

HSA 2016 Initiatives Workplan Template

go2HR April 2018 to March 2019

HSA Mission / Vision Statement

Go2HR's Health & Safety Program aims to engage and support the BC tourism and hospitality industry in creating and continually improving healthy and safe workplaces.

The goal of this HSA is to assist the employers we support in reducing injuries and serious injuries and in improving return-to-work outcomes.

Instructions

A. Injury / Return-to-Work Issues: In this section, state the primary trends identified by your industry's data (normally provided by WorkSafeBC, but information from other sources may be used). This should be specific enough to be actionable, for example, primary causes of injury, location of injury, number of time loss injuries, or claim duration. You may choose a measure because it represents a large component of the injuries in your industry, or because the measure indicates some trend on a year-over-year basis (e.g., injuries of this type are increasing). Your key initiatives for the year will be focused on addressing these measures. Under "Objective", you will state the quantifiable improvement you would like to see in the measures you identified. This should state a specific improvement that can be measured at the end of the reporting year.

See the **HSA Planning and Reporting Information Package** pages 2 and 3 for more details.

B. Behaviour-Based Outcomes: In section B(i), identify the safe work behaviours or practices you are trying to create or change to address the primary trends identified in Section A. "Behaviour" may refer to a change in an individual employee, a manager, supervisor, or in the organization as a whole. In Section B(ii), provide evidence that the behaviour change has taken place.

See the **HSA Planning and Reporting Information Package** pages 4 and 11 for more details.

C. Knowledge-Based Outcomes: In this section, identify the knowledge, understanding or skills that would be required to create or change the safe work behaviours or practices identified in Section B. In Section C(ii), provide evidence that the knowledge change has taken place.

See the **HSA Planning and Reporting Information Package** pages 5 and 11 for more details.

D. Planned Activities: In this section, list the activities that you will undertake to impact the required skills, knowledge or understanding identified in Section C. Identify the number, frequency or timeline that will allow you to determine at the end of the reporting period whether you have successfully completed the activity. Focus only on the key initiatives that will help you ultimately impact the measures identified in Section A. You will track your activities throughout the reporting year and report them in the actual column.

See the **HSA Planning and Reporting Information Package** pages 6 and 11 for more details.

E. Organizational Capacity: In this section, list the activities that you will undertake to improve your organizational capacity so that you can carry out the activities identified in Section D. Identify the number, frequency or timeline that will allow you to determine at the end of the reporting period whether you have completed the activity.

See the **HSA Planning and Reporting Information Package** page 6.

F. Marketing / Outreach: In this section, list the activities that you will undertake to reach a broader audience and inform them of your products and offerings. Identify the number, frequency or timeline that will allow you to determine at the end of the reporting period whether you have completed the activity.

See the **HSA Planning and Reporting Information Package** page 6.

Initiative #1: Food & Beverage Laceration, Strains, Burns and Fractures Injury Reduction

A. Injury / Return-to-Work Issues (HSA Planning and Reporting Information Package pages 2 and 3)

| | |
|--|---|
| A. Using data and information from the industry, we have identified the primary trends within our industry and set the following objectives: | |
| <p>From 2011 – 2015, the top five injury sources (ranking as per total claim costs) in CUs 761034 and 761035 have been laceration, other strains, fractures, heat burns and back strains.</p> <p>CUs 761034 and 761035 represent over 9,000 employers (82% of the total employers within the 4 current CUs supporting go2HR) registered with WorkSafeBC in 2015.</p> | <p>Reduce claim costs resulting from knives, meat slicers, other kitchen tools, hot oils, spills, heat sources, other hazards</p> <p>Reduction of claim costs by 0.5% = \$35,696.79 + \$250,803.25 = \$286,500.04</p> |

(Add additional rows as required)

B. Behaviour-Based Outcomes (HSA Planning and Reporting Information Package pages 4 and 11)

| | |
|--|---|
| B (i) To meet those objectives, workplace health and safety behaviours and/or return-to-work practices need to change in the following ways: | Implement safe work practices in F&B operations to reduce injuries where there is an increased risk of lacerations, strains, burns and fractures. |
| B (ii) [To be completed at the end of the reporting year cycle]; Provide evidence that the changes described in B(i) took place by the end of the reporting year. This may be done through surveys, job site visits, interviews, audits, or any other method you feel is appropriate. | WorkSafeBC data reports (761034 & 761035) Benchmark survey |
| B (iii) [For WSBC use only] | |

C. Knowledge-Based Outcomes (HSA Planning and Reporting Information Package pages 5 and 11)

| | |
|---|---|
| C (i) This requires knowledge, understanding or skills to be changed in the following ways: | Increase knowledge of safe work practices amongst supervisors & employees in F&B operations |
| C (ii) [To be completed at the end of the reporting year cycle]; Provide evidence that the changes described in C(i) took place by the end of the reporting year. This may be done through surveys, post-session testing, focus groups, interviews, or any other method you feel is appropriate. | Interviews, benchmark survey |
| C (iii) [For WSBC use only] | |

D. Planned Activities (HSA Planning and Reporting Information Package pages 6 and 11)

| D (i) Therefore, we will undertake the following activities: | | | |
|---|--|-------------------------------|---------------------------|
| Activity | Description | Number / frequency / timeline | |
| | | Planned | D(ii) Actual |
| Partner with WorkSafeBC to develop an awareness & education campaign, focusing on the top 5 injuries in the F&B sector. | -Review data (2012-2016 WorkSafe data) & existing resources | Q3 | Click here to enter text. |
| | - Develop sector specific resources, i.e. posters, training package, guidelines etc. | Q4 | |
| | - Obtain industry feedback in the development and implementation | Q1 next fiscal | |
| | - Design a communication plan for resource distribution & promotion | Q2 next fiscal | |

(Add additional rows as required)

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|---|
| D (ii) [For WSBC use only] |
| Click here to enter text. |

Add additional initiatives as required using the same template

E. Organizational Capacity (HSA Planning and Reporting Information Package page 7)

To support us in providing the activities outlined in these initiatives, we will undertake the following activities designed to increase our organizational capacity:

| (E) Activity | Description | Number / frequency |
|---|--|---------------------------------|
| <i>Solicit input from the Industry H&S Steering Committee</i> | <i>Obtain feedback from industry stakeholders during the IHS steering committee meetings</i> | <i>As required</i> |
| <i>Allocate staffing resources to update our website</i> | <i>Use resource library and H&S section sliders</i> | <i>At completion of project</i> |
| <i>Develop and implement benchmark survey</i> | <i>Establish benchmark</i> | <i>Q1 next fiscal</i> |
| <i>Contract a designer to create promotional collateral</i> | <i>Designer will assist with developing the promotional material</i> | <i>Q2 next fiscal</i> |

(Add additional rows as required)

F. Marketing / Outreach Activities (HSA Planning and Reporting Information Package page 7)

To reach a broader audience within our industry, we will undertake the following marketing / outreach activities:

| (F) Activity | Description | Number / frequency |
|---|---|----------------------------------|
| <i>Publish corporate newsletter</i> | <i>Inform employers via an article in our newsletter about new training resources</i> | <i>Every two months</i> |
| <i>Deliver customized training for the industry</i> | <i>Share new resources through a webinar</i> | <i>One webinar on this topic</i> |
| <i>Send out an e-blast to communicate to targeted industry groups</i> | <i>Promote the F&B toolkit</i> | <i>Several times</i> |
| <i>Engage industry stakeholders</i> | <i>Partnership with BCRFA, Restaurants Canada, BCHA, ABLE BC</i> | <i>Ongoing</i> |

(Add additional rows as required)

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| F (ii) [For WSBC use only] |
| Click here to enter text. |

Initiative #2: Foster a culture of safety amongst young workers in restaurants

A. Injury / Return-to-Work Issues (HSA Planning and Reporting Information Package pages 2 and 3)

| | |
|--|---|
| B. Using data and information from the industry, we have identified the primary trends within our industry and set the following objectives: | |
| <ul style="list-style-type: none"> 36% of claims count in CU 761035 (Restaurants/dining establishments) involve young workers - data 2011-2015 19% of young worker claims count in CU 761035 (Restaurants/dining establishments) occur within small employers - data 2011-2015 14% of claim costs (\$8,990,259) in CU 761035 (Restaurants/dining establishments) involve young workers - data 2011-2015 25% of young worker claim costs (\$2,218,304) in CU 761035 (Restaurants/dining establishments) occur within small employers - data 2011-2015 | Reduce injury rates amongst young workers in small employers within CU 761035 by 1% in claim costs (=\$22,183.04) |

(Add additional rows as required)

B. Behaviour-Based Outcomes (HSA Planning and Reporting Information Package pages 4 and 11)

| | |
|--|---|
| B (i) To meet those objectives, workplace health and safety behaviours and/or return-to-work practices need to change in the following ways: | Achieve industry buy in with small businesses, conduct a benchmark survey about the importance of Health & Safety in the workplace. |
| B (ii) [To be completed at the end of the reporting year cycle]; Provide evidence that the changes described in B(i) took place by the end of the reporting year. This may be done through surveys, job site visits, interviews, audits, or any other method you feel is appropriate. | Benchmark survey Interviews |
| B (iii) [For WSBC use only] | |

C. Knowledge-Based Outcomes (HSA Planning and Reporting Information Package pages 5 and 1.1)

| | |
|---|---|
| C (i) This requires knowledge, understanding or skills to be changed in the following ways: | Managers & supervisors increase knowledge of available resources to support the implementation of an effective Health & Safety management system. |
| C (ii) [To be completed at the end of the reporting year cycle]; Provide evidence that the changes described in C(i) took place by the end of the reporting year. This may be done through surveys, post-session testing, focus groups, interviews, or any other method you feel is appropriate. | Interviews, benchmark survey WorkSafeBC data |
| C (iii) [For WSBC use only] | |

D. Planned Activities (HSA Planning and Reporting Information Package pages 6 and 11)

| D (i) Therefore, we will undertake the following activities: | | | |
|--|--|-------------------------------|---------------------------|
| Activity | Description | Number / frequency / timeline | |
| | | Planned | D(ii) Actual |
| Partner with WorkSafeBC to develop an awareness & education campaign for employers, focusing on young workers' engagement in workplace health & safety in restaurants. | Collaborate with the Young & New worker group at WorkSafeBC | Q3 | Click here to enter text. |
| | Create a TAC "Young Workers" with representatives from different regions, types and business sizes | Q3 | |

| | | | |
|--|---|--|--|
| | <i>Identify the current challenges</i> <i>Conduct benchmark survey</i> <i>Develop resources for employers based on TAC's recommendations</i> <i>Launch a promotion campaign to employers</i> | Q4 Q1 next fiscal Q2 next fiscal Q2 next fiscal | |
| | | | |

(Add additional rows as required)

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|----------------------------------|
| D (ii) [For WSBC use only] |
| <i>Click here to enter text.</i> |

Initiative #3: Disability Management best practices and educational tools

A. Injury / Return-to-Work Issues (HSA Planning and Reporting Information Package pages 2 and 3)

| | |
|---|---|
| C. Using data and information from the industry, we have identified the primary trends within our industry and set the following objectives: | |
| <ul style="list-style-type: none"> (3,803) Time loss claims in 2016 under CU's 761034,761035,761038,761056 (395) Serious claims in 2016 under CU's 761034,761035,761038,761056 RTW (<26+weeks) 179/85% under CU 761034 in 2016 RTW (<26+weeks) 225/84% under CU 761038 in 2016 RTW (<26+weeks) 2375/88% under CU 761035 in 2016 RTW (<26+weeks) 767/80% under CU 761056 in 2016 | <i>Reduce Injury rate by 1% on all 4 CU's</i> <i>Reduce Serious claims by 2% on all 4 CU's</i> <i>Reduce RTW (<26+weeks) by 2% on all 4 CU's</i> |

(Add additional rows as required)

B. Behaviour-Based Outcomes (HSA Planning and Reporting Information Package pages 4 and 11)

| | |
|--|--|
| B (i) To meet those objectives, workplace health and safety behaviours and/or return-to-work practices need to change in the following ways: | <i>Increase industry knowledge regarding RTW best practices.</i> |
| B (ii) [To be completed at the end of the reporting year cycle]; Provide evidence that the changes described in B(i) took place by the end of the reporting year. This may be done through surveys, job site visits, interviews, audits, or any other method you feel is appropriate. | <i>Benchmark survey</i> <i>Interviews</i> <i>Rate changes (over 3 years)</i> |
| B (iii) [For WSBC use only] | |

C. Knowledge-Based Outcomes (HSA Planning and Reporting Information Package pages 5 and 11)

| | |
|---|--|
| C (i) This requires knowledge, understanding or skills to be changed in the following ways: | <i>Managers & supervisors increase knowledge of available resources to support the implementation of an effective Health & Safety management system.</i> |
| C (ii) [To be completed at the end of the reporting year cycle]; Provide evidence that the changes described in C(i) took place by the end of the reporting year. This may be done through surveys, post-session testing, focus groups, interviews, or any other method you feel is appropriate. | <i>Interviews, benchmark survey</i> <i>WorkSafeBC data</i> <i>Rate changes (over 3 years)</i> |

C (iii) [For WSBC use only]

D. Planned Activities (HSA Planning and Reporting Information Package pages 6 and 11)

D (i) Therefore, we will undertake the following activities:

| Activity | Description | Number / frequency / timeline | |
|--|--|-------------------------------|---------------------------|
| | | Planned | D(ii) Actual |
| Partner with WorkSafeBC and industry members to develop an awareness & education campaign for employers, focusing on disability management engagement in workplace health & safety in Overnight or short term accommodation. | Collaborate with the Disability management group at WorkSafeBC | Q3 | Click here to enter text. |
| | Create a TAC "Disability Management" with representatives from different regions, types and business sizes | Q4 | |
| | Identify the current challenges | Q4 | |
| | Develop resources for employers based on TAC's recommendations | Q1 next fiscal | |
| | Launch a promotion campaign to employers | Q2 next fiscal | |
| | | | |

(Add additional rows as required)

D (ii) [For WSBC use only]

Click here to enter text.

E. Organizational Capacity (HSA Planning and Reporting Information Package page 7)

To support us in providing the activities outlined in these initiatives, we will undertake the following activities designed to increase our organizational capacity:

| (E) Activity | Description | Number / frequency |
|---|---|------------------------------|
| Create a technical advisory committee "Disability Management" | Engage workers from the accommodation industry in developing the project | Every two months |
| Update our website | Create a new section specific to "Disability Management" | As required |
| Engage Disability Management Group at WorkSafeBC | Partner with WorkSafeBC to tap into existing data & resources | Several times, as required |
| Contract a designer for promo and training collateral/resources | Graphic designer will assist with creating of materials | As required |
| Develop a benchmark survey for 761056 | Establish a benchmark on knowledge of Health & Safety and available resources | Once at beginning of project |

(Add additional rows as required)

F. Marketing / Outreach Activities (HSA Planning and Reporting Information Package page 7)

To reach a broader audience within our industry, we will undertake the following marketing / outreach activities:

| (F) Activity | Description | Number / frequency |
|---|---|-----------------------|
| <i>Publish corporate newsletter</i> | <i>Inform employers about available resources</i> | <i>Several times</i> |
| <i>Deliver customized training for the industry</i> | <i>Share new resources through a webinar and other available channels/platforms</i> | <i>Webinar series</i> |
| <i>Send out an e-blast to communicate to targeted industry groups</i> | <i>Promote H&S resources</i> | <i>Several times</i> |
| <i>Engage industry stakeholders</i> | <i>Partnership with all associations under the Hospitality and Tourism umbrella</i> | <i>ongoing</i> |

(Add additional rows as required)

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|-----------------------------------|
| F (ii) [For WSBC use only] |
| <i>Click here to enter text.</i> |

G. Overall Assessment

| |
|-----------------------------------|
| G (ii) [For WSBC use only] |
| <i>Click here to enter text.</i> |

Board Chair Approval in Principle

| | | |
|-------------------------|------------------------|-------------------|
| <i>Heidi S. Romich</i> | <i>Heidi S. Romich</i> | <i>Nov. 24/17</i> |
| Name Heidi S. Romich | Signature | Date |

