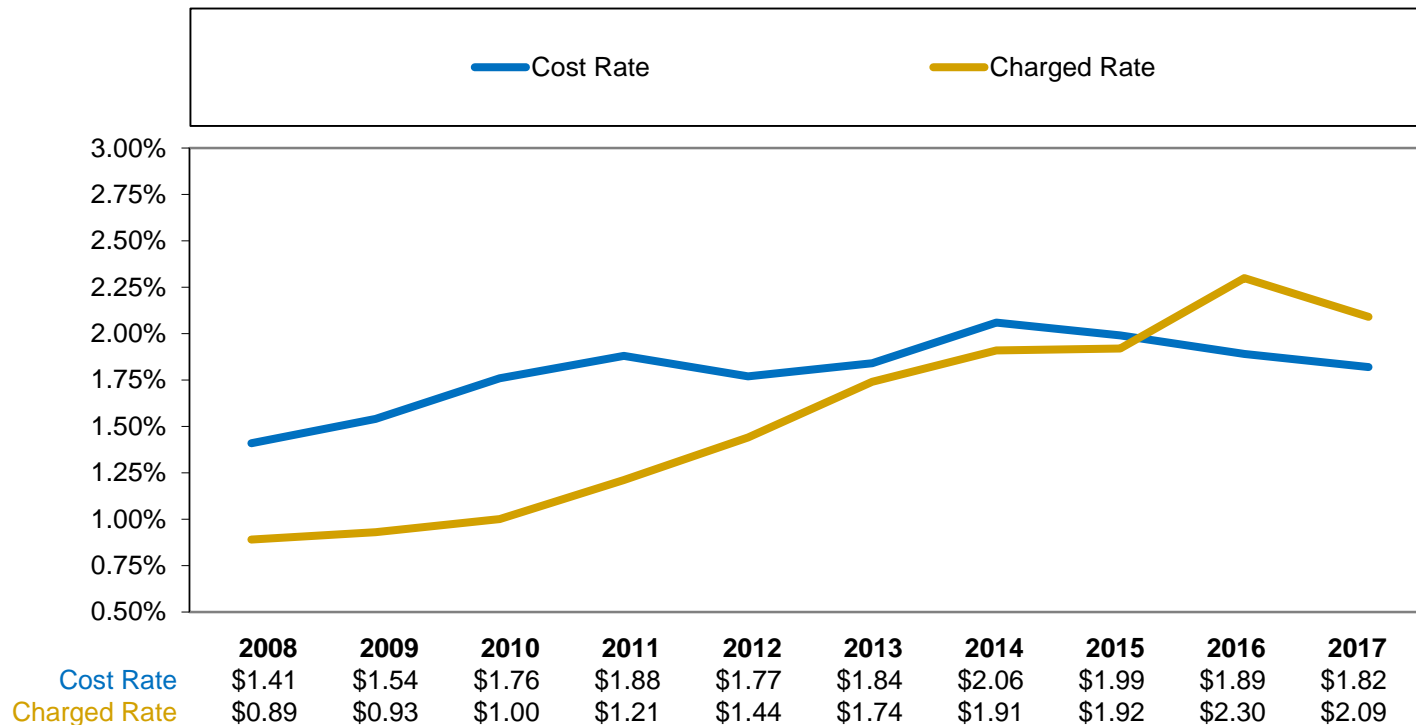
# Life and job skills rate group:

Life and job skills is currently in rate group HV which includes these industry groups and classification units:



The industry's long-term claim costs appear consistent but marginally lower than others in the rate group. The industry will be monitored when rate groups established for 2018.

# Life and job skills rates over time:

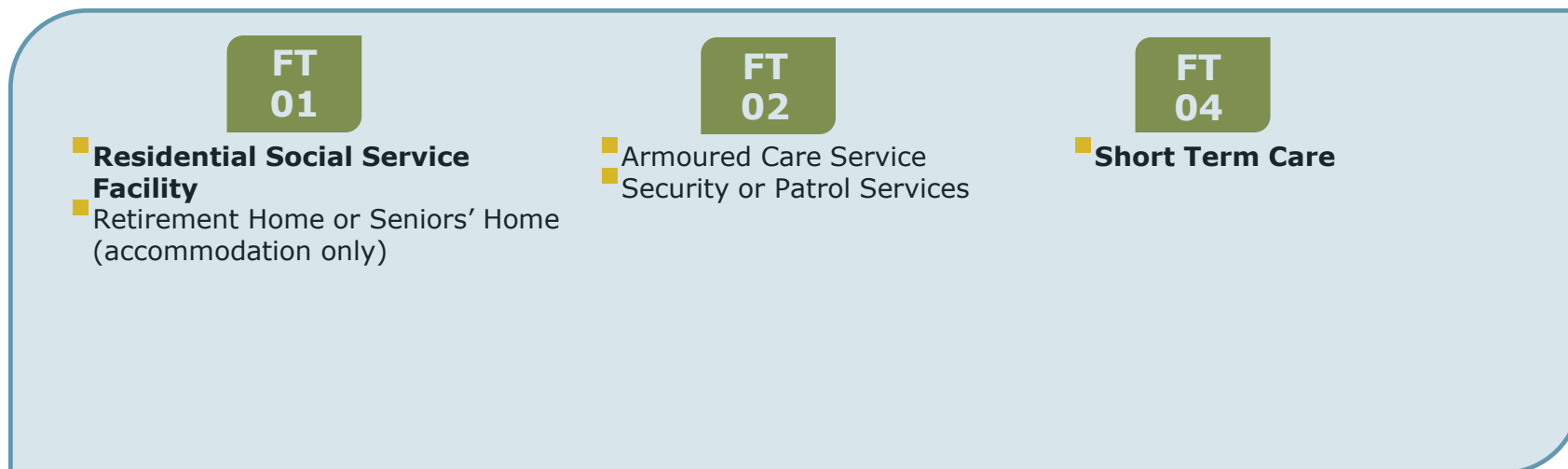


Rate Group	Health Care CU	Rate Change	Cost Rate	Rate Group Balance	Payroll
HV	766010 Life & Job Skills Training	↓	↓	↑	↑



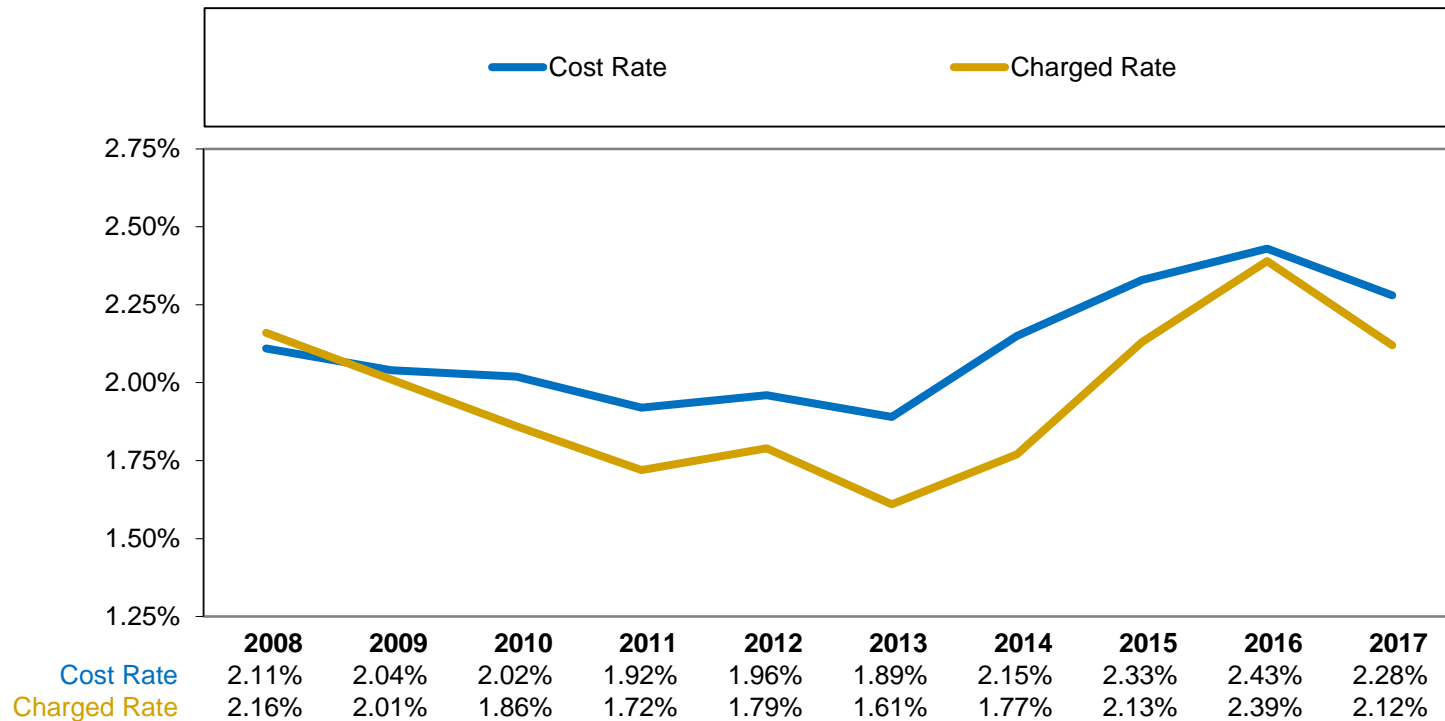
# Residential and Short Term Care rate group:

Residential and Short Term Care are currently in rate group FT which includes these industry groups and classification units:



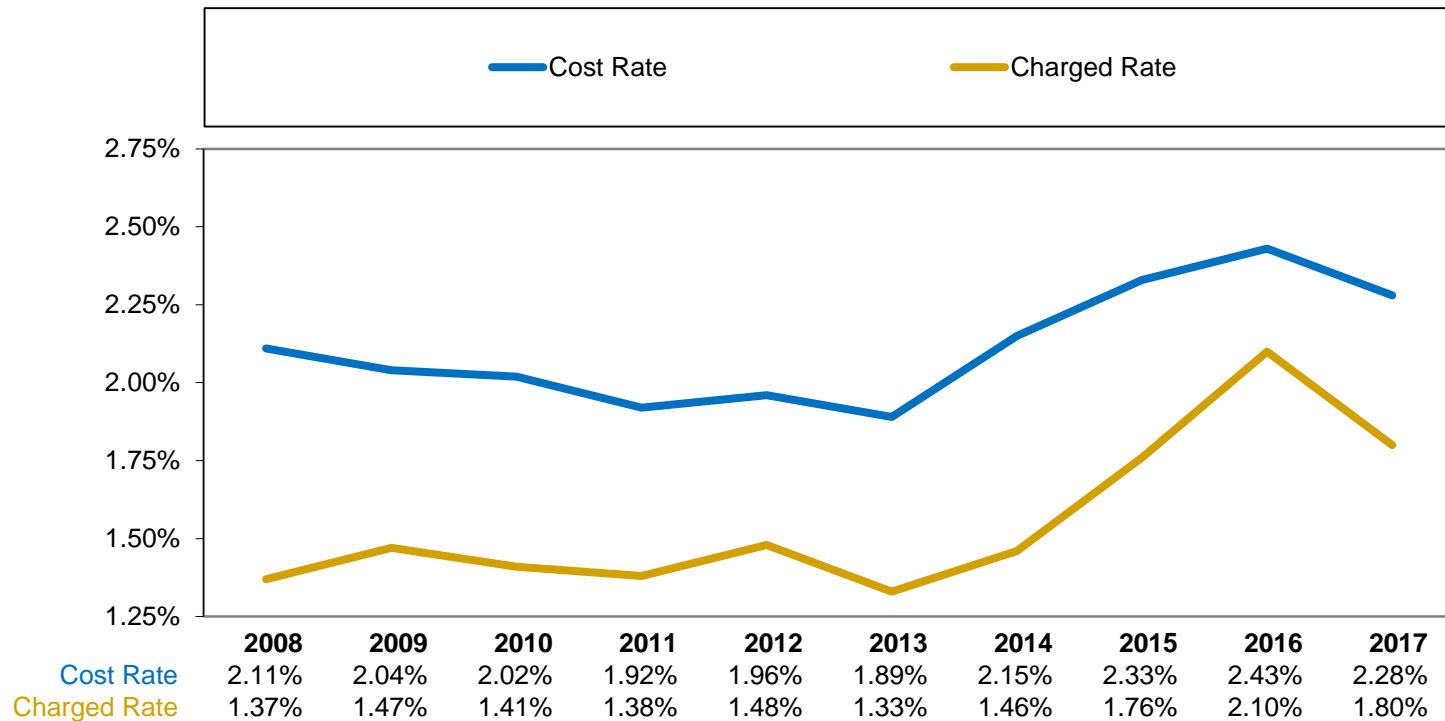
Residential Social Service Facilities represent 72% of their industry group and 36% of the rate group. Their claims costs have steadily climbed over historical levels but are marginally in range of the rate group. It may be worth considering separating them from Retirement Homes. Short Term Care has costs aligned with the rate group.

# Residential rates over time:



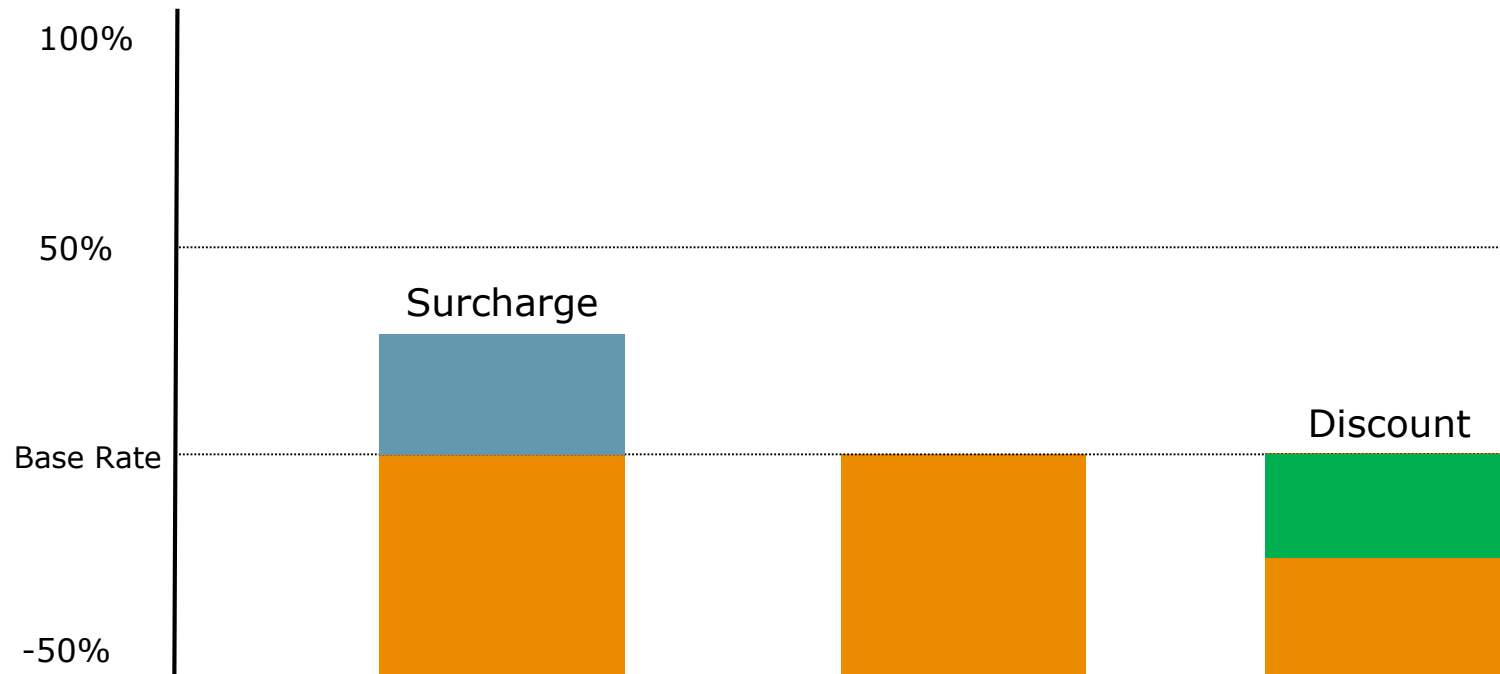
Rate Group	Health Care CU	Rate Change	Cost Rate	Rate Group Balance	Payroll
FT	766017 Residential Social Services Facility	↓	↓	↑	↑

# Short Term Care rates over time:



Rate Group	Health Care CU	Rate Change	Cost Rate	Rate Group Balance	Payroll
FT	766019 Short Term Care	↓	↓	↑	↑

# Experience rating: rewarding safety



A \$5 million employer with average performance in an industry with a base rate of 2.00% would pay \$100,000, but could pay as little as \$50,000 or as much as \$200,000 depending on their safety record over time.

Greater safety equals lower rates

# *Community Social Services*

**Classification Units # 766007, 766010, 766017, 766019**

**2011 - 2015 Profile**

Prepared by: Business Information and Analysis (BIA)

AUGUST 31, 2016

# Key Findings

The Injury Rate for the selected CUs remains higher than the Injury Rate for all BC CUs combined.

The percentage of workers returning to work within 4 weeks decreased in 2015 compared to 2014 and is higher than all BC (2015: 54% for Community Social Services vs. 52% for all BC).

The average Short-Term Disability Duration (work days lost per claim) for the selected CUs is lower than all BC.

Social and community service workers contribute the most claims in the selected CUs.

Compared to 2014, the number of Prevention Orders issued to employers in Counselling or Social Services (not elsewhere specified), Life and Job Skills Training, Residential Social Service Facility, Short-Term Care increased by 24% to 255 orders in 2015. As of August 31, 2016, 147 Prevention Orders have been issued year-to-date.

# Statistical Overview

In 2015, there were 2,227 employers in this industry, a 1% decrease over the past five years.

Year	STD/LTD/Fatal Claims	Claim Cost Paid*	Work Days Lost*	Injury Rate (per 100 person-years of employment)	Return to Work (<=4 weeks)	Person Years	STD Duration (Average Days Lost per Claim)	Serious Injuries**	Work-Related Deaths
2011	978	\$8,132,301	40,132	2.7	60%	36,134	51	65	0
2012	961	\$11,262,952	40,230	2.6	57%	35,693	51	53	0
2013	990	\$13,092,501	38,441	2.8	58%	35,797	51	74	0
2014	1,055	\$10,442,426	34,522	2.8	57%	36,608	44	78	1
2015	1,032	\$11,110,328	40,032	2.6	54%	37,405	50	90	1
Total	5,016	\$54,040,507	193,357	2.7 (Avg)	57% (Avg)	36,327 (Avg)	49 (Avg)	360	2
2011 to 2015 % Change	6%	37%	0%	-2%	-9%	4%	-1%	38%	N/A

**\* Note:** The Claim Cost Paid and Work Days Lost relate to the claims from all years of injury and are not just the results of the given year's claims.

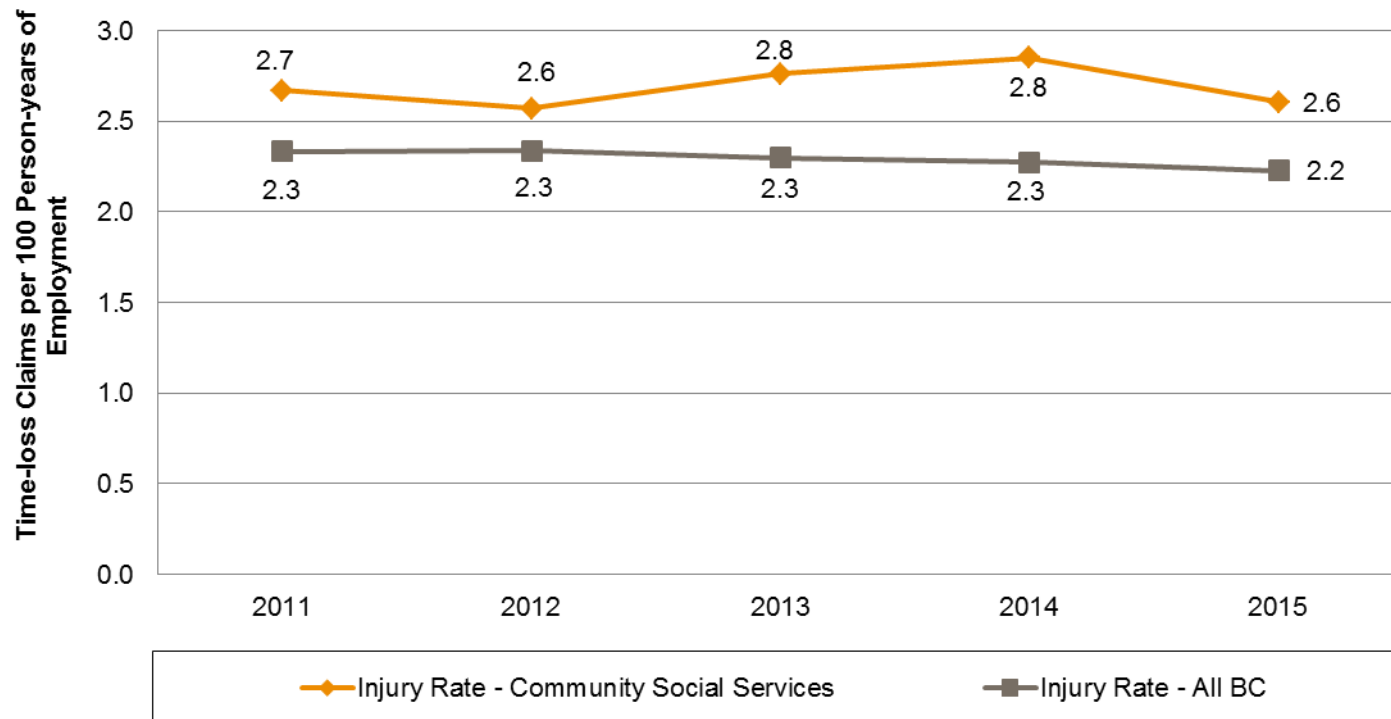
**\*\* Note:** Serious Injuries include time-loss claims that represent either a serious medical diagnosis, or a potentially-serious medical diagnosis with a long recovery period of 50+ days paid (10+ weeks off work). Serious Injuries also include all work-related death claims.

**\*\*\*Note:** RTW is not displayed in a given year if there are fewer than 20 total RTW outcomes.

STD Duration is not displayed in a given year if there are fewer than 30 total STD Duration outcomes.



# Injury Rate Trend

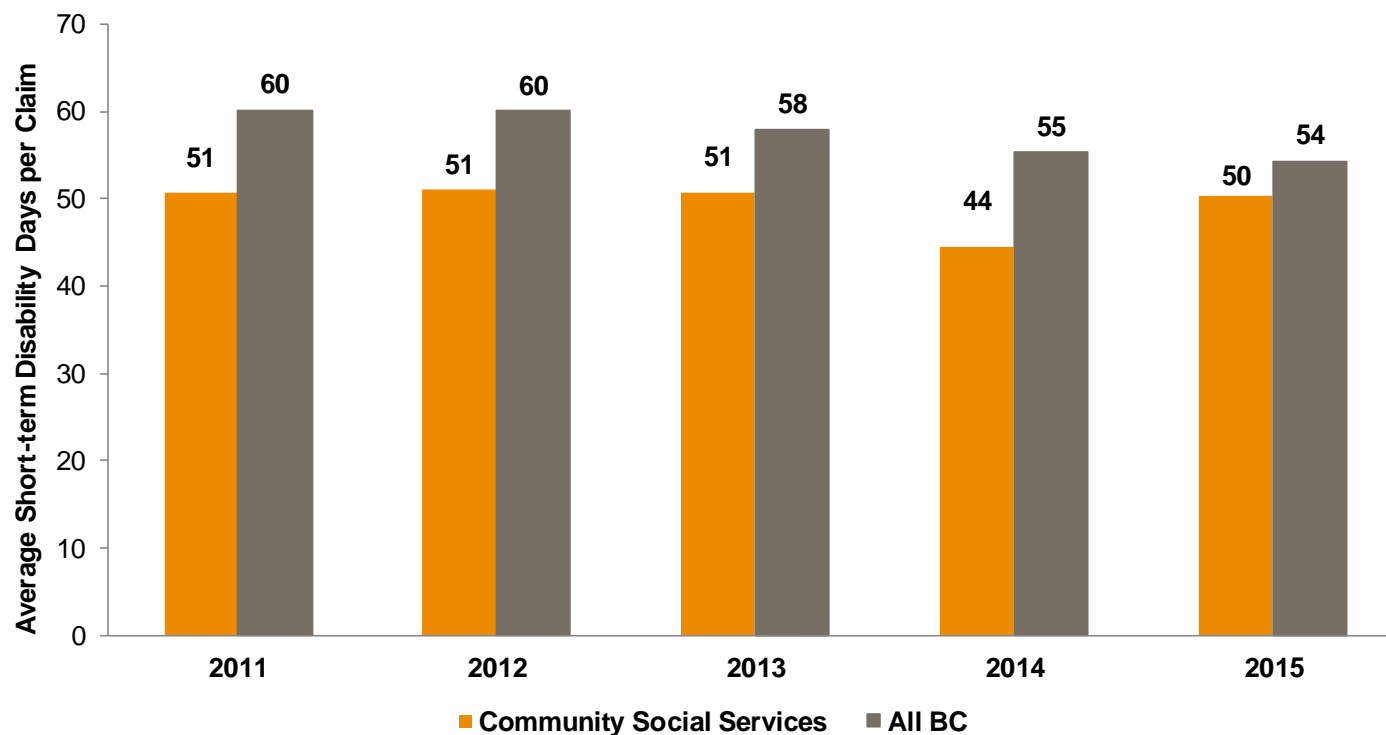


The Injury Rate for the selected CUs remains higher than the Injury Rate for all BC CUs combined.

# 2015 Injury Rates

Industry	Injury Rate
Acute care	3.9
Long term care	8.9
Community Health Support	4.4
Residential Social Services	4.5
Life Job Skills	2.9
Counselling	1.8
<b>All BC</b>	<b>2.2</b>
Construction	4.1
Manufacturing	3.1
Forestry	4.8

# STD Duration – Five Year Trend



The average Short-Term Disability Duration (work days lost per claim) for the selected CUs is lower than all BC.

# Return to Work (RTW)

The average percentage of workers returning to work within 4 weeks for Community Social Services is higher than the all BC average between 2011 and 2015.

	5 Years			
	Community Social		All BC	
	#	%	#	%
<=4 weeks	2,997	57%	148,838	52%
<=12 weeks	3,971	76%	200,115	70%
<=26 weeks	4,473	85%	228,477	80%
26 weeks+	304	6%	23,548	8%
Total	5,248	100%	284,527	100%

Note: The RTW calculations for BC includes CUs outside of the rateable group (ie. deposit accounts).

# Occupations (Top 10)

*% STD/LTD/Fatal Claims, 2011 - 2015 Profile*

Occupation Type	# of Claims	% of Claims
Social and community service workers	2,842	57%
Nurse aides, orderlies and patient service associates	542	11%
Early childhood educators and assistants	148	3%
Family, marriage and other related counsellors	136	3%
Home support workers, housekeepers and related occupations	119	2%
Janitors, caretakers and building superintendents	117	2%
Registered nurses and registered psychiatric nurses	109	2%
Cooks	100	2%
Program leaders and instructors in recreation, sport and fitness	77	2%
Social workers	50	1%
Other	776	15%
<b>Grand Total</b>	<b>5,016</b>	<b>100%</b>

**Social and community service workers contribute the most claims in the selected CUs.**

# Age and Gender

*% STD/LTD/Fatal Claims, 2011 - 2015 Profile*

Age	Male		Female		Total	
	# of Claims	% of Claims	# of Claims	% of Claims	# of Claims	% of Claims
15 - 24	75	1%	225	4%	300	6%
25 - 34	176	4%	710	14%	886	18%
35 - 44	247	5%	978	19%	1,225	24%
45 - 54	323	6%	1,178	23%	1,501	30%
55 - 64	192	4%	791	16%	983	20%
65 and Over	32	1%	89	2%	121	2%
<b>Total</b>	<b>1,045</b>	<b>21%</b>	<b>3,971</b>	<b>79%</b>	<b>5,016</b>	<b>100%</b>

Young Workers (aged 15-24) represent 6%, while Mature Workers (aged 55+) represent 22% of the total STD/LTD/Fatal claims. The majority of these claims were made by females.

Note: Ages 14 and under are not included in this table.

# Accident and Injury Type

% STD/LTD/Fatal Claims, 2011 - 2015 Profile

## Accident Type

Claims		Claim Costs		Work Days Lost	
Overexertion	29%	Acts of Violence, Force	31%	Overexertion	30%
Acts of Violence, Force	20%	Overexertion	23%	Acts of Violence, Force	25%
Fall on Same Level	15%	Fall on Same Level	14%	Fall on Same Level	14%
Struck By	9%	Struck By	6%	Fall from Elevation	6%
Fall from Elevation	6%	Fall from Elevation	5%	Struck By	5%
Other	21%	Other	19%	Other	19%

## Injury Type

Claims		Claim Costs		Work Days Lost	
Other Strains	41%	Other Strains	41%	Other Strains	45%
Back Strain	24%	Back Strain	16%	Back Strain	19%
Contusion	10%	Fractures	12%	Fractures	10%
Concussion	5%	Concussion	9%	Stress	9%
Laceration	4%	Stress	8%	Concussion	6%
Other	15%	Other	15%	Other	12%

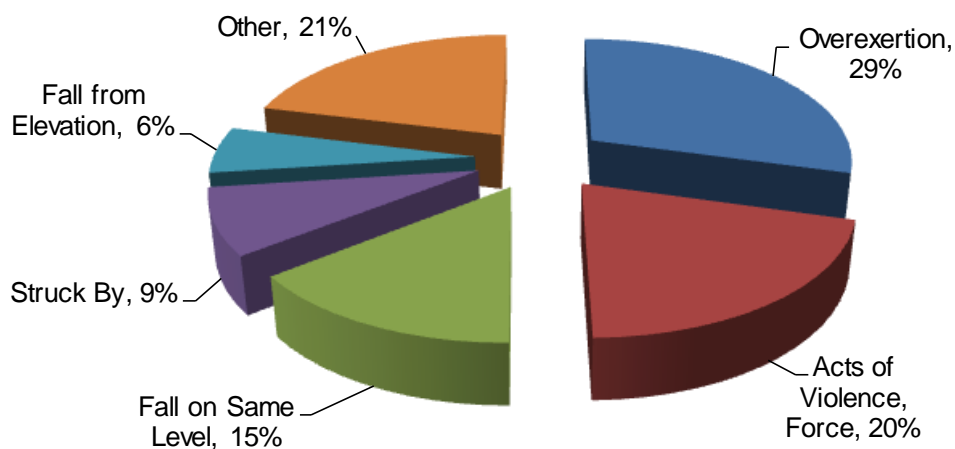
Overexertion contributes the most claims, while Acts of Violence, Force contributes the most to claim costs in the selected CUs. The most common injury type is Other Strains, which also contributes the most claim costs and days lost.

Note: Totals might not add to 100% due to rounding.

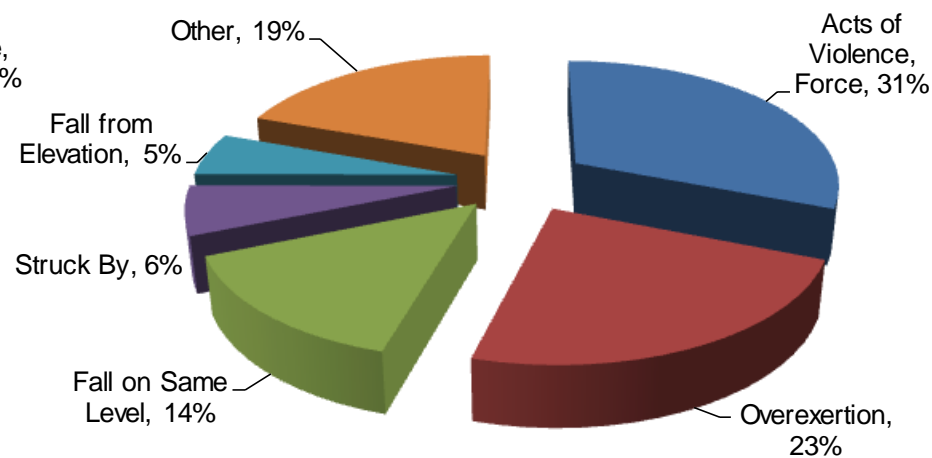
# Accident Type

% STD/LTD/Fatal Claims, 2011 - 2015 Profile

## Claim Counts



## Claim Costs

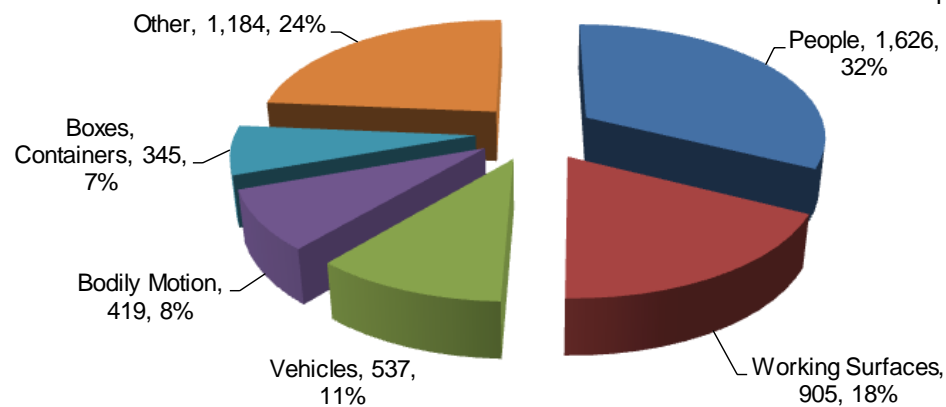




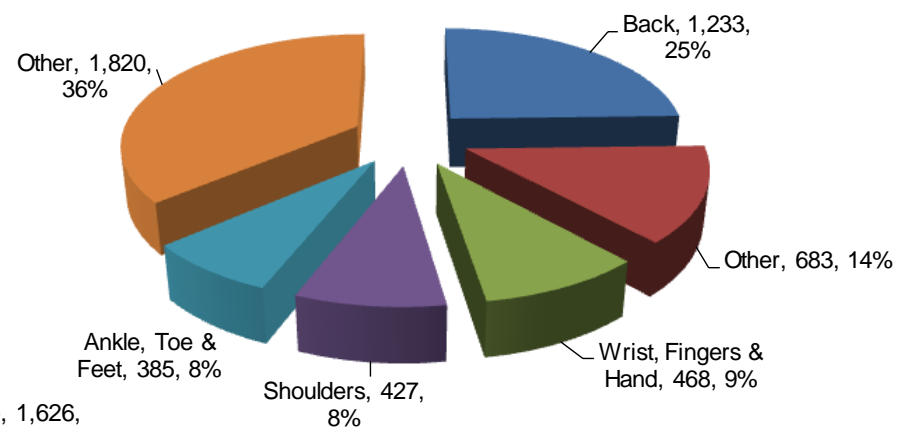
# Other Injury Factors

% STD/LTD/Fatal Claims, 2011 - 2015 Profile

## Source of Injury



## Body Part Injured



# Serious Injury Claims

Between 2011 and 2015, the selected CUs combined for 360 Serious Injury Claims\*. Serious Injuries represent 7% of the claims in the selected CUs and account for 27% of the claims cost paid to date.

## Accident Type

Fall on Same Level	28%
Acts of Violence, Force	22%
Fall from Elevation	14%
Struck By	11%
Struck Against	7%
Other	17%

## Injury Type

Fractures	47%
Concussion	20%
Laceration	11%
Contusion	10%
Back Strain	3%
Other	8%

The serious injury claims in these CUs are more likely to involve: fall on same level, fractures, concussions.

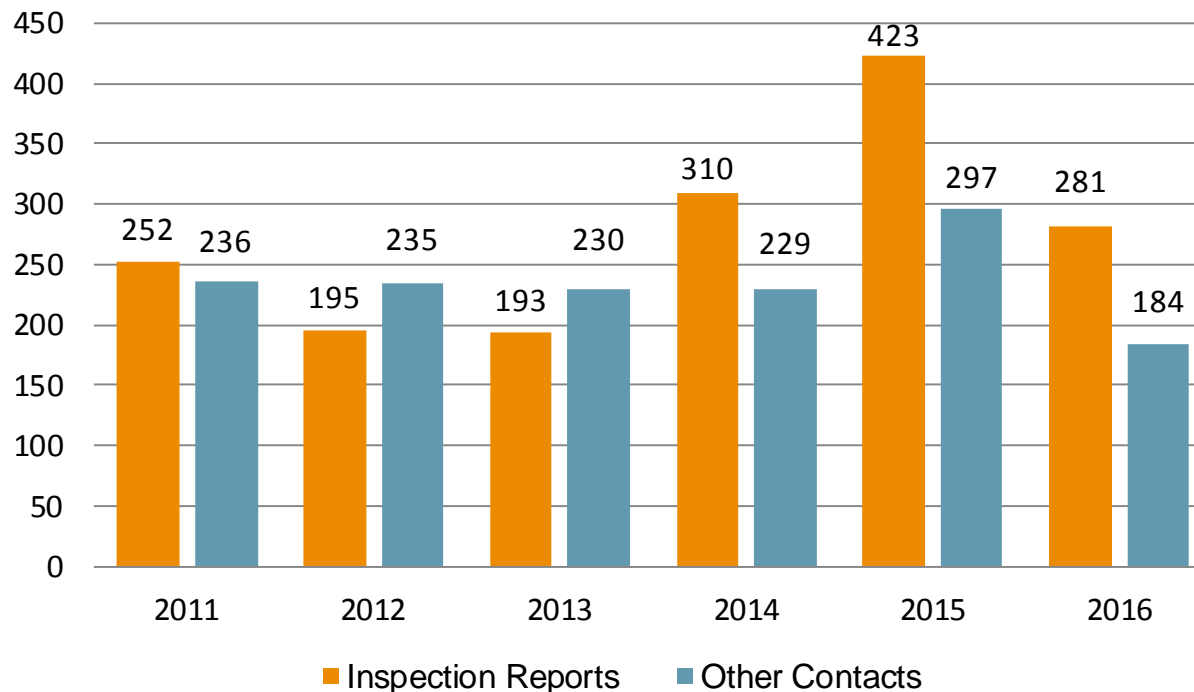
*\*Serious Injuries include time-loss claims that represent either a serious medical diagnosis, or a potentially-serious medical diagnosis with a long recovery period of 50+ days paid (10+ weeks off work). Serious Injuries also include all work-related death claims.*

# Serious Injury Claim Examples

Fall on Same Level	Cost	Days
A worker tripped over end of bed where there was bedding on the floor. As a result, the worker fell forward catching themselves on the bed.	\$ 56,000	220

Acts of Violence, Force	Cost	Days
A client lunged at a worker and bit the worker on the shoulder. During this altercation, the client also pushed the worker, knocking the worker to the floor.	\$ 33,000	130

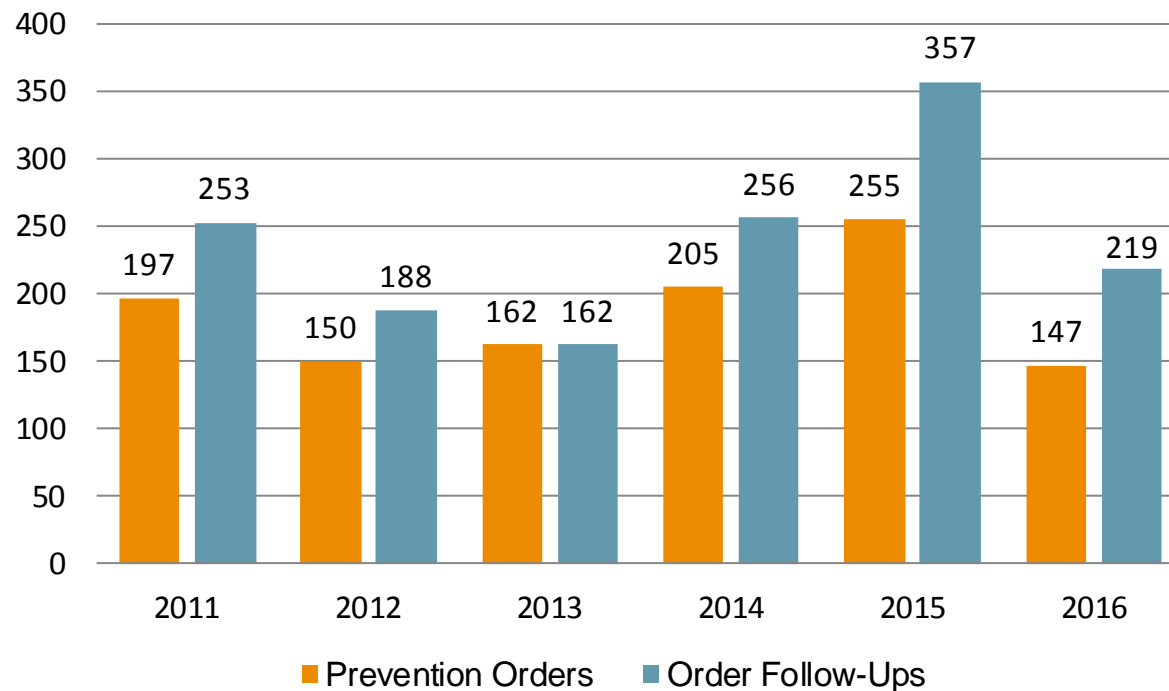
# Prevention Activity



**Compared to 2014, the number of Inspection Reports issued in Counselling or Social Services (not elsewhere specified), Life and Job Skills Training, Residential Social Service Facility, Short-Term Care increased by 36% to 423 documents in 2015. As of August 31, 2016, 281 Inspection Reports have been issued year-to-date.**

*Note: 2016 is currently August YTD.*

# Prevention Orders



**Compared to 2014, the number of Prevention Orders issued to employers in Counselling or Social Services (not elsewhere specified), Life and Job Skills Training, Residential Social Service Facility, Short-Term Care increased by 24% to 255 orders in 2015. As of August 31, 2016, 147 Prevention Orders have been issued year-to-date.**

*Note: 2016 is currently August YTD.*

Return to work and  
stay-at-work opportunities

# Claim costs

## Short term disability/Soft-tissue injury

30 days = \$2K

60 days + Occupational rehabilitation  
= \$6K +

120 days + Occupational rehabilitation = \$30K to \$300K

Long term disability + Occupational rehabilitation = \$300k+

30 days

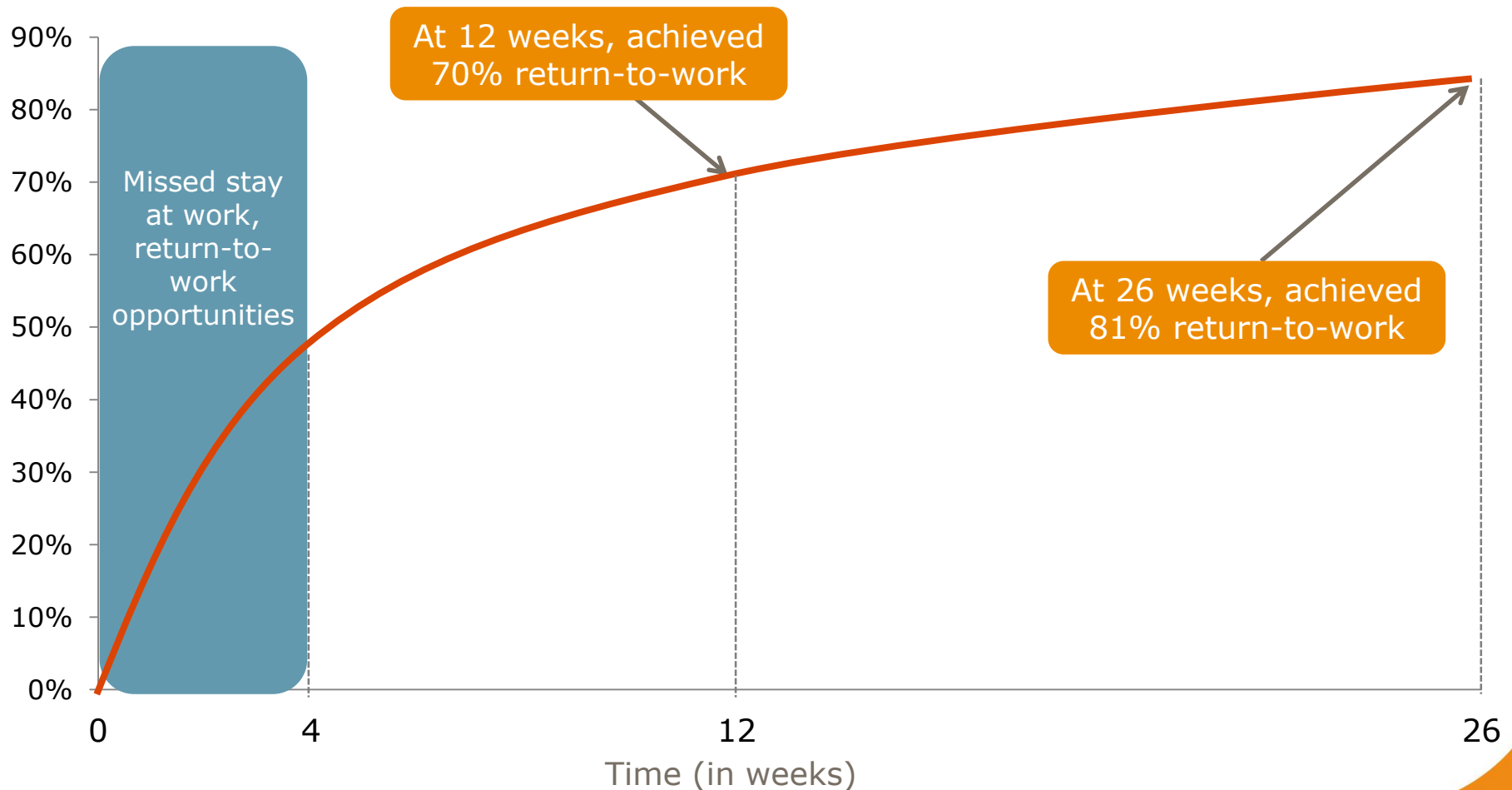
60 days

90 days

120 days

# Early, safe, durable return to work

In 2015: **54%** of accepted claims were **soft tissue injuries**





# Early, safe, durable return to work

## How?

- Do a job demands analysis
- Create/update a “job jar”
- Company-wide awareness of RTW program and its objectives (i.e., the why?)
- Physio assessment and functional ability report
- Early offer of accommodated/modified work

## Result?

- Early, safe, durable – Stay at work or return to work

Injury prevention resources:

# Get help from Employer associations and/or H&S associations

Approach your health and safety association

- 12 health and safety associations in B.C.
- Funded from your premiums
- If you pay a levy, you are a member

actsafe<sup>★</sup>

AgSafe  
FORMERLY FARSHA



BCCSA BC Construction Safety Alliance



British Columbia  
Municipal Safety  
Association

ENFORM

fish SAFE

go2HR

manufacturing  
Safety Alliance of BC

SafeCare BC

SafetyDriven<sup>™</sup>  
Trucking Safety Council of BC

## Newsletter September 2016

### Acknowledgements

The Pilot would like to express its ongoing appreciation to the 26 employers that are participating with the Project, and the community social services (CSS) sector. Special acknowledgement to WorkSafeBC for providing resources and support to the Pilot.

### Pilot Project Outreach & Supporting Partnerships

Recently the Pilot provided WorkSafeBC Employer Classification Unit Reports to all 26 employers participating on the Project. The intent was to provide employers with updated information on the status of their organizations and how the Pilot can assist them.

The 13 Pilot employers engaged in the Disability Management & Stay at Work/Return to Work process continue to address agency specific challenges in the area of injuries and claims. The Pilot also is working closely with their 3<sup>rd</sup> Party Benefit Administrators to ensure case management flows smoothly.

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

Classification Unit (CU) Migration - Long Term Care CU #766011 to Residential Social Service Facility CU #766017, is on hold. The migration process was put on hold due to similar LTC & RSSF 2016 Rates. The Pilot is a cost neutral and/or cost reduction initiative, and many employers participating in the migration would have been facing increases.

WorkSafeBC Proposed \*Preliminary 2017 Classification Unit Rates for the sector indicate overall decreases.

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

Discussions also continue with the CSS Sector CU Rate(s) to ensure they are classified in the correct classification unit(s). The Pilot will follow the directive as determined by all Stakeholders.

### CSS Sector Injury Prevention and Resource Information Development

The Project is working with WorkSafeBC and Pilot employers in developing community social service sector specific resources/materials on injury prevention, disability management and return to work. Currently, there are two documents that are being developed, the "Employer's Community Social Services Health & Safety Handbook", and the "Community Social Services Injury Management Road Map."

As soon as these resources are completed, the Pilot will work in partnership with WorkSafeBC to release them to the sector.

### Accreditation & WorkSafeBC

#### Certificate Of Recognition Program Review

WorkSafeBC conducted a thorough analysis which determined that Accreditation (Commission on Accreditation Rehabilitation Facilities, and Council On Accreditation) and the WorkSafeBC Certificate Of Recognition (COR) Program are not equivalent.

Currently, the Pilot is working with the BC Municipality Safety Association to engage in the WorkSafeBC COR Auditor training to explore opportunities for the CSS Sector. The Project Manager of the CSS WorkSafeBC Pilot will be undergoing the COR Training in the upcoming spring 2017 session to serve as a resource for the sector to improve access to the program.

### CSS WorkSafeBC Pilot Project Interim Report

The "CSS WorkSafeBC Pilot Project Interim Report", and the "Best Practices on Occupational Safety & Health, and Return To Work Survey Summary Report" have been completed.

For more information on the Report we encourage employers to access the report via web link at [https://www.cssea.bc.ca/PDFs/Website/WorkSafe\\_InterimReport\\_Year1.pdf](https://www.cssea.bc.ca/PDFs/Website/WorkSafe_InterimReport_Year1.pdf).

### Upcoming Pilot Activities

WorkSafeBC and the Pilot Project will be presenting at the HR Practitioners Meeting on September 14/16.

A WorkSafeBC Consultation Rate Webinar hosted at CSSEA with the Federation of Community Social Services of BC for Community Services Sector will take place on September 20/16.

The Pilot plans to outreach with WorkSafeBC to build on further Best Practices sessions/workshops for the CSS sector, and ongoing follow-up with 26 pilot employers in the upcoming months.



### Contact

For more information please contact Satvinder Basran, Project Manager at 604.601.3127 or toll free at 1.800.377.3340 Ext. 127. Please visit the Pilot web link for updates/resources on the CSSEA Website.

# Get help from worksafebc.com



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- Roles, rights & responsibilities
- Report a workplace injury or disease

For Employers

- Create & manage a healthy & safe workplace
- Apply for coverage

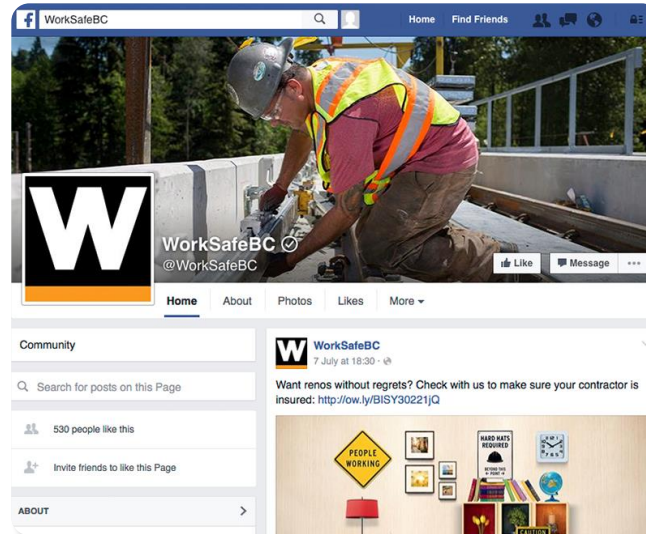
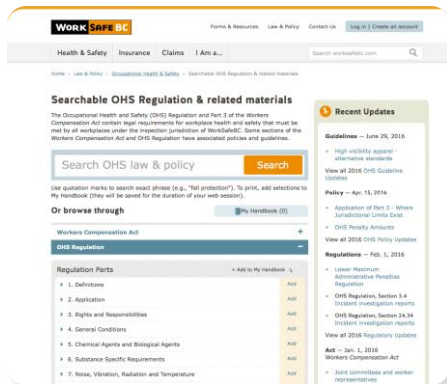
For Health Care Providers

- Bill for services overview
- Treatment & clinical guidelines
- View claim information



# Online resources

- eNews
- Ebooks
- Occupational health and safety regulations (online and app)
- Slide shows
- Social media



### Young Worker Enews

**2016 WorkSafeBC student safety video contest**

**Submit your original video for a chance to win cash!**  
*Impairment at work affects everyone*

Have you ever pulled an all-nighter and dragged yourself to work anyway? Or maybe you've worked with a colleague whom you suspect had been drinking before his shift. Fatigue, alcohol, and drugs are all forms of impairment that can affect your ability to work safely, which can put you and those around you at risk of injury.

Impairment in the workplace is the theme of the 2016 WorkSafeBC Student Safety Video Contest. Students in grades 8 to 12 are challenged to create a two-minute original video that explores the topic of impairment in the workplace, and what employers and workers can do to address it.

**Video considerations**  
 Videos can focus on all types of impairment, including fatigue, drugs, alcohol, and other substances that may affect someone's ability to work safely. In creating a video, students may want to consider the effects of impairment in the workplace, what to do if they or someone they know is impaired at work, and the responsibilities of employers, supervisors, and workers.

**Eligibility**  
 The contest is open to B.C. students in grades 8 to 12. Entry

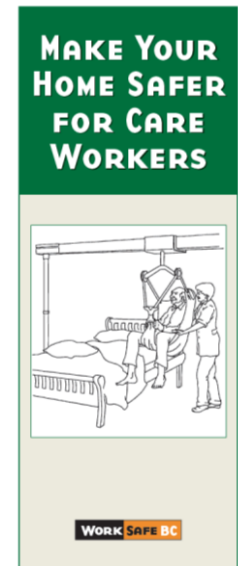
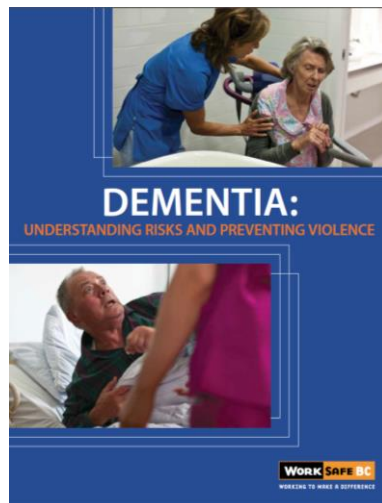
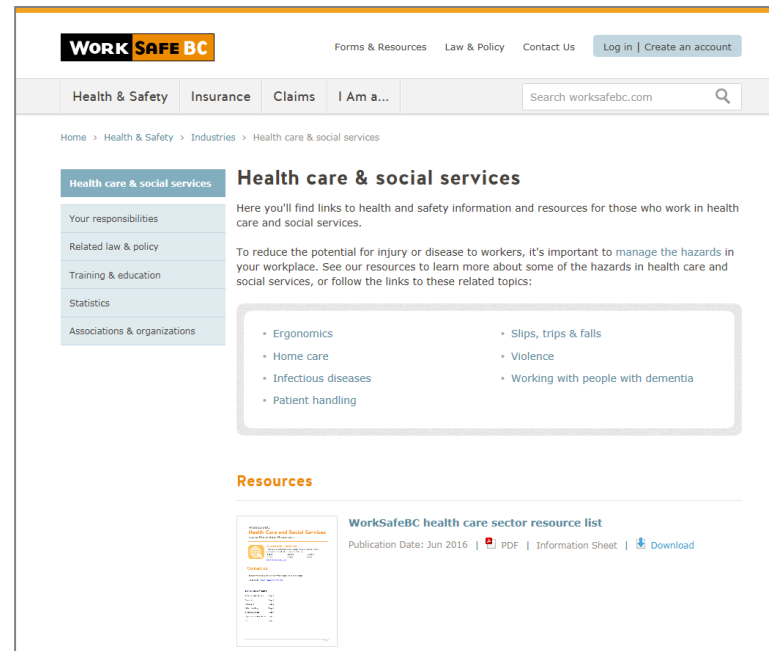
### Workplace Incident Cost Calculator

Step 1 - Incident costs	Time (hours)	Rate (\$/hour)	Cost
Time for first aid @	4	16	\$64
Time for transportation to medical care @	4	16	\$64
Lost productivity of workers @	40	16	\$640
Lost productivity of employers	4	25	\$100
Time to make area safe @	2	16	\$32
First aid supplies and equipment			\$ 25
Ambulance or taxi cost			\$ 300
Other costs			\$ 0
<b>Total</b>			<b>\$866</b>

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# Online resources

- Bookstore
- Occupational health and safety videos
- Occupational health and safety publications



Incentive and consulting programs



# Certificate of Recognition (COR) program

## What is it? How does it work?

- **Voluntary** incentive program designed to *exceed* regulatory compliance
- COR program requirements:
  - ✓ Occupational health and safety management system
  - ✓ Independent audits of safety management system
  - ✓ Remain in good standing
- Eligible for a 10% incentive (based on payroll)
- In 2015:
  - ✓ Total COR incentives: \$45 million
  - ✓ Approximately 4,000 COR certified employers (2,600 are small employers)
  - ✓ 12% of all workers (252,000) are employed by COR employers

# Does COR make a difference?

## COR certified employers – Performance results

1. UBC study: COR employers:
  - 12% lower injury rate
  - 17% lower *serious* injury rate
2. WorkSafeBC study: Injury rate reductions following COR certification:
  - All employers: -7.8%
  - Construction: -19.6%
  - Forestry: -13.4%
  - Manufacturing: -16.6%

# Key account consulting program

## What is it?

Targeted in-depth consulting engagements with large/very large employers to create sustainable improvements in:

- Safety culture
- Injury prevention
- Return-to-work outcomes



# Key account consulting program

Employer consultants work with senior executives and operational leaders at targeted companies to:

- **Analyze** health and safety performance and culture within organizations
- **Identify/implement** tailored and innovative solutions
- **Lead/manage** new initiatives, programs, and services
- **Improve** injury prevention and return to work programs
- **Reduce** the human and financial cost of injuries
- **Measure** success/outcomes

Know your data  
Online information and resources

# Know your safety performance

## Online resources

- **Industry Safety Information Centre**

- See your industry's injury prevention activities and claim related information
- Gauge how well you're doing and where you can improve

- **Employer Safety Planning Toolkit**

- Accessible to employers with 5 claims or more per calendar year
- Access your company's data to see the injuries and claims that drive your costs
- Determine how improving your performance will impact injury rates, claim costs, and assessment rates

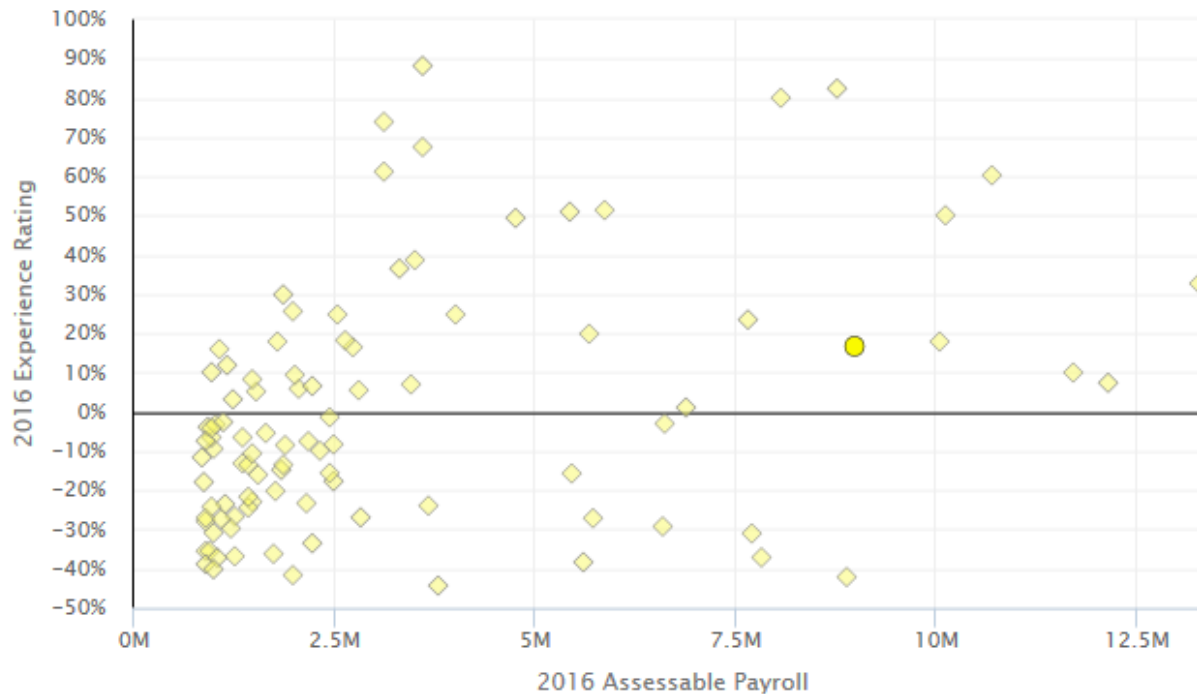


# Competitive Comparison

Experience Rating versus Assessable Payroll

Injury Rate versus Claim Duration

Experience Rating vs. Assessable Payroll for DEMO EMPLOYER (#0000) - Combined  
DEMO CLASSIFICATION UNIT (0000)



● DEMO EMPLOYER: CU0000

Save Print ? Help

## Filters

Classification Unit (CU) number:

2 DEMO CLASSIFICATION UNIT

Include related historical employers and CUs? ☒ [i](#)

Peers:

Large and medium firms

Category:

Classification Unit

Go

5 Year Trend

## Current Filters

CU DEMO CLASSIFICATION UNIT

For Large and medium firms

In Classification Unit

As this classification of yours inherits history from other classifications or accounts, please contact us if you would like this type of information. [Learn More...](#)

Questions?



# Thank you

For additional information, please contact:

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Gerry Paquette ([gerry.paquette@worksafebc.com](mailto:gerry.paquette@worksafebc.com))