



Industry
Health and Safety

INDUSTRY HEALTH AND SAFETY PROGRAM Service Plan 2018-2020

R 19 September 2017

Approval in Principle by Organization
Board Chair:

Heidi S. Romich
Heidi Romich

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BACKGROUND

About go2HR

go2HR is BC's tourism and hospitality human resource association. As labour market specialists, we coordinate the BC Tourism Labour Market Strategy and give businesses the HR tools they need to become employers of choice. We provide employers with labour market information, programs and resources in the areas of recruitment, retention and training, including a free tourism job board, labour and compensation research, health and safety initiatives, industry training, Serving It Right, Special Event Server, WorldHost, and FOODSAFE by Correspondence.

Formerly known as the Hospitality Industry Education Advisory Committee (HIEAC) and go2, go2HR has supported BC's tourism and hospitality industry since 1979. Bringing together employers, employees, government, educators and associations, we can help build the skilled workforce our industry needs to thrive through 2020 and beyond.

For more information about go2HR, visit www.go2HR.ca.

go2HR's Partnership with WorkSafeBC

In 2006, WorkSafeBC approached go2HR to take on the role of "Safety Association and Certifying Partner" for the tourism, hospitality and food and beverage industry. After considerable consultation, five major industry associations (BC Hotel Association, Restaurant Canada, BC Restaurant and Foodservice Association, Canada West Ski Areas Association, Alliance of Beverage Licensees of British Columbia) endorsed this concept and signed letters of support for go2HR to take on this role on behalf of the industry.

A contract with WorkSafeBC was signed in January 2009 and go2HR created an Industry Health and Safety (IHS) Program to develop and execute a plan to deliver these services. Since 2009, go2HR has implemented the Health and Safety Association (HSA) and Certificate of Recognition (COR) Certifying Partner (CP) work through developing an internal team dedicated to these initiatives, with support and oversight from go2HR as a whole.

STAFFING

Arun Subramanian – Director Industry HR Development
Stephanie Mallalieu – Industry Health & Safety Specialist
Alisa Lokshin – Program Assistant

GOVERNANCE

Governance of this portfolio is through the go2HR Board of Directors.

The IHS Program Steering Committee provides input into go2HR's IHS Program, including the Certificate of Recognition (COR) Program. The Steering Committee supports the development and implementation of the IHS Program business plans and assists in the successful completion of activities and projects.

As needed, Technical Advisory Committees (TACs) may also be created to provide input into specific IHS Program projects. Under the direction of go2HR, each project-based TAC is an ad hoc committee created for the temporary purpose of providing technical, operational feedback and guidance on specific projects and tactics, which are outlined in the IHS business plans, that the Steering Committee is unable to provide input on.

go2HR's Board of Directors

The go2HR Board of directors currently includes the following individuals and organizations:

- Heidi Romich (Chair), Owner/Operator, The Heid Out Restaurant and Brewhouse
- JJ Belanger (Vice Chair), General Manager, Crystal Cove Beach Resort
- Eda Koot (Past Chair), General Manager, Pacific Gateway Hotel
- Daniel Bibby, Executive Director & General Manager, Spirit Ridge at Nk'Mip Resort
- Joel Chevalier, Vice President, Employee Experience, Whistler Blackcomb
- Harley Elias, Faculty, North Island College and self-employed Fishing Guide
- Eoin Foley, Owner/Operator, Nancy O's Restaurant
- Jason Forbes, Operations Director, VP Operations, Viaggio Hospitality Group
- Arlene Hall, Regional Director, Talent & Culture Pacific Northwest Region, Fairmont Waterfront Hotel
- Glen Mandziuk, President and CEO, Thompson Okanagan Tourism Association
- Jonathan Rouse, Director, Food, Wine and Tourism, Okanagan College
- Ian Powell, Managing Director, Paul's Restaurants Ltd. & General Manager, Inn at Laurel Point
- Bill Senghera, Business Consultant, Risk Manager, White Spot Ltd.
- David Sheedy, HR Manager, Fairmont Hot Springs Resort

IHS Steering Committee

The go2HR IHS Steering Committee currently includes the following individuals and organizations:

- Ryan Stimming, Risk Manager, Panorama Mountain Village
- Bill Senghera, Business Consultant/ Risk Manager, White Spot Restaurants
- Kira Cailles, Safety Manager, Whistler Blackcomb
- Cheryl Elliott, Director, Human Resources, St. Eugene Golf Resort and Casino
- Josh Sears, Owner, Zipzone Adventure Park
- Kris Jamieson, Restaurant Manager, Morgan Creek Golf Course
- Liana Buljevic, Human Resources Advisor, Fairmont Pacific Rim
- Sandra Stewart, People and Culture Advisor, Coast Hotels and Resorts
- Lorne Scarlett, Industry Labor Services Specialist, HSA, WorkSafeBC
- Rommel Dela Resma, Industry Labor Services Specialist, Partners Program (COR), WorkSafeBC

IHS Technical Advisory Committees (TACs)

These committees are created on a temporary, as-needed basis for specific projects and include subject matter experts and stakeholders from the industry who can provide input to the relevant projects.

STRATEGIC OBJECTIVES AND SUPPORTING TACTICS

TLMS Strategic Priority

The Tourism Labour Market Strategy (TLMS) to 2020 has a number of strategic priorities related to recruitment, retention, and training. For the Industry Health & Safety (IHS) Program, foremost is “to identify and communicate best practices related to human resource management for a range of business types, sizes and locations throughout BC.”

Goal

The overarching goal for the IHS Program is to engage and support the BC tourism and hospitality industry in creating and continually improving healthy and safe workplaces; ensuring activities and projects are aligned with our strategic focus on regions and small businesses.

Objectives

To support this goal, there are three strategic objectives, summarized into four major categories:

Program Administration & Management

1. To improve the IHS program’s efficiency, accuracy, quality, consistency, and sustainability.

Occupational Health & Safety Services

2. To assist the industry in effectively creating and maintaining safe and healthy workplaces through education, training, events, services, advice, resources and communications.

Certificate of Recognition (COR) Program

3. To streamline the administration of the Certificate of Recognition (SE/COR) Programs.

A. Program Administration & Management

Strategic Objective: To improve the IHS program's efficiency, accuracy, quality, consistency, and sustainability.

Activities	Tactics	Timeframe
Perform consultation and research to help guide the direction of the IHS Program	1) Maintain an IHS Steering Committee and various ad-hoc, project-based Technical Advisory Committees (TACs)	2018-2020
	2) Regularly survey industry to assess needs	2018-2020
Automate and streamline IHS & COR Program administration	3) Implement recommendations of 2017/2018 Process Re-engineering Project	2018-2019

B. Occupational Health and Safety Services

Strategic Objective: To assist the industry in effectively creating and maintaining safe and healthy workplaces through education, training, events, services, advice, resources and communications.

Activities	Tactics	Timeframe
Align HR and IHS teams and service offerings	1) Incorporate IHS consulting and resources into the larger suite of HR services offered by go2HR to employers	2018-2019
	2) Secure additional revenues to support provision of additional IHS services	2018-2020
	3) Promote IHS at roundtables/Town Halls/Summits	2018-2020
	4) Incorporate H&S in HR audit tool	2018-2019
Provide access to OHS resources	5) Communicate industry trends, stats and best practices through go2HR's communication channels	2018-2020
	6) In partnership with WorkSafeBC, create TAC's, conduct research and develop resources and share best practices to reduce injuries and support employers in injury management in the tourism & hospitality sector	2018-2020
Support industry in implementing health & safety initiatives	7) Coach and provide assistance to employers in the development of internal OHS programs	2018-2020
	8) Conduct benchmark research of safe work practices for supervisors and employees in F&B	2018-2019
	9) Promote front-line safety training course for entry level workers	2018-2020

Activities	Tactics	Timeframe
Evaluate needs for program offerings	10) Evaluate additional program offerings based on industry research and consultation	2018-2020
	11) Evaluate online training for JOHSC	2018-2019
	12) Evaluate options for online Gap Analysis tool for our sector	2018-2019

C. Certificate of Recognition (COR) Program

Strategic Objective: To maintain and continually improve the Certificate of Recognition (COR) Program and increase the number of BC tourism and hospitality businesses participating in the program.

Activities	Tactics	Timeframe
Promotion of COR program	1) Encourage and support participation in the SECOR program by small employers and in the COR program for medium-large employers	2018
	2) Develop webinar series to assist employers in preparing for SECOR	2018
Administer COR Program	3) Manage administration of “COR Lifecycle” for employers	2018
	4) Support transition of COR/SECOR administration to another CP	Q1 2019
	5) Create tools for employers to self-administer SECOR program	2018
Provide front-line customer service, and support to employers participating in COR program	6) Support employers participating in COR program in developing their programs, preparing for audits and maintaining COR certification	2018
	7) Deliver Gap Analyses for companies ready for certification	2018
	8) Facilitate Internal Auditor training for COR and SECOR	2018
	9) Facilitate and track ongoing professional development for auditors	2018

PERFORMANCE MEASURES

Objective	Metric	Target 2018-2019	Target 2018-2020
IHS	Industry presentations	15	45
	Visits to the IHS section on the go2HR website	20,000	60,000
	Resource downloads	3,500	10,500
	OHS Fundamentals training - registrations	80	240
	OHS Fundamentals training – course completions	30	900
	Webinars	6	18
	Webinar Registrants	72	216
	Attendees at regional OHS/HR Summit	50	150
	OHS/HR Roundtables	4	12
COR	Net new employer COR registrations	10	10
	Net new employers certified for the first time COR	3	3
	COR re-certifications/maintenance audits	50	50
	Audits initiated/requested by WorkSafeBC	0	0
	QA reviews conducted by Certifying Partner	100%	100%
	CP-initiated QA Audits - QA Audits of External Auditors done by Certifying Partner	1	1
	External auditors trained and certified for the first time	0	0
	External auditors trained and recertified	5	5
	Internal auditors trained and certified for the first time for large employers	18	18
	Internal auditors trained and recertified for large employers	15	15
	Internal auditors trained and certified for the first time for small employers	2	2

