

# HSA 2016 Initiatives Workplan Template

## [go2HR Workplan 2019-2020]

### HSA Mission / Vision Statement

*go2HR's Health & Safety Program aims to engage and support the BC tourism and hospitality industry in creating and continually improving healthy and safe workplaces.*

***The goal of this HSA is to assist the employers we support in reducing injuries and serious injuries and in improving return-to-work outcomes.***

## Instructions

**A. Injury / Return-to-Work Issues:** In this section, state the primary trends identified by your industry's data (normally provided by WorkSafeBC, but information from other sources may be used). This should be specific enough to be actionable, for example, primary causes of injury, location of injury, number of time loss injuries, or claim duration. You may choose a measure because it represents a large component of the injuries in your industry, or because the measure indicates some trend on a year-over-year basis (e.g., injuries of this type are increasing). Your key initiatives for the year will be focused on addressing these measures. Under "Objective", you will state the quantifiable improvement you would like to see in the measures you identified. This should state a specific improvement that can be measured at the end of the reporting year.

See the HSA Planning and Reporting Information Package pages 2 and 3 for more details.

**B. Behaviour-Based Outcomes:** In section B(i), identify the safe work behaviours or practices you are trying to create or change to address the primary trends identified in Section A. "Behaviour" may refer to a change in an individual employee, a manager, supervisor, or in the organization as a whole. In Section B(ii), provide evidence that the behaviour change has taken place.

See the HSA Planning and Reporting Information Package pages 4 and 11 for more details.

**C. Knowledge-Based Outcomes:** In this section, identify the knowledge, understanding or skills that would be required to create or change the safe work behaviours or practices identified in Section B. In Section C(ii), provide evidence that the knowledge change has taken place.

See the HSA Planning and Reporting Information Package pages 5 and 11 for more details.

**D. Planned Activities:** In this section, list the activities that you will undertake to impact the required skills, knowledge or understanding identified in Section C. Identify the number, frequency or timeline that will allow you to determine at the end of the reporting period whether you have successfully completed the activity. Focus only on the key initiatives that will help you ultimately impact the measures identified in Section A. You will track your activities throughout the reporting year and report them in the actual column.

See the HSA Planning and Reporting Information Package pages 6 and 11 for more details.

**E. Organizational Capacity:** In this section, list the activities that you will undertake to improve your organizational capacity so that you can carry out the activities identified in Section D. Identify the number, frequency or timeline that will allow you to determine at the end of the reporting period whether you have completed the activity.

See the HSA Planning and Reporting Information Package page 6.

**F. Marketing / Outreach:** In this section, list the activities that you will undertake to reach a broader audience and inform them of your products and offerings. Identify the number, frequency or timeline that will allow you to determine at the end of the reporting period whether you have completed the activity.

See the HSA Planning and Reporting Information Package page 6.

Initiative 1: Promotion of Health and Safety Association resources and activities across tourism and hospitality industry

A. Injury / Return-to-Work Issues (HSA Planning and Reporting Information Package pages 2 and 3)

A. Using data and information from the industry, we have identified the primary trends within our industry and set the following objectives:	
A 2016 Sentis survey, commissioned by WorkSafeBC and go2HR, demonstrated that 23% of BC's hospitality and tourism industry was familiar with go2HR's Industry Health and Safety Program. 14% of those surveyed had used go2HR's services, resources or other health and safety information. This demonstrates that a large proportion of our CUs are not accessing available resources to address injury prevention and management.	Increase awareness of go2HR as HSA, serving tourism and hospitality industry. Encourage employers to use the services and resources available to them to help support their health and safety efforts.

(Add additional rows as required)

B. Behaviour-Based Outcomes (HSA Planning and Reporting Information Package pages 4 and 11)

B (i) To meet those objectives, workplace health and safety behaviours and/or return-to-work practices need to change in the following ways:	Increased awareness and use of go2HR Industry Health and Safety Program resources, including training, health and safety resources and attendance at events. This will be measured in the following ways: Employer engagement, awareness of go2HR and net promoter score. Online training registrations. Inquiries and range of businesses engaging from across the province.
B (ii) [To be completed at the end of the reporting year cycle]; Provide evidence that the changes described in B(i) took place by the end of the reporting year. This may be done through surveys, job site visits, interviews, audits, or any other method you feel is appropriate.	Click here to enter text.
B (iii) [For WSBC use only]	

C. Knowledge-Based Outcomes (HSA Planning and Reporting Information Package pages 5 and 11)

C (i) This requires knowledge, understanding or skills to be changed in the following ways:	Increased knowledge and understanding of go2HR Industry Health and Safety Program and utilization of the resources that are available.
C (ii) [To be completed at the end of the reporting year cycle]; Provide evidence that the changes described in C(i) took place by the end of the reporting year. This may be done through surveys, post-session testing, focus groups, interviews, or any other method you feel is appropriate.	Click here to enter text.
C (iii) [For WSBC use only]	

D. Planned Activities (HSA Planning and Reporting Information Package pages 6 and 11)

D (i) Therefore, we will undertake the following activities:			
Activity	Description	Number / frequency / timeline	
		Planned	D(ii) Actual

<p><i>Develop awareness, education and promotional activities to further raise the profile of go2HR across the province.</i></p>	<p><i>Partner with industry associations to maximize reach across their membership.</i></p> <p><i>Deliver sector specific projects, to support industry associations.</i></p> <p><i>Refine and develop health and safety section of go2HR website to assist with ease of navigation and access to resources.</i></p> <p><i>Develop promotional video, aimed at employers.</i></p> <p><i>Engage with employers during outreach efforts, including webinars and roundtables.</i></p> <p><i>Promote online training offerings and encourage participation.</i></p>	<p><i>Click here to enter text.</i></p>	<p><i>Click here to enter text.</i></p>
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(Add additional rows as required)

D (iii). [For WSBC use only]
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#### E. Organizational Capacity (HSA Planning and Reporting Information Package page 7)

To support us in providing the activities outlined in these initiatives, we will undertake the following activities designed to increase our organizational capacity:

(E) Activity	Description	Number / frequency
<i>Solicit input from Industry Health and Safety Steering Committee.</i>	<i>Obtain feedback from industry stakeholders during committee meetings.</i>	<i>As required.</i>
<i>Allocate staffing resources to review and develop health and safety section of go2HR website.</i>	<i>Review and update content and enhance flow to encourage wider access to resources.</i>	<i>As required.</i>
<i>Connect with industry associations to raise profile of go2HR.</i>	<i>Develop promotional materials to reach membership.</i>	<i>Q1 and ongoing.</i>
<i>Raise awareness across province.</i>	<i>Continue to use employer database to create targeted outreach messages, relating to training options and resources.</i>	<i>Q1 and ongoing.</i>
<i>Engage with industry employers.</i>	<i>Use video to raise awareness of HSA and continue to educate and influence via webinars, roundtables and other initiatives.</i>	<i>Throughout the year.</i>
<i>Create survey to assess collective impact of initiatives used to promote and raise awareness of HSA.</i>	<i>Conduct a survey to assess how behaviour, knowledge and awareness of go2HR HSA have changed at end of FY, compared to benchmark survey undertaken in 2016.</i>	<i>Q4.</i>

(Add additional rows as required)

#### F. Marketing / Outreach Activities (HSA Planning and Reporting Information Package page 7)

To reach a broader audience within our industry, we will undertake the following marketing / outreach activities:

(F) Activity	Description	Number / frequency
<i>Engage with industry associations.</i>	<i>Partner with industry associations to reach a broader audience.</i>	<i>Ongoing</i>
<i>Publish newsletters and e-blasts.</i>	<i>Promote roundtables, webinars, resources and updated H&amp;S section of go2HR website – targeted campaigns for sectors, regions and size of business.</i>	<i>Several times</i>
<i>Create specific emails to send to employer database.</i>	<i>Create different messaging to send to employers, introducing go2HR's HSA services.</i>	<i>Several times</i>
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(Add additional rows as required)

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#### G. Overall Assessment

<b>G (ii) [For WSBC use only]</b>
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## Initiative 2: Injury Prevention and Management in the tourism and hospitality industry

### A. Injury / Return-to-Work Issues (HSA Planning and Reporting Information Package pages 2 and 3)

B. Using data and information from the industry, we have identified the primary trends within our industry and set the following objectives:	
The injury rate for Ski Hill industry remains higher than the injury rate for all BC industries combined. Lowest injury rate occurred in 2015 and increased 26% since then.	<p>Focus on injury prevention and management across the tourism and hospitality industry, beginning with an emphasis on ski sector, on account of recent incident trends and significant increase to base rates, planned for 2019.</p> <p>Analyze data to identify key drivers contributing to the increase in claims for ski and the subsequent base rate increase.</p> <p>Scan existing resources to identify those that may be used to address the current drivers of claims (injury types).</p> <p>Consolidate resources, identify gaps to resources and develop new or enhanced resources.</p> <p>Develop promotional outreach and initiatives to highlight injury prevention and management strategies.</p>

(Add additional rows as required)

### B. Behaviour-Based Outcomes (HSA Planning and Reporting Information Package pages 4 and 11)

B (i) To meet those objectives, workplace health and safety behaviours and/or return-to-work practices need to change in the following ways:	<p>Implement strategies to raise awareness of injury prevention and management via resources and training, resulting in:</p> <p>Reduced injuries and lost time. Faster return to work. Positive impact on base rates.</p>
B (ii) [To be completed at the end of the reporting year cycle]; Provide <b>evidence</b> that the changes described in B(i) took place by the end of the reporting year. This may be done through surveys, job site visits, interviews, audits, or any other method you feel is appropriate.	Click here to enter text.
B (iii) [For WSBC use only]	

### C. Knowledge-Based Outcomes (HSA Planning and Reporting Information Package pages 5 and 11)

C (i) This requires knowledge, understanding or skills to be changed in the following ways:	Improved employer knowledge and understanding of safe work practices and better return to work practices.
C (ii) [To be completed at the end of the reporting year cycle]; Provide <b>evidence</b> that the changes described in C(i) took place by the end of the reporting year. This may be done through surveys, post-session testing, focus groups, interviews, or any other method you feel is appropriate.	Click here to enter text.
C (iii) [For WSBC use only]	

D. Planned Activities (HSA Planning and Reporting Information Package pages 6 and 11)

D (i) Therefore, we will undertake the following activities:			
Activity	Description	Number / frequency / timeline	
		Planned	D(ii) Actual
<b>Conduct research and evaluate existing resources in injury prevention and management. Identify the gaps and create additional resources to fill the gaps, if needed.</b>	<i>Review claims data and identify incident trends.</i>	Q1 and ongoing	<i>Click here to enter text.</i>
	<i>Obtain feedback from industry via TAC on priority areas and knowledge/resource gaps.</i>	Q1 and ongoing	
	<b>Partner with CWSAA to develop awareness and education around injuries affecting the ski sector, specifically, in order to minimize incidents and positively influence insurance base rates.</b>	Q2	
	<i>Review and update/repackage resources with input from industry and create campaigns to promote to different industry sectors.</i>	Q3	

(Add additional rows as required)

D (iii) [For WSBG use only]
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**E. Organizational Capacity** (HSA Planning and Reporting Information Package page 7)

To support us in providing the activities outlined in these initiatives, we will undertake the following activities designed to increase our organizational capacity:

(E) Activity	Description	Number / frequency
Engage industry stakeholders.	Partner with industry associations and consult with TAC members.	Several times
Update website content with enhanced/repackaged resources.	Create a section dedicated to injury prevention and management resources.	Once, with regular reviews and updates, as required
Package and promote the resources.	Designer to assist in collating and packaging the resources.	As required
Conduct survey and compare to benchmark survey carried out in 2016.	Establish how awareness and knowledge has changed, following the release of enhanced/repackaged resources and promotion efforts.	Q4

(Add additional rows as required)

**F. Marketing / Outreach Activities** (HSA Planning and Reporting Information Package page 7)

To reach a broader audience within our industry, we will undertake the following marketing / outreach activities:

(F) Activity	Description	Number / frequency
Send out e-blasts/use social media to communicate to targeted industry groups.	Promote the resources.	Several times
Discuss the resources during events, including roundtables.	Promote the resources.	Several times
Print collateral.	Promote the resources.	As required
Share survey results with industry.	Promote awareness of the resources.	Several times

(Add additional rows as required)

F (ii) [For WSBC use only]

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**G. Overall Assessment**

G (ii) [For WSBC use only]

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Initiative 3: Foster a culture of safety amongst young workers in the tourism and hospitality industry

A. Injury / Return-to-Work Issues (HSA Planning and Reporting Information Package pages 2 and 3)

C. Using data and information from the industry, we have identified the primary trends within our industry and set the following objectives:	
<ul style="list-style-type: none"><li>36% of claims count in CU 761035 (Restaurants/dining establishments) involve young workers - data 2011-2015</li><li>19% of young worker claims count in CU 761035 (Restaurants/dining establishments) occur within small employers - data 2011-2015</li><li>14% of claim costs (\$8,990,259) in CU 761035 (Restaurants/dining establishments) involve young workers - data 2011-2015</li><li>25% of young worker claim costs (\$2,218,304) in CU 761035 (Restaurants/dining establishments) occur within small employers - data 2011-2015</li></ul> <p>(Continuing initiative from the previous year)</p>	<p>Create awareness of existing resources and match with prevalent injury types.</p> <p>Package/collate the training resources so that they may be easily accessed by employers, thereby encouraging more training of young workers to take place.</p> <p>Encourage maximum retention of information/knowledge by selecting the most appropriate resources for young workers.</p>

(Add additional rows as required)

B. Behaviour-Based Outcomes (HSA Planning and Reporting Information Package pages 4 and 11)

B (i) To meet those objectives, workplace health and safety behaviours and/or return-to-work practices need to change in the following ways:	Increased industry awareness of young worker vulnerability resulting in greater focus on young worker orientation and training.
B (ii) [To be completed at the end of the reporting year cycle]; Provide evidence that the changes described in B(i) took place by the end of the reporting year. This may be done through surveys, job site visits, interviews, audits, or any other method you feel is appropriate.	Click here to enter text.
B (iii) [For WSBC use only]	

C. Knowledge-Based Outcomes (HSA Planning and Reporting Information Package pages 5 and 11)

C (i) This requires knowledge, understanding or skills to be changed in the following ways:	Increased employer knowledge on available young worker training resources and how to access them.
C (ii) [To be completed at the end of the reporting year cycle]; Provide evidence that the changes described in C(i) took place by the end of the reporting year. This may be done through surveys, post-session testing, focus groups, interviews, or any other method you feel is appropriate.	Click here to enter text.
C (iii) [For WSBC use only]	

D. Planned Activities (HSA Planning and Reporting Information Package pages 6 and 11)

D (i) Therefore, we will undertake the following activities:			
Activity	Description	Number / frequency / timeline	
		Planned	D(ii) Actual



<b>Partner with WorkSafeBC and industry members to develop awareness and education campaign for employers. Focus on connecting employers with valuable resources to train their young workers.</b>	<i>Engage with WorkSafeBC and TAC to agree on the best way of sharing the identified resources.</i>  <i>Create a promotional campaign to connect employers with the resources.</i>	Q1  Q1	<a href="#">Click here to enter text.</a>
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#### **E. Organizational Capacity (HSA Planning and Reporting Information Package page 7)**

**To support us in providing the activities outlined in these initiatives, we will undertake the following activities designed to increase our organizational capacity:**

(E) Activity	Description	Number / frequency
<b>Continue to operate TAC</b>	<i>Engage industry employers and workers in completing this project.</i>	<i>As required</i>
<i>Update go2HR website to showcase resources.</i>	<i>Create a new section of website to house the resources. Review and update the resources and re-package, to promote easy access.</i>	<i>As required</i>
<i>Create promotional package to share with industry.</i>	<i>Designer to assist with packaging and promotion of resources.</i>	<i>At completion of project</i>
<i>Obtain feedback from industry.</i>	<i>Interview/survey employers and workers to gain feedback on the resources and their impact on knowledge/awareness enhancement.</i>	<i>At completion of project</i>

(Add additional rows as required)

#### **F. Marketing / Outreach Activities (HSA Planning and Reporting Information Package page 7)**

**To reach a broader audience within our industry, we will undertake the following marketing / outreach activities:**

(F) Activity	Description	Number / frequency
<b>Publish content in corporate newsletters</b>	<i>Inform employers about the resources.</i>	<i>Several times</i>
<i>Send out e-blasts, use social media to share the information with specific industry groups</i>	<i>Promote the packaged resources.</i>	<i>Several times</i>
<i>Add resources to go2HR's online training courses</i>	<i>IT support to create a resource section to house the resources.</i>	<i>Once</i>
<i>Engage industry associations and stakeholders to help promote the resources</i>	<i>Share the resources and ask for support in promoting them to membership – this will allow us to expand our reach.</i>	<i>Several times</i>

(Add additional rows as required)

<b>F (ii) [For WSBC use only]</b>
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#### **G. Overall Assessment**

G (II) [For WSBC use only]

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**Board Chair Approval in Principle**

J.J. Belanger

Name

J.J. Belanger

Signature

Nov 30, 2018

Date