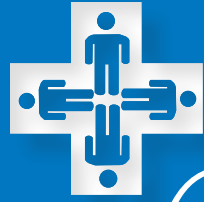


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OnTarget

Annual Report
2014/2015

AWARE  NS

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Thank you Scott Bennett, OHS Coordinator, for his contributions during his term position 2014-2015.



Left to right, Catherine Martin, Trisha Maclsaac, Kenzie Fraser, Susan Dempsey, Heather Matthews

A message from the Executive Director & Board Chair

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Executive Director Susan Dempsey with Board Chair Janet Everest

It is our pleasure to present the 2014-15 Annual Report. **We are On Target!!**

Connecting communities in safety means coming together in conversation, learning from one another, and leveraging our resources in building communities of safe practice. Working in collaboration inspires us to be better and to do more. This past year a positive and collective vibe has developed for AWARE-NS and we are motivated to build on that success.

It has been a privilege to work with our key partners who share our vision and with stakeholders taking a 'boots on the ground approach' in the development and delivery of OHS program elements, tools and resources. The Workplace Safety Strategy for Nova Scotians and other frameworks have been the foundation of our work. We continued to focus on the Continuing Care and Community Services sectors, and remain closely aligned with Acute Care through the OHS Leads Group and by fostering integration within the sectors through our key initiatives.

Our work over the past year included looking to the future with a re-refresh of the strategic plan. The Board of Directors and staff came together with our partners and stakeholder community to identify our strategic priorities that will help guide our initiatives and outcomes over the next three years.

Health and Community Service workplaces are investing in safety! We connected with stakeholders as never before, and are realizing meaningful engagement and exchange with our members in their home communities. We have had significant growth both in program delivery and participation levels. AWARE-NS delivered 137 education and training sessions to over 2400 employees.

The redesigned AWARE-NS website reached a new milestone with 7,000 users; a 22% increase over last year. We have expanded our reach and increased our value with our customized 'No- Fee' E- Learning Centre seeing exponential growth in participation levels with 40 organizations engaged; 90% of participants are front line staff, who otherwise would not have the opportunity to attend the classroom training.

Signs of safety culture are being realized through the Community of Safe Practice (COSP). Home Care and Long Term Care were rolled out throughout the province and are active with program development. The ground work has been laid to formalize Community Services COSP.

Significant progress was made by the Workplace Violence Prevention Working Group on the 'Steps for Safety' Resource Program with the completion of key program modules and training workshops held to support implementation.

AWARE-NS continued its role with the Soteria Strains Provincial Initiative to reduce the risk of musculoskeletal injuries and is involved with the best practice initiative by WCB for Safe Resident Handling in Long Term Care.

We do not work in isolation. It is through partners like WCB, the Department of Health & Wellness, the Department of Labour and Advanced Education and our stakeholder community, who dedicate their resources and work hand-in-hand with us, that we are able to accomplish our work. We would like to express our sincere gratitude for your support and inspiration. To the Board of Directors, thank you for your invaluable leadership, guidance and counsel. Finally, we thank and congratulate the staff for outstanding work and dedication to this small, but mighty safety association.

This report is a testament to our work and your commitment in building and shaping a proactive work safe culture through sharing stories of safety in action. They remind us of the efforts required to be present, to listen, to act and to persevere in improving workplace safety. **Let's be On Target**, as we continue to inspire and foster a workplace safety culture in all Health and Community Services workplaces.

Our Strategy – Delivering on our Mission

Building on the significant progress in 2014, AWARE-NS was motivated to build on that success and remain true to our Vision of “Safe and Healthy People; Safe and Healthy Workplaces.” The strategic plan was re-defined using a collaborative approach with our stakeholder community; building on the past achievements and reaching for the future to meet the challenges and opportunities ahead. A three year plan was developed, the Mission, Vision and Values were fine-tuned and re-affirmed. Three new strategic priorities were developed and supported by key initiatives focused on building leadership to shape a positive work safe culture, OHS program development and training and to enhance relationships by adding and assuring value to the Health and Community Services sector.

Strategic Directions

- 1. Provide** Leadership to Support a Positive and Sustainable Culture of Health & Safety
- 2. Build** Health & Safety Capacity through Programs and Training
- 3. Foster** and Enhance Relationships/Partnerships to Support Success

Vision

Safe and healthy people; safe and healthy workplaces.

Mission

Working with stakeholders and partners to promote and improve health and safety in Health and Community Services workplaces.

Beliefs

- A healthy and safe workplace is every person’s right.
- All workplace injuries are preventable.
- Every person has a role and responsibility for workplace health and safety.

Values

Leadership - We strive for every person to be a leader in health and safety in their workplace, and together to be accountable for promoting change to the health and safety culture.

Collaboration - We encourage collaboration by engaging and enabling all stakeholders to work together, sharing knowledge and expertise.

Diversity - We recognize diverse needs by building trust and respect and valuing everyone’s contribution.

Courage - We support every person to have the courage to make health and safety a priority in their workplace.



AWARE-NS Board of Directors

Back row: John Brookfield (Labour Rep), Arlene Morrison (Long-Term Care), Mark Williams (Member-at-Large), Ty Walsh (Frontline Representative), Sandra Graham-Muise (Community Residential Homes), Dennita Fitzpatrick (WCB Ex-Officio)

Front row: Sheila Rankin (Acute Care), Janet Everest (Member-at-Large), Patricia Bishop-Grant (Home Care Home Support), Susan Dempsey (Executive Director)

Absent: Patricia Bland (Long Term Care), Judy LaPierre (Community Services, Ex-Officio), Carmelle D’Entremont (DHW Ex-Officio)

2014 Provincial Health + Social Service

Injury Rates and Cost Drivers

People are getting hurt in the healthcare industry at higher rates than all industries. Healthcare and Community Services now represent 29% of total WCB claim costs.

FACT

Health and Social Service Employers are:

- 20% of NS Assessable payroll
- Est. 60.96 Million paid to WCB
- 21.5 % of all NS claims filed
- 29% of all Provincial Time Loss Claim

Injury Types:

- 78% MSI
- 14% Slips and Falls
- 8% Violence

Performance of the HSS Sector:

	2013	2014	2015
Hospitals	\$1.61	\$1.68	\$1.67
Long-Term Care	\$5.45	\$5.12	\$5.14
Home Care	\$7.15	\$6.95	\$6.48
Special Care Homes	\$3.27	\$3.54	\$3.18
Family and Social Services	\$1.38	\$1.63	\$1.46

Rate Per \$100 of Assessable Payroll

In 2014, there were **1586 new time loss claims** and **4193 New WCB claims** directly affecting:

- Staffing, Retention, Hiring,
- Quality and safety of care for clients/residents
- Quality of worklife, family life, community life for staff

1586 New Time Loss Claims



4193 New WCB Claims



Injury Characteristics for Time Loss Claims and Cost Drivers:



In 2014, the equivalent of **395 full time employees** were absent from work for the **full year** due to work related injuries. **215** of them were from LTC & Home Care. **116** in Acute Care.

Safety Leadership in Action – *What Does Success Look Like?*



WILLOW
LODGE
HOME FOR SPECIAL CARE

In the words of Bruce Lee “Knowing is not enough, We Must Apply - Willing is not enough - We Must Do”.

Safety leadership happens when we each take initiative to make a positive choice about how we will impact others. When our passion for safety is part of the normal conversation and we model safety leadership qualities, we are building a work safe culture, we are investing in safety and are helping change things for the better.

Our success is your success. AWARE-NS is helping formal and informal leaders build health and safety capacity within their own organizations, through the Communities of Safe Practice (COSP) initiative, program development, resources, education and training.

We are pleased to feature three organizations who are demonstrating leadership in action and integrating safety knowledge into practice.

Safety Begins with Me Internal Responsibility System

What does the Internal Responsibility System (IRS) and a crate have in common? Betty Matheson, Director of Elder Care at Willow Lodge, Tatamagouche, NS can certainly tell you.

A workplace hazard was identified. The large waste bins on the resident care floors were being over filled by staff. The bags were awkward and too heavy to lift. A solution was needed and purchasing smaller bins was not an option. Adrian MacCallum, Maintenance and staff members took the initiative by brain storming possible solutions. An idea sprang to life. How about placing a plastic crate at the bottom of the waste bin to reduce the space? It was an idea worth trying and VOILÁ, it worked! With the volume reduced by 50%, the bags were easy to lift and to handle. Now fully implemented throughout the facility, this workplace hazard is now resolved!

Adrain says, ‘it was team effort’, however, Betty proudly agrees “a team effort indeed, but the best part of the story, is that it all happened without my knowledge. The staff worked together, tested an idea and implemented a solution. Safety culture is often defined as ‘how we act when no one is watching’, **that’s IRS in action!**”

The story does not end here! Betty shared the IRS story during a session facilitated by Heather Matthews. Heather told the story during her training sessions across the province, as a wonderful example of IRS in action. The sharing of this story inspired other organizations to adopt this great safety practice. **Now that’s safety leadership in action!**

Safety Leadership in Action – *What Does Success Look Like?*

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ParaMed Home Health **Moving Beyond Compliance - Safety For All**

The Phase II Workplace Health and Safety Regulations by Labour and Advanced Education (LAE) created new conversations within Health and Community Services. Many stakeholders realized they were out of compliance with OHS Regulations for Joint Occupational Health and Safety committee training (JOHS). AWARE-NS quickly responded by developing a 14 hour blended learning JOHS committee training program.

Stuart MacLean, CEO, Workers Compensation Board often says “Knowing safety is not enough, you have to care about safety”. ParaMed Home Health has taken these words to heart and are focused on moving beyond compliance with OHS legislation.

Petrina Mackey, Clinical Supervisor with ParaMed, says the AWARE-NS JOHS committee training has helped them be more effective. **We had an “ah ha” moment**—Heather’s energetic, practical approach coupled with a ground swell of interest—creating a positive impact. “Our JOHS committee agendas are now pre-planned with staff input. We have a new structure for our safety meetings, an action plan that ensures follow up and improved staff communication flow”. The Community Workplace Inspection Report has new meaning. The report, completed by the Home Support Worker, assesses safety hazards in the home. Staff are more fully engaged in hazard identification for both the worker and the client and they play an active role in identifying and implementing safe practices. “At ParaMed Home Health, safety is a daily conversation and we are committed to moving beyond OHS compliance, **to a proactive ‘safety for all’ culture**”.



Investing in Safety **Careforce leads the way with E-learning**

Safety is a top priority for Careforce Health Services. Over the last 12-18 months, they have really focused on their Occupational Health and Safety program and staff safety education has been a priority. Debbie Raine, Manager, says the AWARE-NS **free E-learning has been a great fit** for Careforce staff’s learning needs.

Staff earn points through the ‘Care Points’ incentive program. The points are converted to dollars and each staff member can earn up to \$350 annually. Careforce assigned 100 points to the AWARE-NS E-learning modules and launched a staff learning challenge. The first ten employees to complete the five OHS modules would win a purse-size First-Aid kit. They have had a great success rate of staff completing all modules. The AWARE-NS pocket size passport has made it easy for staff to track their progress. Staff feedback has been positive, as this learning has reinforced them **to take time and put safety first**. Additionally, staff appreciate the 15 minute mini-modules, which makes it easy for community based staff to fit learning into their daily work routine.

“Learning is defined as a change in behavior. You haven’t learned a thing until you can take action and use it.” - Don Shula and Ken Blanchard

Steps for Safety – Preventing Workplace Violence



Nearly 1 out of 5 violent incidents (including physical assault, sexual assault & robbery) **occur in the workplace.**

In 2014, AWARE-NS and WCB continued to work in partnership with the Violence Prevention Working Group in developing and delivering best practice guidance and program materials to reduce the risk of injuries due to violence and aggression in healthcare and community work environments. The 'Six Step Resource Program Guide' supports organizations to be compliant with the NS Legislation and to adopt best practices within workplaces.

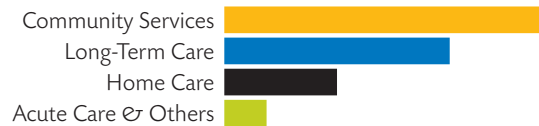
Substantial progress has been made this year with the completion of Steps 1, 2, 3, 4 along with a significant portion of Step 5.

Moving Steps into Practice

In September, 2014, a full day training workshop encompassing Steps 1, 2 and 3 was designed and co-presented by AWARE-NS and WCB and rolled out across the province.

AWARE-NS undertook a comprehensive engagement strategy to invite all sectors to attend a workshop. 112 organizations and 268 participants attended the workshop.

Participation by Sector



All program materials are posted on the AWARE-NS website. www.awarens.ca and follow up webinars were held to provide ongoing support to organizations.

An interactive 28 page Workshop Learning Guide has been developed to enhance learning and has been an excellent 'take home' resource tool.



Steps for Safety – Preventing Workplace Violence

During the workshop, participants identified words they use to describe workplace violence. A poster was designed using these words from all nine sessions to help create awareness within health and community services.



TIDEVIEW
TERRACE

Tideview Terrace Nursing Home Tipping Point Leadership

Tipping point leadership hinges on the insight that in any organization, once the beliefs and energies of a critical mass of people are engaged, conversion to a new idea will spread quickly, bringing about fundamental change very quickly. (Kim and Mauborgne, 2003 Harvard Business Review).

AWARE-NS believes Tideview Terrace Home for Special Care in Digby, NS is aiming high! They are focused on making a difference in their organization by implementing Steps for Safety. They have the T-Shirts to prove it!

Bill Walsh, CCA, says after he and others attended the workshop, the Steps for Safety Program was made a priority at their JOHS committee. They developed an action plan and one of the first initiatives was to deliver the Workplace Violence Perception survey. Key themes emerged from the survey creating a greater awareness among staff and began new conversations.

As part of their action plan, a T-shirt campaign was launched to help create awareness within their organization. Debra Boudreau, Administrator, said "the compelling message of **Stop Violence** has been great". She added, they are improving their Workplace Violence Prevention Policy and the Steps for Safety resources have helped bring focus within her organization. Bill says, one of the initiatives has been the integration of the resident and the staff incident report forms. "We now have the information to help with the incident investigation process, getting to the root causes and identifying solutions". The linkage of resident and staff safety is enhancing a safer environment for everyone. **Safety first!**

Workshop Feedback

95% of the workshop surveys were returned.
91% would be applying the resources to their organization.

Several months later a follow up survey was conducted.
40% of respondents had issued the perception survey.
40% are planning to do it in the next 12 months. 56% of respondents used the risk assessment tool. 40% made changes to their policy as a result of the workshop.

"Very relevant information. The presenters understand what we do and that makes it relevant".

"Very informative, useful, and well presented.
Excellent use of time and resources".

Building Communities of Safe Practice: *Our Year in Review*

The AWARE-NS Values of Leadership,

Collaboration, Diversity and Courage are our intrinsic motivators in making a valuable contribution to facilitate and support best practices in health and safety. AWARE-NS continued its mandate by helping to build workplace safety capacity within the health and community services through the Community of Safe Practice. **We are On Target!**

We have had a surge of interest and participation in AWARE-NS face to face engagement and training sessions. Customized training/education sessions were held every 8 weeks in 12 communities. 240 organizations supported over 2100 employees to participate in the education offerings.



JOHS Committee Training:

The Department of Labour and Advanced Education Phase II OHS Regulations, identified an immediate need for JOHS committee training. Education modules covering 14 hours of blended training were developed and rolled out across the province. With stakeholder interest and anticipation high:

- 146 organizations engaged.
- 1087 JOHS committee members trained.
- This training will be offered throughout 2015-16.

Our Reach

450 Organizations

240 Organizations participated
versus 69 last year

128 Sessions versus 32 last year

2187 Participants versus
165 last year

Have wheels, will travel.

13 OHS Topics
12 Communities
21,000km versus
6097km last year

13 OHS Topics Delivered

COSP – Long-Term Care - Safety Accountability – Train the Trainer

COSP – Long-Term Care - IRS – Train the Trainer

COSP – Long-Term Care - Info Sessions

COSP – Community Services Info Sessions

COSP – Home Care - Staying Safe While Working in the Community – Train the Trainer

COSP – Home Care - IRS- Train the Trainer

COSP – Home Care - Incident Investigation/Root Cause Analysis – Train the Trainer

COSP – Home Care - Safety Accountability – Train the Trainer

JOHS – All Sectors - Safety Accountability & Communication

JOHS Committee - All Sectors – IRS

JOHS Committee - All Sectors – JOHS Committee Awareness

JOHS Committee - All Sectors Incident Investigation/Root Cause Analysis

JOHS Committee - All Sectors Workplace Inspections



Expanding Capacity, Increasing our Value

awarens.ca

AWARE-NS re-designed the website to allow for a more 'user friendly' design with an improved site map and information flow.

- Over 7000 users, a 22% increase.
- 63% new users. 50% increase in time spent on the website.
- 40% increase in subscribers to AWARE-NS Newsletter, 2300 contacts averaging 32% open rate. (above the 22.5% industry standard).

Webinars: 9 Webinars and 43 new videos uploaded to our YouTube channel with over 4000 views.

E-Learning Centre: AWARE-NS designed a 'no fee' self-directed e-Learning of customized topics, with a testing component and certificate of achievement. Accessing and completing modules via phone or tablet has proven to be a key feature for the hectic health and community services sector.

- 5 topics are offered in a full 50 minute version while 15 minute mini modules give flexibility to staff.
- 40 organizations participating, 75% from LTC.
- 2100 learning modules completed, 90% frontline.

- A pocket size 'personal passport' was developed as a quick reference tool for tracking progress with a check box for each learning module. More than 5,000 passports have been distributed.

Other Facts:

- Formalized voting membership to AWARE-NS, 40 members and growing.
- Twitter, 800+ followers.
- AWARE-NS staff attended over 80 sector events, meetings & conferences.



LTC Safe Patient Handling Program

WCB is leading the initiative with the roll out of a safe patient handling program within long term care. This is a peer to peer training program, based on a coaching model that builds a team approach at the front line ensuring sustainability of good practices through a supportive network. This program has been rolled out in the South West region of the province and in the coming year, there will be a full provincial roll out of a train the trainer program. All training and support materials for this program have been placed on the AWARE-NS website as we continue to grow our repository of OHS material for easy access for stakeholders.



Soteria & Safe Patient Lifting

AWARE-NS continued to play a key role in the Soteria Strains Provincial Initiative. This past year there has been significant progress in the development of the program, resources and tools. We remain involved as an OHS Specialist, consulting on the development of training materials. AWARE-NS serves as a communication link to others in our sector. We have facilitated linkages to other initiatives such as WCB's LTC Safe Patient Lift Initiative.

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