

COR PROGRAM SERVICE PLAN 2021-22

September 11, 2020

Approval in Principle by Organization
Board Chair:

Ian Powell

A handwritten signature in blue ink, appearing to read "Ian Powell", written over a horizontal line.

Date Approved: 6 November 2020

Table of Contents

Background.....	3
About go2HR.....	3
go2HR’s Partnership with WorkSafeBC.....	3
Governance	4
go2HR’s Board of Directors	4
IHS Advisory Committee.....	4
Staff	5
Strategic Objectives and Supporting Tactics	6
THRS Strategic Priority	6
Mission	6
Objectives	6
1. Certificate of Recognition (COR) Program.....	7
COR Performance Measures	10

BACKGROUND

About go2HR

go2HR is BC's tourism human resource association, responsible for playing a lead role in executing the BC Tourism Human Resources Strategy. Established in 1979, go2HR helps employers with their HR needs in areas such as occupational health and safety, customer service training, recruitment, retention and labour shortages, employment-related policy and legislation, and labour market research. go2HR also promotes jobs and careers in tourism, hosts the BC tourism job board and helps businesses provide remarkable customer experiences through its signature SuperHost suite of training. Other training offerings include FOODSAFE by distance education and a suite of occupational health and safety related courses.

go2HR's Partnership with WorkSafeBC

In 2006, WorkSafeBC approached go2HR to take on the role of Health and Safety Association and Certifying Partner for the tourism, hospitality and food and beverage industry. After considerable consultation, five major industry associations (BC Hotel Association, Restaurants 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 has implemented the Health and Safety Association (HSA) and Certificate of Recognition (COR) Certifying Partner (CP) programs through developing an internal team dedicated to these initiatives, with support and oversight from go2HR as a whole.

GOVERNANCE

The IHS Program Advisory Committee provides input into go2HR's IHS Program, including the Certificate of Recognition (COR) Program. The Advisory 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.

go2HR's Board of Directors

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

- Ian Powell (Chair), Managing Director and General Manager, Paul's Restaurants Ltd. & General Manager, Inn at Laurel Point
- Heidi Romich (Vice Chair), Owner/Operator, The Heid Out Restaurant and Brewhouse
- JJ Belanger (Past Chair), General Manager, Crystal Cove Beach Resort
- Craig Blize, Chief Operating Officer, Earls Restaurants
- Eoin Foley, Owner/Operator, Nancy O's Restaurant
- Jeff Guignard, Executive Director, ABLE BC
- Eda Koot, General Manager, Pacific Gateway Hotel
- Sarah McCullough, Director, Community & Government Relations, Whistler Blackcomb
- Jonathan Rouse, Director, Food, Wine and Tourism, Okanagan College
- Jacqueline Simpson, Director, Global Marketing Channels, Destination BC

IHS Advisory Committee

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

- Bill Senghera, Business Consultant/ Risk Manager, White Spot Restaurants
- Kira Cailles, Safety Manager, Whistler Blackcomb
- Sandra Stewart, People and Culture Advisor, Coast Hotels and Resorts
- Sarah Moseley, Director of Employee Experience, Fairmont Hot Springs Resort
- Julie Wright, Director of Human Resources, The Inn at Laurel Point
- Christina Donovan, Human Resources Manager, Delta Grand Okanagan
- Shane Clarey, Safety Specialist/Technical Team Support, FlyOver Canada
- Lisa Houle, Industry Labour Services Manager, HSA, WorkSafeBC
- Lorne Scarlett, Industry Labour Services Specialist, HSA, WorkSafeBC
- Mohamed Gad, Industry Specialist, Industry Labour Services, Partners Program (COR), WorkSafeBC

STAFF

IHS Staff

Arun Subramanian – Director, Industry Health & Safety
Stephanie Mallalieu – Industry Health & Safety Specialist
Sherry Henriquez – Industry Health & Safety Program Assistant
Ginger Brunner – Regional HR Specialist

Other Staff

Krista Bax- CEO
Ellen Langton- CFO
Andrea Hinck- Director, Industry Training
Alex Mrazek – Digital Experience Specialist
Viktoriya Kammaeva- Program Assistant
Ryan Fournier- Accounting/Administrative Assistant

STRATEGIC OBJECTIVES AND SUPPORTING TACTICS

THRS Strategic Priority

The Tourism Human Resources Strategy, THRS (2019), identifies the availability of skilled labour as one of the key challenges facing the tourism and hospitality industry in the next decade. An employer's ability to attract and retain skilled talent has become a critical requirement for business viability and success. Creating and maintaining a safe workplace goes a long way in helping businesses build a winning work culture that will help them attract and retain their workforce in the years ahead.

Mission

To elevate BC's tourism and hospitality workplace OHS practices that support a culture of health and safety and continual improvement

Objectives

To support this mission, there are three strategic objectives:

Certificate of Recognition (COR) Program

1. 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.

Program Administration & Management

2. To provide a high quality IHS program that is managed efficiently, is cost effective, and responsive to industry needs.

Occupational Health & Safety Services

3. To assist the industry in effectively creating and maintaining safe and healthy workplaces by: building awareness; offering education, training and consultation; providing needed resources; and ensuring timely communication.

The service plan initiatives for the COR program are listed on the following pages. Initiatives for the HSA program are contained within the "WorkSafeBC HSA Workplan go2HR – 2021-22" document, included with this submission package.

1. 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.

	Tactics	Timeframe
Support COR employers through COVID-19 recovery	1) Provide information and updates to COR employers based on evolving requirements, including the rescheduling of audits, option of scaled down audits etc. according to their specific circumstances.	2021-22
Promotion of COR program	2) Encourage and support employer participation in the COR program. This will include requesting input from industry health and safety advisory committee, targeted marketing campaigns to employers in order to promote the program, as well as sponsorship of and attendance at industry conferences and events, to showcase COR, in addition to focused roundtables and employer meetings.	2021-22
	3) Conduct thorough review and refresh COR related content on website, including how information is organized, in line with website redevelopment plan. Convert existing online courses to enhanced LMS.	2021-22
	4) Plan and deliver COR focused webinars, podcasts and articles, to raise awareness of and encourage participation in the program.	2021-22

	Tactics	Timeframe
Administration of COR program	5) Provide front-line customer service, and support to employers participating in COR program.	2021-22
	6) Migrate and maintain COR employer information to new DBMS/CRM.	2021-22
	7) Manage administration of “COR Lifecycle” for employers, including WIVAs.	2021-22
	8) Support employers participating in COR program in developing their programs, participating in a gap analysis, achieving and maintaining COR certification.	2021-22
Training	9) Conduct internal auditor training for COR.	2021-22
	10) Facilitate and track ongoing professional development of internal and external auditors	2021-22

	Tactics	Timeframe
COR "future state"	11) Implement any required changes to COR program, resulting from WorkSafeBC COR consultation and future state developments.	2021-22
	12) Pilot new COR program audit tool within industry and support employers to transition.	2021-22
	13) Solicit input from industry health and safety advisory committee.	2021-22
	14) Develop resources and provide training to COR employers.	2021-22
	15) Update resources to reflect changes and publish on website.	2021-22
	16) Develop and execute marketing plan to promote new COR program and audit tool and encourage wider participation in the program.	2021-22

COR PERFORMANCE MEASURES

Objective	Metric	Target ¹ 2021-2022
COR	New COR registrations	15
	New COR certifications	5
	COR re-certifications/maintenance audits	55
	WorkSafeBC Initiated Verification Audit (WIVA)	3
	QA reviews conducted by certifying partner	100%
	Certifying partner-initiated QA audits	1
	External auditors trained and recertified	10
	Number of COR internal auditors trained for the first time	28
	Number of COR internal auditors certified or recertified	15

1. Targets have been maintained at 2020-21 levels, without factoring in any possible impact of the current pandemic.