



November 2021 COR Communication

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Throughout the Quality Assurance (QA) process, the CCSA COR Team identified specific questions that had the most inaccuracies. To assist CCSA Certified Auditors in understanding these questions better, this month the COR team has highlighted questions in elements 6 through 10.

2.08 Are employees designated to lead the formal hazard assessment process trained?

7.03 Have individuals leading formal inspections received training?

9.06 Have the individuals leading investigations been trained in investigation techniques?

- To answer these questions, you must first determine who leads the processes (hazard assessment, inspections, and investigation). This may be by reviewing the policies, the documents themselves or asking the contact person what document will verify this.
 - Once you have determined who leads this process, review the forms (hazard assessment, inspections, and investigation forms) to confirm that the employees who are to lead the process have participated.
 - Then review the training records to confirm that those who lead the process have been trained.
 - Be sure you provide quantification, especially if not all have been trained - i.e., 7 employees identified as leads, 5 out of 7 verified as trained.
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6.02 Is a process in place that includes criteria for evaluating and selecting other employers and/or self-employed persons?

- Confirm there is a process for evaluating and selecting other employers/self-employed persons; such things as WCB Clearance Letter, proof of insurance, certificates, H&S program, references, CRC, etc.
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8.06 Have deficiencies in the emergency response plan identified through a drill been corrected?

8.07 Have deficiencies in the emergency response plan identified through an actual emergency response been corrected?

- Note that 8.06 is asking about a drill and 8.07 is asking about an actual emergency.
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8.08 Does the number of employees trained in first aid meet legislated requirements?

- Continuing care facilities and seniors supportive living/lodges are considered medium hazard work; refer to Alberta OHS Legislation, Schedule 2, Table 6 (medium hazard work).
 - Confirm the average number of workers per shift or review the schedule for the week.
 - Review first aid certificates and/or training spreadsheets to confirm first aid training.
 - Ensure that all shifts meet the minimum legislative requirements.
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10.03 Are health and Safety records/statistics analyzed to identify trends on at least an annual basis?

- Confirm that the employer keeps records of health and safety statistics and can identify that the collected information is used to identify trends.
 - Health and safety statistics can be tracking injuries, meeting attendance, WCB reports etc. – as long as there is proof of some sort of health and safety statistics.
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10.05 Is an OHSMS evaluation or action plan completed at least annually?

- Review of COR audit or COR Maintenance Action Plan in lieu of audit from the prior year.
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10.07 Was a plan developed to address identified OHSMS deficiencies from the previous evaluation?

10.08 Has the plan been implemented?

- 10.07 is only looking to see if an action plan was developed from the deficiencies identified in last year's audit.
 - 10.08 is looking to see if the identified deficiencies in the action plan have been initiated or implemented.
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Reminders

- All your justification notes must provide **details/examples** to justify the score awarded.
 - All questions require a justification note.
 - If you cannot verify a question, ask the contact person what document will verify this.
 - When quantification is required, provide the percentage or fraction.
 - Interview questions - providing the cohort breakdown helps the employer determine where the gaps exist.
 - KEY strength - ensure a maximum of 1 per element.
 - Key SFI - ensure a maximum of 1 per element or for any question that scores less than 80%.
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Should you have further questions, please reach out to the CCSA COR team at COR@ab-ccsa.ca. We're here to help.