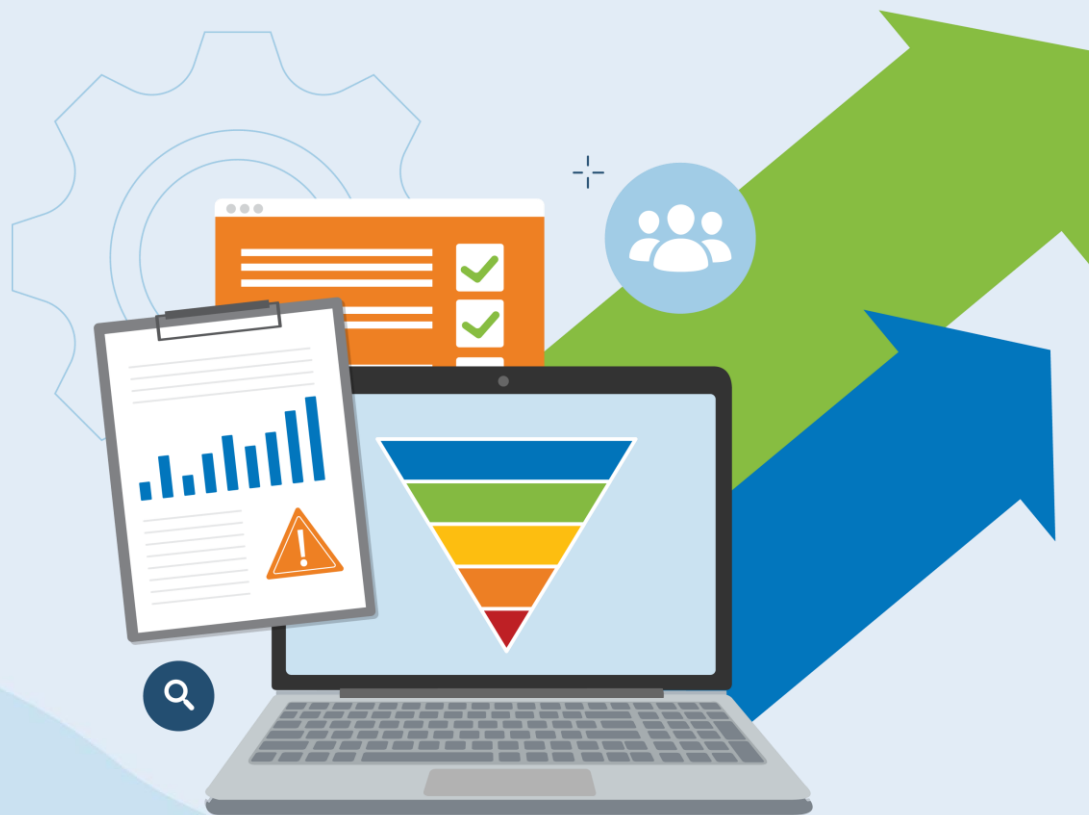




WEBINAR

Organizational Performance Through the Lens of Safety and Wellness

October 9, 2025



CSSHSA
COMMUNITY SOCIAL SERVICES
HEALTH & SAFETY ASSOCIATION



About the Speaker



Tigran Bajgoric
CEO

Community Social Services
Health and Safety
Association of BC

6x Senior Fencing National
Champion
Pan Am Games Bronze





Slido.com

Visit slido.com on your mobile phone and enter code:

2682 266



What is one thing you did this week to support your own wellness?

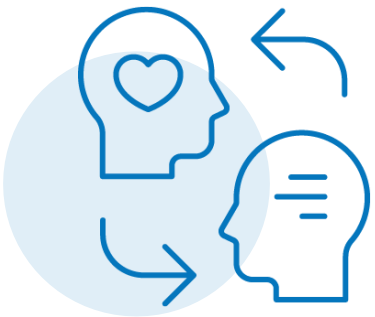


Are you a member of the CSSHSA?

About Us

Who We Serve

CSSHSA represents Community Social Services organizations in the following three WorkSafeBC classification units**:



**Counselling or
Social Services**



**Life & Job
Skills Training**



**Residential Social
Service Facility**

**Every firm registered with WorkSafeBC is assigned a classification unit based on their main business undertaking. Others in your industry will share the same classification unit and pay the same base premium rate for their insurance.



What started as a pilot project, and a joint undertaking of the Federation of Community Social Services of BC, CSSEA, and WorkSafeBC under the auspices of the innovation and sustainability roundtable, has now become an independent, non-profit with the support of the CSS sector.



Group Expectations & Table Introductions



Be mindful of
confidentiality



Be engaged &
ask questions



How to raise
questions



Learning Objectives

On completion of the presentation, you will:

- Understand your legislative requirements, roles and responsibilities as a supervisor
- Integrate health and safety principles into everything you do
- Evaluate your role in building a safe and healthy workplace
- Identify tools and resources that are available to support you in building a safe and healthy workplace



Topics of Discussion

1. Safety Culture
2. Roles and Responsibilities
 - Supervisors
 - Workers
3. Right to Refuse Unsafe Work
4. Due Diligence
5. Hazard Identification
6. Hierarchy of Controls
7. Risk Assessments
8. Incident Investigation
9. Joint Occupational Health and Safety Committees
10. Workplace Inspections



Why is Health and Safety Important?



**Why is health and
safety important
to you?**



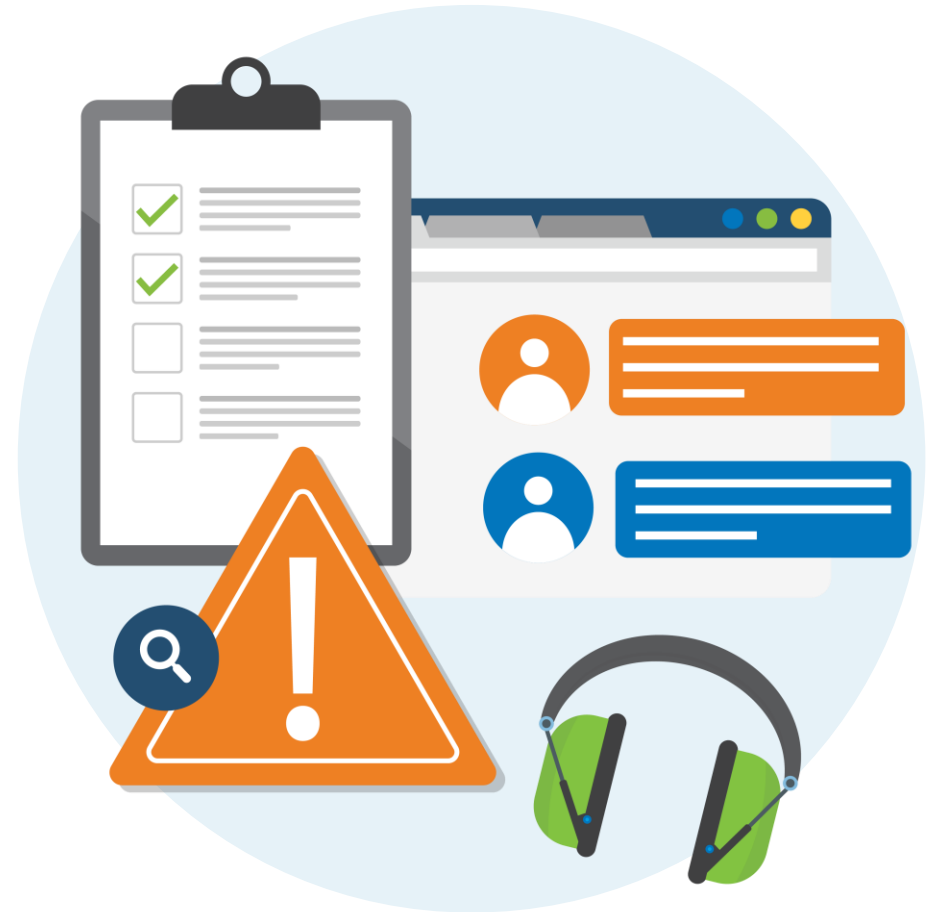
What is a WorkSafeBC Experience Rating

- WorkSafeBC's experience rating system adjusts an employer's premiums based on their injury claims history relative to the average
- Employers with lower-than-average claim costs can earn discounts on their base premium rate (up to 50%), while those with higher costs may incur surcharges (up to 100%).
- Based on three-year cycle

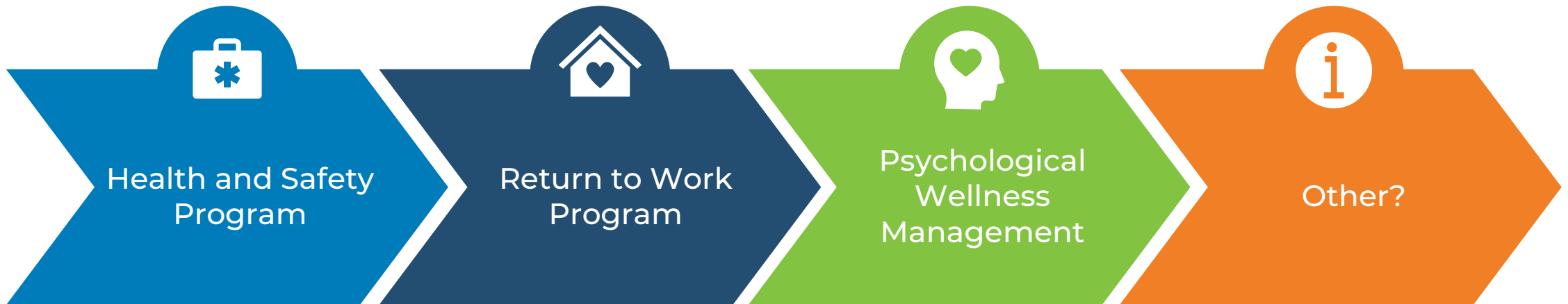


What is the difference between managing experience rating and not?

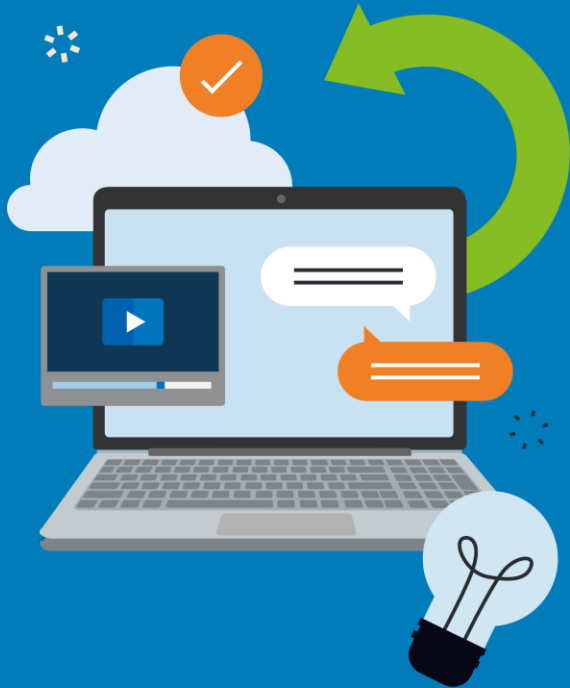
	Org A	Org B
Payroll	\$35,500,000	35,500,000
Base Rate	5.00	5.00
Ex Rating	-10%	90%
Emp rate	4.5	9.5
WSBC Amount	\$1,597,500	\$3,372,500



How do we manage experience rating?



Building Safe and Healthy Workplaces



Activity

Breakout Activity

What is safety culture?



Building Safe and Healthy Workplaces



**Why is safety
culture important?**



Building Safe and Healthy Workplaces



What are examples of how safety culture is currently demonstrated in your work areas?

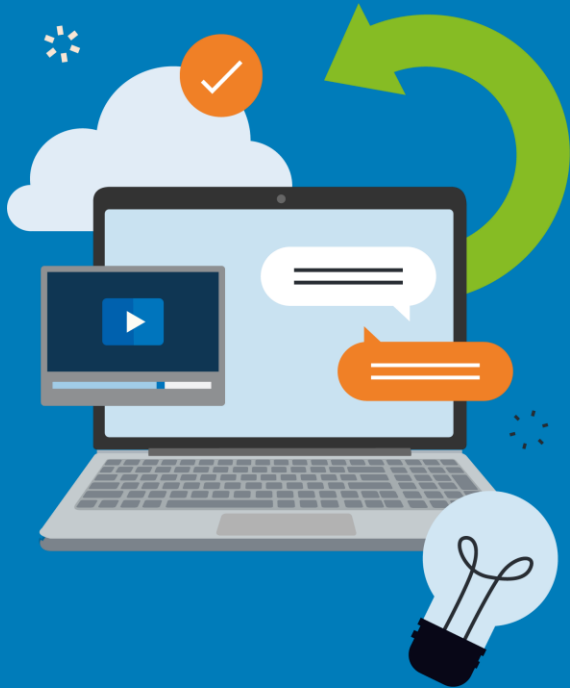


Workplace Health and Safety Culture Maturity Scale

CSSHSA's role is to support organizations to move upstream on the health and safety culture maturity scale to proactive and resilient stages of safety culture. Such endeavours require a system approach to safety management. Organizations that reach the resilient stage have successfully implemented safety and risk management into its operations.



Building Safe and Healthy Workplaces



Activity

Breakout Activity

What are your ideas for ways that you can build a strong safety culture in your organization?



Human Organizational Performance (HOP)

Human Organizational Performance (HOP) is a contemporary operational philosophy and science-based approach that improves safety and performance by understanding the complex interplay between people, systems, and the environment.

It is a set of principles/beliefs to help us manage workplace safety.



Key Principles of HOP

- 1. Human error is normal:** HOP acknowledges that human mistakes are an inevitable part of the work environment.
- 2. Systems shape behaviour:** The organizational environment, systems, processes, and technology significantly influence human behavior and the likelihood of errors.



Key Principles of HOP

- 3. Focus on learning, not blame:** Instead of punishing mistakes, HOP treats them as opportunities to learn, understand underlying systemic factors, and improve processes.
- 4. People as problem-solvers:** Organizations should view employees not as a problem to be managed, but as valuable problem-solvers with insights into how to create safer and more effective systems.



Key Principles of HOP

5. Redefine safety: Safety is viewed not merely as the absence of negative events, but as the presence of positive elements.



Roles and Responsibilities

As a manager or supervisor, you will fulfill multiple roles for health and safety in your organization.

The *Regulation* defines a supervisor as “**a person who instructs, directs, and controls workers in the performance of their duties**”.



Supervisor Responsibilities



Ensure the health
and safety of all
workers



Know legislative
requirements to
apply to your
workplace



Ensure all workers
are aware of all
applicable hazards



Provide and
maintain PPE



Fundamental Rights of Workers

What are the three rights that all workers have?



The right to know
about hazards in the
workplace



The right to participate in
health and safety activities
in the workplace

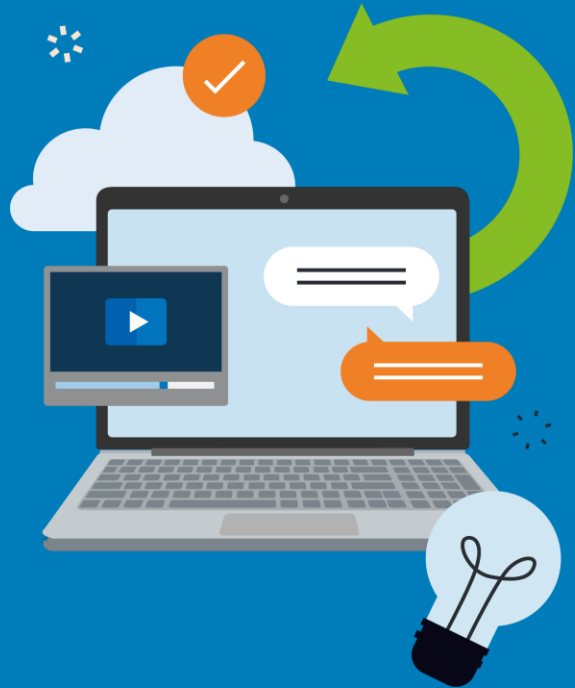


The right to refuse
unsafe work

Workers have a right not to be disciplined for raising a health and safety issue.



Workers Responsibilities



Activity

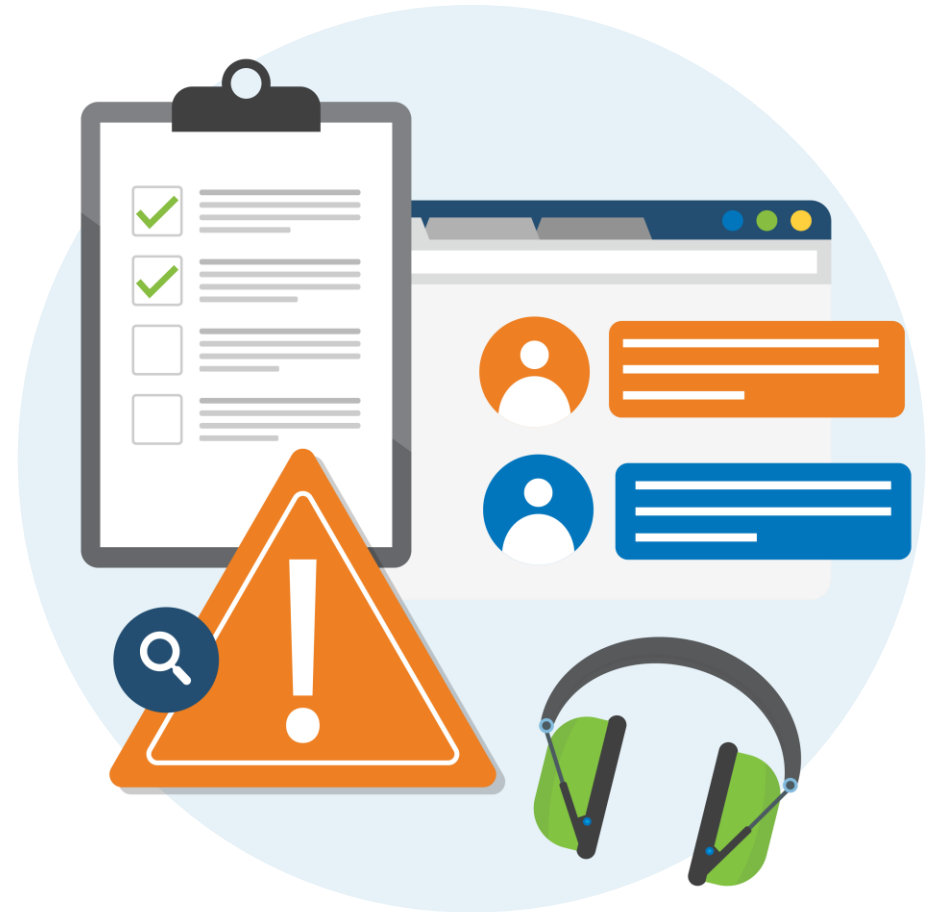
Breakout Activity

**WorkSafeBC Act Part 2
Division 4 Part 22**



Workers Responsibilities

- Be aware of hazards in the workplace
- Report hazards immediately
- Follow safe work procedures and follow training principles
- Work safely, caring for yourself and others
- Use Personal Protective Equipment or any equipment provided correctly
- Cooperate with the Joint Occupational Health and Safety Committee
- Seek treatment immediately following an injury and report to your immediate supervisor
- Participate with your employer on a RTW plan



Reciprocal Responsibilities

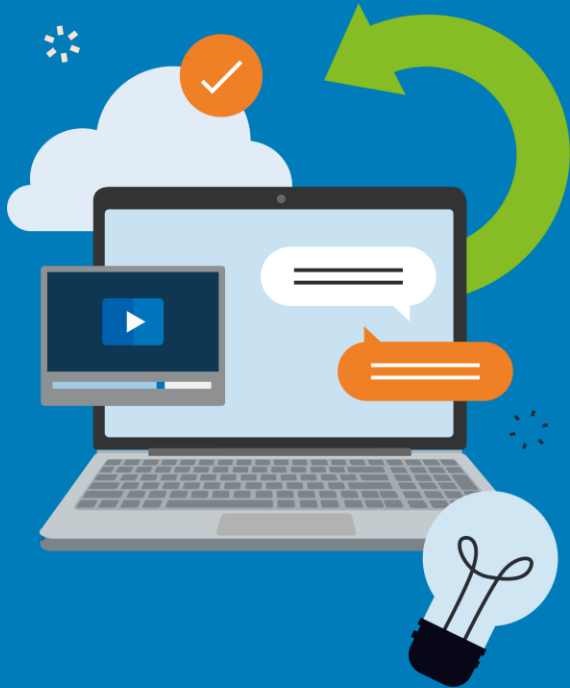
“First Nations traditional social systems were founded on the concept of reciprocal accountability – that each member of the community was accountable for their decisions and actions, and for their contributions to the community’s wellness as a whole. First Nations defined reciprocal accountability as a shared responsibility to achieve common goals.

Each individual or organization involved in the process or partnership must be responsible for their commitments, and for the effective operation of their part of the system, recognizing that each part is interdependent and interconnected.”

From the First Nations Health Authority, Policy
Statement on Cultural Safety and Humility



Commitment to Workplace Health and Safety



Activity

Breakout Activity

**What are two activities / actions
can you implement now to
demonstrate a commitment to
employee health and safety?**



Ongoing Learning

Ongoing learning is important. There are additional leadership skills and qualities that are beneficial for managers and supervisors to be efficient and effective in their job as they promote and maintain safety in the workplace.

CSSHSA Learning Centre



Occupational Health and Safety for Leaders | Part 2 – CSSHSA Webinar



Supervisory Skills



What recommendations do you have for courses, articles, videos, and / or templates?





What recommendations do you have for courses, articles, videos and/or templates?

Right to Refuse Unsafe Work

Step 1

Report to your supervisor, who will then investigate

If a worker believes a task or situation is **unsafe**, they must **immediately inform** their **supervisor or employer**.

The report is **investigated** and corrective action is taken, if necessary

Workers should not continue the task while waiting for a response.



Right to Refuse Unsafe Work

Step 2

Further investigation – Next Step to Resolve

If the worker still believes the task is unsafe, the employer must investigate again with the worker and include:

- a **JOHSC member**,
- a union or worker representative,
- or another worker chosen by the refusing worker.



This is where the JOHSC gets involved



Right to Refuse Unsafe Work

Step 3

Notify WorkSafeBC officer

If the issue remains unresolved, **WorkSafeBC must be contacted** for an official inspection.



Should a worker's employment be protected if they take this step to Refuse Unsafe Work?



Right to Refuse Unsafe Work

Reassignment of refused work

If a worker refuses work, the employer cannot make or allow another worker to do the same work.

Unless:

- (a) The issue has been resolved, or
- (b) The employer has given the other worker written information about:
 - The refusal,
 - The unsafe condition,
 - Why the work is now safe, and
 - The other worker's right to refuse unsafe work.



Right to Refuse Unsafe Work

No Prohibited Action

Workers cannot be penalized for refusing unsafe work or following safety orders.

However, they may be temporarily assigned other work with no loss of pay until the issue is resolved.



Right to Refuse Key Steps

1. Report the Unsafe Condition; Supervisor Investigates

- If necessary, corrective action must be taken to eliminate or reduce the risk
- Worker does not continue the task while waiting for a response

2. Further Investigation with JOHSC Involvement

3. Notify WorkSafeBC

- If the issue remains unresolved for an official inspection



Important considerations:

- Provide alternative work during the investigation (if possible)
- No retaliation against worker for refusing



Refusal of Unsafe Work Process

As a supervisor, you need to know the right to refuse process.

Scenarios:

A

A life skills worker in supportive housing is asked to decorate the foyer in a 10 foot ceiling prompting the use of an appropriate sized ladder

B

An outreach worker in the community is walking up a client's home driveway when she hears a dog barking which is not identified in the home care plan

C

A harm reduction worker is monitoring an overdose prevention site when a participant started exhibiting signs of an overdose

Which scenario(s) does the worker(s) have reasonable grounds to refuse unsafe work?





Which scenario does the worker have reasonable grounds to refuse unsafe work

Refusal of Unsafe Work Process

A

A life skills worker in supportive housing is asked to decorate the foyer in a 10 foot ceiling prompting the use of an appropriate sized ladder

B

An outreach worker in the community is walking up a client's home driveway when she hears a dog barking which is not identified in the home care plan

C

A harm reduction worker is monitoring an overdose prevention site when a participant started exhibiting signs of an overdose



Accountability and Responsibility

Link to OHS regulation, Workers Compensation Act, Criminal Code

In the Community Social Services sector that operates 24/7, a Manager may need to delegate specific OH&S responsibilities to a supervisor or someone in charge.

Delegation

While health and safety responsibility and authority can be delegated, the delegator remains accountable for ensuring these activities are carried out.



Accountability and Responsibility – Delegation



What are some examples of responsibilities that can be delegated?



Accountability and Responsibility – Delegation



What are some examples of responsibilities that should NOT be delegated?



Let's take a break



A Leader's Role

The *test of due diligence* is **documentation** that health and safety responsibilities have been carried out.

- Understanding your responsibilities
- Knowing the hazards in your workplace and ensuring controls are in place to eliminate or reduce risk and informing workers
- Educating and training workers
- Supervising effectively





Comments or Questions?
Sign up for our Newsletter





CSSHSA wishes to thank all our partners for the continued support as we engage with the sector to develop this important work.

www.csshsa.ca