

Continuing Care Safety Association an interview with Darryl Kutchinski, CEO

When Darryl Kutchinski, CEO of the Continuing Care Safety Association (CCSA) based in Edmonton, AB, took over the reins in 2008 as executive director, the association had a grand total of three staff and one certificate program. Today, the CCSA has almost 20 staff and boasts 12 safety programs that have resulted in a dramatic downturn of overall injuries in workplaces they've trained.



Care Aides can reduce injuries through education programs

“At participating sites, it’s been quite dramatic — over a 50 per cent reduction in claims. Incidents have gone way, way down,” says Kutchinski, who was formerly a director for Western Canada Sun Life Financial before joining the CCSA. He added Workers’ Compensation Board premiums have decreased by 34 per cent since 2007.

The training targets a wide-range of employee groups that include care aides to kitchen staff to maintenance workers. Kutchinski says the association’s belief is that more attention needs to be paid to safety, and this is a concept that facility operators are recognizing.

“The cost of injuries impact their operational budget and ability to improve ongoing care,” he says.

To put it in perspective, in 2006 the CCSA received 1621 claims. In 2010, that number was reduced to 1137, and so far for 2013 Kutchinski says everything points to a continuing downward trend. However, he says there are lots of factors that from a safety association perspective are not preventable and can affect the numbers, such as disease outbreaks. In 2011 the number of claims went up slightly when several staff were

exposed to a contagion and automatically taken off of work.

Sicknesses notwithstanding, the main focus of the CCSA is to help employees work safer and more efficiently. Their most popular course is the Injury Prevention Program (IRP), where the association makes on-site visits to teach things such as safe lifting techniques for care aides, provide resource lists, and make recommendations on addressing deficiencies from an equipment standpoint.

“Certainly the number one type of injury we get is overexertion. Strains and sprains, care aides have the greatest exposure to that type of injury,” says Kutchinski.

Besides the IRP, the association also offers more specific training. They range from a musculoskeletal injury prevention program, to assistance in setting up workshops such as workplace inspection and workplace hazardous materials information system

“Certainly the number one type of injury we get is overexertion. Strains and sprains, care aides have the greatest exposure to that type of injury...”

– Darryl Kutchinski, CEO of the CCSA

workshops, and even offer what they refer to as training the trainer courses designed to prepare instructors.

Kutchinski says labour has been involved in the process of developing these programs, although members do not necessarily have to be associated with a labour group to serve on the board of directors. Currently the CCSA has representatives from QualCare and the Bethany Care Society.



BC Safety Association Information Sessions Planned

BC Care Providers Association (BCCPA) is one of the province’s longest serving seniors care organizations. In response to a growing concern among our members, and other seniors care leaders, we have proposed to create an employer-operated safety association for the seniors care sector.

To set the new BC Continuing Care Safety Association (BCCCSA) on the right path, we want to provide you with a more direct update on these plans and provide an opportunity for you to ask questions you may have.

That’s why we’re organizing two tele-forums to support our overall consultation process with members. They will be held on:

April 18th at 11 am

May 21 at 11 am

The teleforums will include representatives from WorkSafe BC and the Continuing Care Safety Association in Alberta. For more information about how you can register, please visit www.bccare.ca today.

A special Q&A information session on the BCCCSA has also been organized for the Annual Conference being held in Whistler on May 6-7. Panelists will include Stephen Symon & Michael Sagar from WorkSafe.

In preparation for above, learn more about the project which is being led by BCCPA with the support of funding provided through the Canada/BC Labour Market partnership agreement.

Seniors Care and Work Place Safety

The Alberta Safety Model



Continuing Care Safety Association

www.continuingcaresafety.ca

Alberta's Continuing Care Safety Association (CCSA) was incorporated in 2005 by long term care operators as a dedicated health and safety association. In 2008 it was expanded to include seniors assisted living. Home care providers are in the process of joining.

CCSA facilitates a reduction in workplace injuries by providing education in incident prevention, promoting safe workplaces and sharing best practices.

Since it was established, CCSA has achieved a number of successes, including:

- decrease in total number of overall claims by an average of 20%
- decrease in lost time claims by over 26%
- disabling injury rates decreased by 30%
- back injury claims decreased by 36%
- secured \$2.3 million in additional grant funding
- piloted innovative injury reduction programs that achieved a lost time claim rate reduction of 64%

VISION

- Incident free workplaces

MISSION

- To create safe workplaces through the provision of education, leadership & collaboration

VALUES

- safe work and safe work behaviours
- Value the right of each worker to have a safe, healthy and incident free work environment
- Members input, feedback and direction

GOALS

- Provide CCSA members with cost effective training, educational services and industry safety performance metrics
- Promote effective health and safety management systems including the benefits of participating in the Partnerships Program
- Communicate government health and safety legislation and policies which impact CCSA members.

FUNDING

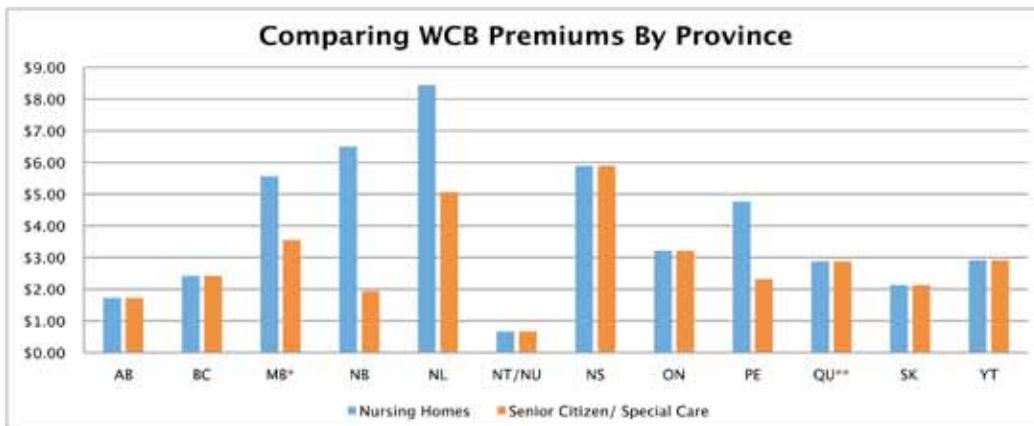
- Industry determined levy amount.
- \$0.07 per \$100 of insurable earnings is collected for the CCSA from a levy through the Alberta Workers Compensation Board.
- Industry approves funding amounts annually via Board of Directors.
- Additional grants received from various agencies

GOVERNANCE

- 13 Members - 9 Voting Members
- Chairperson
- 4 Sector Directors Public, Private, Voluntary, Supportive Living
- Long Term Care Employee Representative
- Assisted Living Employee Representative
- Alberta Continuing Care Association
- Past Chair
- 4 Non Voting Members
 - WCB Representative
 - Human Services Representative
 - CCSA Executive Director
 - External Agency
- 14 Full time employees

FUNCTIONS

- Collaboration, Research & Best Practice – Rationalizing Resources
- Strategic Safety Consultation – Customized Assessments
- Data Analytics & Communication – Targeted Focus
- Education Delivery – Enhancing Knowledge, Skills and Competence
- Audit/Compliance – Holding the Gains
- Training workshops and models tailored to each facility
- One-on-one assistance in maintaining and achieving COR



* Manitoba rates can range from a minimum of \$.51 for nursing homes and \$.65 for senior citizen and special care

** Quebec rates can range from a minimum of \$1.40 for nursing homes

BC's New Safety Association Offers Opportunity To Reduce Injuries and WCB Premiums



Improperly performing lifting tasks can lead to injury for BC's care aides

Home and community seniors' health care workers perform a variety of different tasks which put them at risk of injury. Despite recent progress, approximately 60% of the 3,500+ claims accepted by WorkSafe BC for care aides, LPNs and home support workers being injured on the job occur in long-term care settings.

Approximately 50% of all work injuries suffered by these health workers are musculoskeletal injuries caused by overexertion or repetitive movements. Other common causes of work-related injuries are slips, trips, falls and aggressive behaviour. Residential care aides and home support workers may also be exposed to infectious diseases and hazardous chemicals.

Employers are required to implement measures to eliminate or minimize injury risks to workers – particularly as it relates to violence in the workplace. In recent years, they have faced increasing difficulty with respect to appropriate community care placement of seniors and resident behavioural issues.

Care providers have expressed concerns that these cases are increasingly resulting in violence

by family members, police intervention, the use of weapons and eviction. They worry the number of incidents may increase in the future due to a variety of factors:

- increased complexity and number of seniors requiring long-term care
- limited access to community mental health services
- admission of younger, more able-bodied clients into assisted living
- lack of funding to achieve basic staffing levels

In response to these concerns, last fall employers applied to create a new self-funded collaboration with WorkSafe BC and the creation of a new continuing care safety association for seniors care providers - similar to a successful Alberta model.

In this special feature we review the Alberta model and provide a preview of how the creation of a new BC Safety association can create a positive culture change in the sector that promotes innovation, reduces staff turnover and improves continuity of seniors care.



Did You Know

Workers' Compensation Board premiums have decreased by 34 per cent since 2007

In 2007 in Alberta the average provincial premium rates for the long term care industry were \$2.25/\$100 of insurable earnings. As of 2013 the premiums are now \$1.53/\$100 of insurable earnings 32% reduction since 2007

Frequency rates have had slow progressions downward. From 2005 to 2011 injury frequency rates dropped from 5.91 lost time claims per 100 workers to 4.89

Seniors Care and Work Place Safety Update

The BCCPA application to create a new BC Continuing Care Safety Association (BCCCSA) is now in the final stages of review by WorkSafe BC.

Once approved, the BCCCSA will enact by-laws that set out functions and responsibilities. An independent board of directors will include representatives of sector employers and workers.

WorkSafe BC may sit as a non-voting board member at its discretion. A president, chief executive officer or executive director would be appointed by the board. The BCCCSA will focus exclusively on non-profit and privately owned home and community seniors care providers. It will:

- Promote workplace awareness of occupational health and safety

- Educate employers, managers, and workers about occupational health and safety
- Provide information on workplace hazards, and how to eliminate and control them
- Foster a commitment to effective internal management systems
- Share industry best practices
- Consult regularly with industry stakeholders to ensure prevention goals are meeting needs

The BC Safety Association must:

- Cooperate with WorkSafe BC to develop industry-wide prevention strategies
- Share information and implement best practices
- Transfer research knowledge to WorkSafe BC and industry partners

- Streamline administrative functions and reduce duplication in the delivery of services
- Share information on benchmarking, measurements, and program evaluation
- Develop communication plans consistent with the health and safety messages of WorkSafe BC

The new BCCCSA will implement a work plan that:

- Supports an industry-wide, long-range prevention strategy and WorkSafe BC goals
- Outlines initiatives, activities, output milestones, and brief descriptions on how the implementation will occur
- Confirms fiscal year end date, planned objectives and activities for the funding year

How the BC Continuing Care Safety Association Will Be Funded

As we near the formal establishment of the new BC Continuing Care Safety Association, it is important that employers understand how it will be funded.

In our application to WorkSafeBC, it was indicated we would need to increase WorkSafeBC premiums by 7 cents per \$100.00 of assessable payroll in order to fund the operations of the BCCCSA. It is anticipated that WorkSafeBC will approve the application for the formation of the safety association by or before June 2013. The 2013 WorkSafeBC rates do not include the 7 cent levy. The earliest the 7 cent levy can be applied is 2014 and there is some chance that the levy will not be applied until 2015 (primarily due to WorkSafeBC rate setting for 2014 needing to be completed prior to approval of the safety association funding).

It is also worth noting that the current WorkSafeBC insurance premium for Long Term Care is \$0.50 below actual costs (cost rate = \$3.02 versus charge rate = \$2.50) due to a surplus in the insurance pool for Long Term Care. The surplus is returned to employers over time in the form of lower rates. The surplus will decrease over time and eventually disappear and this will result in an increase in the insurance premiums up to the cost rate.

Possible Scenario:

- WorkSafeBC approves the formation of BCCCSA and establishes 7 cent levy to fund BCCCSA
- The levy may or may not be applied to 2014 rates depending on the timing of BCCCSA approval and setting of 2014 rates. The 7 cent levy will be applied to 2015 rates and all other years going forward.
- Please note that the levy would be applied to the base rate (average charge rate) for Long Term Care. WorkSafeBC rates vary annually and over the past four years the rates for Long Term Care have been as high as \$2.70, as low as \$2.42 and are currently \$2.50 for 2013. It is unknown at this time what the base rate will be for 2014.

When looking at possible premium changes into the future, it is important to note:

- Individual care providers can lower their premiums through improving their own experience rating with WorkSafeBC. Individual employers can receive up to a 50% discount on their insurance rate through effective health and safety and return to work initiatives. Alternatively,

employers can experience up to 100% surcharge on their insurance rate to cover above average costs of work place injuries and illness.

- WorkSafeBC offers an incentive program (Certificate of Recognition) to employers who create and adhere to health and safety management system and return to work system. Qualified employers can receive a financial incentive of 10-15% of their base rate insurance premium.
- In Alberta, they have seen rates drop by 34% since the creation of the Continuing Care Safety Association. This has meant significant savings for operators.
- In Alberta, the long-term care sector was able to recover their 7 cent premium charge within the first five years.
- With the current surplus in the Long Term Care insurance pool decreasing it can be reasonably anticipated that WorkSafeBC insurance premiums will be increasing over the next few years, regardless of the establishment of the BCCCSA
- The BCCCSA offers the sector a real opportunity to improve health and safety and return to work outcomes and reverse the premium trend downward over the mid to long-term