

# South Fraser Home Support's Safety Program & Disability Management

Presented by:

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# Thank you...

- Joint Occupational Health and Safety Committee
- HEABC
- WorkSafe BC Team at Surrey Office
- Senior Management of South Fraser Home Support Society

# Who Are We...

- South Fraser Home Support Society - formed in 2003
- Merger between Langley Home Support and Surrey/White Rock Home Support Association.
- We are a non profit Society - contracted to the Health Authority to provide home support services in Langley, parts of Newton and White Rock.

# Who We Are (Continued)...

- We have approximately 325 Community Health Workers
- We service 900 clients on average per month.
- Our staff are divided into five geographical teams.
- Each team has Community Health Workers (CHW's), an LPN Supervisor and a Scheduler.
- Teams also have RN Supervisors who are responsible for the training of CHW's at Delegation of Task clients.

# The Beginning of our Journey...

- November 2007 - Call from the Finance Department at WorkSafe BC.
- Claims Costs had skyrocketed
- WorkSafe and SHSS Management were baffled as we thought our prevention processes were excellent.
- We were in crisis mode and immediate intervention was required.

# SFHSS Safety Program

- Beginnings – LHSS Pilot Project with OHSAA
- Risk Assessment Tool
- Education
- Incident/Injury Report Form



# SFHSS Safety Program

- Intake Form
  - ✓ Education of Purchaser of Service
  - ✓ Prompting Tool
  - ✓ For Supervisors prior to client visit

# SFHSS Safety Program

- Risk Assessment Tool
  - ✓ Intake Form
  - ✓ Risk Assessment Tool
  - ✓ Resource Sheet



# SFHSS Safety Program

- Risk Assessment Tool
  - ✓ Checklist of areas to be aware of when doing the initial visits
  - ✓ Helped to identify safety issues in the home
  - ✓ Increased reporting to Case Managers – team effort
  - ✓ Standardization – tool for training



# SFHSS Safety Program

- Resource Sheet
  - ✓ Summary of Resource Guide - Helps Identify hazardous conditions
  - ✓ Resource Guide found on OHSAH Web Site – Provides description of potential injury risks and corresponding control measures

# SFHSS Safety Program

- Incident Injury Report Form

- ✓ Completed when an injury occurs
- ✓ Aids in the investigation and gathering of information
- ✓ Documents control measures put in place
- ✓ Format for OH&S Committee to review and provide input
- ✓ Can be used for statistical purposes

# SFHSS Safety Program

- Education for Community Health Workers
  - ✓ Met requirements of New and Young Workers Regulations
  - ✓ Educated existing staff
    - Due high injury rate
    - Increase complexity of clients
    - Continuity of information
  - ✓ Part of the Orientation process for New Workers

# SFHSS Safety Program

- Content of Education for Community Health Workers
  - ✓ Safety Program
  - ✓ MSI
  - ✓ Chemical Hazards
  - ✓ Biological Hazards
  - ✓ Violence
  - ✓ General Hazards

# SFHSS Safety Program

- Introduction to SFHSS Safety Program
  - ✓ Definitions of Hazard, Risk, Control Measures
  - ✓ Introduce RAT
  - ✓ Reporting Procedure
  - ✓ Roles and Responsibilities regarding Work Place Injury
  - ✓ Roles and Responsibilities of OH&S Committee
  - ✓ Policies pertaining to SFHSS commitment to Safety in the Work Place.

# SFHSS Safety Program

- Musculoskeletal Injury
  - ✓ What is MSI
  - ✓ Identify signs and symptoms
  - ✓ Understand risk factors
  - ✓ How to report MSI
  - ✓ Employer and Worker Responsibilities in injury prevention
  - ✓ Policies

# SFHSS Safety Program

- Chemical Hazards
  - ✓ What are Chemical Hazards
  - ✓ How to identify
  - ✓ How to protect yourself
  - ✓ Know what to do in case of a spill
  - ✓ Know where to obtain more information on hazardous materials
  - ✓ Policies

# SFHSS Safety Program

- Biological Hazards
  - ✓ What is a biohazard
  - ✓ How biohazards are transmitted
  - ✓ How to protect yourself from biohazards
  - ✓ What to do in case of exposure
  - ✓ Policies

# SFHSS Safety Program

- Violence
  - ✓ What is workplace violence
  - ✓ Risk factor contributing to Workplace violence
  - ✓ Identifying risks and reporting hazards
  - ✓ How to report incidents of violence
  - ✓ Policies

# SFHSS Safety Program

- General Hazards
  - ✓ What are general hazards
  - ✓ Identify some of the general hazards
  - ✓ Corrective measures

# SFHSS Safety Program

- Expected Outcomes of Safety Program
  - ✓ Awareness of risks will promote alternate means to provide care
  - ✓ With early detection of risks injuries will be reduced
  - ✓ Education and training increases both supervisor and CHW ability to identify risk factors and implement control measures
  - ✓ Education and training empowers the front line worker to refuse unsafe work
  - ✓ Create a Safety Culture in the Community

# How We Changed Our Claims Management Processes...

- Initial discussions with HEABC
- Team meeting with WorkSafe Team from the Surrey Office
- Formation of a Formal Light Duties Offer
- Distribution of a Flow Sheet for Injured Workers
- Participation of JOHS Committee to support rehabilitation in the workplace initiatives
- Changing the system from disability focus to an early return to work doing safe, meaningful transitional duties

# How We Changed Our Claims Management Processes...

- Some Roadblocks We Encountered:
- Pushback from Employees
- Lack of cooperation from Physicians
- Article 34.11 – transitional work had to be paid by the Employer



# Our Successes:



- We were able to accommodate most medical restrictions and limitations (Example)
- Success with 34.11 Adjudication
- JOHS endorsement of new rehabilitation in the workplace program
- Heightened awareness of safety culture
- Within six months our claims costs were steadily declining



# SFHSS Safety Program

- Occupational Health and Safety Committee
  - ✓ Meets monthly
  - ✓ Reviews Incident/Injury Reports
  - ✓ Makes recommendations
  - ✓ Participates in work site investigations
  - ✓ Collaborates on Safety Projects