



Industry
Health and Safety

INDUSTRY HEALTH AND SAFETY PROGRAM

Service Plan 2020-2021

R September 13, 2019

Approval in Principle by Organization
Board Chair:

A handwritten signature in black ink, appearing to read "Ian Powell", written over a horizontal line.

Ian Powell

Date Approved: *SEPT 20, 2019*



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BACKGROUND

About go2HR

go2HR is BC's tourism human resource association, responsible for coordinating the BC Tourism Human Resources Strategy. We provide employers with programs and resources in the area of recruitment, retention and training, including a tourism job board, health and safety initiatives, SuperHost and FOODSAFE by Distance Education. Formerly known as the Hospitality Industry Education Advisory Committee (HIEAC), go2HR has supported BC's tourism industry since 1979.

go2HR's Partnership with WorkSafeBC

In 2006, WorkSafeBC approached go2HR to take on the role of Health and Safety Association and Certifying Partner for the tourism, hospitality and food and beverage industry. After considerable consultation, five major industry associations (BC Hotel Association, Restaurants Canada, BC Restaurant and Foodservice Association, Canada West Ski Areas Association, Alliance of Beverage Licensees of British Columbia) endorsed this concept and signed letters of support for go2HR to take on this role on behalf of the industry.

A contract with WorkSafeBC was signed in January 2009 and go2HR has implemented the Health and Safety Association (HSA) and Certificate of Recognition (COR) Certifying Partner (CP) programs through developing an internal team dedicated to these initiatives, with support and oversight from go2HR as a whole.

GOVERNANCE

The IHS Program Advisory Committee provides input into go2HR's IHS Program, including the Certificate of Recognition (COR) Program. The Advisory Committee supports the development and implementation of the IHS Program business plans and assists in the successful completion of activities and projects.

As needed, Technical Advisory Committees (TACs) may also be created to provide input into specific IHS Program projects. Under the direction of go2HR, each project-based TAC is an ad-hoc committee created for the temporary purpose of providing technical, operational feedback and guidance on specific projects and tactics, which are outlined in the IHS business plans.

go2HR's Board of Directors

The go2HR Board of directors currently includes the following individuals and organizations:

- Ian Powell (Chair), Managing Director, Paul's Restaurants Ltd. & General Manager, Inn at Laurel Point
- Heidi Romich (Vice Chair), Owner/Operator, The Heid Out Restaurant and Brewhouse
- JJ Belanger (Past Chair), General Manager, Crystal Cove Beach Resort
- Eda Koot, General Manager, Pacific Gateway Hotel
- Craig Blize, Vice President of Operations, Earls Restaurants
- Harley Elias, Faculty, North Island College and self-employed Fishing Guide
- Eoin Foley, Owner/Operator, Nancy O's Restaurant
- Jeff Guignard, Executive Director, ABLE BC
- Arlene Hall, Regional Director - Talent & Culture, Pacific Northwest Region, Fairmont Hotels
- Sarah McCullough, Director, Community & Government Relations, Whistler Blackcomb
- Jonathan Rouse, Director, Food, Wine and Tourism, Okanagan College
- Kathy Cooper, CEO, Kootenay Rockies Tourism Association
- Jacqueline R. Simpson, Director, Global Marketing Channels, Destination BC

IHS Advisory Committee

The go2HR IHS Advisory Committee currently includes the following individuals and organizations:

- Bill Senghera, Business Consultant/ Risk Manager, White Spot Restaurants
- Kira Cailles, Safety Manager, Whistler Blackcomb
- Sandra Stewart, People and Culture Advisor, Coast Hotels and Resorts
- Sarah Moseley, Director of Employee Experience, Fairmont Hot Springs Resort
- Julie Wright, Director of Human Resources, The Inn at Laurel Point
- Christina Donovan, Human Resources Manager, Delta Grand Okanagan

- Shane Clarey, Safety Specialist/Technical Team Support, FlyOver Canada
- Lisa Houle, Industry Labour Services Manager, HSA, WorkSafeBC
- Lorne Scarlett, Industry Labour Services Specialist, HSA, WorkSafeBC
- Mohamed Gad, Industry Specialist, Industry Labour Services, Partners Program (COR), WorkSafeBC

STAFF

Arun Subramanian – Director, Industry HR Development
Stephanie Mallalieu – Industry Health & Safety Specialist
Sherry Henriquez – Industry Health & Safety Program Assistant
Ginger Brunner – Regional HR Specialist
Alex Mrazek – Digital Marketing Specialist

STRATEGIC OBJECTIVES AND SUPPORTING TACTICS

THRS Strategic Priority

The Tourism Human Resources Strategy, THRS (2019), identifies the availability of skilled labour as one of the key challenges facing the tourism and hospitality industry in the next decade. An employer's ability to attract and retain skilled talent has become a critical requirement for business viability and success. Creating and maintaining a safe workplace goes a long way in helping businesses build a winning work culture that will help them attract and retain their workforce in the years ahead.

Mission

The overarching mission for the IHS Program is to support BC tourism and hospitality employers in creating and maintaining healthy and safe workplaces.

Objectives

To support this mission, there are three strategic objectives:

Program Administration & Management

1. To provide a high quality IHS program that is managed efficiently, is cost effective, and responsive to industry needs.

Occupational Health & Safety Services

2. To assist the industry in effectively creating and maintaining safe and healthy workplaces by: building awareness; offering education, training and consultation; providing needed resources; and ensuring timely communication.

Certificate of Recognition (COR) Program

3. To maintain and continually improve the Certificate of Recognition (COR) Program and increase the number of BC tourism and hospitality businesses participating in the program.

1. Program Administration & Management

Strategic Objective: To provide a high quality IHS program that is managed efficiently, cost effective, and responsive to industry needs.

Goals	Tactics	Timeframe
Perform consultation and research to help guide the direction of the IHS Program	1) Maintain the IHS Advisory Committee, representative of various classification units, geography and different sizes of tourism businesses operating across the province.	2020-21
	2) Survey industry to assess awareness of health and safety program offerings.	2020-21
Anticipate and respond to new and emerging industry needs	3) Keep abreast of emerging trends in occupational health and safety, to ensure continued relevance of program offerings.	2020-21
	4) Maintain continuing education requirements of professional staff.	2020-21
	5) Maintain a bank of approved contractors who can support us with key initiatives.	2020-21
Improve relationships with provincial/national bodies and other safety associations	6) Canadian Associations for Safe Hospitality (CASH)- Attend meetings, build relationships and consider ways in which we can collaborate.	2020-21
	7) Other HSAs in the province- meet, collaborate on initiatives, share ideas and resources.	2020-21
Strategic planning	8) Team expansion to better serve industry across the province.	2020-21

2. Occupational Health and Safety Services

Strategic Objective: To assist the industry in effectively creating and maintaining safe and healthy workplaces by: building awareness; offering education, training and consultation; providing needed resources; and ensuring timely communication.

Goals	Tactics	Timeframe
Expand industry outreach across the province, build new relationships and strengthen existing ones	1) Identify criteria to tailor offerings to suit needs of specific employer groups based on sector, region and business size using employer database. (e.g. injury rate, experience rating, etc.).	2020-21
	2) Partner with Thompson Okanagan Tourism Association (TOTA) to support the Biosphere Adhesion program promoting safe and sustainable workplaces.	2020-21
Promote and raise awareness of go2HR's programs and specific initiatives, including Injury Prevention and Management TAC recommendations	3) Create marketing campaign to promote general OHS awareness and specific initiatives using: <ul style="list-style-type: none"> o Traditional media o Digital media o email campaigns 	2020-21
	4) Continue to offer webinars/podcasts, host roundtables and other networking sessions for tourism employers.	2020-21
Awards and recognition	5) Recognize and reward young leaders in safety.	2020-21
	6) Showcase employer initiatives that promote a safe and healthy workplace.	2020-21
Provide relevant education and training opportunities for employers	7) Promote online training courses, including Foundations of Workplace Safety and Occupational Health and Safety Program Fundamentals.	2020-21
	8) Identify possible training gaps and conduct deeper analysis to identify specific training needs; evaluate alternative learning formats to address the needs identified.	2020-21

Goals	Tactics	Timeframe
Claims management	9) Understand employer challenges (along the continuum from injury occurrence to return to work) through employer consultation.	2020-21
	10) Identify initiatives to address needs.	2020-21
Accuracy and quality control of program content	11) Review and update OHS content (website resources) and implement periodic screening of content. Identify topic gaps and opportunities for development of new content.	2020-21
	12) Hosting, periodic review, maintenance and enhancement of online training courses to ensure that content remains relevant and functional.	2020-21
Support industry in implementing health & safety initiatives	13) Coach and provide assistance to employers in the development of occupational health and safety programs.	2020-21
	14) Promote the Employer Self-Assessment tool and encourage employers to perform a self-assessment of their organization.	2020-21
	15) Develop intermediate Employer Self-Assessment tool, to encourage employers to remain motivated and strive for continual improvement of their health and safety programs.	2020-21
Evaluate needs for new program offerings	16) Evaluate need for new program offerings and remain responsive to industry and sector priorities, based on feedback, industry research, analysis, consultation and the evolving needs of industry.	2020-21

3. Certificate of Recognition (COR) Program

Strategic Objective: To maintain and continually improve the Certificate of Recognition (COR) Program and increase the number of BC tourism and hospitality businesses participating in the program.

	Tactics	Timeframe
Promotion of COR program	1) Encourage and support employer participation in the COR program. This will include targeted campaigns to employers in order to promote the program, as well as COR focused roundtables and employer meetings.	2020-21
	2) Conduct annual review and refresh COR related content on website, including how information is organized.	2020-21
Administer COR Program	3) Provide front-line customer service, and support to employers participating in COR program.	2020-21
	4) Manage administration of "COR Lifecycle" for employers, including WIVAs	2020-21
	5) Implement any required changes to COR program, resulting from WorkSafeBC COR consultation.	2020-21
	6) Support employers participating in COR program in developing their programs, participating in a gap analysis, achieving and maintaining COR certification.	2020-21
Training	7) Conduct Internal Auditor training for COR.	2020-21
	8) Facilitate and track ongoing professional development of internal and external auditors	2020-21

PERFORMANCE MEASURES

Objective	Metric	Target 2020-2021
IHS	Visits to the IHS section on the go2HR website	27,500
	Resource downloads	7,000
	Foundations of Workplace Safety training – visits to landing page	1,750
	Foundations of Workplace Safety training - registrations	80
	Safety Basics Assessment – visits to landing page	100
	OHS webinars and podcasts	6
	OHS Roundtables and drop-in sessions	8
	Industry surveys	1
	Targeted marketing campaigns	4
	Advisory committee meetings	4
COR	New COR registrations	15
	New COR certifications	5
	COR re-certifications/maintenance audits	55
	WorkSafeBC Initiated Verification Audit (WIVA)	1
	QA reviews conducted by certifying partner	100%
	Certifying partner initiated QA audits	1
	External auditors trained and recertified	8
	Number of COR internal auditors trained for the first time	28
	Number of COR internal auditors certified or recertified	15