

BEACON COMMUNITY SERVICES

A Commitment to Safety -
The COR Audit Journey

BC CARE PROVIDERS CONFERENCE,
Whistler, BC
May 2013



WHAT IS THE COR SAFETY AUDIT

- ◎ Beacon is the first home support agency to implement the COR Safety Audit.
- ◎ Develop a series of policies, procedures and interventions aimed at improving health and safety for the staff.
- ◎ An independent auditor comes on-site for 3 days to review all the policies and procedures, conduct staff interviews and perform test audits.
- ◎ The safety audit is conducted every 3 years by an external auditor and every year by an internal auditor.

ELEMENTS OF THE COR AUDIT

1. Organizational Commitment
2. Programs and Procedures
3. Hazard Identification, Risk Assessment and Control
4. Training, Education and Certification
5. Inspections
6. Incident Investigations
7. Program Administration
8. Joint Health and Safety Committee (JOHS)
9. Stay at Work/Return to Work Program

OUR JOURNEY

- ◎ First Audit was November 2010
- ◎ Spent a year preparing
- ◎ Getting policies and procedures up to date
- ◎ Ensure the JOHS Committee Working
- ◎ Communicating with staff
- ◎ Documentation system - incident reports and tracking
- ◎ Survey of staff- get a baseline

RESULT

- ⦿ Achieved over 90% with first COR Audit
- ⦿ Sense of pride in the staff/organization
- ⦿ Governance - Board of Directors involved
- ⦿ Roadmap on how to continue with program and achieve desired results - lower injury rate.

CHALLENGES IN HOME SUPPORT

- ⦿ Don't control our worksite
- ⦿ No on-site supervision/support
- ⦿ Communicating with staff in the field
- ⦿ Desire to help client/family conflicting with safety policy
- ⦿ Aging/female workforce

MEETING THE CHALLENGES

- ◎ Reinforce “safety culture”. Provide support and encouragement for staff to feel confident exercising safe work practices.
- ◎ Link client safety to worker safety. Educate clients about the need for a healthy workforce in order to meet their needs.

WHERE ARE WE NOW?

- ◎ Just completed our 3rd safety audit.
- ◎ Compared 2009 to 2012 Staff Survey
Result:
 - “My work environment is safe”
 - 2009- 78% agree 22% disagree
 - 2012- 92% agree 8.3.% agree

THE REAL NUMBERS

- ◎ Number of days lost to workplace injuries:
 - 2010 - 5089 days (started RTW and COR in November.
 - 2011 - 4726 days
 - 2012 - 3518 days

Reduction of 25% in days lost to injuries within 2 years.

THE FUTURE

- ◉ Heading in the right direction
- ◉ Need to keep the momentum
- ◉ External audit 2013

- ◉ Thank You

- ◉ Questions

