



## COR Communication – February 2019

2019 brings with it many changes for COR holders and internal and external auditors and the CCSA is here to help you manage these changes.

In November and December of 2018 CCSA held nine Auditor Refresher Courses, with a total of 128 auditors in attendance. The refresher included an introduction to the 2019 CCSA Audit Tool and a review of Partnerships Standards and the quality assurance process.

*\*Auditors (internal and external) who did not attend one of the refresher sessions will have had their certification revoked and should contact the CCSA as soon as possible.*

Here are some key points from the refresher training:

### Notes

#### 1. Validation Methods

##### **Documentation**

- Audit notes must clearly identify the name, title and/or document number that was reviewed.
- Number of samples reviewed to be provided, such as 5 of 8 investigation reports indicated management was involved.
- Provide samples from documents that relate to the Element to support the score applied. Examples would be: Dietary tasks included use of slicer, use of dishwasher, housekeeping tasks included pushing and pulling of carts.

##### **Interviews**

- Samples from the interviews must support the score; how did interviewees respond? Such as; workers indicated their supervisor tours the floor daily and points out if PPE is not being used.
- Provide a cross-reference from the cohort groups to show appropriate sampling was conducted.

##### **Observations**

- Providing number of observations based on documentation review justifies the score.
- Then providing examples from observation to support the score applied.

For example; 6 out of 6 controls seen in place on observation tour. Cook was seen using Kevlar gloves with slicer, receptionist seen using ergonomic keyboard and mouse, maintenance seen using goggles while pressure washing.

#### 2. Additional Justifications

Auditor notes must always provide clarity of the findings:

- If score is less than 100%, the notes must justify the positive and the negative. Providing information on negative findings provides the employer with an opportunity to make improvements.



## Continuing Care Safety Association

- Provide cohort breakdown when asked of all employees.
  - Instead of 10 out of 15 employees, notes should read 2 out of 3 managers, 1 out of 2 supervisors and 10 out of 10 workers...
- No boilerplating or plagiarism. Always download a new audit tool before each audit to help prevent this.

As of January 1, 2019, all audits completed for 2019 must be done on the new audit tool; any audits completed on the old tool will not be accepted. The new audit tool and the Auditors Code of Ethics that all auditors need to read, sign and scan back to CCSA are now available on the CCSA website at [www.continuingcaresafety.ca/partners-in-injury-reduction/audit-tool-and-resources/](http://www.continuingcaresafety.ca/partners-in-injury-reduction/audit-tool-and-resources/)

***Did you know*** as COR holders, employers are removed from the COR holders list upon their COR expiry and are only put back on after completion of the ENTIRE audit process, which includes the quality assurance revision? After that CCSA submits audit to CORRS and the employer will go back on the list.



### **Health and Safety in the Workplace**

As per OHS legislation, "health and safety" includes physical, psychological and social well-being.

#### **What is physical safety?**

Physical safety is the absence of harm or injury that can be experienced by a worker from a physical object or practices that include a physical object. Physical objects can include a person, the room itself, furniture, medical equipment, etc.

#### **What is psychological safety?**

Psychological safety is the absence of harm and/or threat of harm to mental well-being that a worker might experience.

*What is a psychologically healthy and safe workplace?*

A psychologically healthy workplace is a workplace that promotes workers' psychological well-being and actively works to prevent harm to worker psychological health including in negligent, reckless, or intentional ways.

#### **What is social well-being?**

Social well-being is having good relationships, social stability and good interactions with others. Social wellness involves building healthy, nurturing and supportive relationships as well as fostering a genuine connection with those around you.