



Summary – SafeCare BC Home Support Sector Survey Results

Introduction

To support a comprehensive Needs Assessment of the home support sector, SafeCare BC conducted a survey of employers and workers across the province. Developed in consultation with a Project Working Group, inclusive of home support employers, representatives of WorkSafeBC and union leaders, the online survey invited input from August 22 to September 16, 2016 from home support workers and employers regarding:

-) the importance of various health and safety training topics
-) how workers participate in health and safety training now
-) what technology is available to support learning
-) how the sector wants to be consulted and receive safety information from SafeCare BC
-) barriers to safety training

Highlights of Results

1. Over 800 responses received to the survey – a new SafeCare BC record.
2. There was significant agreement between workers and employers on the most important safety topics:
 -) reporting unsafe conditions
 -) communicating with clients
 -) violence
 -) respectful workplaces
 -) infectious diseases
 -) new worker orientation
3. Workers also identified cultural awareness, psychological health in the workplace and working alone as other safety topics. When asked for other training topics, workers said mental health, communication and conflict resolution, non-violent crises and dealing with loss.
4. Employers also identified non-care related issues such as dealing with family, traffic and parking as other safety topics. In addition, employers identified Alzheimer's/dementia care, Musculoskeletal Injury prevention/safe client handling, slips, trips and falls as other training topics to consider.
5. Employers reported the most significant barriers to providing training is backfilling for workers who are participating in training (76%), followed by course registration costs (73%); time away from



providing care (64%); location (61%); and training is not always specific to home support (46%). When asked how SafeCare BC could help to minimize these barriers, the top responses were to:

- offer low or no cost training
- offer local training
- offer short training in a variety of formats
- offer training outside of the regular 9-5 training times

6. For workers, the most common barriers to safety training are that they are not aware of training opportunities (43%), not being paid to attend training (32%) or do not have the time to attend (29%). Most agreed that it is important to receive a certificate of completion for participating in health and safety training.

7. When asked what would help make SafeCare BC an industry leader, workers asked for:

- diverse training offered in a variety of ways
- opportunities to be consulted on an ongoing basis to provide input and suggestions
- those working in the field to be part of the training development
- cooperation with unions to encourage training being offered during paid time
- encouragement with employers to see the importance of safety in the workplace
- field research to understand the client home environments workers are dealing with
- employers and managers to participate in the training as well so they have an increased understanding of the environments workers are dealing with

8. When asked for advice on what would help make SafeCare BC an industry leader, employers said:

- accessible/local and certifiable training
- training to be developed that is relevant and applicable to home support
- training to be delivered in partnership with WorkSafeBC
- training to be developed based on best practices
- field research to visit worksites and provide specific training on the type of clients the agency supports in the community

Conclusion

In addition to capturing these survey results, the comprehensive Needs Assessment of the home support will also include an environmental scan of existing training opportunities and resources available as is and/or with modification for the home support sector.

Additionally, the report will reflect direct consultation with partner organizations to obtain a clear picture of the sector's needs. Overall, the report will provide detailed recommendations for SafeCare BC to successfully integrate home support into its mandate in 2017. A copy will be circulated to SafeCare BC members before the end of the year and posted at www.safecarebc.ca.