

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

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

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

- 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

Some New Challenges...

- We have had fewer injuries to date from 2008
- In 2009 we have experienced several costly claims associated with slips, trips and falls
- We have accommodated the injured workers by providing modified transitional work and are working on some new initiatives to decrease the likelihood of experiencing these types of injuries in the future.

Some New Challenges

South Fraser Home Support Society, Statistics

		2005	2006	2007	2008	2009 YTD
# Non-HCO Claims	Employer	37	45	49	26	10
# Person Years	Employer	203.33	231.55	227.14		
Injury Rate	Employer	18.2	19.4	21.6		
	CU	4.9	5.1	5.8		
Total work days lost	Employer	1806	1560	1682	674	618
Claim cost paid	Employer	\$ 225,162	\$ 186,192	\$ 210,609	\$ 70,265	\$ 70,888
# new LTD claims	Employer	0	2	2	0	2

2009 YTD data up to and including April 30, 2009.
Data Source: WorkSafeBC Data Warehouse

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