

Enhancing Worker Safety to Address Recruitment & Retention

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SafeCare BC

SafeCare BC is the industry-funded, provincial health and safety association for continuing care workers. The mandate focuses on reducing workplace injuries through training, education, prevention initiatives, and policy work. SafeCare BC represents continuing care employers and workers across both long-term care and home care and community support across BC.



WORKING TO MAKE A DIFFERENCE

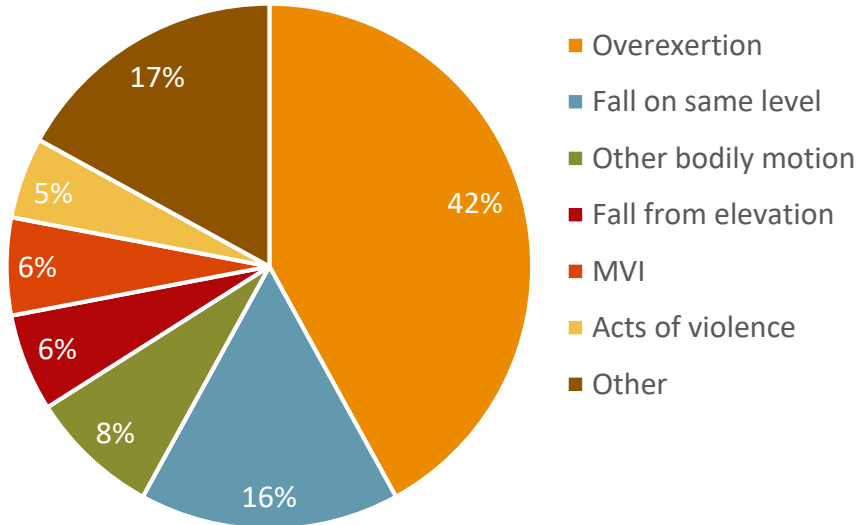
WorkSafeBC is dedicated to promoting safe and healthy workplaces across BC. Partnering with workers and employers to save lives and prevent injury, disease, and disability. Providing compensation and support to injured workers in their recovery, rehabilitation, and safe return to work. Running sustainable no-fault insurance system. The vision is to be free from workplace injury, disease, and death.

Industry Details (2012 – 2016)

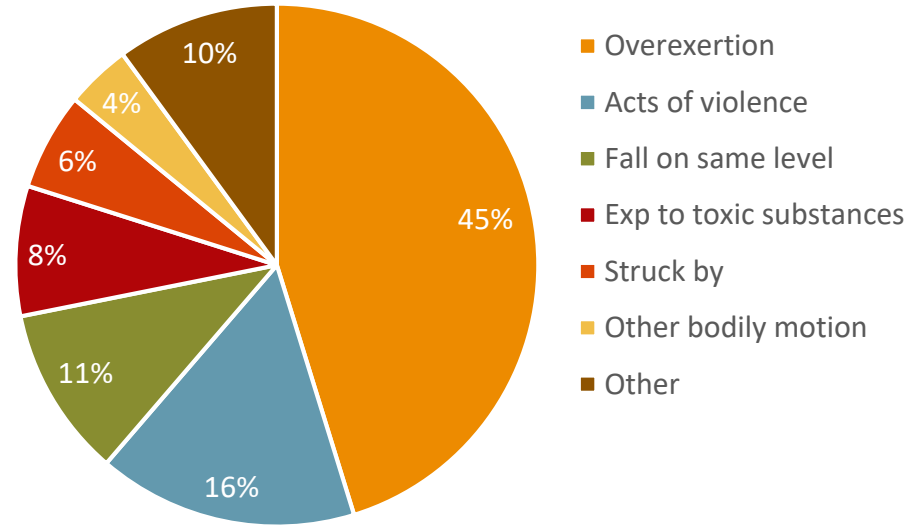
Classification Unit	# of Firms (2012 & 2016)	Payroll - \$ Billion (2012 & 2016)	Time-loss Claim Count (5 year Total)
Community Health Support Services [CU 766006]	392 → 484	\$0.74 → \$1.06	4625
Long-Term Care [CU 766011]	347 → 352	\$1.30 → \$1.53	14 534

Accident Types (2012 – 2016)

Community Health Support Services



Long-Term Care



% STD/LTD/Fatal claims, 2012-2016 profile

Who's Getting Injured? (2012 – 2016)

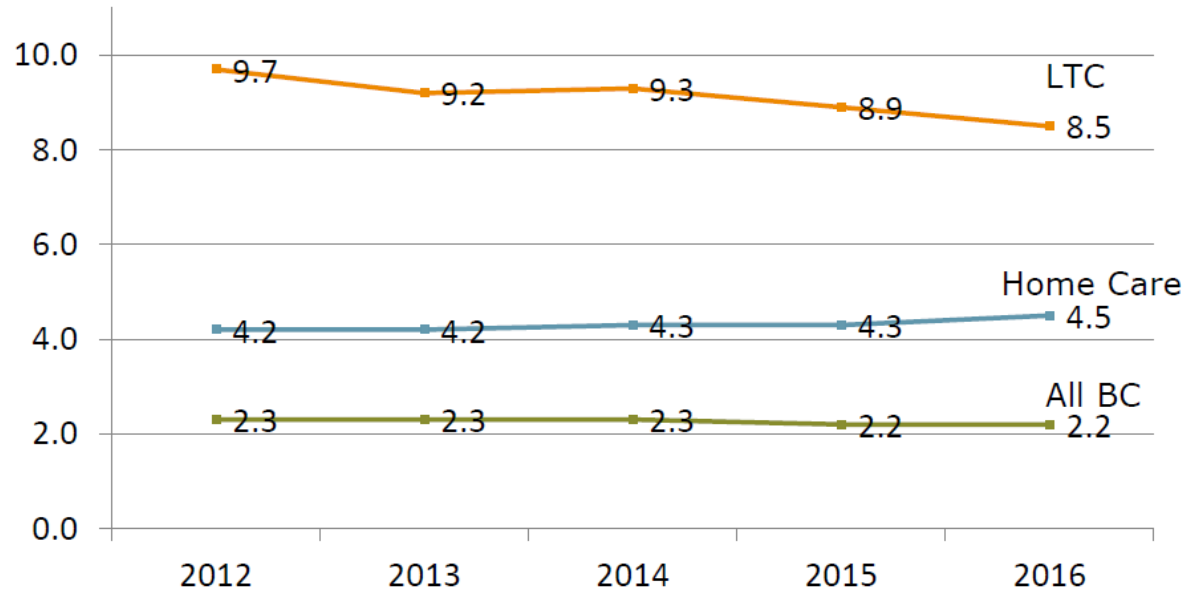
Occupation	Community Health Support Services	Long-Term Care
Nurse aides, orderlies and patient service associates	58%	65%
Home support workers, housekeepers and related occupations	14%	-
Licensed practical nurses	3%	11%
Food counter attendants, kitchen helpers and related support occupations	-	5%
Registered nurses and registered psychiatric nurses	9%	4%
Social and community service workers	7%	3%

% STD/LTD/Fatal claims, 2012–2016 profile

Work Days Lost in 2016

	Community Health Support Services	Long-Term Care
Time-loss Claims	1056	2834
Work Days Lost	36 227	116 370

Injury Rates (2012 – 2016)



Investing in Prevention – Why Do It?

- Direct costs:

- Insurance premiums
- Claims administration expenses
- Investigations

- Indirect costs:

- Loss of skilled workers
- Impact on productivity
- Damage to property and equipment
- Training costs
- Replacement wages
- Effect on corporate reputation
- Impact on staff morale and retention



Meet Pam



- Was a care aide working in Abbotsford
- Her life changed in an instant when she was injured assisting a resident and the lift broke
- Suffered a knee injury
- Never returned to work as a care aide, despite having a knee replacement
- This injury has changed her life

Prevention of Workplace Injuries

- Prevention of workplace injuries increases the retention of staff
- Safety culture influences what people see, hear, feel, say and the decisions that they make
- Having a positive safety culture means that “communications are founded on mutual trust, by shared perceptions of the importance of safety, and by confidence in the efficacy of preventative measures” (Cooper, 2000)

Culture is...
...what we



Leadership commitment improves safety culture

- **Example: Executive Walk Rounds (EWR)**
 - Executives conduct walk rounds to evaluate solutions to improve patient safety
 - Once every four weeks for three months (30-60 min each)
- **Results**
 - Those who participated in the EWR reported higher safety climate scores than those who didn't

Source: Thomas et al. 2005



Staff safety as a priority during hiring improves safety culture

- **Example: Hiring practices**

- Hiring based on safety performance and safety mindedness
- Behavioural-based interviews
 - “Provide an example of when you took extra time to complete a task to ensure that you, your co-worker, and client were safe”

- **Results**

- Organizations who included safety performance in hiring practices were able to show lower injury rates



Education improves safety culture

- **Example: Training of new hires**

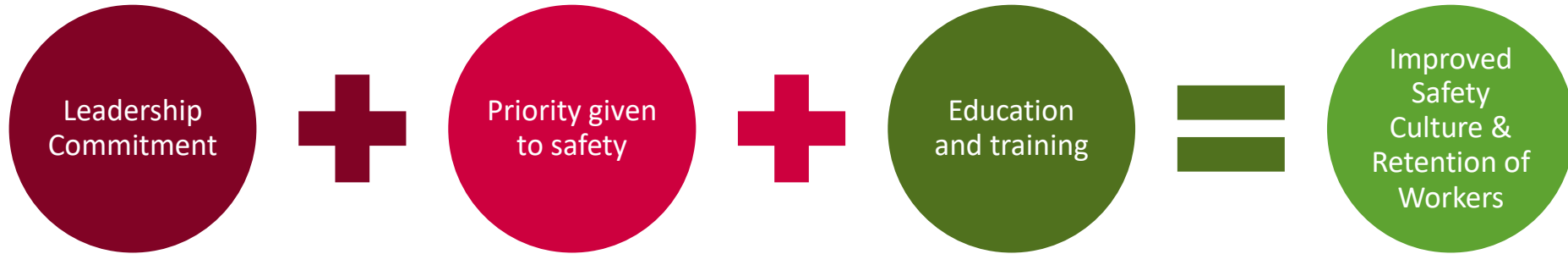
- Provide safety training to new hires and evaluate if learnings from training are being applied (e.g. peer coaching, spot checks)
- Provide ongoing training and follow up

- **Results**

- Training & evaluation resulted in lower injury rates
- Training alone didn't account for injury reduction



Bringing it all together





Q & A