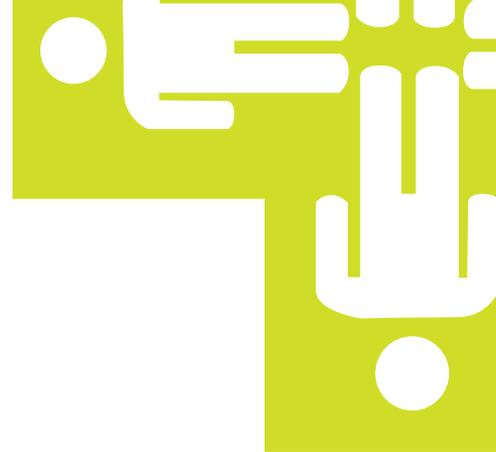


2012/2013 ANNUAL REPORT



AWARE-NS CONTINUES TO MAKE

STEADY + SIGNIFICANT PROGRESS

TOWARD THE STRATEGIC DIRECTIONS ESTABLISHED
BY OUR BOARD OF DIRECTORS.

OUR VISION:

SAFE + HEALTHY PEOPLE. SAFE + HEALTHY WORKPLACES.

OUR MISSION:

WORKING WITH STAKEHOLDERS AND PARTNERS TO PROMOTE AND
IMPROVE SAFETY AND HEALTH IN HEALTH AND COMMUNITY SERVICES
WORKPLACES

Strategic Directions

Collaboration. Partnerships. Leadership
Awareness. Promotion. Advocacy. Communication
Education. Training. Facilitating Effective Practices
Sustaining AWARE-NS. Progress In The System

The role of AWARE-NS is to add clear value to the occupational health and safety agenda and support our stakeholders to champion safety excellence. This past year, together with our key partners, we have continued to strengthen our commitment, our focus and our efforts to facilitate the cultural change that is required to make our Nova Scotia health and community services workplaces safer. This annual report highlights AWARE-NS's innovative and collaborative initiatives to advance our prevention mandate.



COMMUNICATIONS

A vital and exciting niche for AWARE-NS is in the area of communications. Linking all workers in our industry to each other and to important safety messages is our focus.

Our goal is facilitating ease of access to this information by our broad stakeholder groups across the province and directly to every workplace and worker.

To that end, positioning AWARE-NS to serve as the unified and integrated voice for occupational health and safety (OHS) in healthcare and community services through the expansion of the scope and effectiveness of our occupational health and safety communications, we implemented a multi-level communication approach that uses a blended learning methodology and online communications. We have addressed these challenges a number of ways, each of which we believe has the potential to evolve and expand to be a valuable resource in the future.

AWARE-NS is utilizing a new responsive publishing website platform that uses traditional and non-traditional distribution channels for OHS news, events and education and training. AWARE-NS collects, curates and distributes content using online technologies: social media such as Facebook, Twitter, Storify, E-news, email marketing, live streaming, and a video library on YouTube. The distribution of information online is supported by stakeholders who utilize AWARE-NS's content and deliver it to their related stakeholder groups. Innovative and inexpensive communication platforms such as live Twitter events brought our stakeholders together on many occasions and created new opportunities to learn and share information instantly. OceanView Continuing Care Conference, the Canadian Centre for Occupational Health and Safety Conference, the Tools For Life Conference and the Safety Services Nova Scotia Conference are a few examples of how stakeholders benefitted from this new approach. Plans are also underway to produce more stakeholder Twitter events.

With the intention to promote the good work already happening in our industry workplaces, while at the same time educating and advocating for safe workplaces, AWARE-NS also collaborated with a number of stakeholders by providing online communications direction to promote and support their own education initiatives. One example of this is the AWARE-NS partnership with Northwood to produce an educational video about the technology available to support people with dementia and their caregivers.

The video is being used by Northwood across the province to educate staff and clients. It has also been a popular resource on the AWARE-NS YouTube channel with over 800 views in just 5 months.

“Working with AWARE NS provided the expertise and the vehicle to reach a broad audience. The feedback we’ve received has been extremely positive. We continue to share it with people on a regular basis and it’s been an invaluable resource! Thanks so much to AWARE-NS for allowing us the opportunity to work together to accomplish this project!”

Tisha White,
Marketing Manager, Northwood InTouch

For the first time, AWARE-NS partnered with Safety Services Nova Scotia (SSNS) to bring the provincial safety conference directly to our industry stakeholders. Hundreds of workers joined our live web casting event which provided several education opportunities from the roster of speakers. This enabled access to our stakeholders, in all corners of the province, both live and through playback, without having to leave their workplace or incur added expenses. One such event provided 417 live site views. All 4 webcasts remain on our website for future use by all of our stakeholders.



EDUCATION + TRAINING

An important priority for AWARE-NS and all of our stakeholders is to facilitate access to relevant, timely and affordable OHS information, education and training for our stakeholders. We have and will continue to evolve our resources and platforms to meet the dynamic needs of our partners and stakeholders to not only remain compliant with current legislation and regulations but to prevent injury to the workforce.

“After several of my staff took courses from the online campus I was really impressed by their response to it. I can attest that the value is true to our sector.”

Dion Mouland,
Executive Director, Oceanview Continuing Care Centre

The following highlights the latest activity of our innovative website and illustrates how it serves as the information, training and educational portal and platform to disseminate information, education, best practices etc. from, among and between our sector stakeholders so all may benefit.

Online Learning Campus: to the initial 18 core OHS courses currently, this past year we have added the following:

- Dementia: Understanding the OHS Risks
- Infection Control and Prevention
- Bully-Free Workplaces, which is in development and in partnership with NSGEU.

Newsletter: a monthly electronic publication featuring new OHS toolkits, upcoming events, OHS news, careers and updates on AWARE-NS's priority projects. Just under 1500 of our stakeholders in Nova Scotia receive our electronic updates directly with more that 46 e-news update issued this past year.

Webinars: this past year we have hosted the following:

- Hazard Alert-Patient/Resident Handling
- Responding and Understanding the Hazard Alert regarding Patient and Resident Lifts issued by the NS Department of Labour and Advanced Education
- Musculoskeletal Injury Prevention Questions and Answers
- A Provincial Approach to Injury Prevention
- Navigating the AWARE-NS Online Platform
- Violence: It's NOT Part of the job
- Administrative Penalty Regulations Overview for Healthcare and Community Services

ADVOCACY

AWARE-NS leads advocacy efforts that advance our mission to improve safety, health and wellness in our industry workplaces. In partnership with industry stakeholders, AWARE-NS has delivered extensive advocacy and awareness initiatives via national, provincial and local journal publications, conferences and other presentations, and media. AWARE-NS has advocated diligently for OHS in the health and community services sector by holding an important seat on the OHS Advisory Council to the Minister of Labour and Advanced Education, as Co-Chair of the Prevention Subcommittee and Board member of Safety Services Nova Scotia.



AWARE-NS has developed a provincial network that allows for quick alert and engagement of our stakeholders on various OHS policy changes that affect us all. We provide notification and resources that help our stakeholders interpret such policy changes and facilitate the collection and dissemination of the feedback. This allows for a clear and united voice from our stakeholders on the impact of policy changes to our sector and the ability to influence understanding and outcomes appropriately.

After extensive consultation in March 2012 the Provincial 2013-2017 Workplace Safety Strategy was launched by our partners at the WCB and the Department of Labour and Advanced Education. AWARE-NS took a leadership role in the development of this strategy from the Healthcare and Community Services perspective by ensuring the concerns and challenges of our sector were considered and understood.

“Collaboration is critical to improving OHS performance in health care. As a valued partner in preventing workplace incidents, AWARE-NS provides resources, input and acts as an organized voice for provincial OHS concerns and challenges unique to health care.”

Chris Goudge,
OHS Coordinator, Cumberland Health Authority

COMMUNITY OF SAFE PRACTICE

Home Care + Home Support

With the signing of the Community of Safe Practice (COSP) Leadership Charter by seven pilot agencies in May 2012 the COSP group began the development of a shared provincial vision to establish a health and safety management system for Homecare & Home Support in Nova Scotia. The outcomes of this group will serve as a roadmap for the others in the provincial homecare/home support community and all information, resources and best practices will be shared for use by all stakeholders, in all sectors. This past year, much groundwork has been laid with the following milestones being reached:

A Health and Safety Management System Inventory

Each agency completed the assessment and the compiled results allowed for recognition of strengths, identified gaps and provided a baseline for further continuous improvement.

Internal Responsibility System (IRS)

With our partners we established an education module on IRS which can be delivered to the stakeholders. This tool has been very well received and has had an early adopter with one agency delivering it to their staff.

JOHSC Committee Effectiveness

Each agency completed a JOHSC Effectiveness Survey which identified many areas where the committees are being very effective as well as an opportunity for more education about incident investigations and root cause analysis. This Survey is an example of tools that are being added to the new our Took Kit on the AWARE-NS web site for access by all stakeholders.

Hazard Identification, Risk Analysis and Control

This is the most recent topic under review by the group with development of best practices to follow.

Facilitation Plan

The Health and Safety Management System facilitation plan has been developed and will serve as the roadmap for implementation.

“COSP has allowed us all to get on the same page. The sharing of ideas and best practice will result in safer workplaces for homecare and home support workers.”

Carol Rhynold, RN, BScN

RN Supervisor, Guysborough County Home Support Agency

SOTERIA STRAINS

District Health Authorities / IWK

As a member of the executive team and project leads team, AWARE-NS continues to be an active partner in developing a provincial program to reduce musculoskeletal injuries within the DHA's and the IWK. This past year, in the research and development phase of the Soteria- Strains initiative, AWARE-NS provided expertise and leadership in a number of ways including perception surveys, provincial legislation analysis, and best practices. As with all of our safety initiatives, through our communications we ensure awareness, promotion and dissemination of information regarding project progress, resource development and knowledge transfer to and among all of our stakeholders. With a separate gateway link to the Soteria Strains initiative, we have provided support in the following areas:

- Development of a significant web presence communication tool with the stakeholders
- Social Media sharing opportunities that encourage interaction and participation using various social media avenues.
- Facilitation of a one stop shop for Soteria Strains stakeholders to access resource links to surveys such as the Perception Survey for Health Care Professionals.
- AWARE-NS promotes Soteria Strains news and updates through our email database, social media and a direct link to the Soteria Strains website.



Signing of the Community of Safe Practice Leadership Charter



THANK YOU 2012 / 2013 BOARD OF DIRECTORS

DHA	Leanne Dixon Kathy MacNeil Erna Snelgrove-Clarke	IWK Capital District Health Authority Dalhousie School of Nursing & IWK
Community Care	Suzie Muldowney-Ozawa Denise Halloran Sandra Bauld Patricia Bishop-Grant	Colchester Residential Services Society Guysborough County Home Support Agency Northwood New Waterford Homecare Service Society
Facility Based LTC	Shelley James Millie Colbourne Patricia Bland	Northwood Braemore Home Riverview Home Corporation
Front Line Workers	Dianne Frittenburg Cecil Haughn Angela Croft	South Shore District Health Authority Hillside Pines Home for Special Care Northwood Homecare
Member-at-Large	Janet Everest	Health Care Human Resource Sector Council
Labour	Joan Jessome	NSGEU/NSFL
Ex Officio	Carmelle d'Entremont Dennita Fitzpatrick Judy LaPierre	Dept. of Health and Wellness Workers Compensation Board Department of Community Services
CEO	Mary-Lou MacDonald	AWARE-NS

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COMMUNITY SERVICES
SAFETY ASSOCIATION



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