



Industry
Health and Safety

INDUSTRY HEALTH AND SAFETY PROGRAM Service Plan 2019-2020

R September 14, 2018

Approval in Principle by Organization
Board Chair:


J.J. Belanger

Date Approved: *Nov 16/18.*

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BACKGROUND

About go2HR

go2HR is BC's tourism and hospitality human resource association. As labour market specialists, we coordinate the BC Tourism Labour Market Strategy and give businesses the HR tools they need to address their human resource challenges.

We provide employers with labour market information, programs and resources in the areas of recruitment, retention and training. These including a free tourism-exclusive job board, labour and compensation research, health and safety initiatives, industry training and certifications such as Serving It Right, Special Event Server, SuperHost, FOODSAFE Level 1 by Distance Education, and Foundations of Workplace Safety.

Formerly known as the Hospitality Industry Education Advisory Committee (HIEAC) and go2, go2HR has supported BC's tourism and hospitality industry since 1979, bringing together employers, employees, government, educators and associations to build the skilled workforce our industry needs to thrive. For more information, visit www.go2HR.ca.

go2HR's Partnership with WorkSafeBC

In 2006, WorkSafeBC approached go2HR to take on the role of "Safety Association and Certifying Partner" for the tourism, hospitality and food and beverage industry. After considerable consultation, five major industry associations (BC Hotel Association, Restaurant 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 created an Industry Health and Safety (IHS) Program to develop and execute a plan to deliver these services. Since 2009, go2HR has implemented the Health and Safety Association (HSA) and Certificate of Recognition (COR) Certifying Partner (CP) work through developing an internal team dedicated to these initiatives.

STAFFING

Arun Subramanian – Director Industry HR Development
Stephanie Mallalieu – Industry Health & Safety Specialist
Michele Priddy – Program Assistant

GOVERNANCE

The IHS Program Steering Committee provides input into go2HR's IHS Program, including the Certificate of Recognition (COR) Program. The Steering 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, that the Steering Committee is unable to provide input on.

go2HR's Board of Directors

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

- JJ Belanger (Chair), General Manager, Crystal Cove Beach Resort
- Eda Koot (Vice Chair), General Manager, Pacific Gateway Hotel
- Heidi Romich (Past Chair), Owner/Operator, The Heid Out Restaurant and Brewhouse
- Daniel Bibby, Executive Director & General Manager, Spirit Ridge at Nk'Mip Resort
- 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
- Glen Mandziuk, President and CEO, Thompson Okanagan Tourism Association
- Sarah McCullough, Director, Community & Government Relations, Whistler Blackcomb
- Jonathan Rouse, Director, Food, Wine and Tourism, Okanagan College
- Ian Powell, Managing Director, Paul's Restaurants Ltd. & General Manager, Inn at Laurel Point
- Jacqueline R. Simpson, Director, Global Marketing Channels, Destination BC

IHS Steering Committee

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

- Ryan Stimming, Mountain Operations Manager, Panorama Mountain Resort
- Bill Senghera, Business Consultant/ Risk Manager, White Spot Restaurants
- Kira Cailes, Safety Manager, Whistler Blackcomb
- Josh Sears, Owner, ZipZone Adventure Park
- Kris Jamieson, Restaurant Manager, Morgan Creek Golf Course
- Liana Buljevic, Human Resources Advisor, Fairmont Pacific Rim
- Sandra Stewart, People and Culture Advisor, Coast Hotels and Resorts
- Lorne Scarlett, Industry Labor Services Specialist, HSA, WorkSafeBC
- Rommel de la Resma, Industry Specialist, Industry and Labour Services, Partners Program (COR), WorkSafeBC

STRATEGIC OBJECTIVES AND SUPPORTING TACTICS

TLMS Strategic Priority

The Tourism Labour Market Strategy (TLMS) to 2020 has a number of strategic priorities related to recruitment, retention, and training. For the Industry Health & Safety (IHS) Program, foremost is "to identify and communicate best practices related to human resource management for a range of business types, sizes and locations throughout BC."

Goals

The overarching goal for the IHS Program is to engage and support the BC tourism and hospitality industry in creating and continually improving healthy and safe workplaces; ensuring activities and projects are aligned with our strategic focus on regions and small businesses.

Objectives

To support this goal, there are three strategic objectives, summarized into categories:

Program Administration & Management

1. To improve the IHS program's efficiency, accuracy, quality, consistency, and sustainability.

Occupational Health & Safety Services

2. To assist the industry in effectively creating and maintaining safe and healthy workplaces through education, training, events, services, advice, resources and communications.

Certificate of Recognition (COR) Program

3. To streamline the administration of the Certificate of Recognition (SE/COR) programs and support employers in becoming certified and maintaining certification.

A. Program Administration & Management

Strategic Objective: To improve the IHS program’s efficiency, accuracy, quality, consistency, and sustainability.

| Activities | Tactics | Timeframe |
|--|--|-----------|
| Perform consultation and research to help guide the direction of the IHS Program | 1) Maintain an IHS Steering Committee and various ad-hoc, project-based Technical Advisory Committees (TACs). | 2019-2020 |
| | 2) Survey industry to assess awareness of health and safety program offerings and compare to previous survey undertaken in 2016. | 2019-2020 |
| Engage consultants to support IHS Program with key projects | 3) Develop a bank of approved contractors who can support us with key initiatives, lending their subject matter expertise. | 2019-2020 |

B. Occupational Health and Safety Services

Strategic Objective: To assist the industry in effectively creating and maintaining safe and healthy workplaces through education, training, events, services, advice, resources and communications.

| Activities | Tactics | Timeframe |
|--|--|-----------|
| Expand industry outreach across the province and build new relationships | 1) Create targeted outreach by sector, region and business size using WorkSafeBC database. | 2019-2020 |
| Promote and raise awareness of go2HR's programs and initiatives | 2) Develop a health and safety introductory video, aimed at employers, to promote go2HR IHS Program resources. | 2019-2020 |
| | 3) Continue with outreach efforts, including roundtables, webinars and other networking sessions. | 2019-2020 |
| | 4) Develop targeted campaigns to reach different regions, sectors and industry associations, promoting different IHS Program offerings. | 2019-2020 |
| | 5) Refinement and development of health and safety section of website. | 2019-2020 |
| | 6) Interpret and communicate legislative changes, industry trends, statistics and best practices through go2HR's communication channels, providing support to employers. | 2019-2020 |
| | 7) Promote online training courses, including Foundations of Workplace Safety and Occupational Health and Safety Program Fundamentals. | 2019-2020 |
| | 8) Review and update OHS content (website resources) and implement periodic screening of content. Identify gaps and opportunities for development of new content. | 2019-2020 |

| Activities | Tactics | Timeframe |
|--|--|--|
| | <p>9) Hosting, periodic review, maintenance and enhancement of online training courses to ensure that content remains relevant and functional.</p> <p>10) Develop materials, based on young worker Technical Advisory Committee recommendations.</p> <p>11) Conduct research and collate/repackage existing resources in injury prevention and management, based on Technical Advisory Committee recommendations. Create marketing campaign to promote best practices to reduce injuries and support employers in injury management within the ski sector.</p> | <p>2019-2020</p> <p>2019-2020</p> <p>2019-2020</p> |
| Align HR and IHS teams and service offerings | <p>12) Continue to incorporate IHS consulting and resources into the larger suite of HR services offered by go2HR to employers.</p> <p>13) Optimize opportunities to cross promote IHS and HR, during joint events, including roundtables, webinars and networking sessions, as appropriate.</p> | <p>2019-2020</p> <p>2019-2020</p> |
| Support industry in implementing health & safety initiatives | <p>14) Coach and provide assistance to employers in the development of internal OHS programs.</p> <p>15) Maintain continuing education requirements of professional staff</p> <p>16) Further develop gap analysis tool content, tailored to small and medium sized employers. Promote the tool and encourage employers to perform a self-assessment of their organization.</p> | <p>2019-2020</p> <p>2019-2020</p> <p>2019-2020</p> |

| Activities | Tactics | Timeframe |
|--------------------------------------|---|-----------|
| Evaluate needs for program offerings | 17) Conduct survey to identify potential new areas of focus. | 2019-2020 |
| | 18) Evaluate need for new program offerings and remain responsive to industry and sector priorities, based on industry research, analysis, consultation and the evolving needs of industry. | 2019-2020 |

C. 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.

| Activities | Tactics | Timeframe |
|--|---|-----------|
| Promotion of COR program | 1) Encourage and support participation in the SECOR program by small employers and in the COR program by large employers. | 2019-2020 |
| | 2) Review and refresh COR related content on website, including how information is organized. | 2019-2020 |
| Administer COR Program | 3) Manage administration of "COR Lifecycle" for employers. | 2019-2020 |
| | 4) Implement any required changes to COR program, resulting from WorkSafeBC COR consultation. | 2019-2020 |
| | 5) Review COR resources and consolidate/update, as required. | 2019-2020 |
| Provide front-line customer service, and support to employers participating in COR program | 6) Support employers participating in COR program in developing their programs, preparing for audits using the gap analysis tool and maintaining COR certification. | 2019-2020 |
| | 7) Assess results of completed online gap analyses for employers in order to determine readiness for COR certification audit and provide targeted support. | 2019-2020 |
| | 8) Conduct Internal Auditor training for COR and SECOR. | 2019-2020 |
| | 9) Facilitate and track ongoing professional development for internal and external auditors. | 2019-2020 |

PERFORMANCE MEASURES

| Objective | Metric | Target 2019-2020 |
|-----------|---|---------------------|
| IHS | Visits to the IHS section on the go2HR website | 25,000 |
| | Resource downloads | 6,000 |
| | OHS Fundamentals training - registrations | 100 |
| | OHS Fundamentals training – course completions | 40 |
| | Foundations of Workplace Safety training - registrations | 40 |
| | Foundations of Workplace Safety training – visits to landing page | 1500 |
| | OHS/HR Webinars | 4 |
| | OHS/HR Roundtables | 4 |
| COR | Net new employer COR registrations | 12 |
| | Net new employers COR certified for the first time | 3 |
| | COR re-certifications/maintenance audits | 50 |
| | Audits initiated/requested by WorkSafeBC | 1 |
| | QA reviews conducted by Certifying Partner | 100% |
| | CP - initiated QA Audits - QA Audits of External Auditors conducted by Certifying Partner | 1 |
| | External auditors trained and certified for the first time | 0 |
| | External auditors trained and recertified | 5 |
| | Internal auditors trained and certified for the first time for large employers | 28 |
| | Internal auditors trained and recertified for large employers | 30 |
| | Internal auditors trained and certified for the first time for small employers | 2 |