

WORKERS' COMPENSATION: 2019

COMPINSTITUTE

MARCH 25-26, 2019 | SASKATOON SK

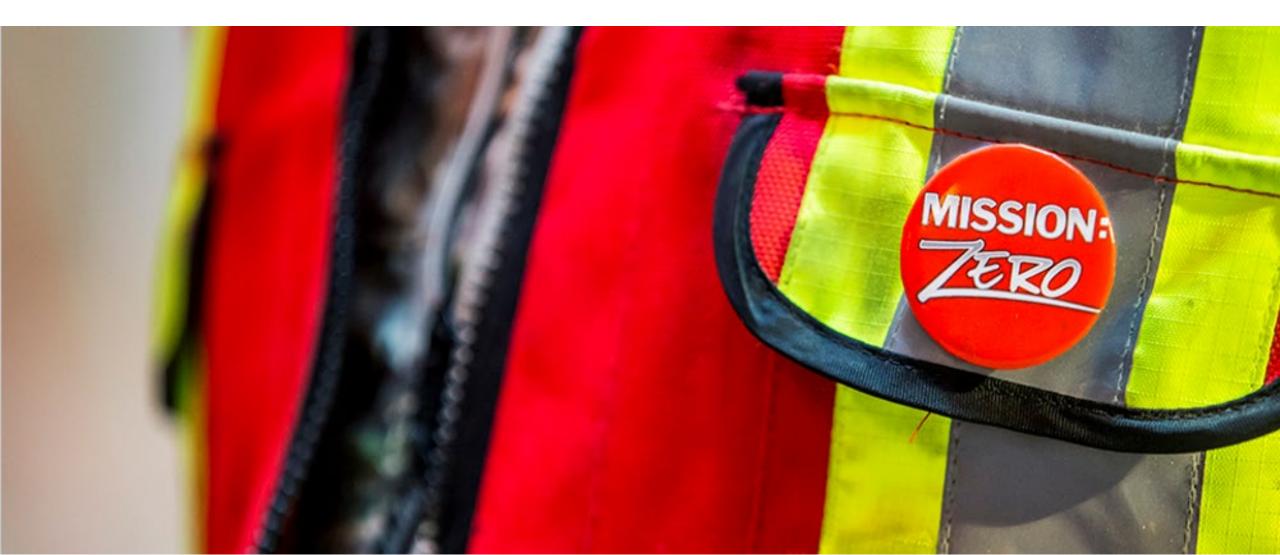
Accessing WCB's Prevention Services

Annette Goski and Tennille Corbett Prevention Managers, WCB



Mission: Zero





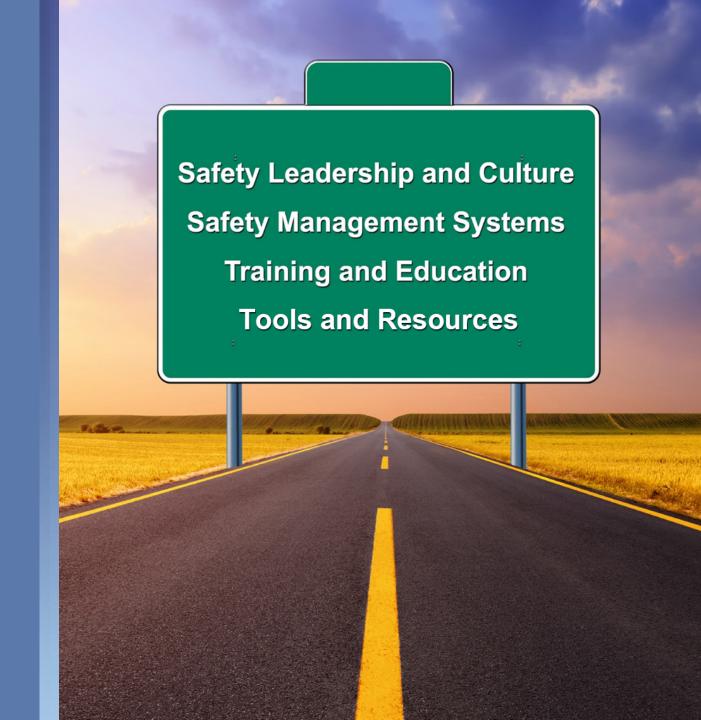
Our partnership with you

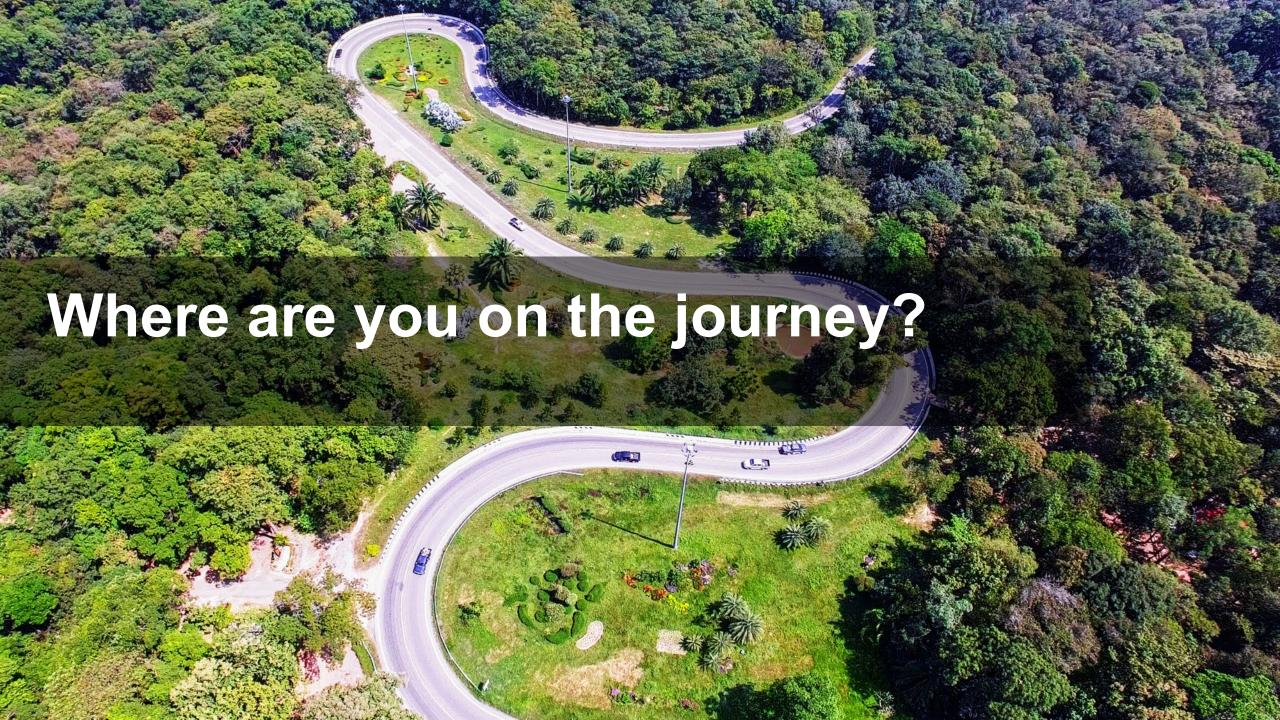




Your journey to Mission: Zero









What WorkSafe does to promote safety in Saskatchewan



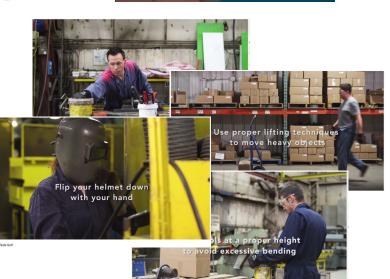
Make

zero injuries **zero** suffering

Your mission







Need help building your

Safety Program? Try our online safety tool















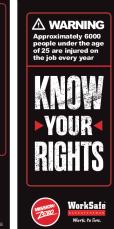






saskatchewan





Saskatoon Home Styles Show: March 8 - 11, 2018

Regina Spring Home Show: March

Home Depot

2 weeks at each store Between March 17 - April 30, 2018 (Staffed for 6 days, unmanned for the remainder)

Victoria Ave East Pochdale Rlvd

Circle Drive F

2 weeks at each store Between March 17 - April 30, 2018 (Staffed for 6 days, unmanned for

Unmanned Asbestos Booths

20 locations, at 2 week intervals from April - December 2018





We work to support you



- Account managers
- Prevention consultants
- Training and events co-ordination
- Partnerships and sponsorships



Session agenda

WorkSafe Saskatchewan's efforts on:

- Foundational pillars Safety management system assessments
- Awareness, tools and resources for psychological health and safety in the workplace
- Fatalities and serious injuries in our province and the work we're doing to interrupt the current trend





Remember

- Safety is a journey
- Safety is learned
- We have tools and resources to assist you





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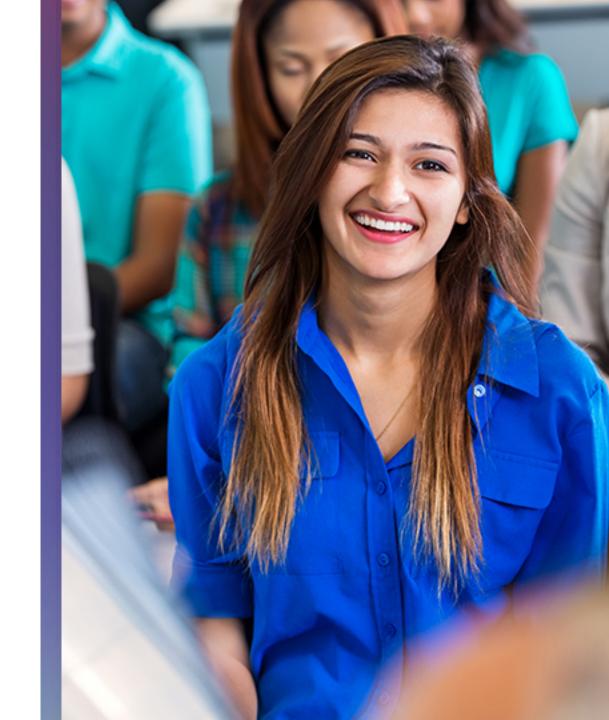
Prevention Basics

Lauren Mitchell Prevention Consultant, WCB



- 1. Why an SMS?
- 2. What is an SMS?
- 3. What is an assessment?





- 1. Business case
- 2. Carrots, sticks and sermons
- 3. Court of public opinion







- 1. Business case
 - a. Common knowledge "Safety doesn't cost; It pays."
 - b. Financially and statistically verifiable
 - c. In reality, a pre-qualification to do business



- 2. Carrots, sticks and sermons Dr. Lynda Robson, IWH
 - a. Lured by various rewards
 - b. Pressured into compliance by an authority
 - c. Chosen for moral and ethical reasons



- 3. Court of public opinion is evolving
 - a. 1881 1885 Canadian Pacific Railway Estimated 1,000 fatalities
 - b. 1931 1935 Hoover Dam
 Officially 96 fatalities and unofficially 112+
 - c. 1993 1997 Confederation Bridge
 Officially 3 and budgeted 13 fatalities

An SMS is part of a business developed and implemented by the employer to minimize injury, illness and loss.







An SMS is a program in an organization:

"Safety Management System – a systematic approach to managing occupational health and safety including the necessary organizational structures, accountabilities, directive documents and supporting records."



SMS principles include:

- Developed and implemented by employer
- To minimize loss (human, property, environment)
- Addresses policy, risk, procedures, responsibilities, accountabilities, etc.
- Will vary in scope and complexity relative to its business operations



Is made up of:

Directive Documents

• "- an employer's policies, procedures and standards that structure OHS activities."

Records

 "- documented evidence maintained by a workplace to prove compliance to the employer's occupational health and safety policies, procedures, processes, standards and guidelines; and compliance to OHS legislation."



Is organized within Document Control System:

Document Control System is:

- a system used to track, store, archive and manage
- paper and/or digital
- directive documents and records



Example:

Directive Document:

"The ABC Company requires all employees to complete generic and site-specific WHMIS training before working with chemical and biological substances."

Record:

3.1.4 TRANING	Content/Instructor/Certificate	Date training completed	Worker's Date & Signature
John Doe	WHMIS – generic online CCOHS Certificate in personnel file.	January, 12, 2019	John Doe, Jan.12/19
John Doe	WHMIS – Site Specific by Supervisor Betty Smith; per checklist and - "Super Cleen": SDS; per SWP 123	January 30, 2019	John Doe . Jan.30, 2019.

What is an assessment?

Safety management system assessment is a systematic process to verify whether an employer has met standardized health and safety criteria.

Verification techniques include:

- Documents review (D)
- Worksite observations (O)
- Employee interviews (I)







"The foundational pillars (FP) safety management system assessment (SMSA) is designed to measure the strengths and opportunities for improvement in six key areas:

- 1. Management and Leadership
- 2. Hazard Identification, Risk Assessment and Control
- 3. Training and Communications
- 4. Inspections
- 5. Investigations
- 6. Emergency Response"



FP SMSA Principles include:

- All assessment questions are scored
- Scoring is A/N, PER, P/W, A/J
- Verification Techniques Documentation (D) Observation (O) Interview (I)
- Final score calculated after on-site activities
- Final report includes "Comments" and "Opportunities for Improvement"
- Employer is expected to develop a "Corrective Action Plan"

How do we prepare for an SMSA?

12 Tips to prepare

- Setting up
- Preparing
- On-site activities
- Post-assessment







SETTING UP

1. Are you ready to have an SMSA?

Directive documents must be implemented for at least 12 months prior to the date of the assessment.

Records must be maintained for at least 12 months prior to the assessment to be considered.



SETTING UP

2. Do you know the scope of the assessment?

The WCB account manager must complete a Process Confirmation Form for each of the employer's facilities and/or locations that are to be assessed.

Remember:

- How many WCB rate codes does your business have?
- How many locations? How many distinct operations do you have?



SETTING UP

3. Does your organization know why you are having an assessment?

The purpose for conducting the FP SMSA is to provide an employer with an objective evaluation of its SMS.

- FP SMSA does not evaluate legislative compliance.
- FP SMSA does not evaluate industry specific standards.
- FP SMSA evaluates how your organization is following your SMS.



PREPARING

4. Have you designated a primary contact person?

- "Quarterback" to co-ordinate and facilitate
- Primary contact with WCB personnel
- Complete and return "Risk and Hazard Assessment Form"
- Know and have appropriate access to directive documents & records



PREPARING

5. Have you studied the "FP SMSA Tool"?

- Explains six elements
- Explains scoring (A/N, PER, P/W, AJ)
- Explains D-O-I
- Familiarize your organization with assessment verbiage



PREPARING

6. Have you completed the "Employee Breakdown Form"?

- Summary of employees at all levels
- Complete with your lead assessor = smooth sailing Day 2
- Do your employees understand verbiage used in questions?



PREPARING

7. Have you completed the "Documents Required Checklist"?

- Equivalent to "review quiz before final exam"
- Lead assessor can facilitate understanding and verbiage
- Return to lead assessor prior to assessment



PREPARING

8. Has a "Pre-assessment meeting" been booked?

- WCB account manager and lead assessor meet on your site
- Finalize on-site logistics
- Review on-site schedule activities
- Equivalent to "dress rehearsal before wedding"



ON-SITE

9. Day 1

- Opening meeting (primary contact, OHC co-chairs, any managers)
- Orientation tour
- Assessors begin reviewing Directive Documents and Records (D)



ON-SITE

9. Day 2

- Review of directive document and records continues
- Employee interviews (I)
- Assessors prepare to conduct Worksite Observations (O)



ON-SITE

9. Day 3

- Review of all documents concludes
- Worksite observations
- Closing meeting (primary contact, OHC co-chairs, any managers)

NOW what?



POST-ASSESSMENT

10. You receive your final "Assessment Report."

- Target date for delivery is four weeks after Day 3
- Review your "Assessment Report"
- Compile questions for clarification at post-assessment meeting

NOW what?



POST-ASSESSMENT

11. Has a "post assessment meeting" been booked?

- Two weeks after receiving "Assessment Report" (AR)
- Purpose to review AR
- WCB account manager, lead assessor, and primary contact

NOW what?



POST-ASSESSMENT

12. Have you developed a "Corrective Action Plan"?

- "Corrective Action Plan (CAP)" template available from the WCB
- Your organization may prefer its own CAP format
- CAP is due six weeks after receipt of Assessment Report
- Upon request, WCB personnel can facilitate CAP development

Summary



12 tips to prepare:

- 1. Are you ready to have an SMSA?
- 2. Do you know the scope of the assessment?
- 3. Does your organization know why you are having an assessment?
- 4. Have you designated a primary contact person?
- 5. Have you studied the "FP SMSA Tool"?
- 6. Have you completed the "Employee Breakdown Form"?

Summary



12 tips to prepare:

- 7. Have you completed the "Documents Required Checklist"?
- 8. Has a "Pre-assessment meeting" been booked?
- 9. Day 1, Day 2, Day 3
- 10. You receive your final "Assessment Report"
- 11. Has a "Post-assessment meeting" been booked?
- 12. Have you developed a "Corrective Action Plan"?

"12 Tips Checklist" is available at back of the room.

Want to learn more about an assessment for your organization?

Saskatchewan has six safety associations that offer assessments to its members. Check with your WCB account manager to learn about your WCB rate code.

If you are a member in a safety association, your WCB account manager can help you decide which assessment best fits your organization.







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Psychological Health & Safety Resources

Jennifer Ruszkowski Prevention Consultant, WCB





Presentation overview

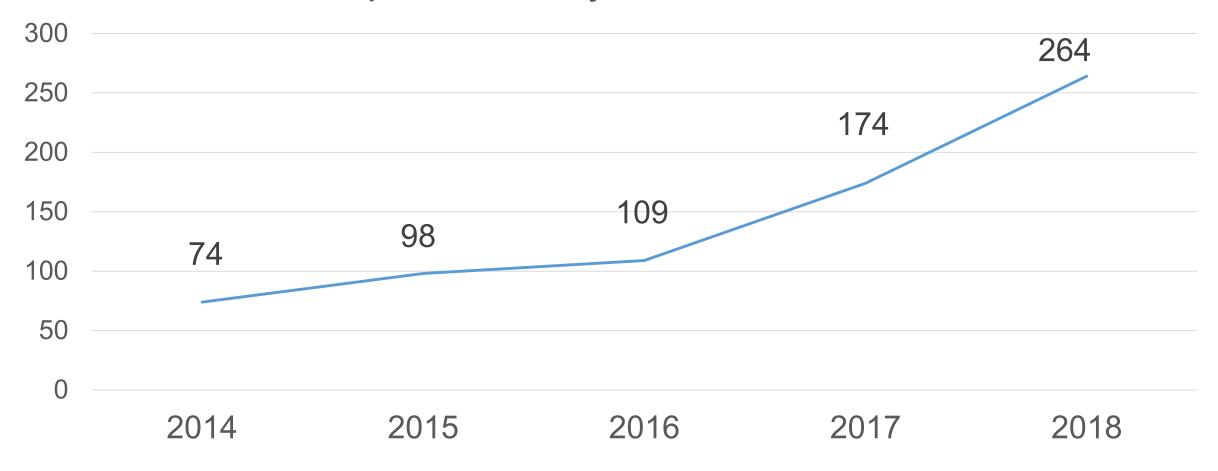
- Why
- Resources
 - Courses
 - Print
 - Other







Accepted Primary Mental Health Claims



Why?



CCOHS

per year

work disruptions

Mental Health Commission of Canada

 Economic burden of mental illness in Canada (includes health care, lost productivity, and reduction in healthrelated quality of life) is estimated to be:



Follow the link [external link] to see more statistics about mental

health in Canada.

Why?



- 57% believe the stigma associated with mental illness has been reduced compared to five years ago
- 70% believe attitudes about mental health issues have changed for the better compared to five years ago

But stigma remains a significant challenge

 39% of individuals surveyed would not tell their current employer about their mental illness





Why?



 Just 50% of Canadians would tell friends or co-workers they have a family member with a mental illness, compared to 72% who would discuss a diagnosis of cancer and 68% would talk about a family member having diabetes

Why?





Resources – Five mental health e-courses



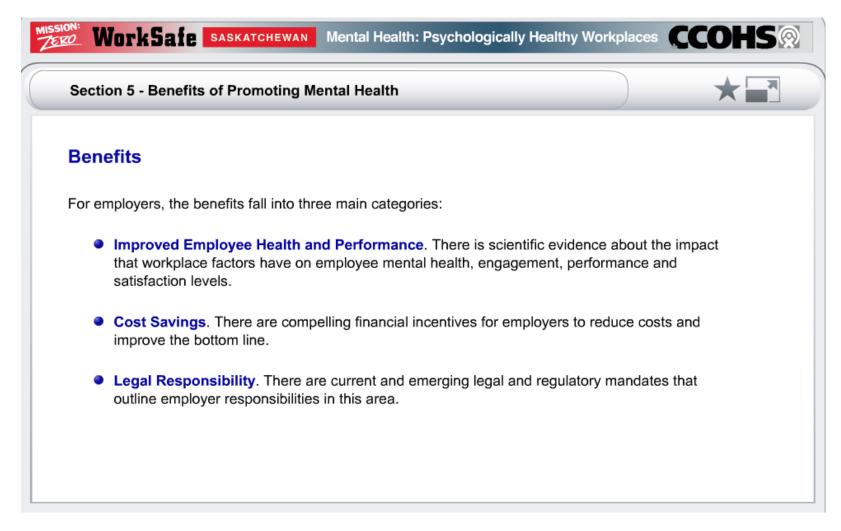
- Awareness
- Health and wellness strategies
- Signs, symptoms and solutions
- Psychologically healthy workplaces
- Communication strategies



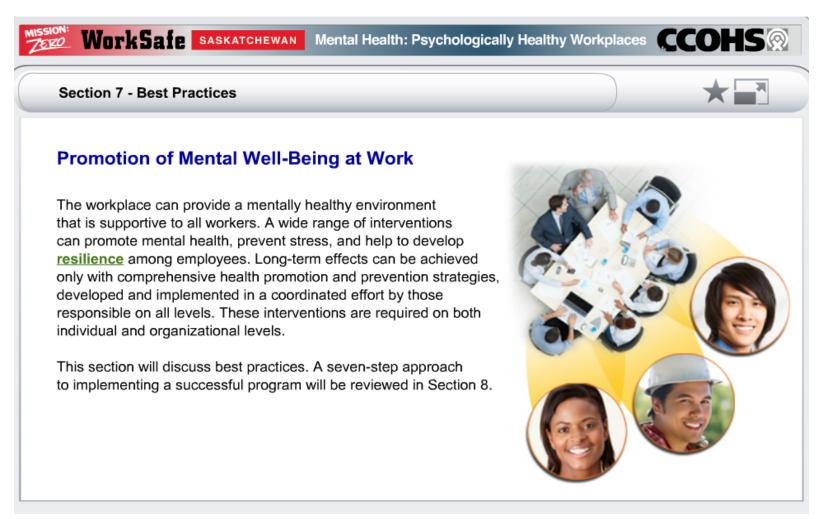




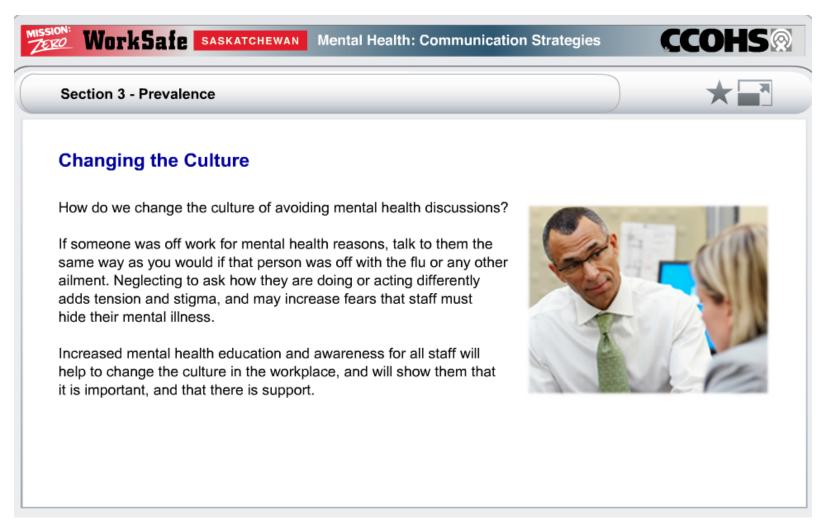












Resources – Additional e-courses



- Violence in the workplace: Awareness
- Violence in the workplace: Establish a prevention program
- Violence in the workplace: Recognize the risk and take action
- Domestic violence in the workplace
- Bullying in the workplace

Resources – Additional e-courses



- Online from CCOHS but access through WorkSafe Saskatchewan https://www.ccohs.ca/distributors/sask/#lgn
- Free for Saskatchewan employers and workers

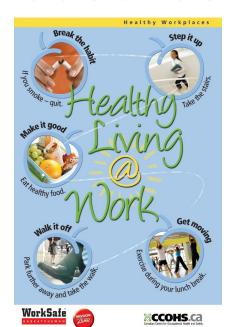
Resources – Additional e-courses

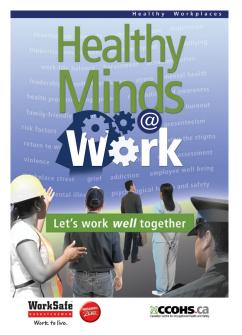


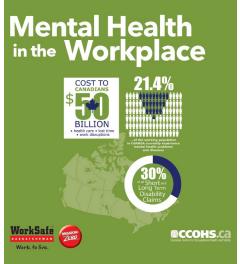
University of Fredericton (UFred) partnership

- Enhancing Workplace Resiliency
- Certificate in Managing Psychological Health and Safety Issues at Work
- Advanced Certificate in Psychological Health and Safety in the Workplace
 - * Courses offered for Saskatchewan employers and workers at a fraction of the standard tuition fee

Resources – Print resources









WorkSafe

www.worksafesask.ca













Resources – Websites



- Guarding Minds @ Work
- Centre for Applied Research in Mental Health and Addiction (CARMHA)
- Workplace Strategies for Mental Health (Great West Life)

Resources – Additional



- "CSA Z-1003-13 Psychological Health and Safety in the Workplace"
 - Free
 - Voluntary standard
 - Acknowledges 13 psychological factors



Resources – Event

WorkSafe Saskatchewan Psychological Health & Safety in the Workplace

Tuesday, December 3 9:00 a.m. – 3:30 p.m. Delta Hotel, Regina





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Eliminate injuries – Restore abilities
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- Take a course(s)
- Review and share the print materials
- Use additional resources

Continue the conversation





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Serious Injuries & Fatalities

Definition & Analysis

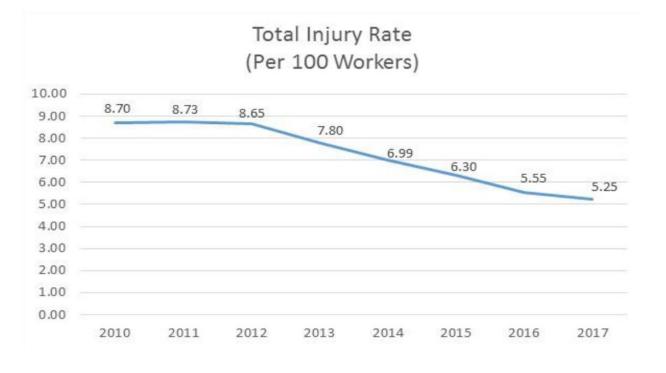
Beth Antoshkiw, Account Manager Jack Hardy, Prevention Manager

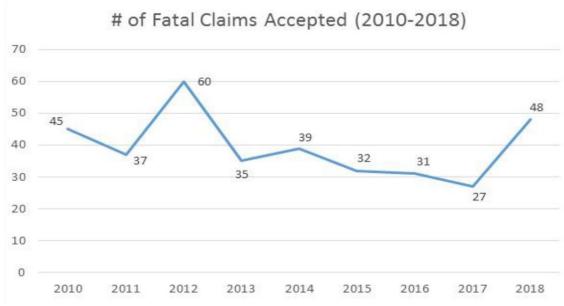


What is a "Serious Injury"?



- During WorkSafe's 2018 analysis, questions were raised about the applicability or relevance of a "Serious Injury" definition.
- A decision was made to take a closer look at the definition of a "Serious Injury" and its application to WorkSafe's work moving forward.





What is a "Serious Injury"?



Process

- Environmental scan through the Association of Workers' Compensation Boards of Canada (AWCBC)
- Adjustments and re-running of the data to determine the effect of various inclusions and exclusions to the definition
- Review of the final data
- Initial consultation with various stakeholders

Definition of a "Serious Injury"



- For the purpose of our analysis, an injury is defined as a "Serious Injury" if it meets the following criteria:
 - (A) If a claim is a fatality
 - (B) If a claim has more than 50 days of compensation paid
 - (C) If a claim has an LRWS OH&S referral flag
 - (D) If a claim is a primary mental health claim

 (injury type psych; proxy 'mental disorders or syndromes')
 - (E) If a claim has a Permanent Functional Impairment (PFI) >= 10%

If any one of the above criteria is satisfied, a claim is then called a "serious injury" claim within the scope of this strategy.

Definition of a "Serious Injury"



(C) If a claim has an LRWS OH&S referral flag

The types of injuries to be reported to the Ministry by the WCB may include but are not limited to:

- 1. Fracture (skull, spine, pelvis, femur, humerus, fibula, tibia, radius or ulna)
- 2. Head injury
- 3. Neck injury
- 4. Serious eye injury
- 5. Amputation or near amputations
- 6. Wounds to the torso
- 7. Electrical burn
- 8. Third degree burn
- 9. Exposure to radiation
- 10. Injury causing internal hemorrhage

- 11. Injury caused by an explosion
- 12. Asphyxiation
- 13. Poisoning and serious toxic effects from exposure to chemicals
- 14. Severe infections (HIV, HBV, HCV or tuberculosis)

Serious Injury – Current State



- Analysis of the data after application of the definition provides guidance for WorkSafe based on the following criteria:
 - Employer (Industry rate code)
 - Part of body
 - Causal factor (Preliminary)



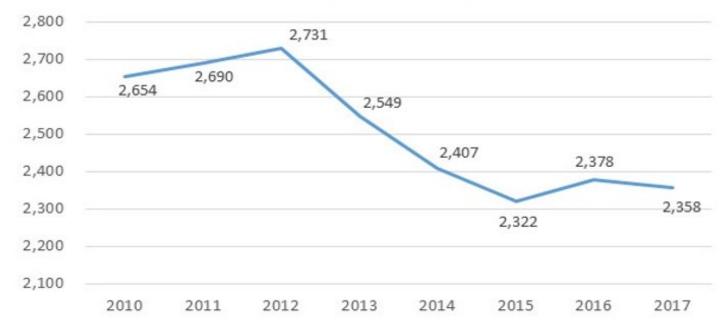




- When applied to the historical claims data...
- * It is important to note that this is a snap shot in time when the data was collected.

 Data for serious injuries can be continually changing due to the definition.

of Serious Injury Claims



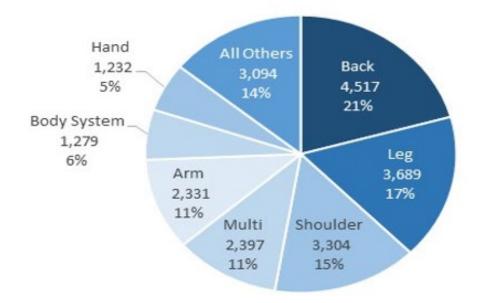


- Serious injuries by industry rate code
 - 1. Health care
 - 2. Manufacturing
 - 3. Construction
 - 4. First responders
 - 5. Transportation (including federally regulated)



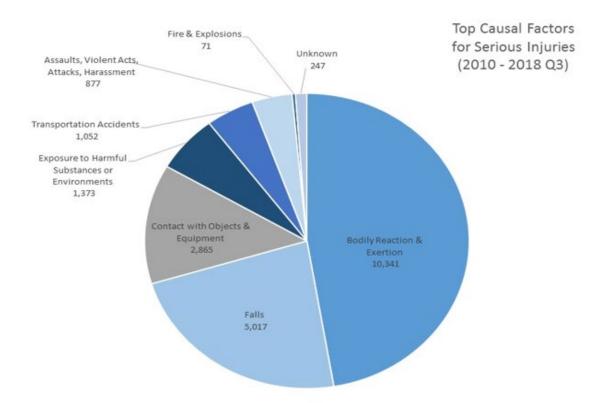
- Serious injuries by part of body
- * It is important to note that this is a snap shot in time when the data was collected. Data for serious injuries can be continually changing due to the definition.

Serious Injuries by Part of Body (2010 - 2018 Q3)





- Serious injuries by causal factor
- * It is important to note that this is a snap shot in time when the data was collected. Data for serious injuries can be continually changing due to the definition.





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Serious Injury & Fatality Strategy

Next Steps



WorkSafe 2019-2021 Serious Injury Focus



Health Care

- Reduce serious injuries in the G22 rate code through 2019-2021.
- In 2019, develop a collaborative approach to uncover the root cause of serious injuries, improve hazard controls and reduce the risk of injuries in health care facilities
- Through 2019-2020, test the feasibility of applied root cause investigation in health care to determine a broader provincial strategy
- Through 2020-2021, replicate solutions validated in targeted health care facilities
- Implement a targeted inspection/enforcement campaign

WorkSafe 2019-2021 Serious Injury Focus



Manufacturing

- Improve hazard controls to reduce serious injuries in the Saskatchewan manufacturing sector by December 31, 2021
 - In 2019, identify five manufacturing facilities with the highest number of serious hand injuries, WorkSafe co-brand the Ansel Guardian program, complete Guardian assessments at each targeted facility and evaluate effectiveness
 - Evaluate the effectiveness of the Guardian program and continue assessments in 2020 and 2021
- In 2020, adopt or develop provincial machine guarding audit protocol in partnership with the Saskatchewan Association for Safety in Manufacturing (SASM)
- In 2021, complete machine guarding audits
- Implement targeted inspection and enforcement campaign, measure effectiveness, refine and revise

WorkSafe 2019-2021 Serious Injury Focus



First Responders

- Improve access to first responder mental health resources to improve awareness of proactive resources and reduce the severity of psychological injury claims in the province of Saskatchewan by December 31, 2021;
- In 2018, we developed a Provincial First Responders mental health committee;
- Through 2019-2021, develop and launch the first responder mental health website to improve access to mental health resources. The committee has committed to achieving the following multi-year goals:
 - Research, share and promote relevant research and best practices to support positive mental health among first responders
 - Develop a network of culturally knowledgeable, competent, credentialed practitioners
 - Develop and pilot an anti-stigma campaign incorporating champions from various first responder groups
 - Develop a toolkit of best practices and resources for employers, supervisors and workers to support mental health in the workplace

WorkSafe 2019-2021 Serious Injury Focus



First Responders (continued...)

- Identify an evaluation approach for programs and resources made available through this strategy
- Increase outreach to first responders, their leadership and their communities to promote awareness of resources and create meaningful change within first responder organizations
- Host a first responder mental health learning event
- Reach out to the broader group of public safety personnel to support them in addressing their mental health needs
- Support mental health practitioners to improve the effectiveness of the assessment and treatment of first responders

WorkSafe 2019-2021 Serious Injury Focus



Transportation

- Improve hazard controls to reduce serious injuries in the Saskatchewan transportation sector by December 31, 2021
- In 2019, identify at-risk job tasks, complete hazard assessment, integrate hazard controls into truck driver training programs, and develop and launch a social media campaign
- Through 2019-2020, implement targeted inspection/enforcement campaign in collaboration with federal OHS
- Through 2020-2021, assist the transportation industry in the development of a safety management and audit protocol and supporting training program to implement a Certificate of Recognition (COR) program for the transportation industry
- In 2021, assist the transportation industry by auditing the safety management systems at five transportation companies

WorkSafe 2019-2021 Serious Injury Focus



Other

- Develop the serious injuries and fatalities working group
 - Meet quarterly to review Saskatchewan Workers' Compensation Board fatality and serious injury data, and develop recommendations to improve related prevention activities
 - The working group will be made up of subject matter experts, industry representatives, safety partners and representation from the Saskatchewan WCB and the Ministry of LRWS.

Serious injury definition

- 2020 Add hospitalization to the serious injury definition to support future legislative changes related to serious injuries and dangerous occurrences
- 2021 Develop and implement a predictive SIF model to proactively code claims that have the potential for a fatality and serious injury
- Develop a targeted inspection/enforcement campaign based on this model

