



Continuing Care
Safety Association

ANNUAL REPORT

2023

www.continuingcaresaafety.ca



CCSA Board Chair Message

Tyla Lyle, Board Chair

Since taking on the role of board chair in August, I've witnessed firsthand how our committed board members and CCSA team, under the leadership of Executive Director Dana Loepky, have advanced CCSA this year. I'm truly inspired by their dedication and accomplishments to strengthen our role as a leader and partner in health, safety and wellness within Alberta's continuing care sector.



Over the past several years, the association has grown its impact significantly—a trend that has continued this year with several key accomplishments. As the province continues down the path to transform continuing care, CCSA's expanded industry presence has been crucial in advocating for health, safety, and wellness standards in legislative updates. As you'll also see in this report, CCSA has strengthened the resources we provide to members, and has taken steps to make them more accessible while remaining responsive to member needs.

That's not to say that workforce challenges haven't persisted for the sector. Exacerbated by the COVID-19 pandemic, workforce availability continues to plague continuing care. In particular, the mental health repercussions from the pandemic have only put additional strain on members. The association has worked hard to enhance its role as a pillar to support members with the right training and resources to mitigate against this core issue. This includes the development of new training resources to specifically help address the mental health challenges.

Looking ahead, our focus remains clear: to safeguard the vitality of our sector and, by extension, the well-being of the communities we serve. With strategic industry presence, advocacy and targeted member supports, CCSA will continue to grow its leadership for excellence in care, safety, and wellness.



CCSA Executive Director Message

Dana Loeppky, Executive Director

I am excited to share a few of our achievements this year in our efforts to expand CCSA's reach and impact. As Tyla mentioned, we have put emphasis on growing our presence in the industry—advocating for health, safety and wellness in the sector—and continuing to evolve with our members and being responsive to their needs.

On an industry level, we have worked to get CCSA a seat at the right tables so that we can better advocate for the interests of our members. We are an active ad hoc member of the Continuing Care Workforce Working Group—to advocate for health, safety and wellness as top priorities under any legislative changes. We have also gained an influential seat with groups like the Industry Task Force and its Psychological Injury Working Group, as well as on Communities of Practice such as Human and Organizational Performance.

With respect to our programming, we are now equipped to offer training from The Working Mind program in recognition of the increasing mental health challenges our members are facing. We have also expanded our training resource pool with a new on-demand course for Health and Safety Committee/Representatives, crucial for supporting and enhancing their roles.

CCSA successfully launched the cornerstone CCSA Learning Management System (LMS) in May, our new online platform that brings interactive, customizable, on-demand courses to the fingertips of our members. We're also working to establish pilot satellite training centres across Alberta in partnership with several key partners, broadening access to in-person training. We look forward to rolling these out soon.

In every step we've taken, this year and moving forward, our focus remains on ensuring our members have the best tools and support to thrive in their essential roles and elevating the standards for health, safety and wellness across the sector.



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2023 Highlights

OUR MEMBERS



1.9B
Assessable
EARNINGS



375
ORGANIZATIONS

35,000*
WORKERS



CERTIFICATE OF RECOGNITION



28%

CCSA members
COR CERTIFIED



\$2.3M

Member
COR REFUNDS

48



COR AUDITS
conducted

OUR INSTRUCTOR-LED TRAINING



74

Sessions
DELIVERED



621

People
TRAINED

**HEALTH & SAFETY
COMMITTEE/
REPRESENTATIVE**

Course with
highest ATTENDANCE



*Number of workers is based on WCB FTE calculations. It may be an underestimate because it does not take into account the many people who work part-time or casual.

Strategic Direction

2021 - 2024

Vision

Incident-Free
Workplaces

Mission

We empower employees to create safer, healthier workplaces, by fostering a culture of safety through evidence-based education, leadership, and collaboration, and by advocating on behalf of the industry for positive change

MANDATE

Established in 2005, the Continuing Care Safety Association (CCSA) is a not-to-profit organization that supports employees in long-term care (LTC) and senior supportive living (SSL) through:

- ✓ Health and Safety education and training
- ✓ Health and Safety consultation
- ✓ Health and Safety resources
- ✓ Certificate of Recognition (COR) audit supports and administration
- ✓ Advocacy on issues that impact Health and Safety

We are primarily funded through an industry levy administered by the Worker's Compensation Board (WCB) of Alberta. Long-term care and seniors supportive living employers who contribute to the industry levy through their WCB premiums are automatically members of the CCSA. The CCSA is governed by a board of directors comprised of employers within the continuing care sector.

VALUES

We value safe work
and safe workplace
behaviours

We value member
the right of each
worker to have
safe, healthy and
incident-free work
environment

We value member
input, feedback
and direction

PRIORITIES

MEMBER FOCUSED

Advocacy



Be a United
Voice for
Positive Change

Partnerships



Leverage
Strong Working
Relationships to
Strengthen the
Industry

Innovation



Use Innovative
Methodologies
for Better
Access

Engagement



Build
Awareness and
Meet Member
Needs

Performance



Use Data to
Shape Progress
and Services,
and Encourage
Members



About CCSA

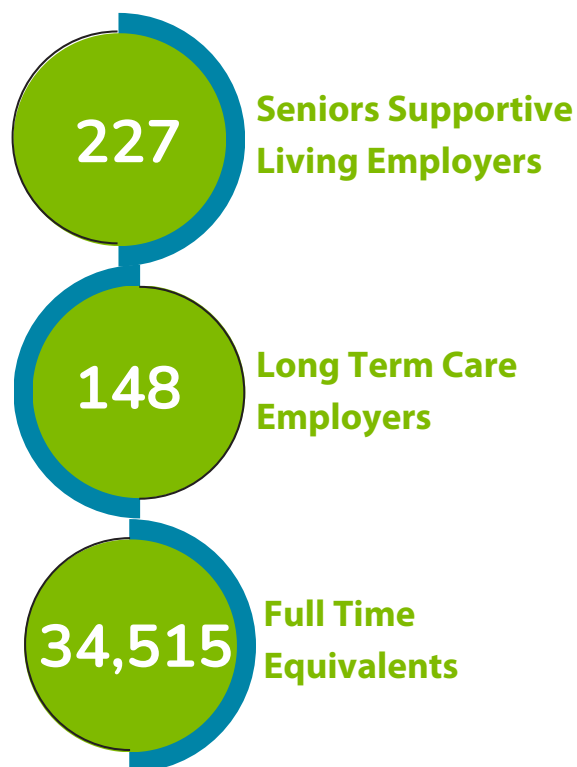
CCSA Members

CCSA has a total of 375 members, who collectively employ the equivalent of approximately 35,000 FTEs (full-time equivalents).

Our members represent WCB codes 82800 (Seniors Supportive Living) and 82808 (Long-Term Care). Together, this industry sector is referred to as Continuing Care.

Because we represent so many service providers across the province - large and small, rural and urban, private and not-for-profit - CCSA is in a unique position to provide insight into industry trends and issues, and the impact of change within this growing, dynamic sector.

(Source: WCB Alberta 82800 and 82808 Industry Synopsis reports accessed October 2023.)



Industry Partners

WCB-Alberta

WCB-Alberta was created by government to administer the Workers' Compensation Act for the province's workers and employers. Funded by employers, they provide disability and liability coverage for work-related injury and illness. They compensate workers for lost income and coordinate the health care and other services they need due to a work-related injury.

Alberta Occupational Health and Safety

Safe, fair and healthy workplaces have a positive impact on workers, their families and job creators. Alberta Jobs, Economy and Trade Occupational Health and Safety (OHS) program enables healthy and safe workplaces through evidence-based prevention, education and enforcement.



CCSA Board of Directors

Position	Name	Organization
Chairperson	Tyla Lyle	Silverado Creek Seniors Community
Past Chair	Blair Phillips	AgeCare
Director Long-Term Care	Elgie Demchuk	CapitalCare
Director Long-Term Care	Annette Borle	West Country Hearth
Director Long-Term Care	Kim G. Mercier	Extendicare
Director Long-Term Care	Vacant	
Director Seniors Supportive Living	Dena Krysik	Lac Ste. Anne Foundation
Director Seniors Supportive Living	Steve Madden	Grande Spirit Foundation
Director Seniors Supportive Living	Terry Dennis	Green Acres Foundation
Non-Voting Members		
CCSA Executive Director	Dana Loeppky	CCSA

CCSA Industry Advisory Council

James Harris, Meridian Housing Foundation

Irina Kielmann, The Bethany Group

Lesley Mackinnon, Bethany Seniors

Jennifer Moore, Homeland Housing

Gail Nowlan, Rocky View Foundation

Hilary Head, Grande Spirit Foundation

Nadine Ternovoy, Optima Living

Dee Rea, CapitalCare

Aman Rai, Newport Harbour

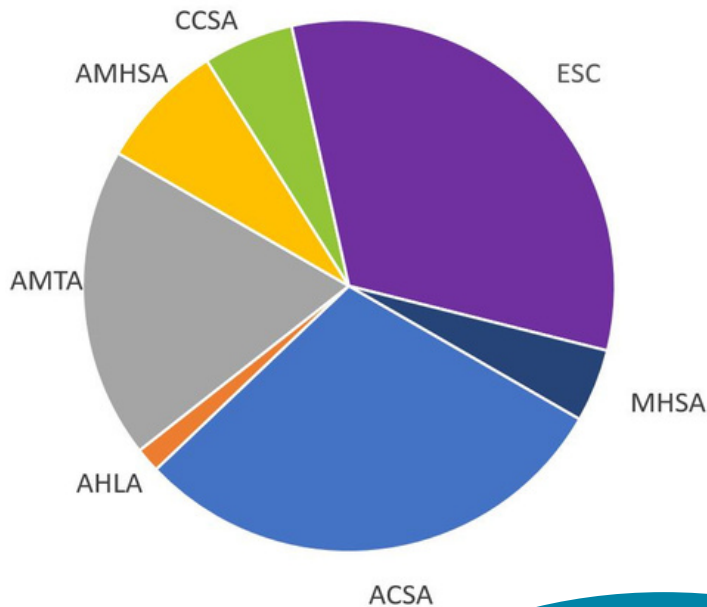
Jeremy Wood, Carewest

Amy Bonner, GEF Seniors Housing



Funding

Funded Health and Safety Association 2022 Levies



In 2023, WCB distributed \$24,973,841 to funded health and safety associations. CCSA received approximately 6% of these funds.

CCSA is primarily funded through an industry levy administered by WCB-Alberta.

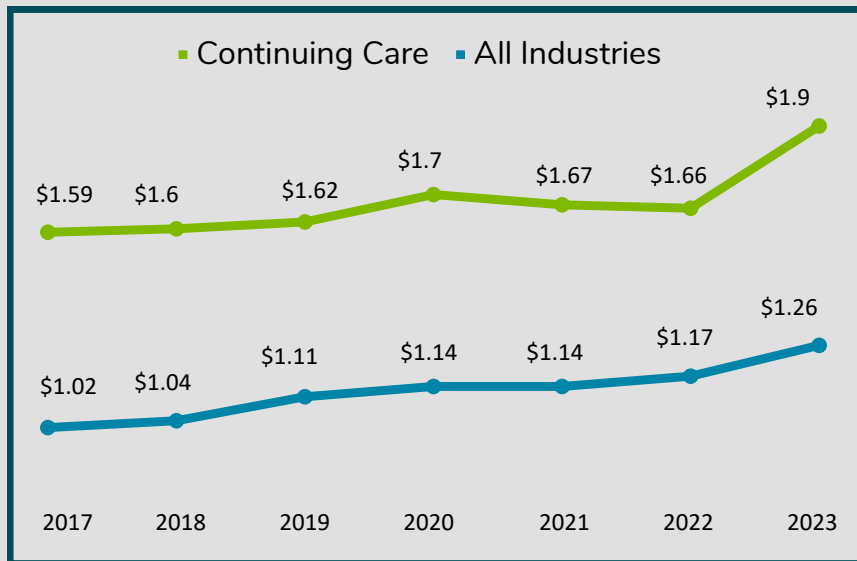
Safety Association	2023 Levies	% of Levy \$
Alberta Construction Safety Association	\$7,105,000	28%
Alberta Hotel & Lodging Association	\$300,000	1%
Alberta Motor Transportation Association	\$4,700,000	19%
Alberta Municipal Health & Safety Association	\$2,356,214	9%
Continuing Care Safety Association	\$1,488,627	6%
Energy Safety Canada	\$7,949,000	32%
Manufacturers Health & Safety Association	\$1,075,000	4%

(Source: WCB Alberta Employer Fact Sheet – Safety Associations, April 21, 2023, WCB-555)



WCB Indicators

WCB Premium Rates



(Source: WCB Alberta: Premium Rate Trend)

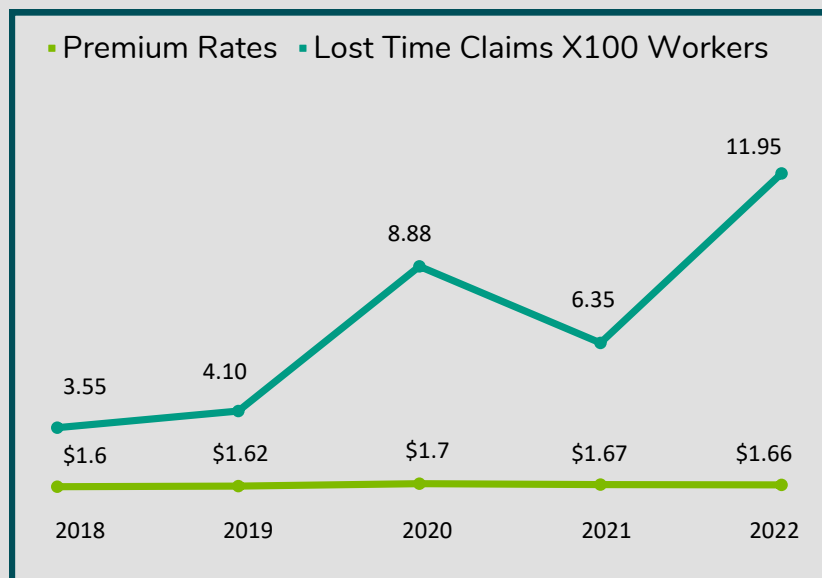
CCSA anticipates that we will continue to see the impact of COVID-19 on WCB premium rates over the next 3-5 years.



In 2023 the continuing care industry sectors experienced a 14.46% increase in employer premium rates, increasing to \$1.90 from \$1.66 in 2022. This increase could have been much higher without the WCB employer premium rate subsidization.

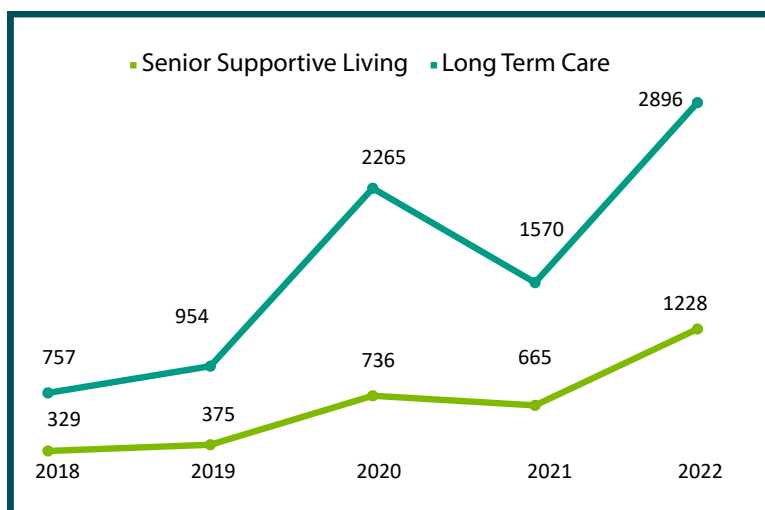
Premium Rates Versus Lost Time Claims Rate

Although Lost Time claims in Continuing Care (Long Term Care and Senior Supportive Living combined) rose sharply due to COVID-19 during 2020-2022, premium rates remained relatively stable. This changed in 2023.



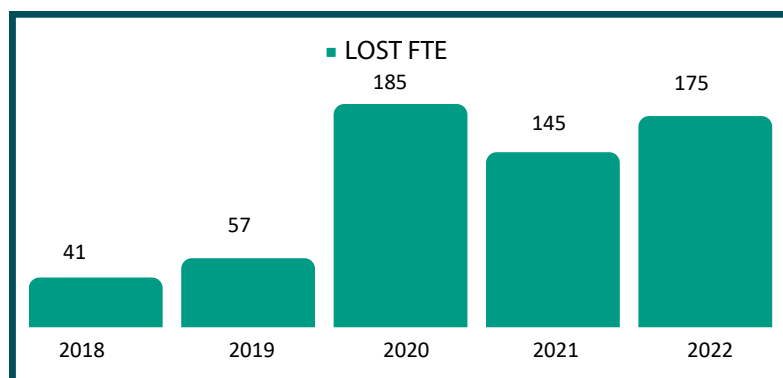
WCB Indicators cont.

Lost Time Claims



(Source: WCB Alberta: 82800 and 82808 Industry Synopsis reports accessed October 2023)

Lost Full Time Equivalent



According to the Canadian Association for Long-Term Care, *"As of the final quarter of 2022, there are over 38,000 vacant positions across Canada in long-term care homes, more than double the vacancies in 2019."*

- Source: CALTC Health Human Resources Insight: The Unique Challenges of Staffing in Long-Term Care Homes, May 26, 2023.

In addition to the staff recruitment challenges, staff retention – keeping staff at work and/or returning staff to work – continues to be a significant contributor to the workforce challenges experienced in long-term care and seniors' supportive living/lodges. As depicted in the chart, the number of full-time equivalencies lost to work-related illness or injury is more than double the FTE losses in 2019.

Lost-Time Claims in Alberta



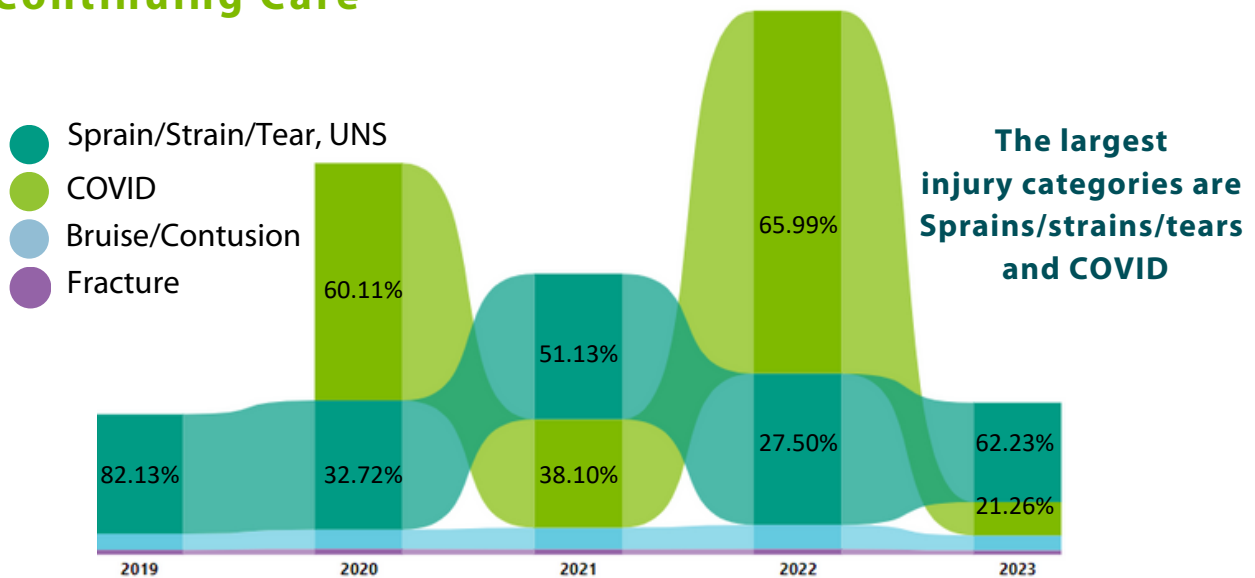
11.2% of all Lost Time Claims in Alberta during 2022 came from Continuing Care, even though it accounts for less than 1.8% of all full time equivalent workers.

FTE Workers in Alberta



WCB Indicators cont.

Top 4 Injuries that Result in Lost Time Claims in Continuing Care



Sprains/Strains/Tears

Remain a Leading Cause of Lost Time Claims in Continuing Care

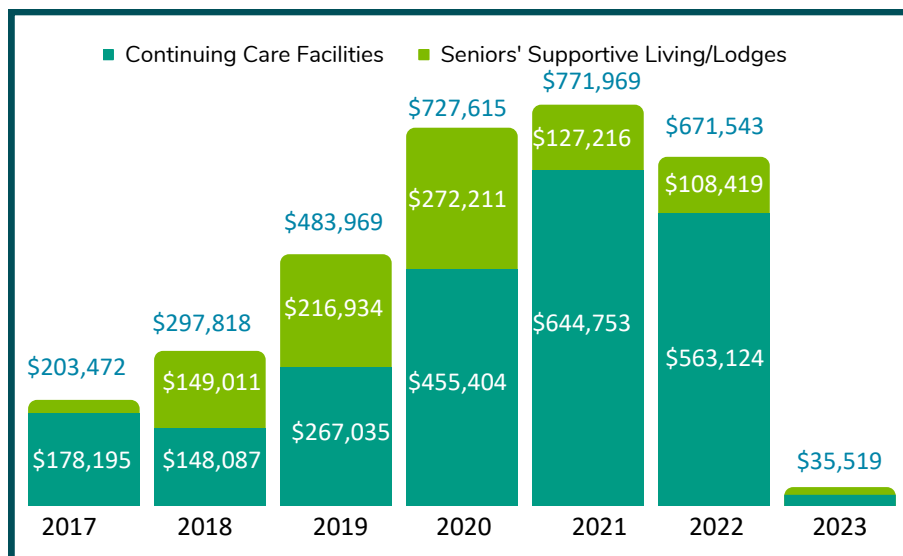
MIP

Musculoskeletal Disorders continues to be the leading cause of WCB-accepted lost-time claims in long term care and seniors' supportive living/lodges. Since 2009 CCSA has supported its members through a variety of programs and services designed to provide employers and workers with accurate information to improve their awareness of MSDs, the factors within the organization that create the environment for MSDs and build knowledge and skills to reduce MSDs. CCSA's Musculoskeletal Prevention (MIP) program includes:

- Instructor-led Musculoskeletal Injury Prevention training – two pathways: front-line work training and train-the-trainer delivered virtually or in-person.
- OHS Prevention Initiative MSD resources
- PoseChecker: a vision-based motion capture software that uses AI-based computer vision algorithms to track body movements for ergonomic analysis.
- YouTube videos: A growing library of just-in-time videos to support on-the-job coaching or knowledge refresher to supplement previous training
- Safety Campaign: February – MSI & RSI Prevention
- Safety Segments: Standing Ergonomics and Ergonomics

WCB Indicators - Mental Health Claims

Costs to Date of Claims by Year and Industry Description



(Source: WCB Industry Data)

Maintaining good mental health at work is crucial for Canadian adults, who spend most of their waking hours in the workplace. Unfortunately, 70% of Canadian employees worry about their psychological well-being and safety while on the job. In fact, 14% believe that their workplace is not healthy or safe at all. Such environments can take a personal toll on individuals and have a negative impact on the economy.

Supporting Psychological Health and Safety in Continuing Care

1.5x

Healthcare workers are 1.5 times more likely to miss work due to illness or disability than

83%

83% of PSWs or Care Aides report they are feeling more stressed at work.



Working in healthcare, and helping people cope with illness and death can result in "compassion fatigue"



Exhaustion and sleep deprivation can negatively effect the delivery of care



Stress, anxiety, depression, burnout and substance misuse are common workplace-related conditions



Promotion of
Workers' Mental
Health



Prevention of
Psychological Harm



Psychological
Protection from
Violence and
Harassment

CCSA has signed the Declaration of commitment to Psychological Health and Safety in Healthcare.



Industry-Specific Training

Instructor-Led Courses

CCSA provides a variety of courses and training sessions at low cost with a specific focus on long-term care and seniors supportive living/lodges. Courses range in length from 2 hours to multiple-days, in-person or virtual.

“
I really appreciate the course as it gives accurate information to be fit in the role at the work site.
2023 Post-Training Evaluation



Great value for Members:

Half-day courses are
\$32 (online) &
\$50 (in-person)

One-day courses are
\$48 (online)
\$75 (in-person)

Two-day courses are
\$68 (online) &
\$100 (in-person)

On-Demand Courses

The CCSA LMS is a valuable resource that offers a wealth of free and paid on-demand courses. It is intuitive and customized to cater to your specific needs and preferences. The user-friendly interface allows you to easily access interactive courses and training materials. All of these are conveniently available at your fingertips.

Our team is continuously working on developing and creating new courses, so there's always something new waiting for you!

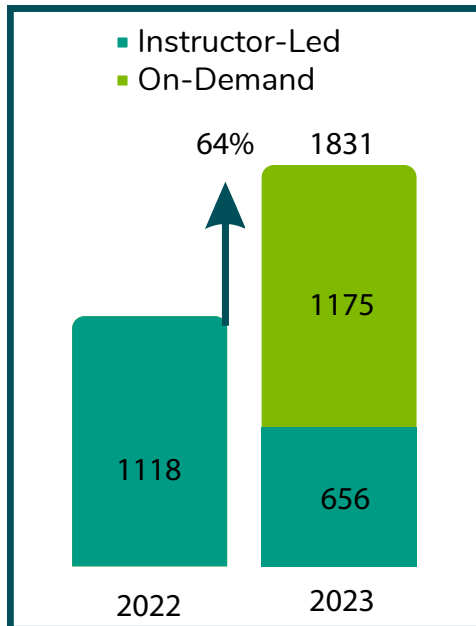


We provide downloadable certificates after successful completion of each course (Instructor-Led and On-Demand), that can be accessed through CCSA's e-learning management system at your convenience.

“
It was easy to finish in one sitting which is nice.
The course was engaging and fun.
2023 Post-Training Evaluation

Industry-Specific Training Cont.

Courses Taken by Students Year to Date

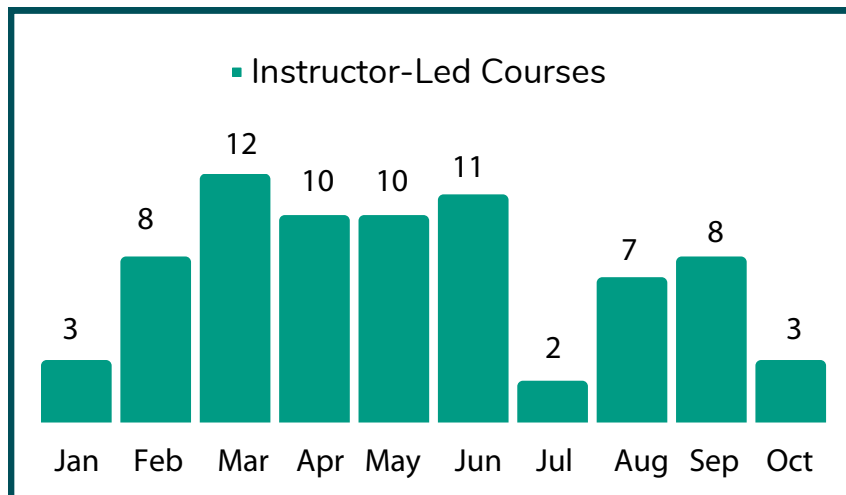


From January 1, 2023 to October 30, 2023, 656 people participated in a CCSA instructor-led course, which is down from last year. However, overall the number of students has increased by 64% with the introduction of OnDemand courses via CCSA's Learning Management System.



The most popular course in 2023 was Health & Safety Committee/ Representative. A total of 123 people took part in the training this year.

Instructor-Led Courses Taken by Month 2023



In 2023, CCSA delivered 74 instructor-led courses.



CCSA has partnered with the [Canadian Association for Long-Term Care \(CALTC\)](#) and [Mental Health Commission of Canada \(MHCC\)](#) and is now offering the The Working Mind LTC Training that aims to boost resiliency and mental health education with staff in long-term care across our members.



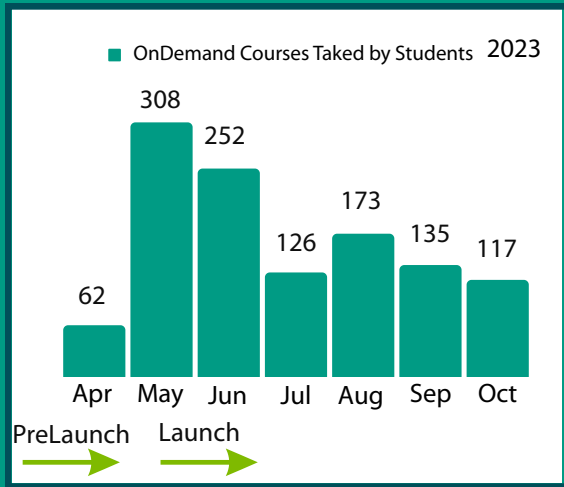
New Courses Added in 2023:

The Working Mind LTC
The Working Mind SSL



Industry-specific training cont.

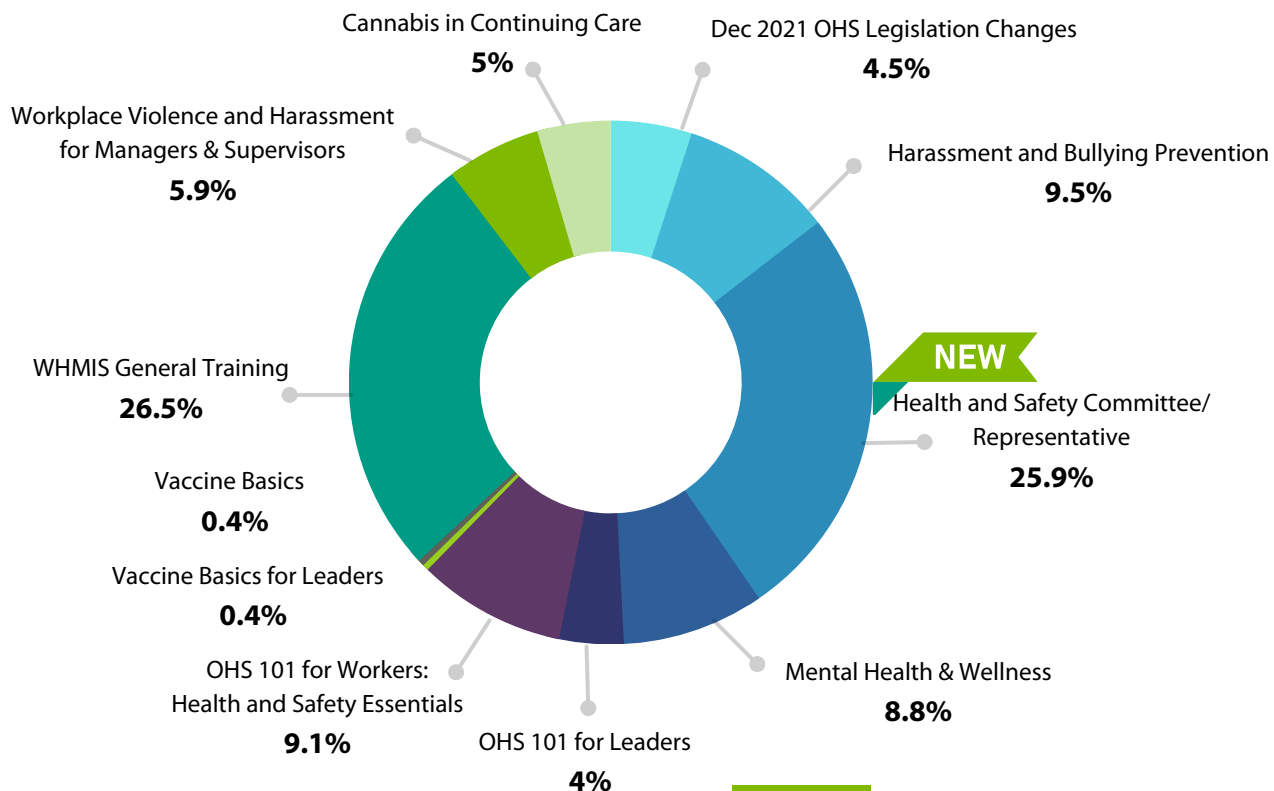
On-Demand Courses Taken by Students Year to Date



In addition to Instructor-Led courses, CCSA offers On-Demand courses accessible through eLearning Management System



Learn anytime, anywhere and on any device, get certified with over 12 On-Demand courses. Downloadable certificates after successful completion of each course can be accessed through LMS.



NEW

COMING SOON!!!

- Hazard Assessment and Control
- Managing Violence, Harassment and Responsive Behaviours



Certificate of Recognition

CERTIFICATE OF RECOGNITION

Help for employers to achieve and maintain a COR designation



CCSA received \$1.49M from employers via WCB to support member programs, including COR. PIR refunds for CCSA members were \$2.34M.

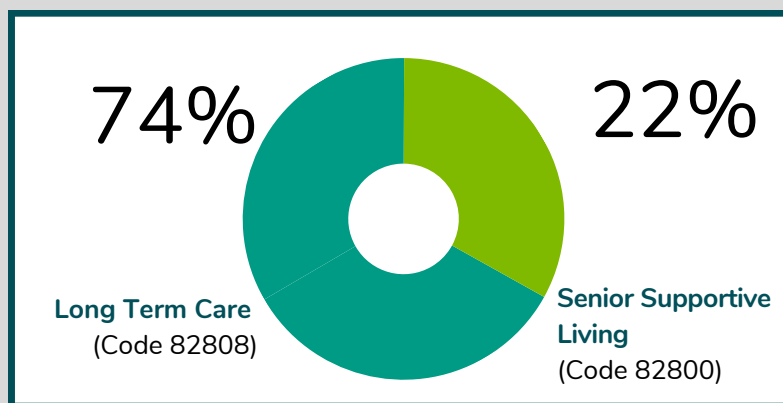


AUDITOR TRAINING

Certification for individuals so they can conduct audits within their organization or externally

In 2023, **10,450 Alberta employers** received a PIR refund, sharing more than **\$74M** for their 2022 performance (\$3,786,552 is an allowance for future PIR refunds and adjustments). Of those, **122 were CCSA employers**. They received **\$2.34M** in PIR refunds this year. Even though they only represent **1.3%** of Alberta employers who received a refund, they received **3.1 per cent** of the payout.

Percentage of Workers Employed in Organizations that are COR Certified



(Source: WCB Alberta: Oct 3, 2023)

CCSA anticipates an increase in WCB premiums next year and is encouraging more members to become involved in the COR program

“

93% say CCSA's COR program meets their expectations and that because they participate in it, they have made changes to how they operate

2022 CCSA COR Survey

“

The staff at CCSA have been very supportive sharing information, resources and support when doing the audits.

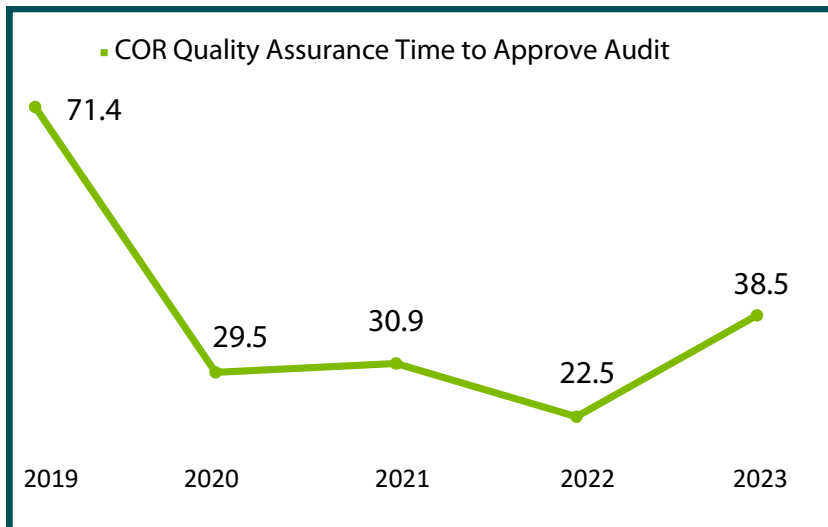
2022 CCSA COR Survey

”

”

Certificate of Recognition cont.

Audit Turnaround - Average Number of Days



“
Great improvement on
the audit review
turnaround over the
last 3 years!
2022 CCSA Stakeholder Survey
”

COR Audit Review Times

CCSA has taken big steps to streamline the turnaround time and feedback process for COR audits

- CCSA continues to focus on timely, accurate, and consistent audit report quality assurance reviews.
- The audit review turnaround time starts when the first audit report is submitted to the CCSA by the auditor until the audit report is approved and submitted to the Certificate of Recognition Registry System, this includes the time to complete audit corrections by the auditor.
- With the start of the 2023 audit season, the audit turnaround times are longer than they were for the 2022 audit season overall. CCSA is carefully monitoring the audit turnaround time as well as the multiple factors that contribute to an increase or decrease in the time.

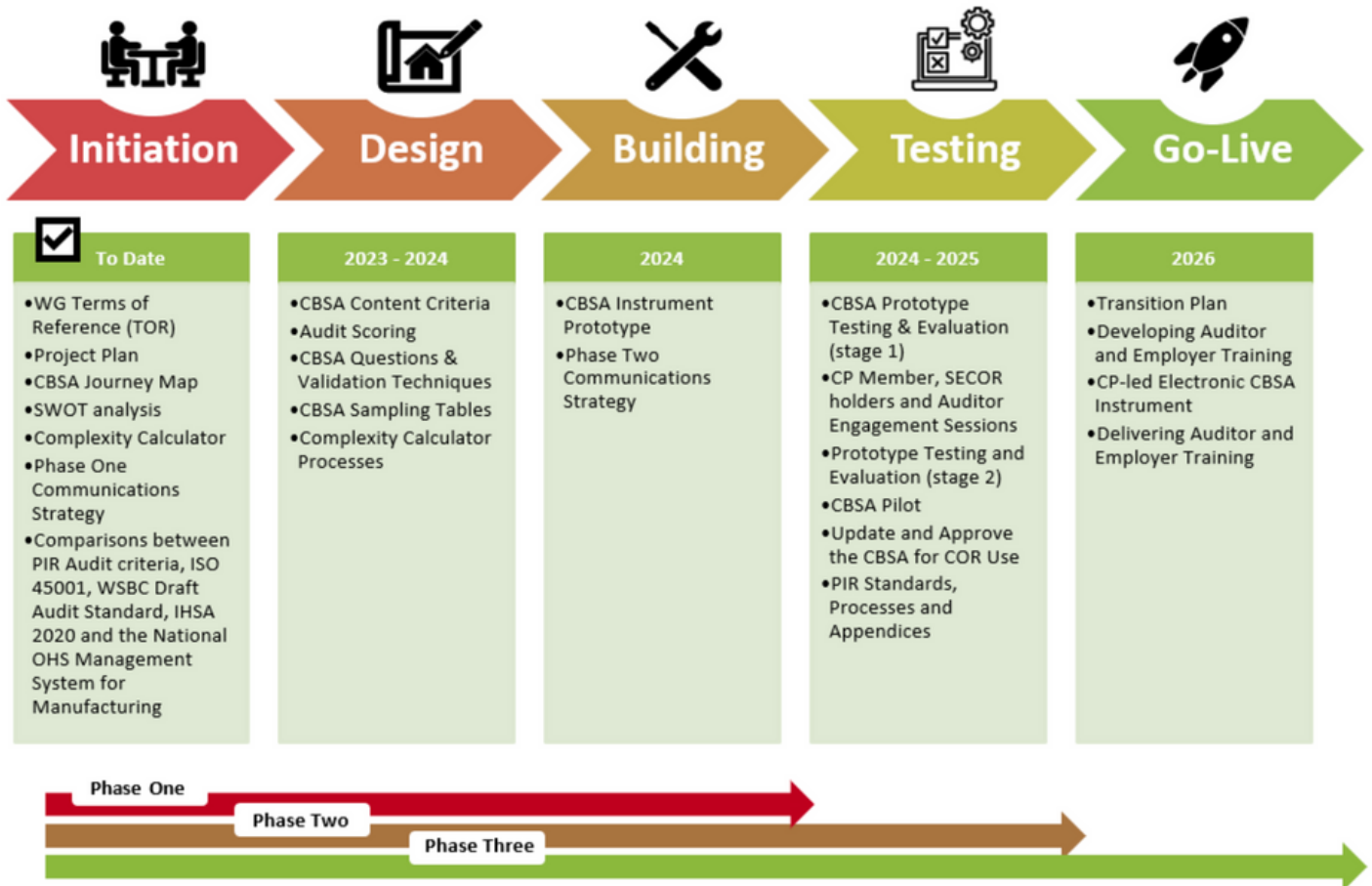
“
I appreciate the opportunity to have our OH&S program reviewed annually. Though our program is fairly robust, the COR program allows us to maintain consistency with updated legislation, ensure we are consistent in our own internal implementation of the program, and continue to identify and improve areas for further development.
”

2022 CCSA COR Survey



Certificate of Recognition cont.

CBSA Roadmap



- The Complexity-Based Scalable Audit (CBSA) working group was established in 2020 to create a new audit instrument to eventually replace the current COR and SECOR audit tools. The working group is led by Partnerships in Injury Reduction with representatives from the Certifying Partners (CPs).
- CBSA Quick Facts
- Improves effectiveness and efficiency of the audit process.
- Adopts a Plan-Do-Check-Act model in the audit instrument.
- Incorporates employer complexity and scalability into the audit instrument.
- Incorporates industry-specific content into the audit instrument.
- Design the audit to work for small employers and owner operators.
- Reinforce the integrity and credibility of the COR program.
- Forms the basis for enhanced COR development.



Meeting Our Members Needs

Engagement With Our Members

This year CCSA has partnered with FKA marketing agency who conducted member survey and engagement processes. These owned media platforms were recognized as the most essential to quickly to communicate the value and benefits that CCSA offers, effectively engage the audience, and entice them to explore further.



Newsletter

CCSA's newsletter is recognized the strongest communication tool based on the member survey and engagement processes. Monthly Newsletters:

- Health&Safety Minute
- COR Connections
- WCB and Alberta Government Highlights



Website

From the member survey and engagement processes, CCSA's engaged members find value and use the website frequently. The website has a clear compelling message and streamlined information is easy to find. The most valued and visited are:

- Resource Library
- Training Calendar
- Safety Segments
- Health & Safety Toolkit
- Instructor Led and On-Demand Courses



YouTube Channel

In 2023 CCSA team successfully initialized the SafetyBytes video series. The CCSA Safety Bytes are short "byte-sized" videos about safety topics and tips that will help increase awareness and skills for our members. Stay tuned for a different topic every month!

“

I have had MANY dealings with CCSA and I am ALWAYS impressed with the service. Above and beyond on several occasions.

2022 Stakeholder Survey

”



Discussion and Analysis of Results

The discussion and analysis of results that follows align with CCSA's Business Plan dated 2021-2024. The data capture period is January 1 to October 31, 2023.

The Primary Risk

When CCSA developed the 2021-2024 Business Plan, the process included a risk analysis. The primary risk identified is a persistent challenge that has not only persisted, but has grown since the COVID-19 pandemic.

Member availability

Risk: The pandemic has only exacerbated a systemic problem in the continuing care sector. Prior to the pandemic, attracting staff was a challenge. But—while health challenges related to COVID-19 persist—the resulting mental health challenges have made it even more difficult for the sector to both attract and retain staff. This is putting pressure on workplaces and staff capacity, which is subsequently impacting the ability of members and their staff to participate in CCSA programs and services.

Update: To mitigate staffing challenges in the continuing care sector, CCSA has focused on mental health by training staff in The Working Mind (TWM) program. This initiative, aimed at reducing stigma around mental health, equips employees with skills to manage stress and build resilience. As an evidence-based program, TWM helps create a supportive work environment where staff feel comfortable seeking help. This approach not only fosters resilience among our workforce but also aids in staff retention and attraction, countering reduced participation in CCSA programs due to current workforce pressures. Through TWM, we're strengthening our team's ability to handle sector challenges more effectively.



Strategic Priorities



Advocacy

Be a united voice for positive change



Partnerships

Leverage strong working relationships to strengthen the industry



Innovation

For better access and relevant, need-based resources



Engagement

Build awareness and engage with members to broaden the reach and impact of CCSA



Performance

Use data to share programs and services, and encourage members



Advocacy: Be a united voice for positive change

The CCSA provides a united voice for health, safety and wellbeing at decision-making tables in the continuing care industry. This allows our association to have a say in the development of policy and procedure that impact workplace health and safety.

2023 Highlights

- CCSA joined the Industry Task Force (ITF), contributing to the ITF Psychological Injury Working Group.
- CCSA participated in the Prevention Data Advisory Committee (PDAC), which is evolving into a Community of Practice.
- CCSA continues to be an active member of the Certifying Partner group as well as the Complexity-Based Scalable Audit working group.
- CCSA serves as an ad hoc member of the Continuing Care Workforce working group, ensuring that safety remains a top priority in all provincial legislative updates and furthering its presence as a leader in the sector.

**CCSA exceeded
its target for
stakeholder
committee meetings
by 43%**

Performance Measures	2023 target	Actual 2023
Number of stakeholder committee meetings attended by CCSA	14	20
Number of written position papers created by the CCSA	5	3

Discussion

CCSA actively engages in a wide variety of working groups, committees, and communities of practice, surpassing our targeted stakeholder committee meeting involvement by 43%. This increased participation, along with the creation of 60% of our targeted written position papers, reflects our commitment to strengthen our position and voice in the continuing care sector. By expanding our presence at more stakeholder tables, we aim to drive meaningful policy development and advocate for the needs and concerns of our members, ensuring that their perspectives shape the future of workplace health and safety.





Partnerships: Leverage strong working relationships to strengthen the industry

CCSA leverages working relationships with continuing care sector partners and key system stakeholders to meet member needs and strengthen the industry as a whole.

2023 Highlights

- With the support of the Mental Health Commission of Canada and the Canadian Association for Long Term Care, four CCSA team members achieved The Working Mind LTC facilitator certification. Support from these organizations have been instrumental in our ability to build this essential capacity.
- CCSA licensed the Public Services Health and Safety Association (PSHSA) five-step process for implementing a psychological health and safety program along with two Violence, Aggression and Responsive Behaviours toolkits: Long Term Care VARB Toolkit and Community and Housing VARB Toolkit.
- CCSA licensed SafeCare BC’s Vaccine Basics and Vaccine Basics for Leaders eLearning courses, adapted them for Alberta and published them on our LMS in June 2023.
- CCSA leveraged the Saskatchewan Association for Safe Workplaces in Health (SASWH) Infection Prevention and Control program, adopting the SASWH IPC OnDemand education, AHS OnDemand education and several resources from both sources. The Infection Prevention and Control program was published on CCSA’s website in September 2023.
- CCSA collaborated with the Meridian Housing Foundation’s James Harris to develop the Situational Awareness in Seniors’ Supportive Living OnDemand course. The course was published in July 2023 on CCSA’s LMS.
- Members of the CCSA team belong to the CRE-MSD Community of Practice.
- Members of the CCSA team belong to the Human and Organizational Performance Community of Practice.



Performance Measures	2023 target	Actual 2023
% of respondents who indicate that the COR program is meeting their expectations	93%	93%
# of health and safety system initiatives implemented in collaboration with others	3	6

Discussion

CCSA continues to leverage its strong working relationships with provincial and national partners as well as with its members. We exceeded the targeted number of health and safety initiatives implemented in collaboration with others by 100%.



Innovation: For better access and relevant, needs-based resources

CCSA continuously innovates to ensure its members have easy access to training, education and resources that meet their needs.

2023 Highlights

- With mental health being a major challenge for members, and the continuity care sector overall, four CCSA team members are now certified to facilitate the Working Mind training program, enhancing our capacity to deliver specialized mental health training and support within the long-term care sector.
- 2023 marked the official launch of CCSA's LMS, ccsaelearning.ca. Additionally, all training records for both instructor-led and OnDemand courses were transitioned to the LMS so students and training administrators can view and print CCSA training certificates online.
- NEW Health and Safety Committee/Representation Training OnDemand course published in May 2023.
- Two new OnDemand courses, Hazard Assessment & Control and Managing Violence, Harassment and Responsive Behaviours will be published before the end of 2023.
- Three CCSA team members received Respirator Fit Testing Train-the-Trainer instructor certification in October 2023.
- Phase 1 of the Virtual Reality project designed to complement the Managing Violence, Harassment and Responsive Behaviours OnDemand course was completed in October 2023.

“
I enjoyed the activities as they were applicable to our work in ensuring a safe work environment. I appreciated the overview of legislation and why it's important to know
Health and Safety Committee/Representative OnDemand Participant”

Performance Measures	2023 target	Actual 2023
Number of new and/or updated training and education programs	12	12
Number of new and/or updated tool and resource supports for supervisors/managers	12	12
Percentage of respondents who indicate CCSA's health and safety programs and services are meeting their expectations	93%	98%

Discussion

CCSA continues to seek out innovative ways to improve and expand programming and delivery while also improving efficiency and security of our internal systems and processes. In 2023, we met the targets for both the number of new and/or updated training and/or education programs as well as the number of new tools and resource supports for supervisors and managers.

Engagement: Build awareness and engage with to broaden the reach and impact of CCSA

A two-way conversation is critical for us to develop effective resources.
CCSA members help shape services we offer.

2023 Highlights

- CCSA launched the Health Care Aide Health and Safety Star program in 2023, sponsoring four Health Care Aides to attend the 2023 SafeCare BC Hearts & Hands Conference in Kelowna, BC on October 27, 2023.
- To date, CCSA has co-hosted three OHS Member Discussion forums with our industry association partners, topics included “Understanding the Request for Review and Appeals System” by WCB and “Introduction to Cognitive Psychosocial Job Demands Analysis” by Millard Health. Over 300 individuals registered to attend these forums.
- CCSA was an exhibitor and a session presenter at both the ASCHA and ACCA Conferences and Tradeshows.
- Marjorie Balingit, CCSA’s Innovation and Planning Coordinator, delivered the presentation, “Building a Workplace Violence and Harassment Prevention Program, Using Evidence-based Tools and Resources” at the ASCHA Conference
- Dana Loeppky, CCSA’s Executive Director, co-delivered the presentation, “How Safety Associations Play a Critically Important Role in Staff Retention” at the ACCA Conference.
- CCSA engaged FKA to create its strategic communication plan, the final report was presented and approved by CCSA Board of Directors in August.
- CCSA continues to grow and improve its key communication channels, including the monthly newsletters, the CCSA website, and the social media channels.

This forum was really informative and cleared up a few questions that I didn't even know I had.

2023 OHS Member Discussion Forum
Attendee

Performance Measures	2023 target	Actual 2023
% of workers trained by the CCSA who believe they have acquired skills/knowledge that can be applied to their job	95%	99%
% of employers who believe their workers have applied skills/knowledge acquired through CCSA training	98%	100%
Number of training program participants (instructor-led classes, does not include webinars)	1,500	1,636
% of respondents who rate awareness of the CCSA is high <small>*CCSA Member Engagement (Stakeholder) Survey will take place every 2 years.</small>	88%	93%

Discussion

CCSA has exceeded all established engagement targets once again in 2023. Importantly, the number of instructor-led training participants exceeded the target by 9%; however, overall this represents a 75% increase in the number of training participants compared to 2022.





Performance: Use data to share programs and services, and encourage members

Data informs and shapes CCSA’s programs, and encourages members to take tangible steps to improve their health and safety systems.

2023 Highlights

- CCSA implemented an Operational Report for the CCSA Board of Directors that illustrates progress against the Strategic Priority key activities and key operational performance metrics.
- CCSA implemented a Team Operational Report for the CCSA Team that includes information key operational performance metrics, including number of training participants, post-training survey results, etc.
- CCSA implemented COR performance reports that illustrate COR audit quality assurance turnaround times, number of audits registered, etc.
- CCSA streamlined the post-training participant survey process by transitioning all post-training surveys to Microsoft Forms and added a QR code to access each survey.



Performance Measures	2023 target	Actual 2023
Number of automated reports developed <small>*New 2023 Performance Metric</small>	3	6
Number of Certificate of Recognition performance reports developed <small>*New 2023 Performance Metric</small>	2	4

Discussion

CCSA met or exceeded all established performance targets for 2023. The Industry Statistics and Reports resource page on CCSA’s website continues to provide access to current WCB industry synopsis reports, Alberta OHS Surveillance Program Potentially Serious Injury Reports as well as the annual OHS Statistics Reports. In 2023, CCSA implemented a Team Operational Report, providing insights into key operational performance metrics like post-training survey results. This report helps illustrate how individual and team activities are contributing to CCSA's overall performance.

CCSA TEAM



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