



Continuing Care Safety Association



2022 CCSA Stakeholder Engagement Survey Results



November 2022

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Executive Summary

Every two years, the Continuing Care Safety Association (CCSA) conducts an extensive survey of its members to help shape its priorities, programs, and services. The 2022 CCSA Stakeholder Engagement Survey ran from September 26, 2022 to October 14, 2022, generating feedback from 103 respondents and at least 49 organizations¹. Topics included general satisfaction, priorities, communication, and training. Survey results indicate that stakeholders are very pleased with CCSA, the services it offers and the support it provides.

Areas of focus for the future include building awareness of CCSA and what it offers, supporting members who are responsible for educating their own staff, developing more online training, finding ways to share best practices within the industry, and developing certificate programs.

Key findings²

100%

say the quality of CCSA training meets their expectations

98%

say being a member has had a positive impact on their organization

96%

say they receive support when they need it

95%

say CCSA's programs and services meet their expectations

95%

know about and participate in CCSA training

93%

say its easy to find information on the CCSA website

85%

find CCSA's virtual training useful

66%

would like more resources provide in-house training

Biggest barrier to application of new learning in workplace

- Time

Top 3 health & safety priorities

- Injury prevention
- Mental health of staff
- Engaging staff in health & safety

Top 3 priorities for CCSA

- Sharing best practices
- More online resources
- Certificate programs

Biggest barrier to CCSA training

- Lack of awareness about what CCSA offers

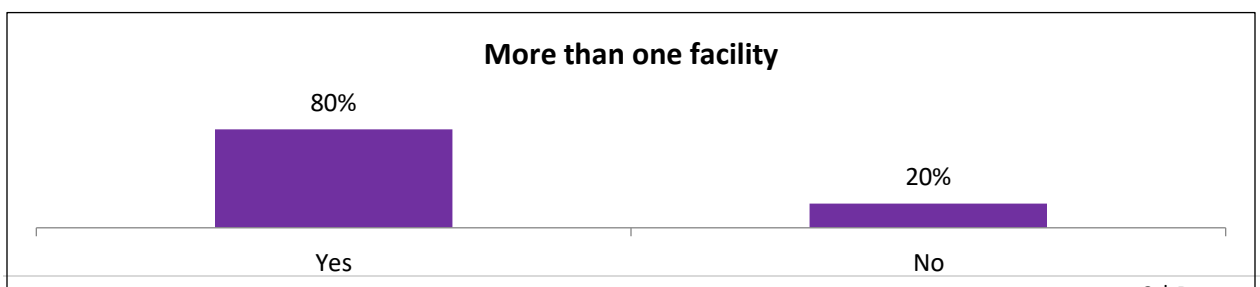
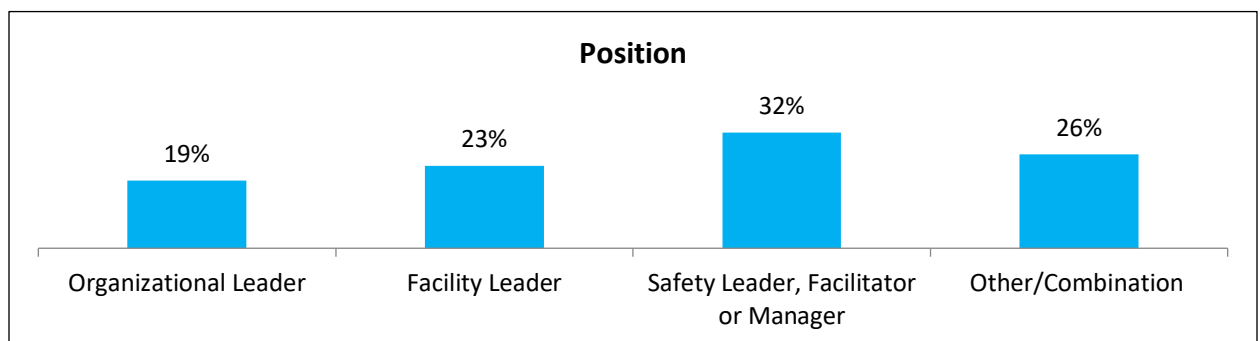
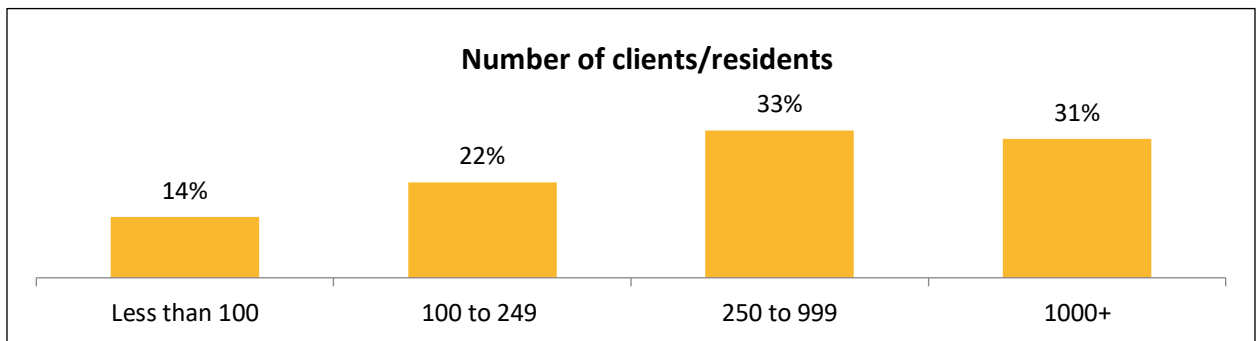
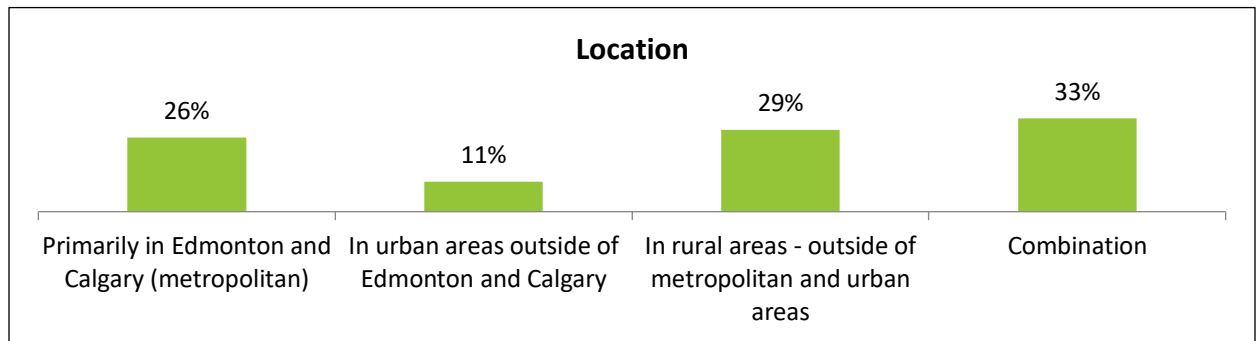
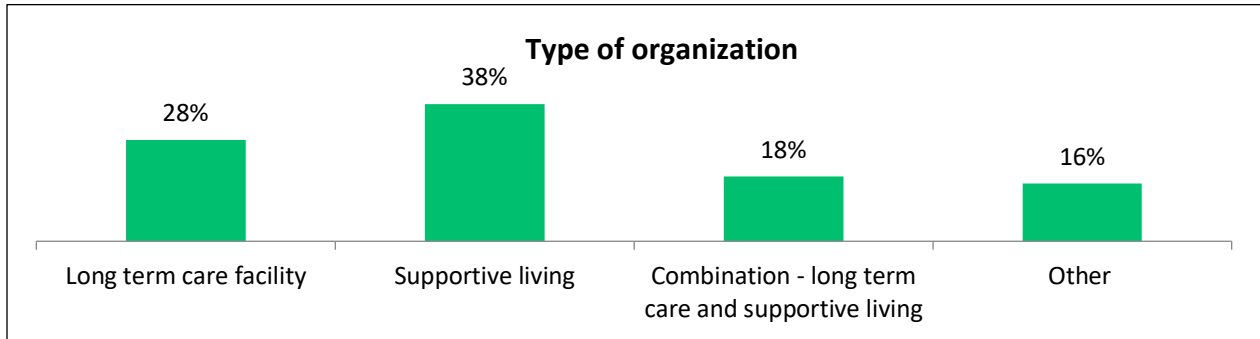
Biggest barrier to COR

- Lack of awareness about COR

¹ Providing the name of the organization was optional.

² Where appropriate, respondents who chose 'I don't know' or 'Not applicable' have been removed from the data when calculating percentages.

Respondent Profile



Background and Methodology

The Essential Skills Group Inc. was asked by the CCSA to develop and administer an online Stakeholder Engagement Survey. The data it generates is used to inform the CCSA Business Plan and CCSA Annual Report, and to develop various strategies.

This year, the survey was divided into two parts, each with specific target audiences.

- **2022 Certificate of Recognition (COR) Engagement Survey:** In May of 2022, CCSA surveyed members who are actively engaged with the COR program. This allowed CCSA to take an in-depth look at their specific needs.
- **2022 Stakeholder Engagement Survey:** In the September/October of 2022, CCSA sought feedback from their general membership on topics that include general satisfaction, priorities, communication, and training. This report presents the results of that survey.

The 2022 Stakeholder Engagement Survey ran from September 19, 2022 to October 17, 2022 for 26 days. It generated responses from 103 individuals. The survey was confidential, so it is not possible to identify how many unique organizations these individuals represent. However, when asked to provide the name of their organization (optional), responses indicate that at least 49 organizations were involved. As a point of comparison, the 2019 Stakeholder Engagement Survey generated responses from 92 participants and 42 organizations. This is a 12% to 14% increase in participation in 2022.

An invitation to participate in the 2022 CCSA Stakeholder Engagement Survey was sent electronically to approximately 1,950 subscribers of the CCSA Health & Safety Minute, CCSA’s broadest audience, using the tools listed below. It is apparent that the e-blasts generate the best response.

Survey promotion (2022)		
Tools	Release date	Clicks to survey link
September Health & Safety Minute e-newsletter	September 7, 2022 (prior to the survey opening)	Not applicable
E-blast #1	September 19, 2022 (the day the survey opened)	178
E-blast #2	September 26, 2022 (a week after the survey opened)	74
E-blast #3	October 3, 2022 (two weeks after the survey opened)	43
October Health & Safety Minute e-newsletter	October 5, 2022 (approximately two weeks after the survey opened)	1

Quantitative results were analyzed using SurveyMonkey analytics. Qualitative data was colour coded by the researcher to identify trends. A complete set of raw data is available in the appendix.

Limitations

- **Sample size** – This survey generated responses from 103 individuals from at least 49 organizations. Given that the CCSA has approximately 373 member organizations, caution should be exercised when extrapolating the results.
- **Methodology** – Online surveys are an appropriate way to identify trends but they provide limited opportunity for in-depth exploration of opinions.
- **Distribution** – The survey invitation was sent to everyone on the CCSA Health & Safety Minute newsletter distribution list, which included 1,923 individuals. If they did not receive and open the newsletter and/or the e-blast, they may have missed the opportunity to participate. Analytics indicate that 30% opened the newsletter and 45% to 90% opened the e-blast, depending on whether it was a repeat reminder or not.

Additional data sources

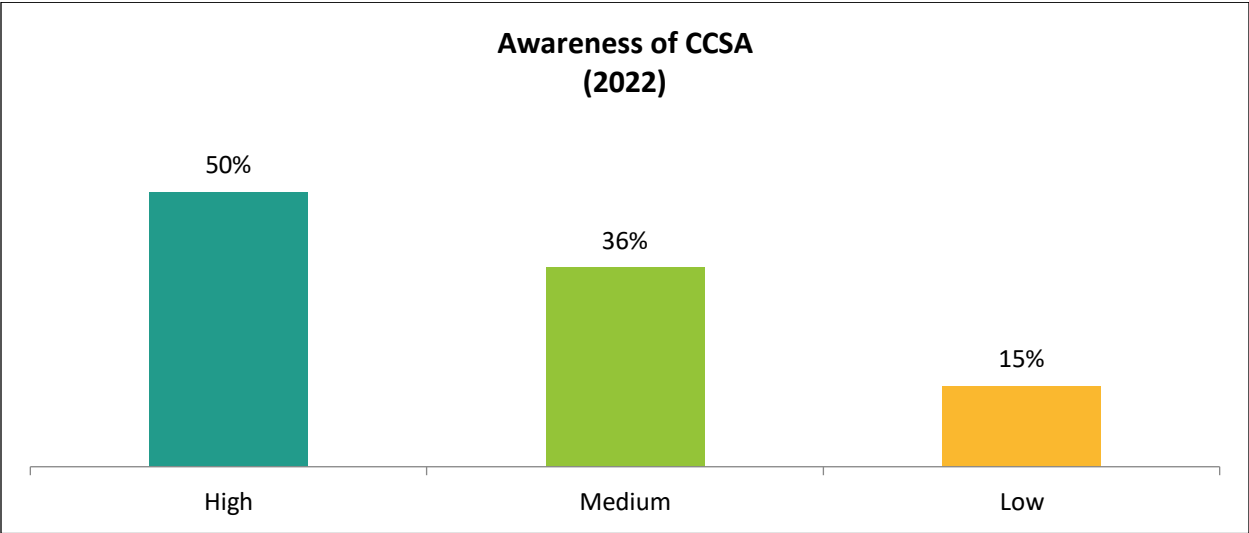
Four other CCSA surveys are referenced throughout this document. Where appropriate, we compare new data from the 2022 Stakeholder Engagement Survey data with the surveys listed below to gain new insights.

- **2022 CCSA Certificate of Recognition (COR) Survey:** As part of the broader Stakeholder Engagement Survey initiative, CCSA surveyed COR stakeholders in May of 2022. Sixty individuals from at least 39 organizations participated.
- **2019 CCSA Stakeholder Engagement Survey:** In September/October 2019, CCSA conducted the 2019 Stakeholder Engagement Survey to support the development of an engagement strategy and a business plan. Comprised of 19 online questions, it generated a response from 92 individuals.
- **2019 CCSA Website Survey:** In July 2019, CCSA conducted a 12-question online Website Survey to gather feedback on how members use the CCSA website. It generated a response from 36 people.
- **2010 Customer Engagement Survey:** In 2010, CCSA conducted an online Customer Engagement Survey. Approximately 70 people responded.

Detailed Results

Q1: Overall, how would you rate your awareness of CCSA – what it does and what it offers?

When asked to rate their level of awareness about what CCSA does and what it offers, 86% indicated it was high or medium, and 15% said it was low. This may suggest an opportunity to raise awareness, particularly as the approval rating for services provided is so high among those who know and use what is available.



Awareness of CCSA (2022)			
Type of organization	High	Medium	Low
Long term care n = 28	25%	61%	14%
Supportive living facility n = 38	58%	29%	13%
Combination – long term care and supportive living n = 18	61%	17%	22%
Other n = 16	63%	31%	6%

When we cross-reference this data with type of organization, two themes emerge:

- Combination facilities (long term and supportive living) have the lowest level of awareness; 22% rank awareness as low.
- Long term care groups are less likely to rate their awareness as high. Most (61%) chose medium, unlike the other groups where most (58% to 63%) chose high.

For comparison purposes, we have two data sources. CCSA conducted stakeholder surveys in 2010 and 2019, although they did not specifically ask people to rate their level of awareness. Instead, they asked people to rate their perceived level of their colleagues' awareness. At that time, approximately 30% rated it as high, 50% rated it as average and 20% rated it as low. It appears that either people rate their own level of awareness higher than that of their colleagues, or awareness has increased over time.

Comments

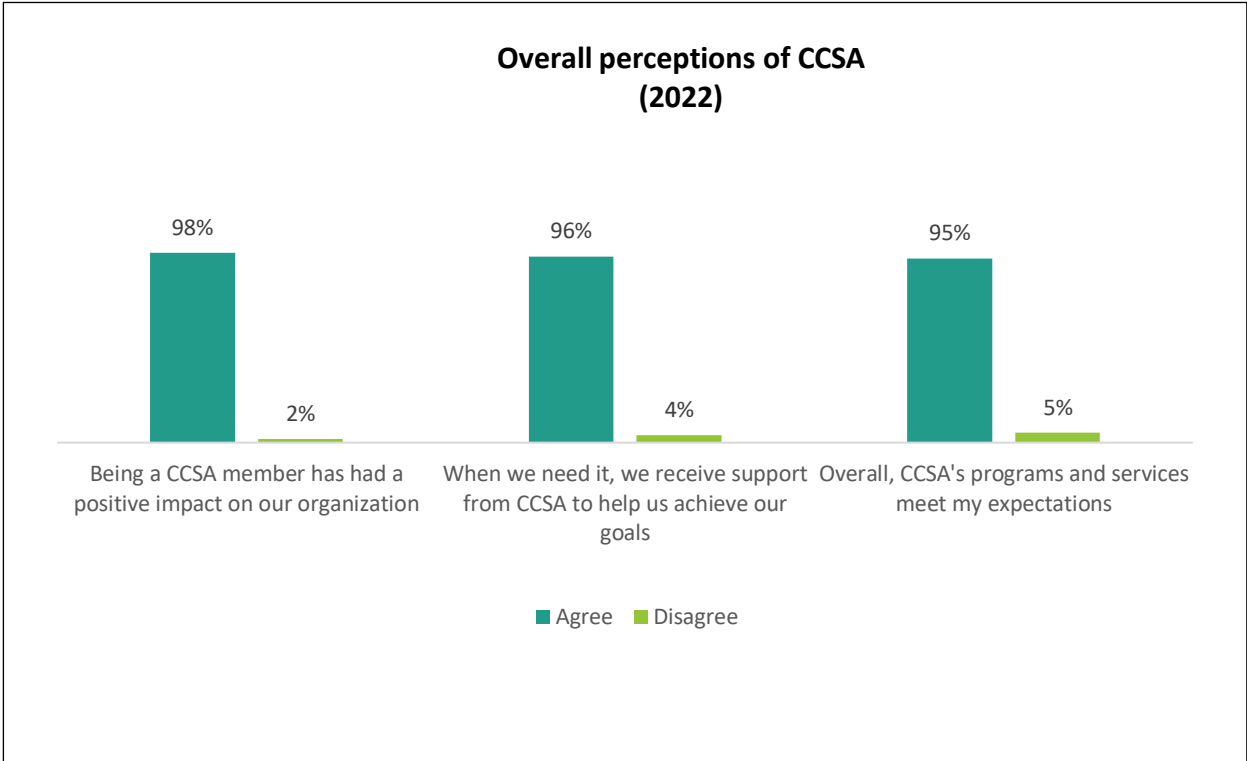
- I love your H&S topic by e-mail which helps me a lot as I am a H&S Rep for our Corporate Service Dept. It has been very great experiences for me reading your e-mails.
- Continual review of CCSA website and the email sent out by CCSA
- Continuing awareness on Safety of everyone on site and Workers Safety.
- Did not know in person audits resumed in spring 2022
- I need to become more aware/involved in what CCSA has to offer as I know it is extensive, however, it is a bit overwhelming
- I think CCSA is doing a great job helping with the requirements for our safety program.
- I am impressed with the CCSA and find it a helpful resource for review with our JHSC members.
- Due to Covid, we really haven't had much opportunity to take advantage of some of the services and training they offer
- Staff are great
- Difficult in a busy industry to keep up with everything. Have been unable to attend the AGM's for the last 3 years
- In my new role I am more involved in OHS and have taken many courses and use the tools available through the website quite frequently
- Awareness of CCSA programs has really dropped. It is highly unfortunate that CCSA did not have a booth at the ACCA Conference in Red Deer Sept 14/15. CCSA used to have a booth for many years to provide information, but then just dropped out. Why?
- I would like to see more education resources, posters
- I use your resources every day with my job.
- Never heard of until this email
- Just know you are associated with COR
- I enjoy the newsletters, it is a quick easy way to stay on top of things
- I recently subscribed to your newsletter so I am still learning about what you do. We in the disability services field do not have an organization that we can join to help us in our health and safety program and you are closest so far.
- I receive all the emails and notifications of courses, and have had on-site training for our OH&S committee.

Q2: To what extent do you agree with the following statements?

This series of questions is designed to gather insight into stakeholders’ overall impressions of CCSA and what it offers.

If we remove the people who chose ‘I don’t know’ and ‘Not applicable’ from the sample, we see very high approval ratings:

- 98% say that being a member has had a positive impact on their organization.
- 96% say they receive support when they need it.
- 95% say CCSA’s programs and services meet their expectations.



Below are the numbers for those who chose ‘I don’t know’ as a response. They are not high, but there are gains to be made by boosting awareness. When cross-referenced with demographic data, such as size of organization, position, etc., there are no discernable trends or additional insights.

Overall perceptions of CCSA (2022)	
	I don't know
Being a CCSA member has had a positive impact on our organization	9%
When we need it, we receive support from CCSA to help us achieve our goals	16%
Overall, CCSA’s programs and services meet my expectations	12%

In terms of comparative data, we can look to three past surveys. The questions are not identical, but they are good measure of satisfaction, which has remained very high over time.

2022 CCSA COR Survey

- 93% said that because they participate in the COR program, they have made changes to how their program operates.
- 90% said that when they need it, they receive support from CCSA to help them achieve their COR goals.
- 84% said the COR program has had a positive impact on their organization.

2019 CCSA Stakeholder Survey

- 95% indicated that CCSA programs have had a positive impact on their workplace.
- 98% rated CCSA programs and services positively.

2010 CCSA Stakeholder Survey

- 100% were pleased with the customer service provided by CCSA.

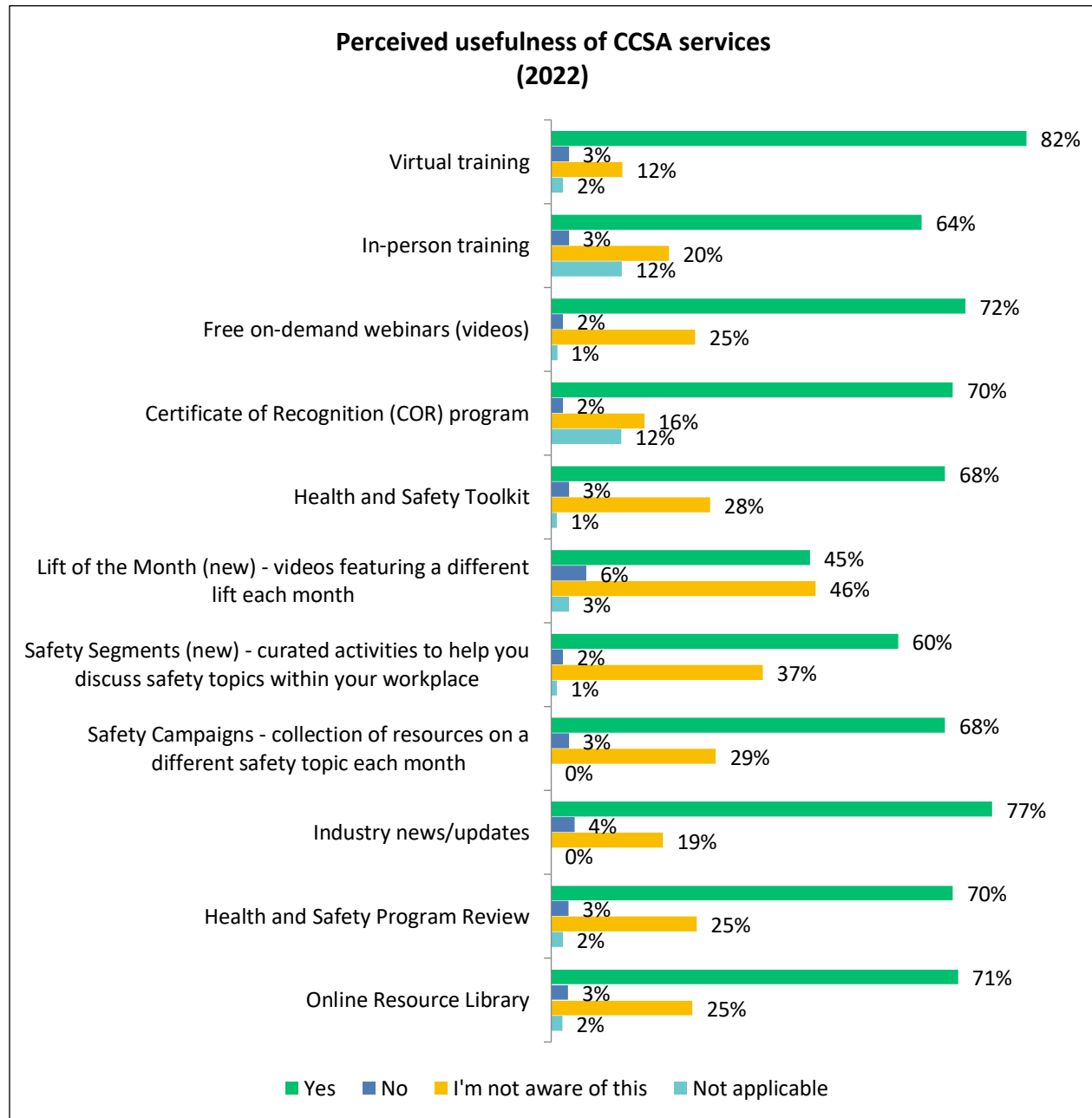
Comments

- It gives me very important news and many ideas about our H&S monthly tool box meeting. Thanks for your hard work! I haven't had opportunities talking with any of your CCSA member but I imagine that you have an amazing team having very helpful website! Great work!!!
- I would hope CCSA would do more lobbying of gov't/decision makers and I do not see that/not aware of that.
- Somewhat. Training courses should be webinars to ensure availability upon turnover.
- At this point I haven't required support, but know that it is available if needed.
- hoping to access more services
- There still appears to be a gap between the training the CCSA provides and the actual findings/expectations of auditors when doing PIR audits. EG. - preference or requirement that Workplace Violence and Workplace Harassment are 2 separate policies or one fulsome policy? Auditors disagree on this and it often creates unnecessary work. How do we identify the individual preferences of an auditor vs the legislated requirements?
- I have had MANY dealings with CCSA and I am ALWAYS impressed with the service I get. Above and beyond on several occasions.
- I don't know CCSA until our colleague social worker to send us this survey.
- I am newly aware of CCSA but feel the resources available will be beneficial for my organization into the future.
- I am new to the role and have not seen any information from the CCSA
- We have used many of the tools offered to complete our required training, as of 2018.

Q3: These are some of the services CCSA provides. Do you find them useful?

When presented with a list of CCSA services, survey participants were asked whether they found them useful.

The activity that garnered the highest number of positive responses is CCSA’s virtual training (82%). However, this is not unique; feedback on all services listed is very good. There are no services where feedback indicates it is not useful. If the numbers are low, as they are for the Lift of the Month videos (48%), it is generally because awareness of the service is low.



What stakeholders find most useful

For data analysis purposes, and because approval ratings for all services are so high, if at least 75% of all respondents found a service helpful, it made the list to the right.

At the top of the list is CCSA’s virtual training (82%). In-person training, by comparison, was selected by 64% of survey participants. This may be a reflection of COVID, which has been with us for the past two-and-a-half years. CCSA has responded by building extensive online content, including free on-demand webinars, which also made the list of most helpful.

What they are not aware of

If at least 25% of respondents indicated they are not aware of a service, it is noted in the chart to the right.

The two top items – Lift of the Month and Safety Segments – were introduced in 2022. This may explain why awareness is low. They are available on the website and promoted in CCSA’s Health and Safety Minute e-newsletter. These products were developed in response to member feedback, so there will be a healthy appetite for them once people are aware they exist.

Comments

- Much of this information goes to the administrator, and doesn't get passed on to the Joint OH&S committee members.
- I have had issues finding the resources I required. but if I send an email I find the response time is quick with good information.
- Thank you for all the resources. I didn't know some of these were available. I will explore more but can never have too many resources. :)
- It helps to have this list, some not aware of - so will check them out!
- Like I mentioned, I use your resources daily for my job and am always very grateful they are there. Often makes my job a lot easier.
- Can you please feature the Arjo General Purpose (Quick Fit) sling in your next instructional video? Thank you!
- CCSA is one of the first places I go to for resources/information around staff safety
- The CCSA worked through Covid and made virtual training and on demand and webinars readily available. The Safety Segments are also a great resource for staff meetings.
- We received assistance when developing our OH&S policies and committee.

At least 75% of stakeholders find these services **helpful**

% use it	Service
82%	Virtual training
77%	Industry news/updates
72%	Free on-demand webinars (videos)
71%	Online resource library

At least 25% are **NOT AWARE** of these services

% unaware	Service
46%	Lift of the Month
37%	Safety Segments
29%	Safety Campaigns
28%	Health and Safety Toolkit
25%	Health and Safety Program Review
25%	Online resource library
25%	Free on-demand webinars (videos)

Q4: How can CCSA improve service to its members?

This open-ended question generated 46 responses. Because the comments are so wide-ranging, they are difficult to summarize without repeating content. However, they have been sorted into categories.

- Accolades (13 comments)
- Training (11 comments)
- Communications (8 comments)
- Miscellaneous (4 comments)
- Certificate of Recognition (3 comments)
- Website (3 comments)
- Awareness (2 comments)
- Resources (2 comments)

Comments

Accolades

- We have been pleased with all the services CCSA has provided us in the past, and now. I can think of any improvements at this time
- I think that your website is an amazing, very knowledgeable website that I can educate myself as a H&S Rep for our organization. I am so appreciated that you offer some free online training! That's how I discover your website during pandemic when I was looking for something to improve myself to learn with my spare time (lots of spare time during pandemic which was helpful for me to take sometimes to study!) I enjoyed your free on-demand webinar it was so easy to sign up and gave me some more interests. Your website is so nice to find information and I thank for your hard work whoever managing your website as well. I love it all.
- I am new to CCSA, however I find the resources excellent and easy to use. I'm still learning about what all is offered.
- satisfied with the services
- You do a great job!!
- I think you have a lot of resources that we need to tap into more than we currently are.
- CCSA does a great job with the resources available, thanks
- Doing a great job!

- Keep up the good work
- I do not have any complaints over the overall services and program. Every question and inquiry have been reviewed and addressed
- I am quite satisfied
- At the moment I feel they provide exceptional service. They have adapted during the pandemic to continue to provide their services.
- I feel there is nothing that can be improved upon. Please keep up the good work!

Training

- Offer an in-person training by advertising the date and time on the website.
- By having in person training again.
- If they could more Web Courses with certificates that an member organization can use for in-service trainings
- Would like to see more Train the Trainer so we can have our new staff (Supervisory) trained when required.
- Stick to rates for in person training. Offer all element training virtually.
- More site based training for staff

- More on line training course as it is sometime difficult and costly for in person training.
- More available employees in the south part of the province
- More online courses.
- more industry specific training
- Keep the blended learning on-line and in-person.

Communications

- CCSA can generally be slow to respond to email inquires. I believe this is an area that can use some improvement.
- I do like communications through email. Even this survey is helpful per my note above...there are things I haven't accessed and appreciate the communication to refer to.
- If possible, a monthly email or newsletter format communication to site members or management, would help disseminate information, services and events to staff. This can be reviewed at staff meetings so employees are aware of this. Personally, I did not know CCSA existed.
- At the AGM we saw lots of reserve funds. Still have not seen communication in what ccsa is doing. Ccsa is a member organization and should CLEARLY articulate its corporate business goals and plans to Members.
- Improved communications specifically targeting health care providers in continuing care settings, perhaps through professional college newsletters
- Continue to stress the importance of employee safety to businesses.
- Not really aware of the reach this service would have for us staff.

- Send out memos and handouts to sensitize members on the activities of CCSA.

Miscellaneous

- Encourage staff to be members.
- Being more accessible and affordable.
- Being local.
- Help in implementation of health and safety programs by identifying gaps and help fill the gaps.
- Keep us up-to-date on changes in legislation and requirements.

Awareness

- Continue to educate the industry on what you offer.
- CCSA needs to improve its presence and visibility in the seniors sector. CCSA needs to work more collaboratively with ASCHA and ACCA. CCSA can learn from its counterpart in BC called SafeCare BC. SafeCare BC works very closely with the BC Care Provider's Association. For example see <https://bccare.ca/2022/08/safecare-bc-survey-on-worksafebcs-high-risk-strategy/> . CCSA needs to build strong allies in the seniors care sector and stop hiding in shadows. CCSA should be seen as an organization that you go to for solutions.

Certificate of Recognition (COR)

- Would like opportunity to do a post audit debrief with a CCSA rep. To better make post audit improvements - like consulting for the H&S program.
- Clarity with certified auditors regarding the identification of required practices vs individual auditor preferences.
- Can the management send the interdisciplinary team info of CCSA? Need more promotion at long term care facility.

Website

- The web site could be a bit more user friendly.
- The website includes photos of the CCSA staff. As an introduction for CCSA members, having a photo of board members, region they are in, and organization they are with might be useful for north and south zones

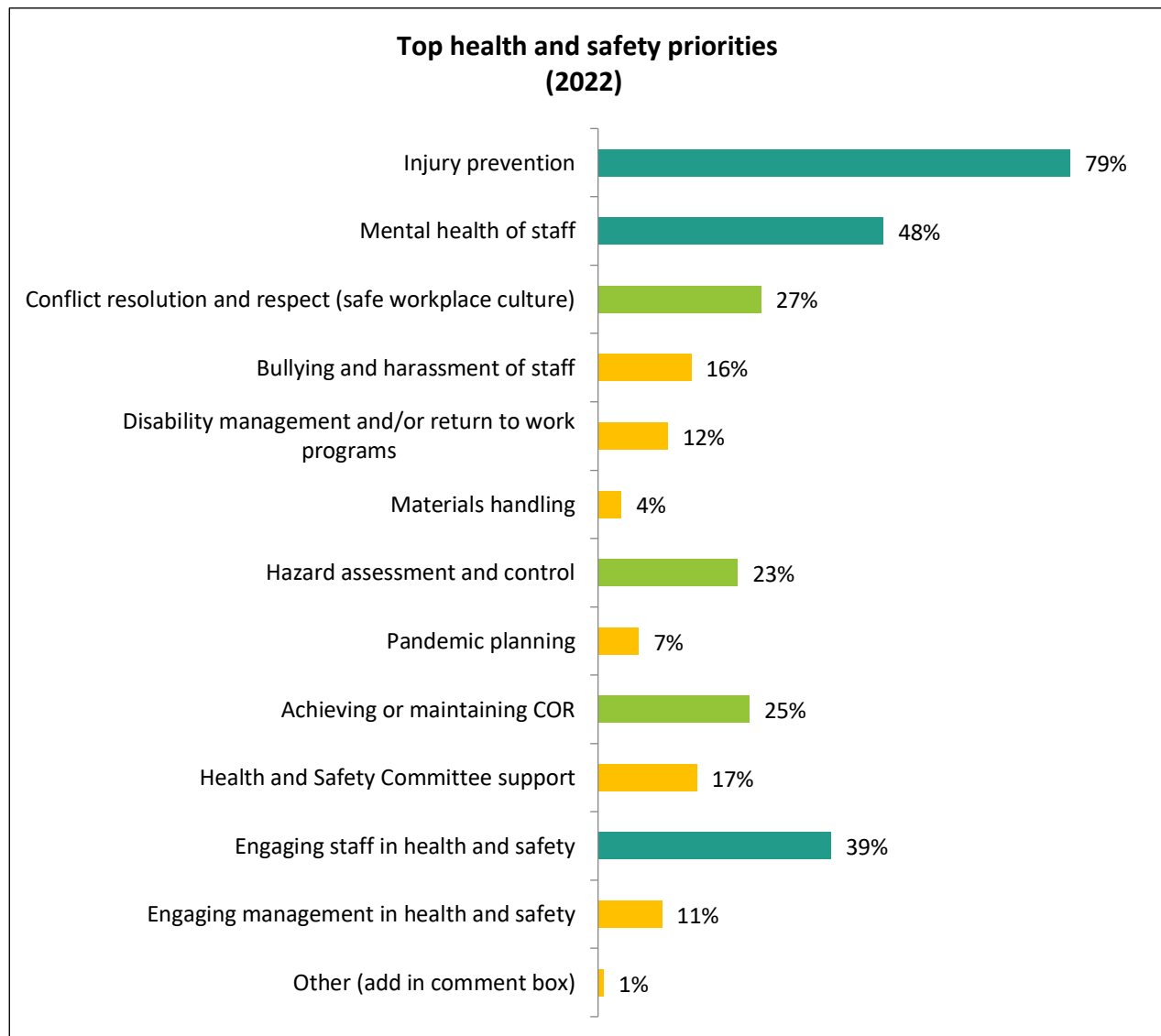
where there are smaller CCSA members who might find it useful to have the one-on-one contact when trying to connect with the CCSA. They may not even be aware of the resources available to them.

- A forum space on the website where people can reach out to others if they are having issues that others might have dealt with

Q5: What are your top three (3) health and safety priorities?

To help CCSA gauge current and emerging needs of its stakeholders, respondents were asked to rate their top three priorities from a list of options. Their top three choices are highlighted below. At 79%, injury prevention garnered the highest response.

- Injury prevention 79%
- Mental health of staff 48%
- Conflict resolution and respect (safe workplace culture)
- Bullying and harassment of staff
- Disability management and/or return to work programs
- Materials handling
- Hazard assessment and control
- Pandemic planning
- Achieving or maintaining COR
- Health and Safety Committee support
- Engaging staff in health and safety 39%
- Engaging management in health and safety



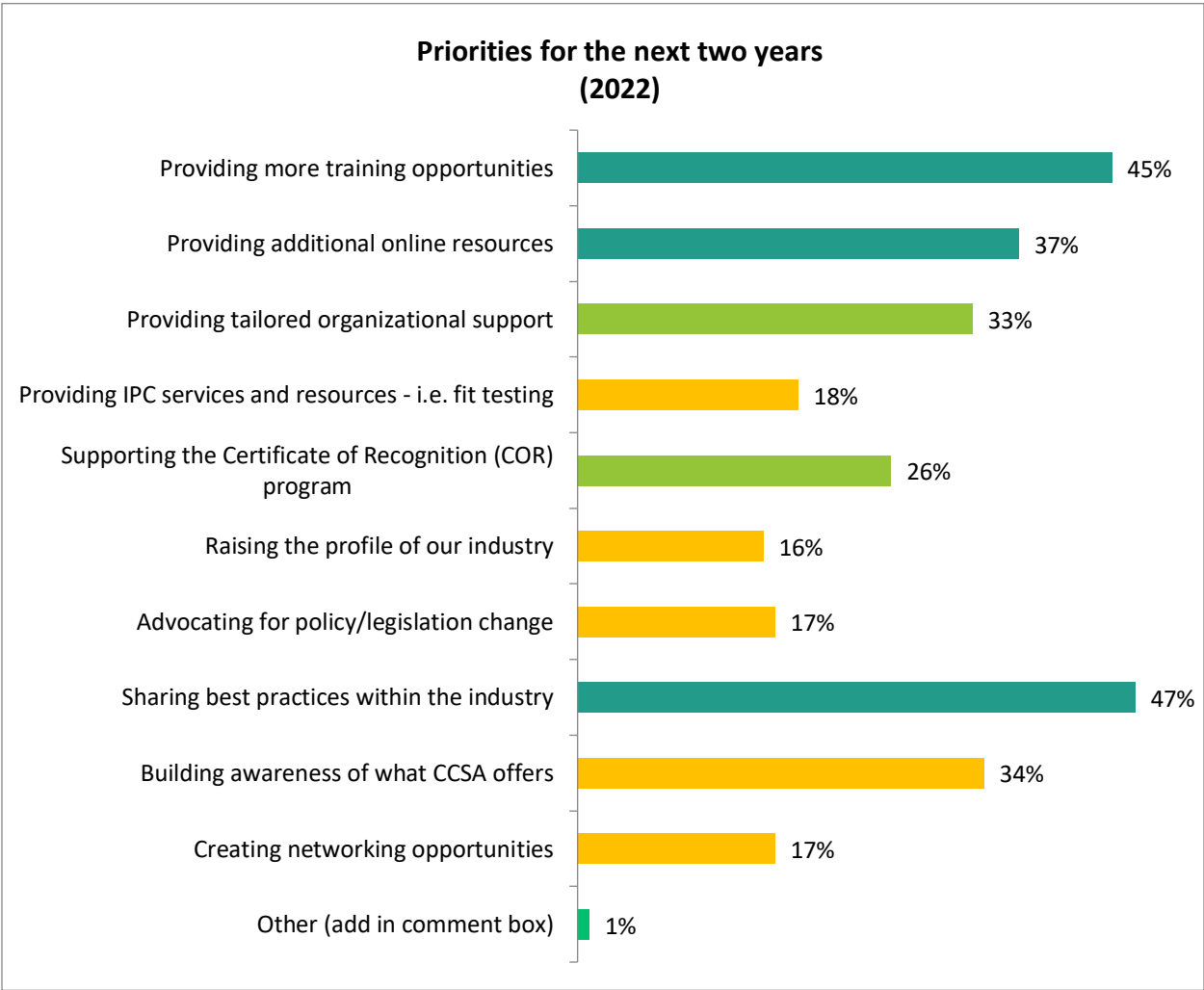
Comments

- Policy assessment
- could have chosen more, but top 3
- I couldn't only pick three. We have a few things to improve in our H&S program.
- Covid has made many people short, rude and mad. There's a lot of psychological issues very noticeable in many staff now.
- It was hard to only chose 3
- In priority order: 1. Engaging staff; 2. Injury Prevention; 3. Return to work program

**Q6: In your opinion, what should CCSA prioritize over the next two years?
Please choose up to three (3) items from the list.**

When asked what CCSA should prioritize over the next two years, respondents were provided with the following options. The top three choices are highlighted. Sharing best practices (47%) is the highest priority.

- Providing more training opportunities 45%
- Providing additional online resources 37%
- Providing tailored organizational support
- Providing IPC services and resources - i.e. fit testing
- Supporting the Certificate of Recognition (COR) program
- Raising the profile of our industry
- Advocating for policy/legislation change
- Sharing best practices within the industry 47%
- Building awareness of what CCSA offers
- Creating networking opportunities








Comments

- Free online training welcomes so many people to be visiting your website and tell others to get to know who you are and what you provide! That's how I got to know you and sometimes our budget is tight and I can't request to attend paid online training but if it's free, I feel no pressure and I can go head to learn whatever you provide to keep up my H&S training to maintain our health & safety environment as much as I can to the team! Please keep updating your free online certificate programs after the pandemic as well. I would love to share them with my other H&S Rep as well.
- The COR seems overwhelming. Perhaps some step-by-step detailed help with the COR application so we understand what each criterion means.

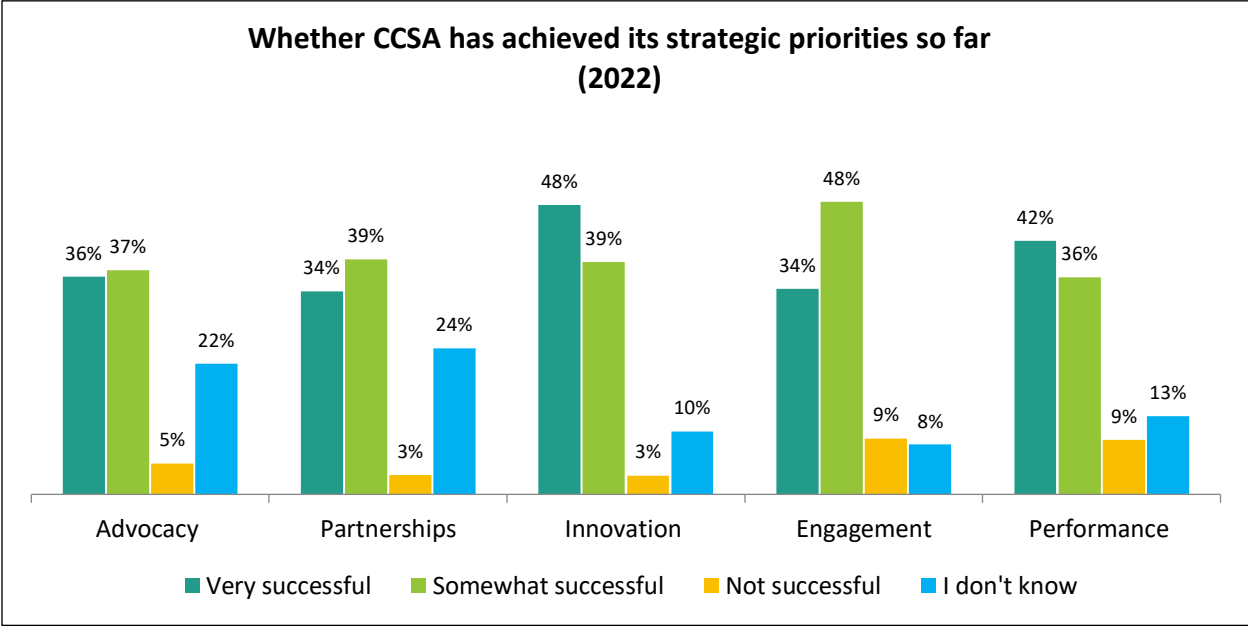
Q7: CCSA’s big picture priorities are listed below. In your opinion, how successful has CCSA been in achieving them so far?

CCSA’s 2021-2024 strategic plan lists five priorities that they are working to achieve over time:

<p>Advocacy</p>  <p>Be a United Voice for Positive Change</p>	<p>Partnerships</p>  <p>Leverage Strong Working Relationships to Strengthen the Industry</p>	<p>Innovation</p>  <p>Use Innovative Methodologies for Better Access</p>	<p>Engagement</p>  <p>Build Awareness and Meet Member Needs</p>	<p>Performance</p>  <p>Use Data to Shape Programs and Services, and Encourage Members</p>
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Survey respondents were asked whether they thought CCSA has been successful at achieving them so far. Overall, the results are positive. Several themes emerged:

- Between 34% and 48% of respondents felt CCSA had been ‘very successful’.
- Similarly, 36% to 48% indicated CCSA was ‘somewhat successful’. This may be appropriate for the beginning of year two of a three-year strategic plan. It may also suggest that respondents are not aware of what CCSA has achieved so far.
- A high percentage of respondents chose ‘I don’t know’ is high for two priorities – advocacy (22%) and partnerships (24%), which indicates an opportunity for additional communication.

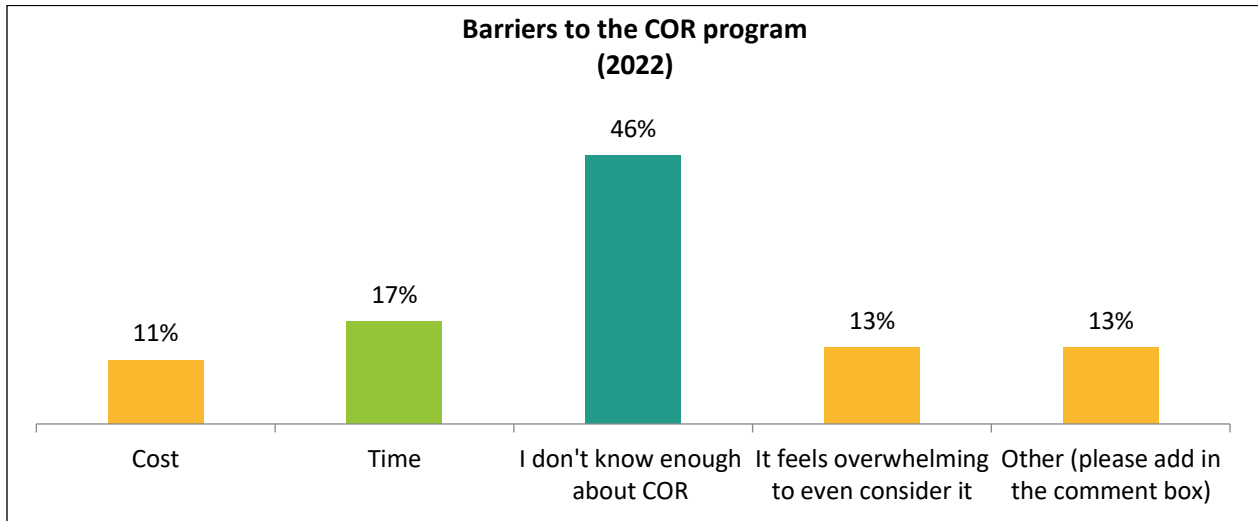


Comments

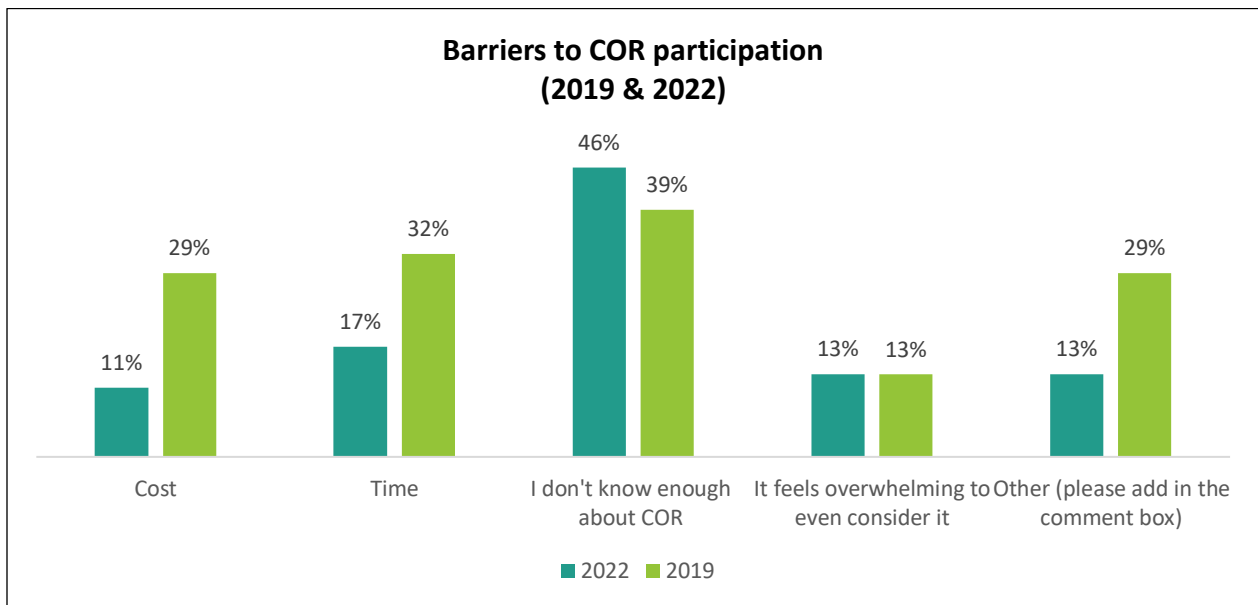
- I am new to this organization, but so far there appears to be a lot your organization offers and I am looking forward to exploring more.
- Great job!!! I love your service so far and much appreciated whatever you do for H&S.
- You meet these very well now it is up to the organization to share with staff
- Your data sharing is fantastic!!
- Since CCSA is not a very well-known organization, it is really difficult from employee standpoint to say what is lacking.
- I cannot answer these questions as it won't be fair. I recently subscribed to your newsletter and joined couple webinars, so I don't know your success rate.
- I like how everything is structured

Q8: If you are NOT using the Certificate of Recognition (COR) program, why not? What is the biggest barrier? Please use the comment box to add additional barriers. (Skip this question if you are taking part in COR.)

This question provides insight into why some organizations are not using the CCSA’s COR program. The most significant barrier to participation is lack of knowledge about COR (46%).



Comparative data from the 2019 Stakeholder Engagement Survey is featured in the graphic below. In 2019, concerns about cost and time were high at 29% and 32% respectively, but those percentages decreased significantly in 2022. They are now 11% (cost) and 17% (time).



In 2022, nine of the 46 respondents selected 'other' and were asked to provide additional detail in the comment box. The full list of comments is on the following page. Themes³ include:

- They are currently participating in COR (4)
- They don't know what COR is or if it falls within their responsibility (2)
- COR is not of benefit to their workplace at this time (3)
- There are too many competing priorities (1)
- Audits are stressful (1)

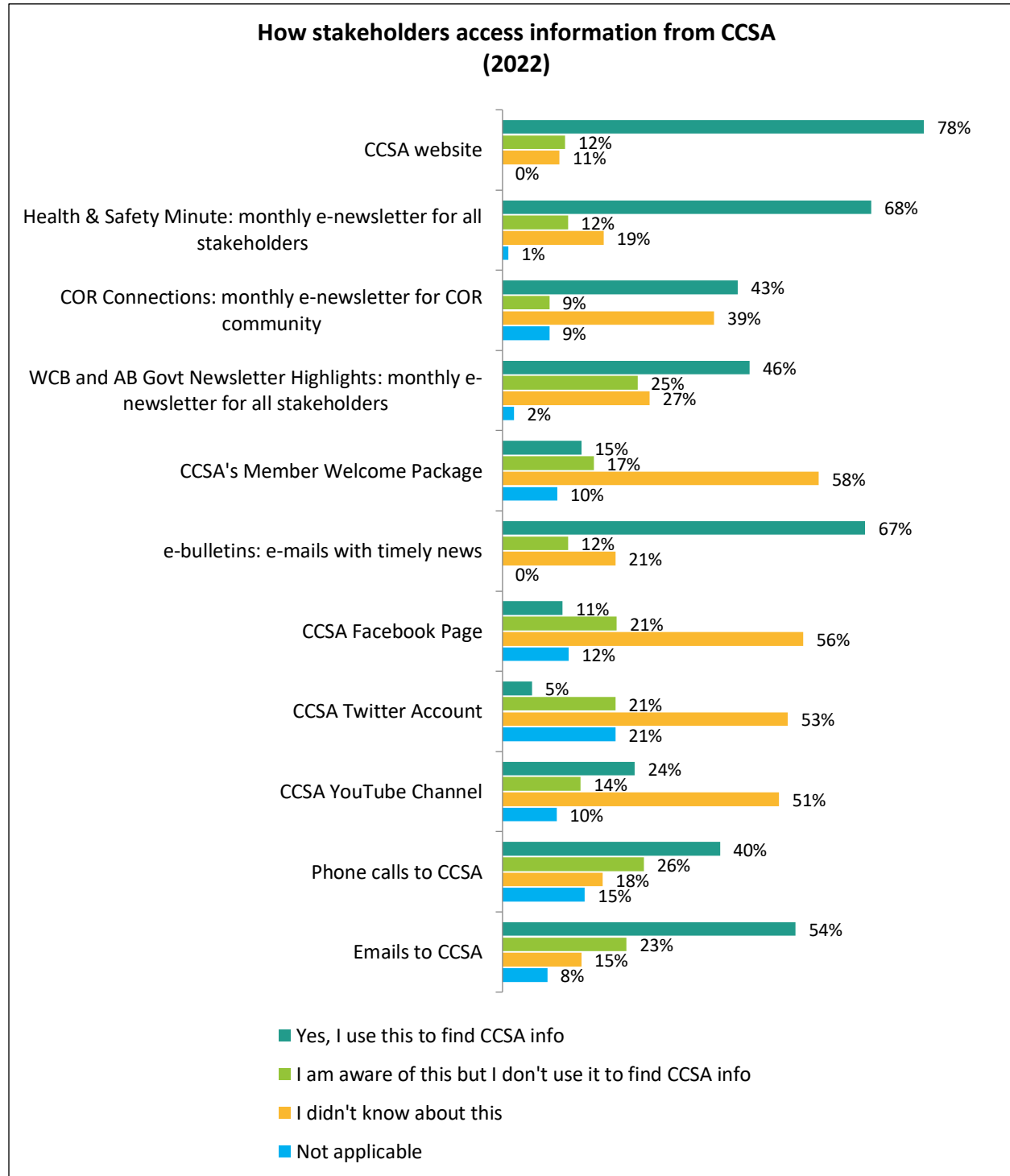
Comments

- May not be part of my scope of duties?
Unsure.
- I don't know what COR is.
- COR programs must be cost beneficial. At this time obtaining a COR does not prove useful for our workplace.
- We are in the process of getting COR.
- We have had so much change lately and having are 2nd accreditation in 1 year - so much preparation required and then the overwhelming number of staff who were off during COVID requiring WCB and disability claims and follow-up. Then, staff turnover in my small department of 2 people. Hope that helps you get a glimpse into my pressures. With my new HR Coordinator, I think this might be something she would enjoy working with me on, so perhaps we could look at early 2023.
- We are using.
- N/A - take part in COR
- I sometimes feel the expectations of the maintenance audits stressful as the CCSA auditors have the expectation the maintenance auditors are able to do the same as the external professionals
- We are using it as it is mandatory.
- We are being accredited by Alberta Council for Disability Services every 3 years.
- We are going above and beyond with an OH&S committee; it is not actually required due to our numbers. We did the work so continue on this path regardless.

³ In 2019, comments in the 'other' category were: they were already working towards COR (5); Two years of data was not yet available (2); their organization was not large enough (1), lack of head office support (1) and the COR program didn't reflect the Government of Alberta's protocol (1).

Q9: How do you access information from CCSA? Please check all that apply.

CCSA listed 11 different ways they provide information to stakeholders and asked whether respondents were aware of them, and if they found them useful.

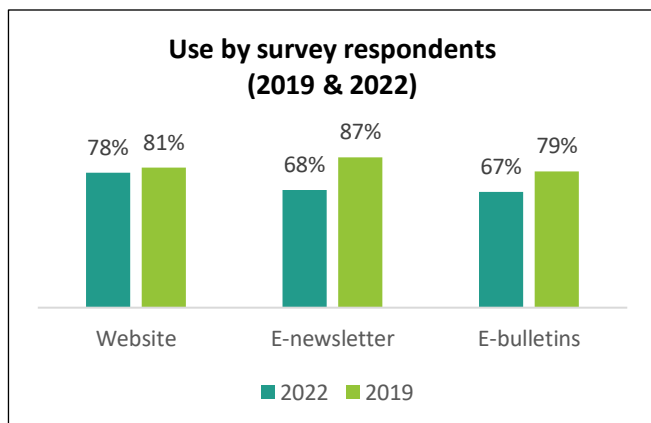


What stakeholders use

Data suggests that the most popular ways to access information about CCSA are via the website, the Health & Safety Minute e-newsletter, e-bulletins, and e-mail.

When we compare these results with the 2019 CCSA Stakeholder Engagement Survey, it is important to note that we did not ask the exact same question. In 2019, we asked whether the information provided was useful. In 2022, we asked whether people use the tool to access CCSA information.

Nonetheless, perceived value of website appears to have remained stable (within 3 percentage points). The e-newsletter and e-bulletins may have decreased in popularity by approximately 10 percentage points. Comparative data about email is not available.



What stakeholders do not use

The survey also asked respondents to identify tools they recognize as a source of CCSA information, but do not use. At least 20% of respondents do not access CCSA via phone and emails calls to CCSA, the WCB and AB Govt Newsletter Highlights e-newsletter, Twitter, and Facebook. We do not have comparative data from 2019 but the discussion below explores the use of Twitter and Facebook.

What stakeholders are unaware of

Then there are the tools that people not aware of. At least 50% of all respondents say they did not know about the CCSA Member Package, CCSA's Facebook and Twitter accounts, and their YouTube channel.

At least 50% of stakeholders **USE** these tools to access CCSA information

% use it	Tool
78%	CCSA website
68%	CCSA's Health & Safety Minute e-newsletter
67%	CCSA e-bulletins
54%	E-mails to CCSA

At least 20% know about these tools but **DO NOT** use them

% do not use it	Tool
26%	Phone calls to CCSA
25%	WCB & AB Govt Newsletter Highlights
23%	Emails to CCSA
21%	CCSA Facebook page
21%	CCSA's Twitter account

At least 50% are **NOT** aware of these tools

% unaware	Tool
58%	CCSA's Member Welcome Package
56%	CCSA Facebook page
53%	CCSA's Twitter account
51%	CCSA's YouTube Channel

Lack of awareness about the Member Welcome Package result is not unexpected. Created in 2020, it is distributed to organizations when they become members. Only a limited number of organizations would have received a package at this time.

Social media platforms require more thought. Some, like Facebook and Twitter, have strong name recognition, but they may not be a go-to mode of business communication for CCSA's target market – at least, not at this time.

For example, even though 53% of CCSA respondents are aware that CCSA has a Twitter account, only 5% say they access it⁴. Another 21% say they did not even know CCSA was on Twitter. Although Twitter is a well-known platform, it accounts for a relatively small percentage (13%) of all social media visits in Canada⁵.

Facebook is somewhat similar, although more people use it. It accounts for 55% of all social media visits in Canada⁶. Nonetheless, more than half (56%) of the 2022 CCSA survey respondents are unaware that CCSA has a Facebook page, and 21% say they know about it but do not use it. When asked in 2019 whether they use Facebook, 64% of respondents said no. Effectively reaching their target market via this route may be difficult for CCSA.

Although YouTube is a popular medium, 51% of respondents said they did not know about CCSA's YouTube Channel. Although CCSA produces a great deal of online content, the fact that people are unaware of the YouTube channel should not come as a surprise. Most people likely access these resources via the CCSA website, rather than going directly to the YouTube channel.

On a final note, there is one statistic not listed in the charts on the previous page but warrants discussion. Only 39% of respondents say they are unaware of COR Connections. The number sounds high, but it may be misleading. COR Connections is a monthly e-newsletter distributed to members who are actively engaged in the COR program. Not everyone invited to participate in this survey would be aware of it. Therefore, when 43% of all survey respondents say they access information here, it indicates high uptake.

Comments

- CCSA members are very quick with responding to emails and phone calls - very much appreciated
- I hadn't accrued to me until reading this to share your twitter feed on our Health and Wellness SharePoint Page as a resource. Thanks!
- I have often reached out for assistance, and it is prompt and helpful

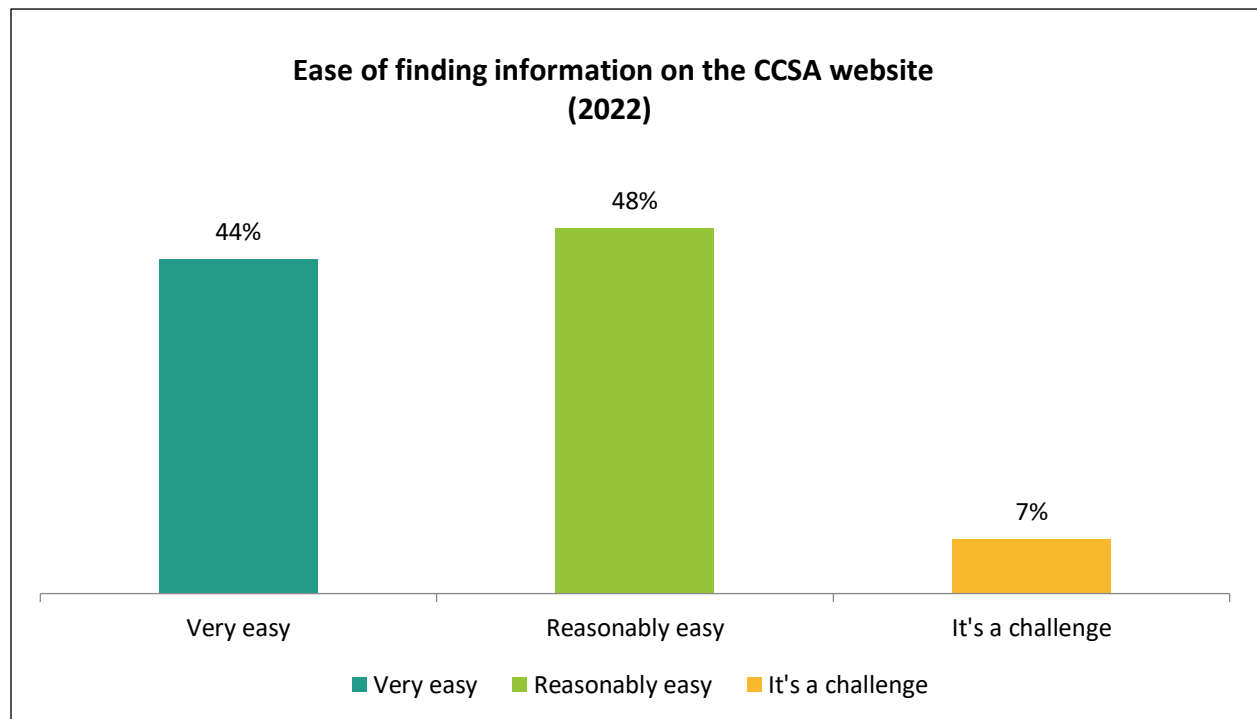
⁴ We heard similar themes in the 2019 CCSA Stakeholder Engagement Survey when 73% of respondents said they do not use Twitter.

⁵ Source: <https://reviewlution.ca/resources/canadian-social-media-statistics/>, data from January 2020.

⁶ Ibid

Q10: How easy is it to find information on the CCSA website?

Knowing that the number one way many members access health and safety information is via their website, CCSA recently updated it with new information, new site architecture and a new look in 2021. When asked whether they find it easy to find information on the website, 93% of survey respondents had a positive response. Of those, 48% found it reasonably easy, which indicates there may be an opportunity to further streamline and improve user experience.



CCSA took a deep dive into website use in 2019 when it surveyed members prior to the re-design. At that time, 81% of the 30 respondents said they find it useful. They also offered suggestions to enhance the site, such as adding 'short snippets of training (reminders or refreshers) that could be incorporated into staff meetings, such as proper lifting techniques (MMH).' CCSA responded by introducing Safety Segments, with themed information designed to be used in team meetings, etc. They also created Lift of the Month videos. Both resources are available on the CCSA website and are featured in the monthly newsletter. There were many more suggestions, many of which CCSA has acted on, which illustrates the value of member feedback.

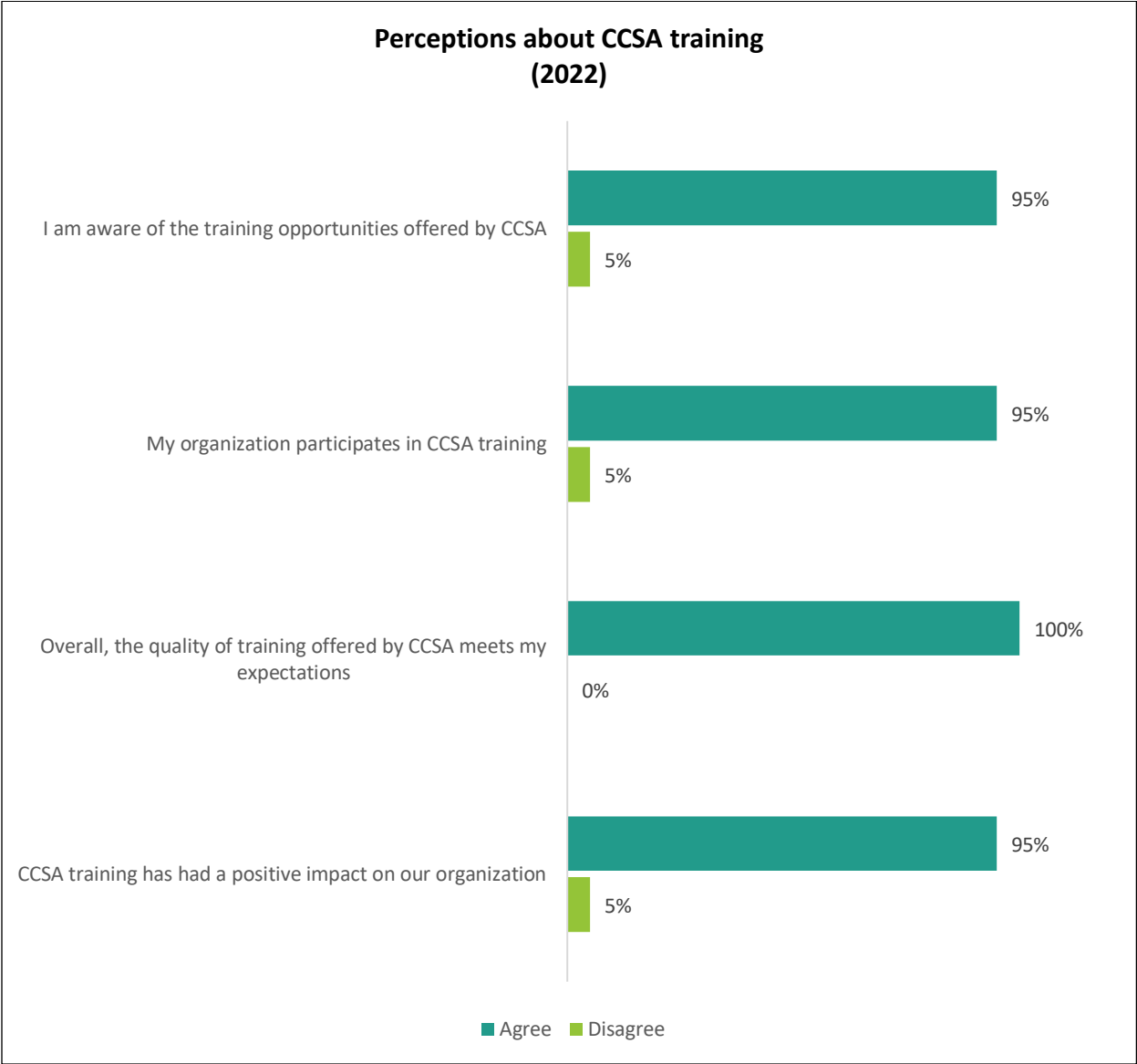
Comments

- Highly recommended to others!!!
- I do not use the CCSA website.
- I have never tried.
- I have never been on the website. More awareness is needed.
- never use it
- I do not access a website I did not know about
- I've not tried.

Q11: To what extent do you agree with the following statements?

To gauge perceptions about CCSA training, CCSA asked a series of questions - whether people are aware of the training opportunities available, whether they participate and whether the training meets their expectations. Finally, CCSA asked whether participation has had a positive impact on the respondent's organization.

If we remove the people who chose 'I don't know' and 'Not applicable' from the sample, we see very high approval ratings of 95% for all questions except one. Quality of training had a 100% approval rating.



The percentage of people who chose 'I don't know' varies by question, but it is important. There is an opportunity to raise awareness about what CCSA offers and its impact. When we cross-reference this data with position within the organization, size of the organization, and location, there does not appear to be any one identifiable group who lacks awareness over another.

Perceptions of CCSA training (2022)	
	I don't know
I am aware of the training opportunities offered by CCSA	17%
My organization participates in CCSA training	14%
Overall, the quality of training offered by CCSA meets my expectations	21%
CCSA training has had a positive impact on our organization	20%

Comments

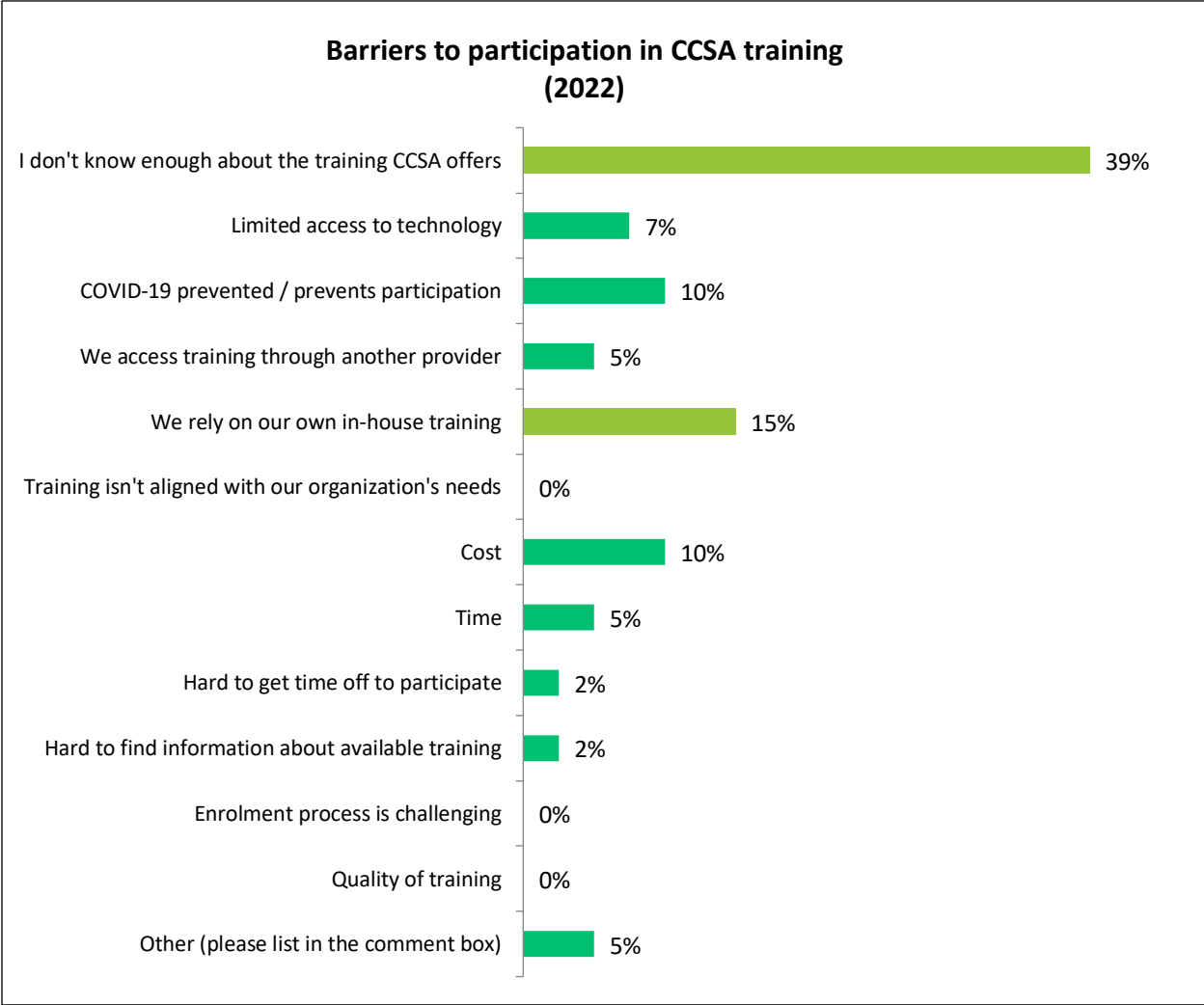
- We have done some training, but time is always an issue
- we have only used online resources
- I enjoy reading your updates as you are on the top of those H&S updates!!!
- as a member of a larger organization - we tend to have all of our H&S training well taken care of internally. When we do use CCSA there will always be bits and pieces of it that do not align with our own training - which can cause concern
- Virtual training is fine, but not everyone has work computers or personal emails so the sign up process was a pain.
- More on line training. The costs have changed materially gone from an event cost to per person. Too expensive to provide to everyone!
- Just restarted our MIP program but feel that the training provided by CCSA was exceptional
- The trainers have all be fabulous!
- We have done the initial training from CCSA. Would like to be able to access education modules for staff from time to time to keep up their skills.
- Being rural , I appreciate the ability to attend virtually
- Training sessions, whether public or private, are easy to register for.

Q12: If you are NOT using training provided by CCSA, why not? What is the biggest barrier? Please use the comment box to indicate additional barriers. (Skip this question if you have already taken part in CCSA training.)

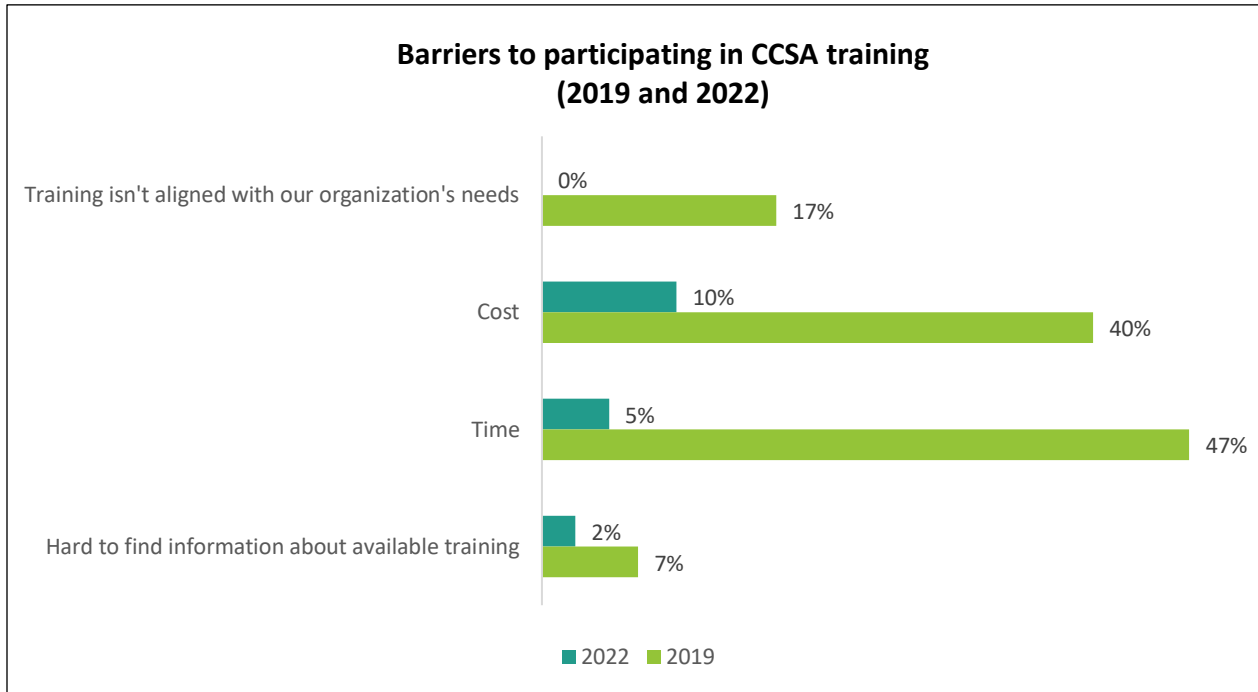
Forty per cent of respondents (41 of 103 respondents) answered the question about why they are not using CCSA training.

The dominant issue is lack of knowledge about the training CCSA offers. At 39%, it is far greater than any of the remaining barriers listed. The next highest, at 15%, is reliance on in-house training. There are no concerns about the quality of training offered, alignment with organizational needs, or challenges with the enrolment process at CCSA.

The six comments in the 'Other' category are listed on the following page but offer limited insights.



In 2019, CCSA asked a similar question of its stakeholders. Where the data overlaps, we can draw comparisons. Concerns about time and cost were the big barriers in 2019. Today, they are very low at 5% and 10%. Although none of the respondents in 2022 felt the training isn't aligned with their needs, 17% indicated it was a barrier in 2019.



Comments

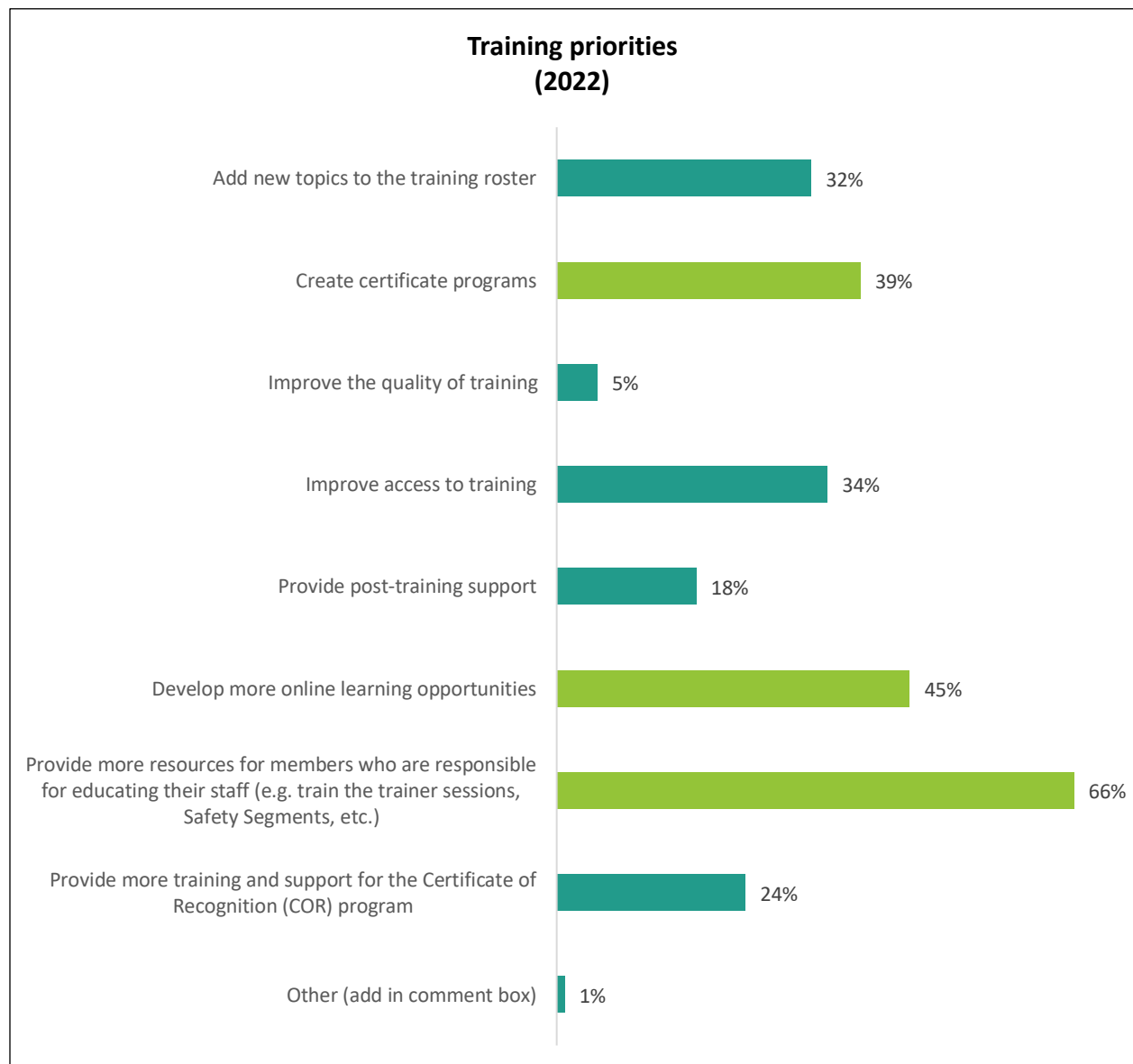
- AHS has many education opportunities and that is where I go first
- Short staffed, hard to coordinate training when we have trouble keeping shifts covered.
- We have participated in the CCSA training.
- It's challenging to get our mandatory training in already. Maybe we need to look at expanding and offering staff other opportunities.
- We use CCSA training whenever possible
- N/A - taken part in CCSA training

**Q13: In your opinion, what should CCSA prioritize over the next two years?
Please choose up to three (3) items from the list below.**

To ensure they meet member needs, CCSA asked survey respondents which training-related activities they should focus on over the next two years. They were asked to choose three items.

The top priority is clear; 66% of respondents say they would like more resources to help them educate their own staff, such as train-the-trainer opportunities and Safety Segments. The latter is a monthly curated package of resources on a select safety topic that is designed for team meetings, etc. that was introduced in 2022.

The next highest priorities are online learning opportunities (45%) and certificate programs (39%). There is also a very high level of interest in better access to training (34%) and adding new topics to the training roster (32%).

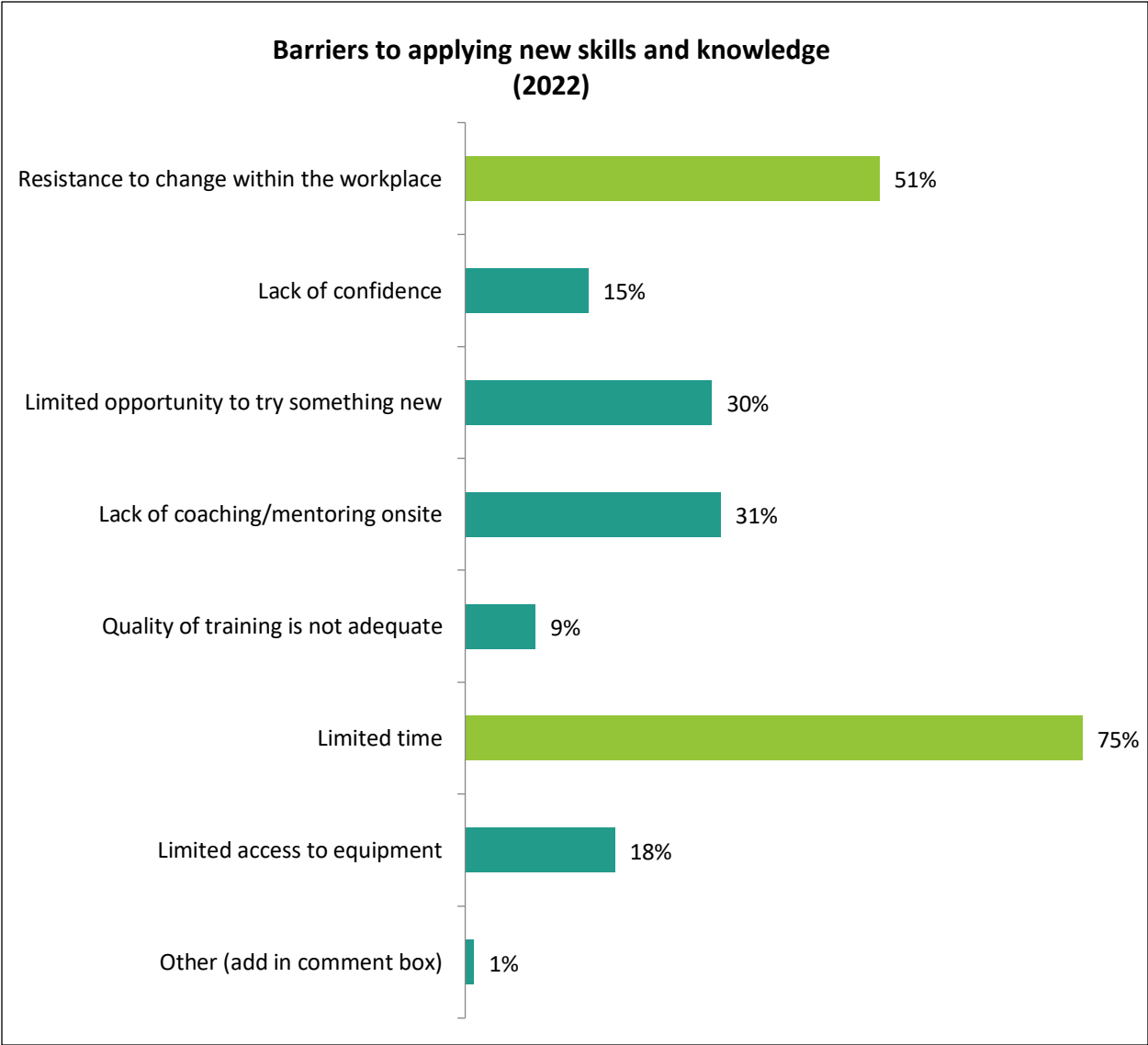


Comments

- More free online H&S training certificates would be much appreciated!
- I get more out of in person training than online training and in person training is scheduled, so the employer gives you time to do this.
- Send out information on training or that training exists for certain topics to site members.
- ESL options for training
- OHS Committee follow-up or a review of work completed. I think I have done an alright job of making our OHS program, however, I don't know for sure and would love to have someone review it and provide feedback.
- don't really know what to do to improve
- Campaign or signage to bring awareness of your existence
- Certificate programs would be great if they could be easily transferred from one organization to another.

Q14: Applying new skills and knowledge in the workplace is the goal of learning. What, if anything, prevents you and/or your organization from achieving this? Check all that apply.

Applying new skills and knowledge is the goal of learning, but it is a challenge in settings where there are competing priorities, limited resources, and established routines. When asked what prevents them from applying the new skills in their workplace, survey respondents were given a series of options. Two stood out – limited time (75%) and resistance to change in the workplace (51%). In addition, approximately 30% of respondents say they need coaching/mentoring onsite and more opportunities to try something new.



Comments

- Covid restrictions and fear of getting staff together, has gotten us behind in staff training and thus application.
- We plan well in advance for our training needs where we can and have been successful; other than when a new hire (Supervisory) and training is not available with CCSA in a timely manner
- Because there has been no safety culture there is a real resistance to change.
- low staff morale, too many casual or part time staff, poor staff retention
- CCSA itself has become stuck in its ways. CCSA has to heighten its profile.
- We have a lot of challenges when it comes to training. As a non-profit, budget isn't always what we need it to be. Time is a big factor, when it requires several hours or a whole day. Covid slowed us down and now to catch back up on that training has felt impossible.
- Everyone has no time or patience and wants to get out of the building the second they can
- We have trained trainers previously. The challenge is having the staffing and time for the trainers to schedule training.

Q15: How can CCSA support the application of new skills in your workplace?

As a follow-up to the previous question, CCSA asked survey respondents how they could support the application of new skills in their workplace. Comments have been sorted and categorized into themes, of which there are three:

1. Offer training, both in-person and online (12 comments).
2. Support in-house training (6 comments).
3. Provide follow-up (4 comments).

Comments

Offer training

- In person training.
- By providing more training in valuable areas that are needed.
- Continue to offer expert advise and feedback.
- More online training
- Online training. Webinars.
- More free online learning opportunities for frontline staff.
- Staff often find it difficult to be away from their position for hours at a time, maybe there is a way to break down sessions into 15-30 minute lessons to better allow for staff participation.
- Providing on site training for staff and ensuring that they are aware this training or other CCSA Program offers are communicated out to site members or leadership.
- Skill to deal with aggression and violence CPI training for all levels of staff.
- More hands-on training for employees, in a time efficient manner. As most employees have limited time throughout their workday to do training.
- Provide skill-specific training and/or resource person upon request.
- provide training and being the advocate

Support in-house training

- Sharing more information on how to train, educate, and support the workplace employees
- More in house training, so employer lets you learn new skills and gives you time to apply the new skills.
- Train the Trainer, are in-person training going to be coming back?
- suppling teaching resources for us to present to our staff.
- Time is the biggest barrier, there are not enough staff to take them off the floor. Suggest focus on key messages that we can use with staff during team huddles or safety talks
- Via train the trainer programs.

Provide follow-up

- I think once we learn a new skill, if there's no follow up or continuous spotlight on in, it can get lost or staff reverts back to what they've been doing. For example, one of the unit manager took time and a few others with her to learn a new course called gentle persuasion approach to be applied with residents who have dementia; there was mass training for all staff members who work on that unit/with the program but the knowledge was lost within months. There was no follow up with staff on whether they

were applying what they learned (it was a full day of learning); there was no observation of staff's implementation of technique when they interacted with the senior to see if they were applying the new skill. It has to be reinforced and repeated or the new information/knowledge is easily forgotten and we can easily revert back to old ways. The manager/trainers did not follow up with the team; did not continue to engage in conversation about GPA to keep the knowledge at the forefront or to continue to generate enthusiasm for its use. I think through enthusiasm; friendly engagement/discussion with staff about the new skills with someone who will support them and help them until they are comfortable with the new skill. Someone who can lessen their anxiety and journey with them through this learning/application period.

- Sometimes a catch-up session after a course may be beneficial to iron out any misunderstandings or smooth any confusion.
- In-house visits to reinforce training or to offer new training opportunities
- Follow-up support. Site-specific and positions specific training for courses like MMH.

Miscellaneous

- As a H&S Rep, I do the worksite inspections so any of the updates as you do now is great as is. To be honest, I don't prefer to receive too many e-mails either as I am always busy with work e-mails. You have been great as is so I don't have much to say but I am appreciated that you are doing this survey and your effort to improve more. Thanks for that!

- I am unsure how to answer that question.
- Perhaps when we talk about moving forward with the COR that would be a great time to introduce this as well. We can always use that opportunity to inject some excitement into my group.
- I thank CCSA for what has been provided so far, the resources are excellent. I would like a review of our OHS program. I would like to learn more about COR and how it differentiates from Accreditation.
- More employees needed in the south of Alberta
- Encouraging
- We need to access the website more often to find what's available to meet our needs.
- There should be staff buy in which is very difficult. Employees are used to doing things in a particular way and work more than one job. So, there is no time to do extra training, do their assigned job for the day and still go to their second job.
- We are supported with email updates, training opportunities and web site applications that are relevant to our industry.
- LMS
- hold virtual sessions in shorter time increments to visually assess trainees as well as assessing the trainers. Giving useful feedback to the trainers to boost their confidence is important as well.
- Trainings
- Work with the organization to create a tailored training platform.
- Please continue with support via email, phone calls, and on-line opportunities.

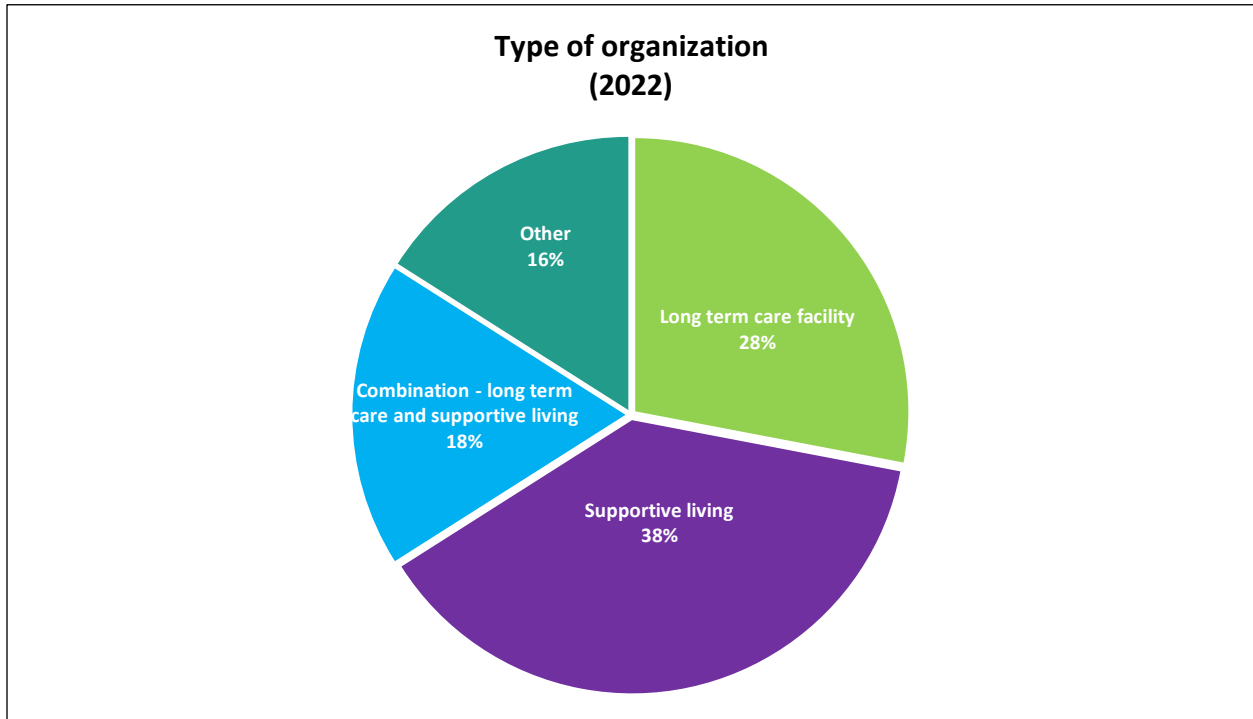
Q 16: What is the name of your organization? (Optional)

This information was used to determine whether more than one person from a single organization participated in the survey. Of the 103 respondents, 64% provided the name of their organization. Of those, 49 were unique.

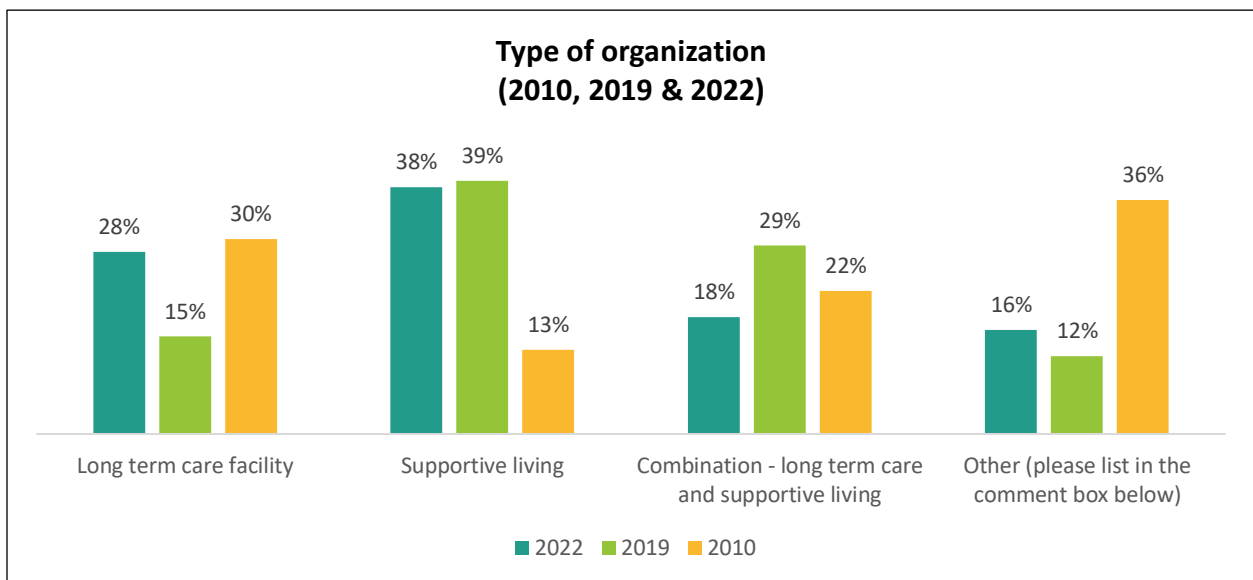
As a point of comparison, 67% of respondents provided the name of their organization in 2019, of which 42 were unique.

Q 17: How would you describe your organization?

When asked what type of organization they represent, there is a good cross-section of participation by respondents. Most come from supportive living (38%), followed by long term care (28%) and then combination facilities (18%). Responses to the 'Other' category are listed on the following page.



In the graph below, data from 2010, 2019 and 2022 suggests that survey participation is the more balanced this year than it has been in the past.



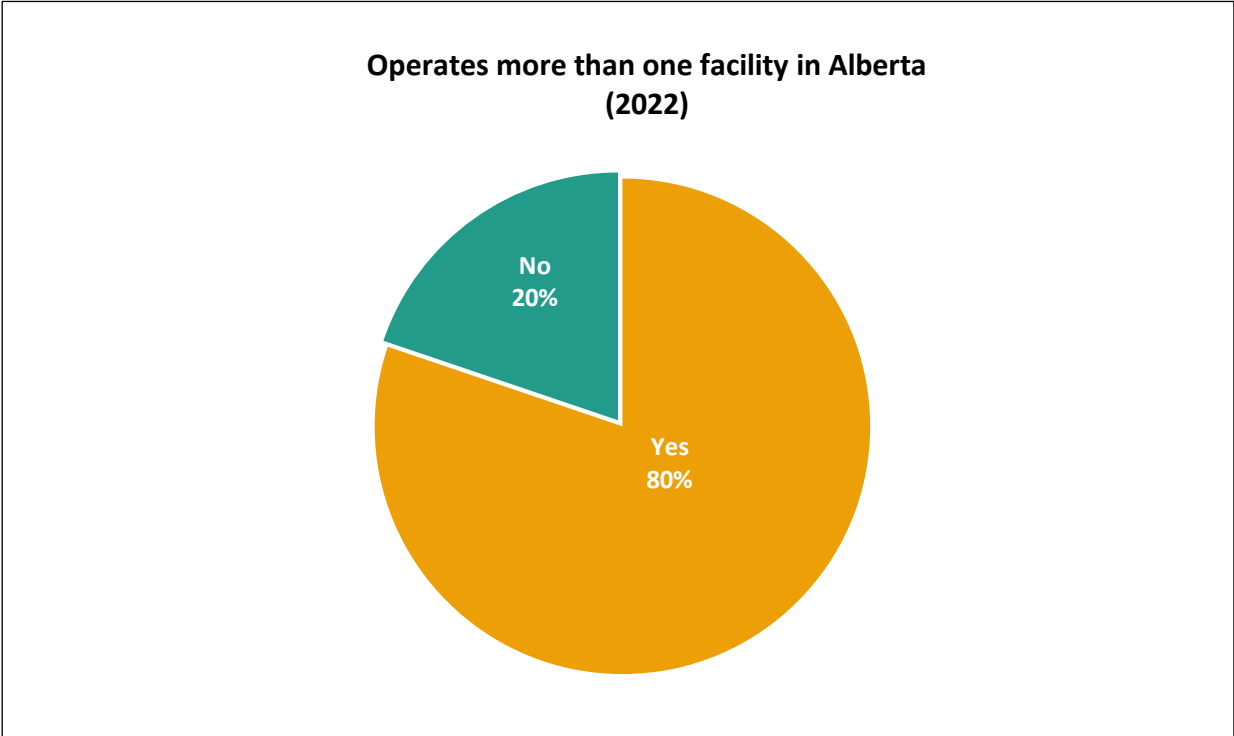
Sixteen people (16%) selected the 'Other' category and were asked to provide details in the comment box. An additional 10 people added comments.

Comments

- Rural LTC site with AHS
- Independent Senior Housing
- We also have independent living.
- Government Office
- LTC, sub acute, complex mental health
- WWC also operates Seniors Self Contained and family housing within the Foothills District #31
- Lodge and independent living
- Primary care
- Community Disability Support, supported individual living, Residential Disability Support
- Hospice
- Home Care Company
- Health and Safety Consulting/Auditing
- Independent living
- SI2 - SI4 and soon Dementia ward
- Independent and Supportive Living
- Supportive and independent seniors. Low income family housing.
- Supportive Living and Social Housing
- Supports to adults with developmental disabilities.
- Supportive living for seniors only, as well as independent living for families and seniors. We also have a huge clientele of families & special needs. Family housing has over 700 clients.
- Licensed Supportive Living Facility
- Independent living
- And hospitals
- We support adult individuals with developmental disabilities. We provide community living, community access, and group living program/services.
- Supportive living / Designated Supportive Living
- Primarily supportive living with some designated supportive living level 3 at one site
- Private Assisted Living and Memory Care

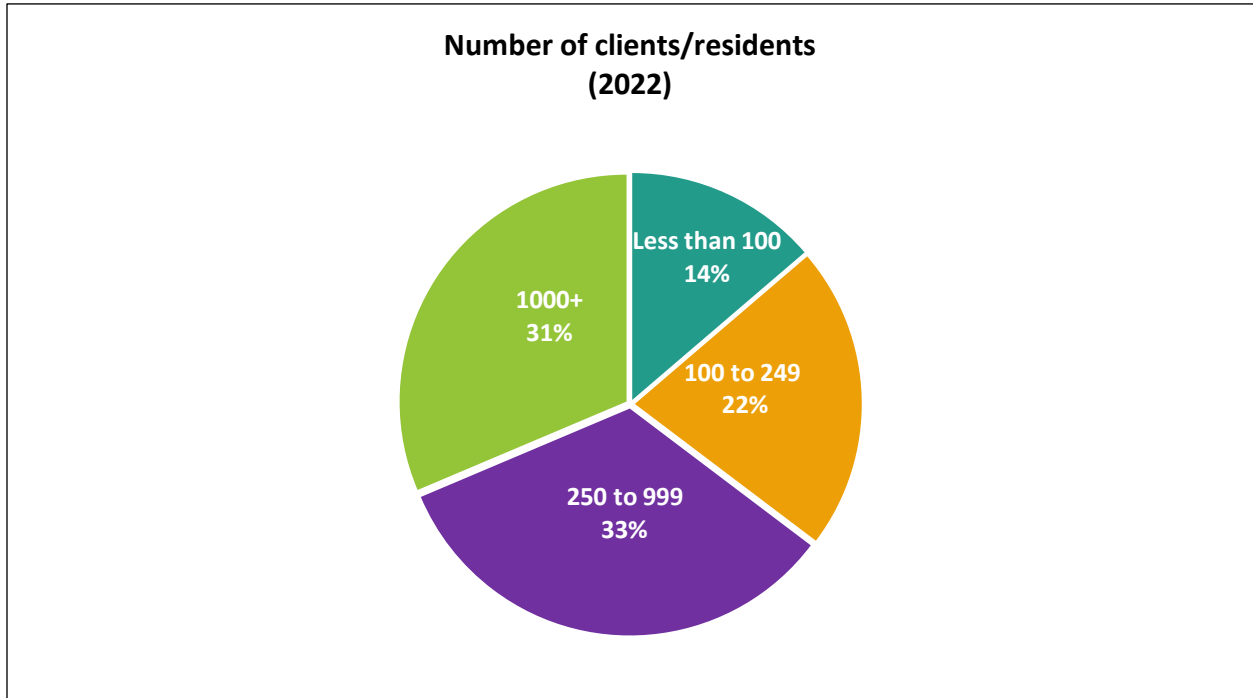
Q 18: Does your organization operate more than one facility in Alberta?

Most respondents (80%) are from organizations that operate more than one facility in Alberta. This is similar to the 2019 stakeholder survey where 79% reported the same.

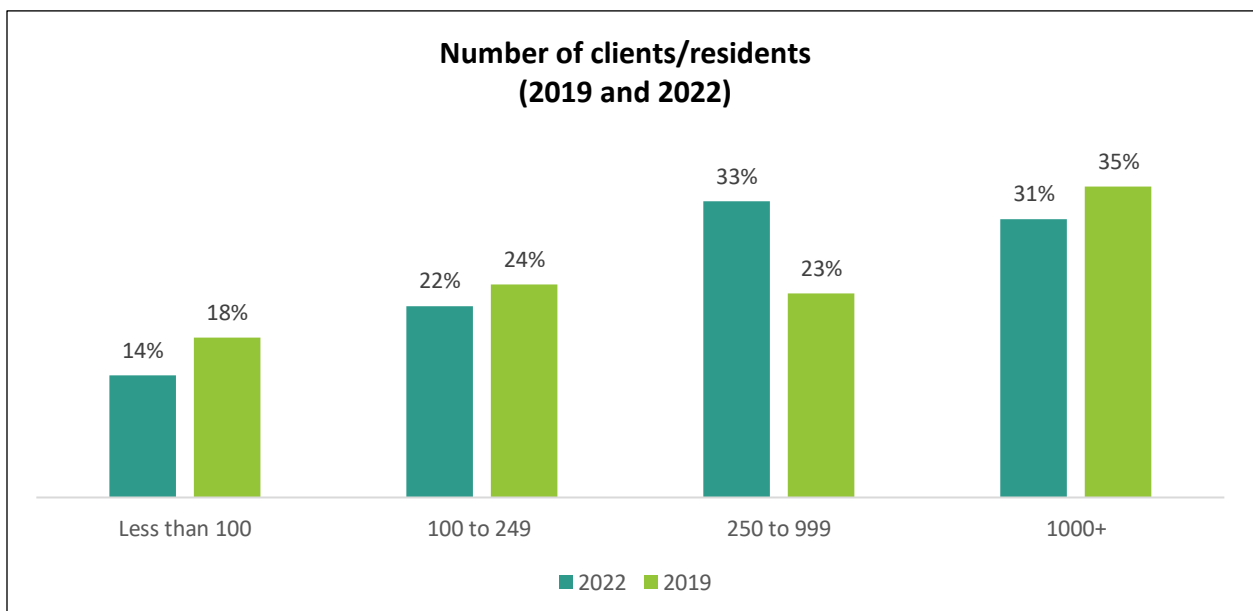


Q 19: Approximately how many clients/residents does your entire organization serve – i.e. at all your sites?

More than half of the respondents (64%) are from organizations with at least 250 clients/residents. Percentages for 1000+ clients/residents versus 250 to 999 clients/residents are almost the same at approximately 32%.

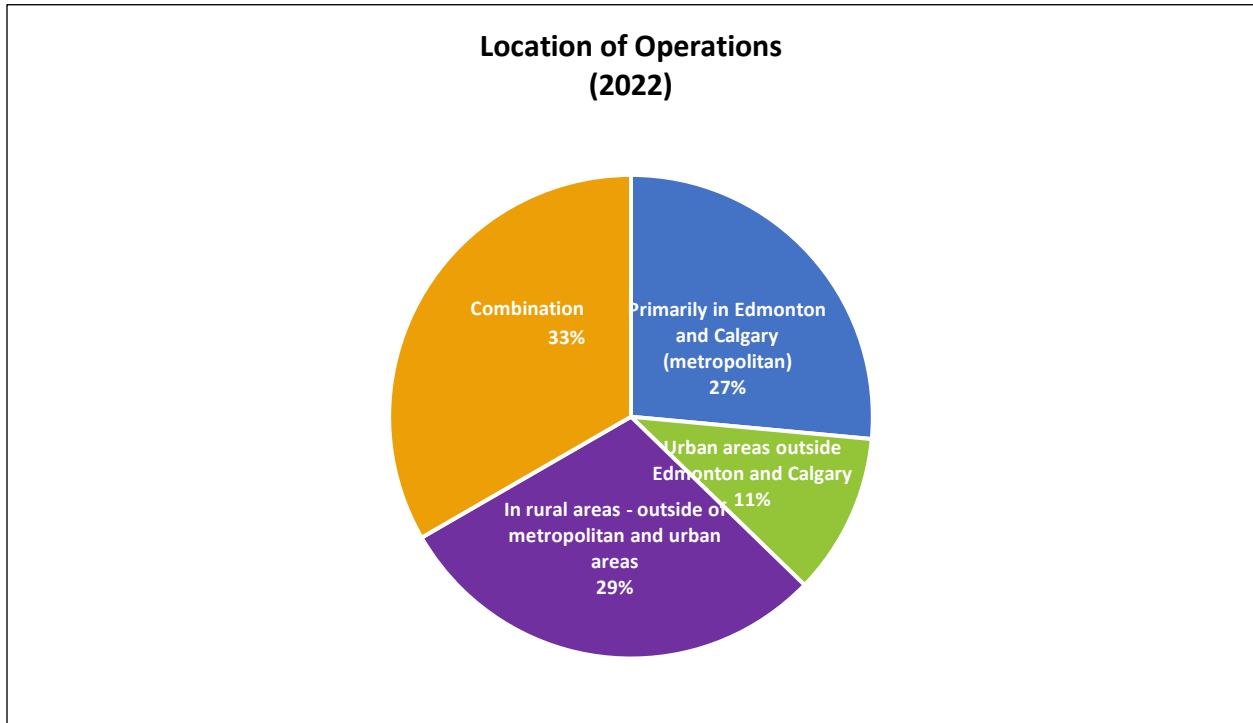


In the graph below, we compare data from 2019 and 2022. The percentages are similar, although we heard from more organizations with 250 to 999 clients/residents than we have in the past.

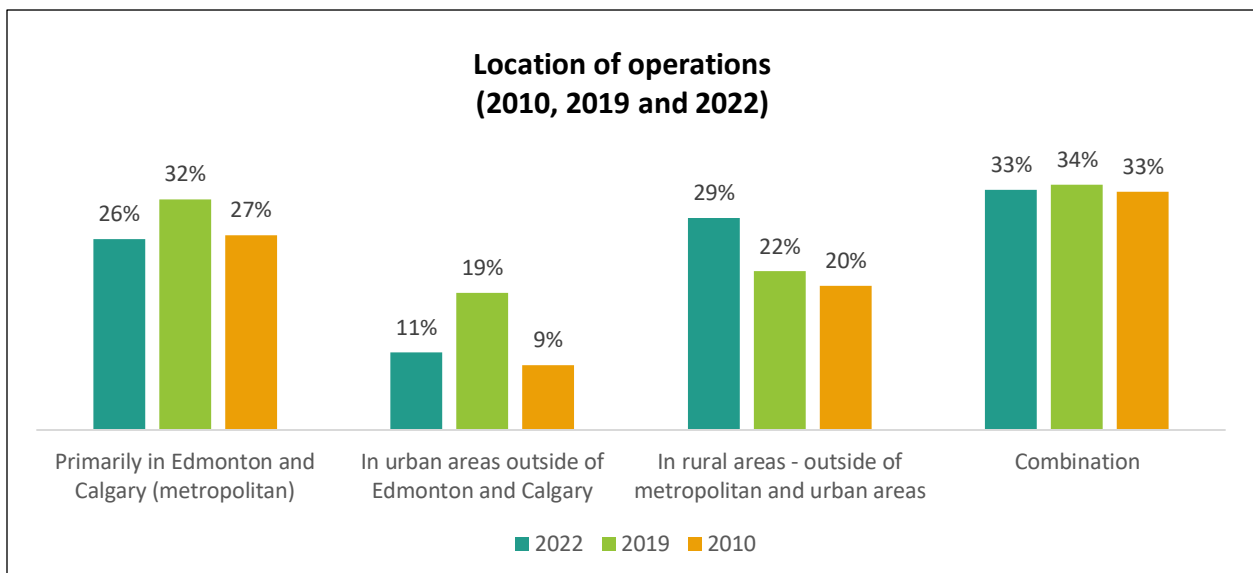


Q 20: Where are your operations in Alberta located?

Participating organizations come from a variety of locations. There is relatively even distribution, with one exception. Only 11% of respondents come exclusively from urban areas outside of Calgary, such as Red Deer, Medicine Hat, Grande Prairie, etc. This does not mean we did not hear from those communities, as they were likely represented in the 'combination' category.



In the graph below, we compare participation from the stakeholder surveys conducted by CCSA in 2010, 2019 and 2022. The numbers remain consistent, particularly if we compare results from 2022 and 2010.

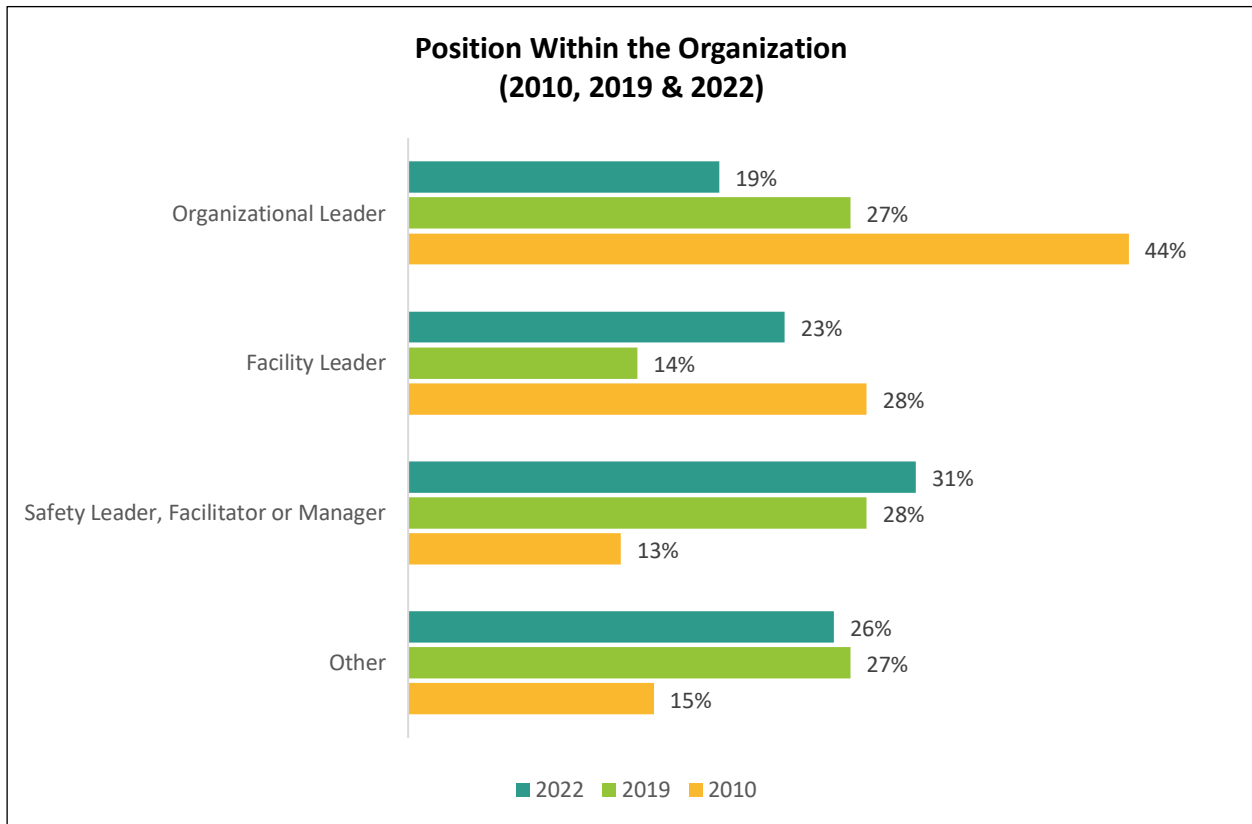


Q 21: Which of the following best describes your position there?

Survey respondents come from a variety of positions within the industry, as seen in the pie chart to the right.

People who chose 'Other' were asked to provide additional detail in the comment box. Their responses are listed in alphabetical order on the following page.

The largest respondent group in 2022 is 'Safety Leader, Facilitator or Manager' (31%) and the lowest is 'Organizational Leader' (19%). The opposite of that was true in 2010, when CCSA conducted its first stakeholder survey.



Comments

- Admin
- Administrative Support and internal Auditor
- Educator
- Facility Leader, Safety Leader, Auditor
- HCA
- HCA staff
- HCA, Recreation
- Health & Safety Coordinator, Internal Auditor for WWC
- Health Care Professional
- HR and Accreditation
- HR Manager; OHS and training fall into my scope of practice.
- Just one of the H&S Rep for our department
- Maintenance Manager/Joint OH&S Committee co-chair
- Member of the Health & Safety Committee.
- OH&S co-chair
- Resident Service Lead
- Safety Coordinator
- Scheduler
- Site manager
- Staff
- Staff member/clerical
- Was previously joint worksite co-lead; presently just a frontline health professional

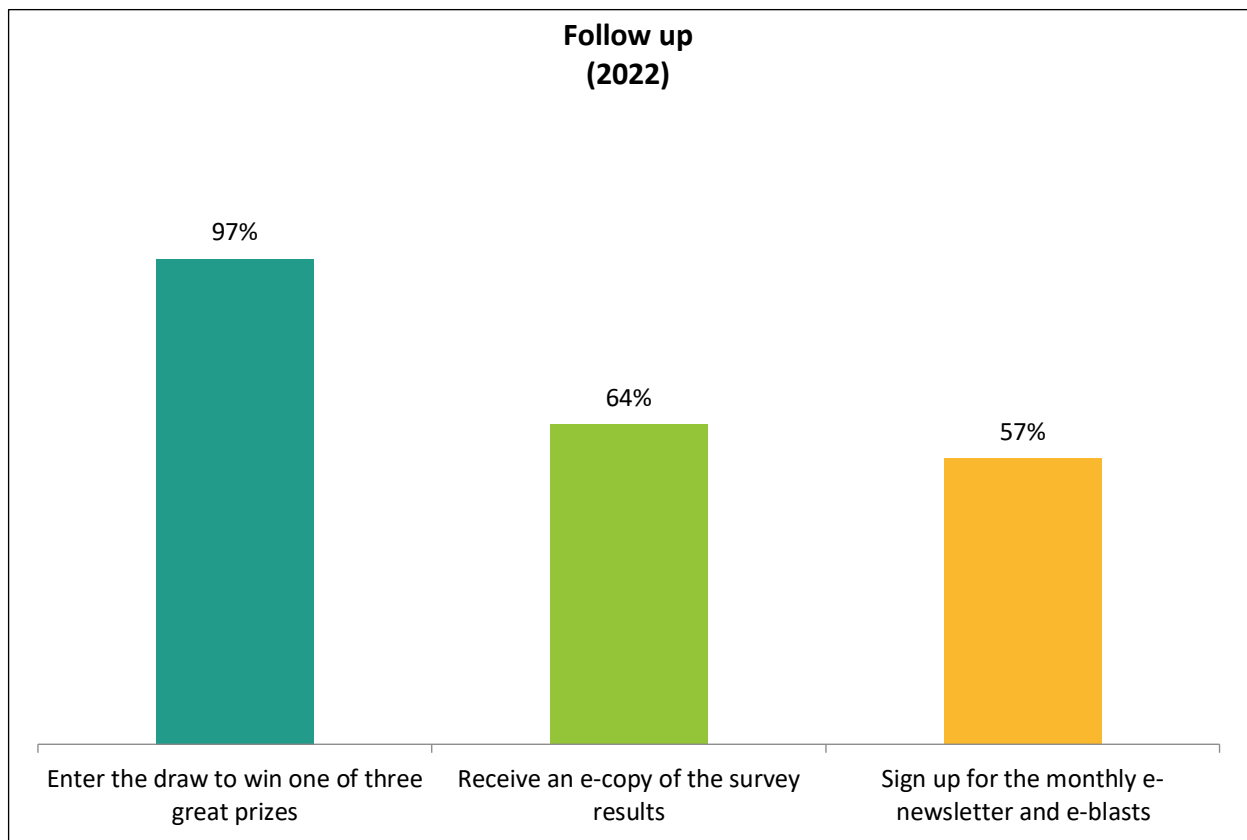
Q22: Are you interested in any of the following?

There is a very high level of interest (97% of respondents) in entering the draw to win one of the three prizes offered as an incentive to complete the survey:

- 1) a \$25 coffee card;
- 2) a CCSA-sponsored coffee break for the winner's organization, valued at up to \$150; or
- 3) a Health and Safety Program Review by CCSA - one full-day consultation.

Respondents were also asked if they would like a copy of the survey results. Sixty-four per cent responded with a yes. Fifty-seven per cent indicated an interest in signing up for the monthly e-newsletter and e-blasts.

Contact information has been forwarded to CCSA leadership.



Q 23: Last thoughts! Is there anything else you would like to tell us?

Thirty-seven people (36% of the 103 respondents) offered comments. Most (86%) were accolades for CCSA and an expression of thanks. Two (6%) provided suggestions and/or feedback about COR and online training.

Comments

- I really enjoy working with CCSA. I find the employees so helpful and understanding and knowledgeable in all things safety. So Thank-you!!
- Not at this time
- You are doing great as is!!! Thank you.
- I thoroughly enjoy the CCSA TTT sessions and hope to participate in more. I am hosting my first training session this month.
- N/A
- Too many questions.
- Keep up the great work
- Appreciative of your support.
- Miss Jeremy!
- Your staff are good to us.
- Great improvement on the audit review turn around over last 3 years!!
- You are doing a great job.
- Thank you!
- I think you provide a valuable service to the communities
- Looking forward to improving our safety program as time permits
- Keep doing what you're doing and allowing all of us to work on participating to the fullest.
- Good organization with good leaders
- Thanks for the CCSA support
- Thank you and really find your website useful and staff very knowledgeable
- Keep up the good work!!!
- Thank you guys for the impact you do on us.
- I hope we win the health and safety program review! Thank you CCSA for your training and services/resources over the last few years.
- You are doing a great service and I value your resources immensely
- Keep up the good work!
- Online courses that can be taken anytime would fit schedules better, save travel time and reduce lost work time. We still have staff that are uncomfortable in large group sessions. Thank you!
- I like the newsletters!
- The staff at the CCSA have been very supportive sharing information, resources and support when doing the Audits.
- Not at the moment
- Thanks for being so awesome :)
- nothing else.
- COR is a very good tool for Long Term Care. It helps to ensure organizations are doing what they say they are doing, and put the clients at the center of their operation.
- no.
- Thanks for all you do to make it easier for us to ensure our staff are safe, we are very lucky to have this resource.
- CCSA is doing a great job and love being a part of the IAC

- Overall I am very impressed and pleased with the services CCSA provides. It has definitely made our organization a safer place to work and reduced injuries/lost time. I find the COR audits a little over the top, in terms of expectations. It is frustrating completing the internal audits. I find it is less about meeting the standards and more about how to write the report. I think there is room for improvement in this process so it is a more positive experience.
- Thank you for your help. I really noticed it when I was on the health and safety committee at the Diamond Willow Lodge. Now as the organization leader, I am interested to know more about COR.
- I look forward to continued training/communication with you.
- Keep up the great work. Thank you!
- Thank you for the opportunity.

Appendix 1: Raw Quantitative Data

Q1 Overall, how would you rate your awareness of CCSA – what it does and what it offers?		
Answer choices	Percentage	Number (n = 103)
High	50%	51
Medium	36%	37
Low	15%	15

Q2 To what extent do you agree with the following statements?									
Answer choices	Agree		Disagree		I don't know		Not applicable		Total number
	%	#	%	#	%	#	%	#	
Being a CCSA member has had a positive impact on our organization	88%	86	2%	2	9%	9	1%	1	98
When we need it, we receive support from CCSA to help us achieve our goals	74%	73	3%	3	16%	16	6%	6	98
Overall, CCSA's programs and services meet my expectations	82%	83	4%	4	12%	12	2%	2	101

Q3 These are some of the services CCSA provides. Do you find them helpful?									
Answer choices	Yes		No		I'm not aware of this		Not applicable		Total number
	%	#	%	#	%	#	%	#	
Virtual training	82%	80	3%	3	12%	12	2%	2	97
In-person training	64%	63	3%	3	20%	20	12%	12	98
Free on-demand webinars (videos)	72%	69	2%	2	25%	24	1%	1	96
Certificate of Recognition (COR) program	70%	69	2%	2	16%	16	12%	12	99
Health and Safety Toolkit	68%	67	3%	3	28%	27	1%	1	98
Lift of the Month (new) - videos featuring a different lift each month	45%	44	6%	6	46%	45	3%	3	98
Safety Segments (new) - curated activities to help you discuss safety topics within your workplace	60%	59	2%	2	37%	36	1%	1	98
Safety Campaigns - collection of resources on a different safety topic each month	68%	67	3%	3	29%	28	0%	0	98
Industry news/updates	77%	75	4%	4	19%	19	0%	0	98
Health and Safety Program Review	70%	69	3%	3	25%	25	2%	2	99
Online Resource Library	71%	72	3%	3	25%	25	2%	2	102

Q5: What are your top three (3) health and safety priorities?

Answer choices	Percentage	Number (n = 103)
Injury prevention	79%	81
Mental health of staff	48%	49
Conflict resolution and respect (safe workplace culture)	27%	28
Bullying and harassment of staff	16%	16
Disability management and/or return to work programs	12%	12
Materials handling	4%	4
Hazard assessment and control	23%	24
Pandemic planning	7%	7
Achieving or maintaining COR	25%	26
Health and Safety Committee support	17%	17
Engaging staff in health and safety	39%	40
Engaging management in health and safety	11%	11
Other (add in comment box)	1%	1

Q6 In your opinion, what should CCSA prioritize over the next two years? Please choose up to three (3) items from the list.

Answer choices	Percentage	Number (n = 103)
Providing more training opportunities	45%	46
Providing additional online resources	37%	38
Providing tailored organizational support	33%	34
Providing IPC services and resources - i.e. fit testing	18%	19
Supporting the Certificate of Recognition (COR) program	26%	27
Raising the profile of our industry	16%	16
Advocating for policy/legislation change	17%	17
Sharing best practices within the industry	47%	48
Building awareness of what CCSA offers	34%	35
Creating networking opportunities	17%	17
Other (add in comment box)	1%	1

Q7 CCSA's big picture priorities are listed below. In your opinion, how successful has CCSA been in achieving them so far?

Answer choices	Very successful		Somewhat successful		Not successful		I don't know		Total number
	%	#	%	#	%	#	%	#	
Advocacy - being a voice for positive change within the industry	36%	35	37%	36	5%	5	22%	21	97
Partnerships - leveraging relationships to strengthen the industry	34%	32	39%	37	3%	3	24%	23	95
Innovation - finding innovative ways to give members better access to training, resources, etc.	48%	46	39%	37	3%	3	10%	10	96
Engagement - building awareness of what CCSA has to offer and better understanding member needs	34%	33	48%	47	9%	9	8%	8	97
Performance - sharing data to help members improve their health and safety systems	42%	42	36%	36	9%	9	13%	13	100

Q8 If you are NOT using the Certificate of Recognition (COR) program, why not? What is the biggest barrier? Please use the comment box to add additional barriers. (Skip this question if you are already taking part in COR.)

Answer choices	Percentage	Number (n = 31)
Cost	11%	5
Time	17%	8
I don't know enough about COR	46%	21
It feels overwhelming to even consider it	13%	6
Other	13%	6

Q9 How do you access information from CCSA? Please check all that apply.									
Answer choices	Yes, I use this to find CCSA info		I am aware of this but I don't use it to find CCSA info		I didn't know about this		Not applicable		Total number
	%	#	%	#	%	#	%	#	
CCSA website	78%	74	12%	11	11%	10	0%	0	95
Health & Safety Minute: monthly e-newsletter for all stakeholders	68%	62	12%	11	19%	17	1%	1	91
COR Connections: monthly e-newsletter for COR community	43%	40	9%	8	39%	36	9%	8	92
WCB and AB Govt Newsletter Highlights: monthly e-newsletter for all stakeholders	46%	42	25%	23	27%	25	2%	2	92
CCSA's Member Welcome Package	15%	13	17%	15	58%	52	10%	9	89
e-bulletins: e-mails with timely news	67%	61	12%	11	21%	19	0%	0	91
CCSA Facebook Page	11%	10	21%	19	56%	50	12%	11	90
CCSA Twitter Account	5%	5	21%	19	53%	48	21%	19	91
CCSA YouTube Channel	24%	22	14%	13	51%	46	10%	9	90
Phone calls to CCSA	40%	37	26%	24	18%	17	15%	14	92
Emails to CCSA	54%	52	23%	22	15%	14	8%	8	96

Q10 How easy is it to find information on the CCSA website?		
Answer choices	Percentage	Number (n = 97)
Very easy	44%	43
Reasonably easy	48%	47
It's a challenge	7%	7

Q11 To what extent do you agree with the following statements?									
Answer choices	Agree		Disagree		I didn't know		Not applicable		Total number
	%	#	%	#	%	#	%	#	
I am aware of the training opportunities offered by CCSA	79%	77	4%	4	17%	17	0%	0	98
My organization participates in CCSA training	80%	79	4%	4	14%	14	2%	2	99
CCSA training has had a positive impact on our organization	76%	75	0%	0	20%	20	4%	4	99
Overall, the quality of training offered by CCSA meets my expectations	75%	77	4%	4	21%	21	0%	0	102

Q12 If you are NOT using the health and safety training provided by CCSA, why not? What are the barriers? Check all that apply. Skip if you have taken part in this training.		
Answer choices	Percentage	Number (n = 41)
I don't know enough about the training CCSA offers	39%	16
Limited access to technology	7%	3
COVID-19 prevented / prevents participation	10%	4
We access training through another provider	5%	2
We rely on our own in-house training	15%	6
Training isn't aligned with our organization's needs	0%	0
Cost	10%	4
Time	5%	2
Hard to get time off to participate	2%	1
Hard to find information about available training	2%	1
Enrolment process is challenging	0%	0
Quality of training	0%	0
Other (please list in comment box)	5%	2

Q13 In your opinion, what should CCSA prioritize over the next two years? Please choose up to three (3) items from the list.

Answer choices	Percentage	Number (n = 96)
Add new topics to the training roster	32%	31
Create certificate programs	39%	37
Improve the quality of training	5%	5
Improve access to training	34%	33
Provide post-training support	18%	17
Develop more online learning opportunities	45%	43
Provide more resources for members who are responsible for educating their staff (e.g. train the trainer sessions, Safety Segments, etc.)	66%	63
Provide more training and support for the Certificate of Recognition (COR) program	24%	23
Other (add in comment box)	1%	1

Q14 Applying new skills and knowledge in the workplace is the goal of learning. What, if anything, prevents you and/or your organization from achieving this? Check all that apply.

Answer choices	Percentage	Number (n = 93)
Resistance to change within the workplace	51%	47
Lack of confidence	15%	14
Limited opportunity to try something new	30%	28
Lack of coaching/mentoring onsite	31%	29
Quality of training is not adequate	9%	8
Limited time	75%	70
Limited access to equipment	18%	17
Other (add in comment box)	1%	1

Q17 How would you describe your organization?		
Answer choices	Percentage	Number (n = 100)
Long term care facility	28%	28
Supportive living	38%	38
Combination - long term care and supportive living	18%	18
Other	16%	16

Q18 Does your organization operate more than one facility in Alberta?		
Answer choices	Percentage	Number (n = 101)
Yes	80%	81
No	20%	20

Q19 Approximately how many clients/residents does your entire organization serve – i.e. at all your sites?		
Answer choices	Percentage	Number (n = 102)
Less than 100	14%	14
100 to 249	22%	22
250 to 999	33%	34
1000+	31%	32

Q20 Where are your operation in Alberta located?		
Answer choices	Percentage	Number (n = 102)
Primarily in Edmonton and Calgary (metropolitan)	26%	27
In urban areas outside of Edmonton and Calgary	11%	11
In rural areas - outside of metropolitan and urban areas	29%	30
Combination	33%	34

Q21 Which of the following best describes your position there?		
Answer choices	Percentage	Number (n = 96)
Organizational Leader	19%	18
Facility Leader	23%	22
Safety Leader, Facilitator or Manager	31%	30
Auditor	1%	1
Other/Combination	26%	25

Q22 Are you interested in any of the following?		
Answer choices	Percentage	Number (n = 88)
Enter the draw	97%	85
Receive an e-copy of the survey results	64%	56
Sign up for the monthly e-newsletter and e-blasts	57%	50

Appendix 2: Comment Summary

Comments have been grouped into the following categories, which are presented alphabetically:

- Accolades (46 comments)
- Awareness (20 comments)
- Certificate of Recognition (22 comments)
- Communication (7 comments)
- Miscellaneous (6 comments)
- Resources (24 comments)
- Training (76 comments)
- Website (12 comments)

Comments

Accolades

- Staff are great
- I have had MANY dealings with CCSA and I am ALWAYS impressed with the service I get. Above and beyond on several occasions.
- I think CCSA is doing a great job helping with the requirements for our safety program.
- We have been pleased with all the services CCSA has provided us in the past, and now. I can think of any improvements at this time
- satisfied with the services
- You do a great job!!
- We received assistance when developing our OH&S policies and committee.
- CCSA does a great job with the resources available, thanks
- Doing a great job!
- Keep up the good work
- I do not have any complaints over the overall services and program. Every question and inquiry have been reviewed and addressed
- I am quite satisfied
- At the moment I feel they provide exceptional service. They have adapted during the pandemic to continue to provide their services.
- I feel there is nothing that can be improved upon. Please keep up the good work!
- Great job!!! I love your service so far and much appreciated whatever you do for H&S.
- I really enjoy working with CCSA. I find the employees so helpful and understanding and knowledgeable in all things safety. So Thank-you!!
- You are doing great as is!!! Thank you.
- Keep up the great work
- Appreciative of your support.
- Miss Jeremy!
- Your staff are good to us.
- You are doing a great job.
- Thank you!
- I think you provide a valuable service to the communities
- Keep doing what you're doing and allowing all of us to work on participating to the fullest.
- Good organization with good leaders
- Thanks for the CCSA support

- Thank you and really find your website useful and staff very knowledgeable
- Keep up the good work!!!
- Thank you guys for the impact you do on us.
- I hope we win the health and safety program review! Thank you CCSA for your training and services/resources over the last few years.
- You are doing a great service and I value your resources immensely
- Keep up the good work!
- Thanks for being so awesome :)
- Thanks for all you do to make it easier for us to ensure our staff are safe, we are very lucky to have this resource.
- CCSA is doing a great job and love being a part of the IAC
- Overall I am very impressed and pleased with the services CCSA provides. It has definitely made our organization a safer place to work and reduced injuries/lost time
- I look forward to continued training/communication with you.
- Keep up the great work. Thank you!
- Thank you for the opportunity.

Awareness

- I need to become more aware/involved in what CCSA has to offer as I know it is extensive, however, it is a bit overwhelming
- Awareness of CCSA programs has really dropped. It is highly unfortunate that CCSA did not have a booth at the ACCA Conference in Red Deer Sept 14/15. CCSA used to have a booth for many years to provide information, but then just dropped out. Why?
- I just know you are associated with COR
- Never heard of [CCSA] until this email

- I don't know CCSA until our colleague social worker to send us this survey.
- I am new to the role and have not seen any information from the CCSA
- Much of this information [about CCSA services] goes to the administrator, and doesn't get passed on to the Joint OH&S committee members.
- It helps to have this list [of CCSA services], some not aware of - so will check them out!
- Continue to educate the industry on what you offer.
- CCSA needs to improve its presence and visibility in the seniors sector. CCSA needs to work more collaboratively with ASCHA and ACCA. CCSA can learn from its counterpart in BC called SafeCare BC. SafeCare BC works very closely with the BC Care Provider's Association. For example see <https://bccare.ca/2022/08/safecare-bc-survey-on-worksafebcs-high-risk-strategy/> . CCSA needs to build strong allies in the seniors care sector and stop hiding in shadows. CCSA should be seen as an organization that you go to for solutions.
- I am new to this organization, but so far there appears to be a lot your organization offers and I am looking forward to exploring more.
- Since CCSA is not a very well-known organization, it is really difficult from employee standpoint to say what is lacking [re: whether CCSA is achieving its strategic priorities].
- Campaign or signage to bring awareness of your existence
- CCSA itself has become stuck in its ways. CCSA has to heighten its profile.
- If possible, a monthly email or newsletter format communication to site members or management, would help disseminate information, services and events to staff.

This can be reviewed at staff meetings so employees are aware of this. Personally, I did not know CCSA existed.

- Not really aware of the reach this service [CCSA] would have for us staff.
- Send out memos and handouts to sensitize members on the activities of CCSA.
- Continue to stress the importance of employee safety to businesses.
- Improve communications specifically targeting health care providers in continuing care settings, perhaps through professional college newsletters
- I would hope CCSA would do more lobbying of gov't/decision makers and I do not see that/not aware of that.

Certificate of Recognition

- Did not know in person audits resumed in spring 2022
- There still appears to be a gap between the training the CCSA provides and the actual findings/expectations of auditors when doing PIR audits. EG. - preference or requirement that Workplace Violence and Workplace Harassment are 2 separate policies or one fulsome policy? Auditors disagree on this and it often creates unnecessary work. How do we identify the individual preferences of an auditor vs the legislated requirements?
- Would like opportunity to do a post audit debrief with a CCSA rep. To better make post audit improvements - like consulting for the H&S program.
- Clarity with certified auditors regarding the identification of required practices vs individual auditor preferences.
- Can the management send the interdisciplinary team info of CCSA? Need more promotion at long term care facility.
- The COR seems overwhelming. Perhaps some step-by-step detailed help with the COR application so we understand what each criterion means.
- [COR] may not be part of my scope of duties? Unsure.
- I don't know what COR is.
- COR programs must be cost beneficial. At this time obtaining a COR does not prove useful for our workplace.
- We are in the process of getting COR.
- We have had so much change lately and having are 2nd accreditation in 1 year - so much preparation required and then the overwhelming number of staff who were off during COVID requiring WCB and disability claims and follow-up. Then, staff turnover in my small department of 2 people. Hope that helps you get a glimpse into my pressures. With my new HR Coordinator, I think this might be something she would enjoy working with me on, so perhaps we could look at early 2023.
- I sometimes feel the expectations of the maintenance audits stressful as the CCSA auditors have the expectation the maintenance auditors are able to do the same as the external professionals
- We are using it as it is mandatory.
- We are being accredited by Alberta Council for Disability Services every 3 years.
- We are going above and beyond with an OH&S committee; it is not actually required due to our numbers. We did the work so continue on this path regardless.
- COR is a very good tool for Long Term Care. It helps to ensure organizations are doing what they say they are doing, and put the clients at the center of their operation.
- I find the COR audits a little over the top, in terms of expectations. It is frustrating completing the internal audits. I find it is

less about meeting the standards and more about how to write the report. I think there is room for improvement in this process so it is a more positive experience.

- I would like a review of our OHS program. I would like to learn more about COR and how it differentiates from Accreditation.
- Thank you for your help. I really noticed it when I was on the health and safety committee at the Diamond Willow Lodge. Now as the organization leader, I am interested to know more about COR.
- Perhaps when we talk about moving forward with the COR that would be a great time to introduce this [CCSA services] as well. We can always use that opportunity to inject some excitement into my group.
- The staff at the CCSA have been very supportive sharing information, resources and support when doing the Audits.
- Great improvement on the audit review turn around over last 3 years!!

Communication

- I do like communications through email. Even this survey is helpful per my note above...there are things I haven't accessed and appreciate the communication to refer to.
- CCSA can generally be slow to respond to email inquires. I believe this is an area that can use some improvement.
- At the AGM we saw lots of reserve funds. Still have not seen communication in what CCSA is doing. CCSA is a member organization and should CLEARLY articulate its corporate business goals and plans to Members.
- CCSA members are very quick with responding to emails and phone calls - very much appreciated

- I have had issues finding the resources I required. but if I send an email I find the response time is quick with good information.
- As a H&S Rep, I do the worksite inspections so any of the updates as you do now is great as is. To be honest, I don't prefer to receive too many e-mails either as I am always busy with work e-mails. You have been great as is so I don't have much to say but I am appreciated that you are doing this survey and your effort to improve more. Thanks for that!
- I have often reached out for assistance, and it is prompt and helpful

Miscellaneous

- Looking forward to improving our safety program as time permits
- Covid has made many people short, rude and mad. There's a lot of psychological issues very noticeable in many staff now.
- You meet these [CCSA priorities] very well now it is up to the organization to share with staff
- I like how everything [strategic priorities] is structured
- [Please provide] OHS Committee follow-up or a review of work completed. I think I have done an alright job of making our OHS program, however, I don't know for sure and would love to have someone review it and provide feedback.
- Too many [survey] questions.

Resources

- I would like to see more education resources, posters
- I use your resources every day with my job.
- I enjoy the newsletters, it is a quick easy way to stay on top of things

- I recently subscribed to your newsletter so I am still learning about what you do. We in the disability services field do not have an organization that we can join to help us in our health and safety program and you are closest so far.
 - I am impressed with the CCSA and find it a helpful resource for review with our JHSC members.
 - I love your H&S topic by e-mail which helps me a lot as I am a H&S Rep for our Corporate Service Dept. It has been very great experiences for me reading your e-mails.
 - [I continually] review of CCSA website and the email sent out by CCSA
 - In my new role I am more involved in OHS and have taken many courses and use the tools available through the website quite frequently
 - [CCSA] gives me very important news and many ideas about our H&S monthly tool box meeting. Thanks for your hard work! I haven't had opportunities talking with any of your CCSA member but I imagine that you have an amazing team having very helpful website! Great work!!!
 - I am newly aware of CCSA but feel the resources available will be beneficial for my organization into the future.
 - I have had issues finding the resources I required. but if I send an email I find the response time is quick with good information.
 - Thank you for all the resources. I didn't know some of these were available. I will explore more but can never have too many resources. :)
 - Like I mentioned, I use your resources daily for my job and am always very grateful they are there. Often makes my job a lot easier
 - Can you please feature the Arjo General Purpose (Quick Fit) sling in your next instructional video? Thank you!
 - CCSA is one of the first places I go to for resources/information around staff safety
 - The Safety Segments are a great resource for staff meetings.
 - I think you have a lot of resources that we need to tap into more than we currently are.
 - We need to access the website more often to find what's available to meet our needs.
 - I am new to CCSA, however I find the resources excellent and easy to use. I'm still learning about what all is offered
 - I enjoy reading your updates as you are on the top of those H&S updates!!!
 - I like the newsletters!
 - I hadn't occurred to me until reading this to share your twitter feed on our Health and Wellness SharePoint Page as a resource. Thanks!
 - I like the newsletters!
 - Your data sharing is fantastic!!
- Training**
- I receive all the emails and notifications of courses, and have had on-site training for our OH&S committee.
 - In my new role I am more involved in OHS and have taken many courses and use the tools available through the website quite frequently
 - I thoroughly enjoy the CCSA TTT sessions and hope to participate in more. I am hosting my first training session this month.
 - Due to Covid, we really haven't had much opportunity to take advantage of some of the services and training they offer

- We have used many of the tools offered to complete our required training, as of 2018.
- Offer an in-person training by advertising the date and time on the website.
- [Offer] in person training again.
- [Provide] In person training
- Providing on site training for staff and ensuring that they are aware this training or other CCSA Program offers are communicated out to site members or leadership.
- More site-based training for staff
- If they could, more Web Courses with certificates that a member organization can use for in-service trainings
- Certificate programs would be great if they could be easily transferred from one organization to another.
- The CCSA worked through Covid and made virtual training and on demand and webinars readily available.
- Training courses should be webinars to ensure availability upon turnover.
- More online courses.
- More free online learning opportunities for frontline staff.
- Online courses that can be taken anytime would fit schedules better, save travel time and reduce lost work time. We still have staff that are uncomfortable in large group sessions. Thank you!
- Online courses that can be taken anytime would fit schedules better, save travel time and reduce lost work time. We still have staff that are uncomfortable in large group sessions. Thank you!
- I am so appreciated that you offer some free online training! That's how I discover your website during pandemic when I was looking for something to improve myself to learn with my spare time (lots of spare time

during pandemic which was helpful for me to take sometimes to study!) I enjoyed your free on-demand webinar it was so easy to sign up and gave me some more interests. Your website is so nice to find information and I thank for your hard work whoever managing your website as well. I love it all

- More on line training course as it is sometime difficult and costly for in person training.
- More on line training. The costs have changed materially gone from an event cost to per person. Too expensive to provide to everyone!
- Free online training welcomes so many people to be visiting your website and tell others to get to know who you are and what you provide! That's how I got to know you and sometimes our budget is tight and I can't request to attend paid online training but if it's free, I feel no pressure and I can go head to learn whatever you provide to keep up my H&S training to maintain our health & safety environment as much as I can to the team! Please keep updating your free online certificate programs after the pandemic as well. I would love to share them with my other H&S Rep as well.
- More available employees in the south part of the province
- More industry specific training
- Keep the blended learning on-line and in-person.
- We have done some training, but time is always an issue
- Stick to rates for in person training. Offer all element training virtually.
- as a member of a larger organization - we tend to have all of our H&S training well taken care of internally. When we do use CCSA there will always be bits and pieces of it that do not align with our own training - which can cause concern

- Virtual training is fine, but not everyone has work computers or personal emails so the sign up process was a pain.
- Covid restrictions and fear of getting staff together, has gotten us behind in staff training and thus application.
- We plan well in advance for our training needs where we can and have been successful; other than when a new hire (Supervisory) and training is not available with CCSA in a timely manner
- Train the Trainer, are in-person training going to be coming back?
- Time is the biggest barrier, there are not enough staff to take them off the floor. Suggest focus on key messages that we can use with staff during team huddles or safety talks
- Would like to see more Train the Trainer so we can have our new staff (Supervisory) trained when required.
- Sharing more information on how to train, educate, and support the workplace employees
- More in house training, so employer lets you learn new skills and gives you time to apply the new skills.
- There should be staff buy in which is very difficult. Employees are used to doing things in a particular way and work more than one job. So, there is no time to do extra training, do their assigned job for the day and still go to their second job.
- supplying teaching resources for us to present to our staff.
- Via train the trainer programs.
- I think once we learn a new skill, if there's no follow up or continuous spotlight on in, it can get lost or staff reverts back to what they've been doing. For example, one of the unit manager took time and a few others with her to learn a new course called gentle

persuasion approach to be applied with residents who have dementia; there was mass training for all staff members who work on that unit/with the program but the knowledge was lost within months. There was no follow up with staff on whether they were applying what they learned (it was a full day of learning); there was no observation of staff's implementation of technique when they interacted with the senior to see if they were applying the new skill. It has to be reinforced and repeated or the new information/knowledge is easily forgotten and we can easily revert back to old ways. The manager/trainers did not follow up with the team; did not continue to engage in conversation about GPA to keep the knowledge at the forefront or to continue to generate enthusiasm for its use. I think through enthusiasm; friendly engagement/discussion with staff about the new skills with someone who will support them and help them until they are comfortable with the new skill. Someone who can lessen their anxiety and journey with them through this learning/application period.

- Sometimes a catch-up session after a course may be beneficial to iron out any misunderstandings or smooth any confusion.
- In-house visits to reinforce training or to offer new training opportunities
- Follow-up support. Site-specific and positions specific training for courses like MMH.
- Because there has been no safety culture, there is a real resistance to change
- low staff morale, too many casual or part time staff, poor staff retention
- We have a lot of challenges when it comes to training. As a non-profit, budget isn't always what we need it to be. Time is a big factor, when it requires several hours or a

whole day. Covid slowed us down and now to catch back up on that training has felt impossible.

- Everyone has no time or patience and wants to get out of the building the second they can
- We have trained trainers previously. The challenge is having the staffing and time for the trainers to schedule training.
- By providing more training in valuable areas that are needed
- Staff often find it difficult to be away from their position for hours at a time, maybe there is a way to break down sessions into 15-30 minute lessons to better allow for staff participation.
- Skill to deal with aggression and violence CPI training for all levels of staff.
- More hands-on training for employees, in a time efficient manner. As most employees have limited time throughout their workday to do training.
- Provide skill-specific training and/or resource person upon request.
- provide training and being the advocate
- hold virtual sessions in shorter time increments to visually assess trainees as well as assessing the trainers. Giving useful feedback to the trainers to boost their confidence is important as well.
- I thank CCSA for what has been provided so far, the resources are excellent.
- More employees needed in the south of Alberta
- [This survey is] Encouraging
- We are supported with email updates, training opportunities and web site applications that are relevant to our industry.
- [Provide an] LMS

- Work with the organization to create a tailored training platform.
- Please continue with support via email, phone calls, and on-line opportunities.
- Just restarted our MIP program but feel that the training provided by CCSA was exceptional
- The trainers have all be fabulous!
- We have done the initial training from CCSA. Would like to be able to access education modules for staff from time to time to keep up their skills.
- Being rural , I appreciate the ability to attend virtually
- Training sessions, whether public or private, are easy to register for.
- AHS has many education opportunities and that is where I go first
- Short staffed, hard to coordinate training when we have trouble keeping shifts covered.
- We have participated in the CCSA training.
- It's challenging to get our mandatory training in already. Maybe we need to look at expanding and offering staff other opportunities.
- We use CCSA training whenever possible
- More free online H&S training certificates would be much appreciated!
- I get more out of in person training than online training and in person training is scheduled, so the employer gives you time to do this.
- Send out information on training or that training exists for certain topics to site members.
- ESL options for training

Website

- I think that your website is an amazing, very knowledgeable website that I can educate myself as a H&S Rep for our organization.
- Your website is so nice to find information and I thank for your hard work whoever managing your website as well. I love it all.
- The web site could be a bit more user friendly.
- A forum space on the website where people can reach out to others if they are having issues that others might have dealt with
- Highly recommended to others!!!
- I do not use the CCSA website.
- I have never tried.
- The website includes photos of the CCSA staff. As an introduction for CCSA members, having a photo of board members, region they are in, and organization they are with might be useful for north and south zones where there are smaller CCSA members who might find it useful to have the one-on-one contact when trying to connect with the CCSA. They may not even be aware of the resources available to them.
- I have never been on the website. More awareness is needed.
- never use it
- I do not access a website I did not know about
- I've not tried

Appendix 3: Copy of the 2022 CCSA Stakeholder Engagement Survey

2022 CCSA Stakeholder Survey

Welcome

Every two years, we survey all CCSA stakeholders about what is important to them and how we can meet their needs.

The survey should take about 15 minutes to complete. There are five parts:

1. General satisfaction
2. Priorities
3. Communication
4. Training
5. Demographics

Don't forget to enter the draw at the end to win one of three great prizes!

The information we collect will only be reported in aggregate. Specifics about you and your organization are protected - now and always!

Thank you. We truly appreciate your time and feedback!
The CCSA team

1. Part 1: General Satisfaction

Overall, how would you rate your awareness of CCSA - what it does and what it offers?

- High
- Medium
- Low

Comments (optional):

2. To what extent do you agree with the following statements?

	Agree	Disagree	I don't know	Not applicable
Being a CCSA member has had a positive impact on our organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When we need it, we receive support from CCSA to help us achieve our goals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, CCSA's programs and services meet my expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

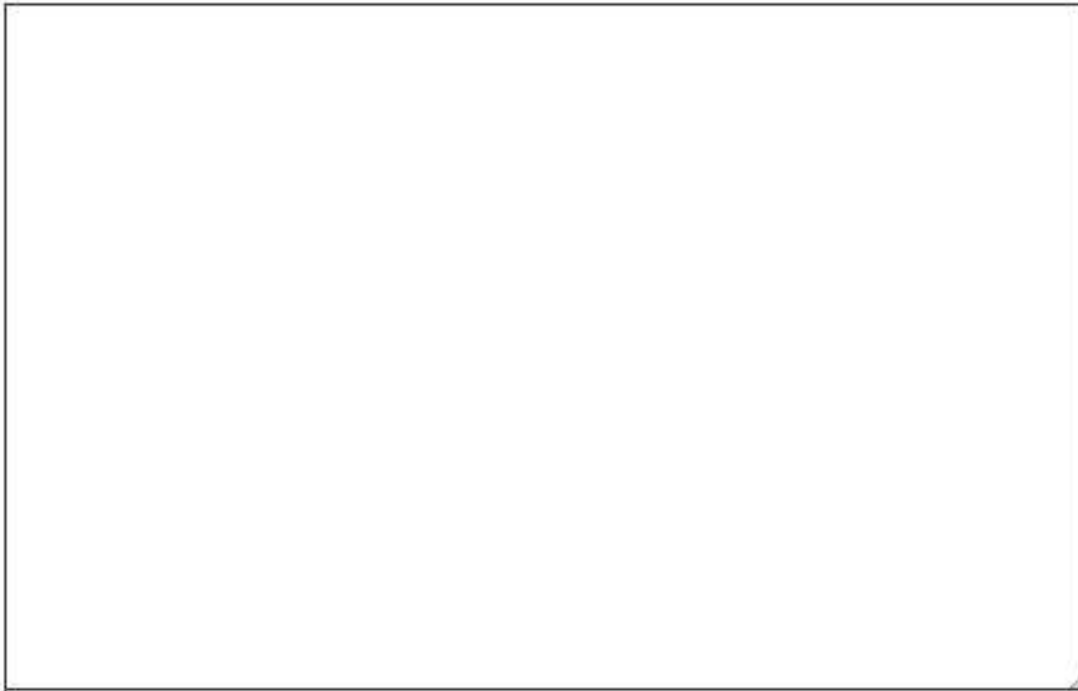
Comments (optional):

3. These are some of the services CCSA provides. Do you find them helpful?

	Yes	No	I'm not aware of this	Not applicable
Virtual training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In-person training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free on-demand webinars (videos)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Certificate of Recognition (COR) program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health and Safety Toolkit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lift of the Month (new) - videos featuring a different lift each month	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety Segments (new) - curated activities to help you discuss safety topics within your workplace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety Campaigns - collection of resources on a different safety topic each month	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Industry news/updates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health and Safety Program Review	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Resource Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

4. How can CCSA improve service to its members?

A large, empty rectangular box with a thin black border, intended for the user to write their answer to the question above. The box is currently blank.

5. Part 3: Priorities

What are your top three (3) health and safety priorities?

- Injury prevention
- Mental health of staff
- Conflict resolution and respect (safe workplace culture)
- Bullying and harassment of staff
- Disability management and/or return to work programs
- Materials handling
- Hazard assessment and control
- Pandemic planning
- Achieving or maintaining COR
- Health and Safety Committee support
- Engaging staff in health and safety
- Engaging management in health and safety
- Other (add in comment box)

Comments:

6. In your opinion, what should CCSA prioritize over the next two years? Please choose up to three (3) items from the list below.

- Providing more training opportunities
- Providing additional online resources
- Providing tailored organizational support
- Providing IPC services and resources - i.e. fit testing
- Supporting the Certificate of Recognition (COR) program
- Raising the profile of our industry
- Advocating for policy/legislation change
- Sharing best practices within the industry
- Building awareness of what CCSA offers
- Creating networking opportunities
- Other (add in comment box)

Comments:

7. CCSA's big picture priorities are listed below. In your opinion, how successful has CCSA been in achieving them so far?

	Very successful	Somewhat successful	Not successful	I don't know
Advocacy - being a voice for positive change within the industry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Partnerships - leveraging relationships to strengthen the industry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Innovation - finding innovative ways to give members better access to training, resources, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Engagement - building awareness of what CCSA has to offer and better understanding member needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Performance - sharing data to help members improve their health and safety systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

8. If you are **NOT** using the Certificate of Recognition (COR) program, why not? What the biggest barrier? Please use the comment box to add additional barriers. (Skip this question if you are already taking part in COR).

- Cost
- Time
- I don't know enough about COR
- It feels overwhelming to even consider it
- Other (please add in the comment box)

Comments:

9. Part 3: Communication

How do you access information from CCSA? Please check all that apply.

	Yes, I use this to find CCSA info	I am aware of this but I don't use it to find CCSA info	I didn't know about this	Not applicable
CCSA website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health & Safety Minute : monthly e-newsletter for all stakeholders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
COR Connections : monthly e-newsletter for COR community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WCB and AB Govt Newsletter Highlights : monthly e-newsletter for all stakeholders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CCSA's Member Welcome Package	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e-bulletins : e-mails with timely news	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CCSA Facebook Page	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CCSA Twitter Account	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CCSA YouTube Channel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phone calls to CCSA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emails to CCSA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

10. How easy is it to find information on the CCSA website?

- Very easy
- Reasonably easy
- It's a challenge

Comments (optional):

11. Part 4: Training

To what extent do you agree with the following statements?

	Agree	Disagree	I don't know	Not applicable
I am aware of the training opportunities offered by CCSA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My organization participates in CCSA training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CCSA training has had a positive impact on our organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, the quality of training offered by CCSA meets my expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments (optional):

12. If you are **NOT** using training provided by CCSA, why not? What is the biggest barrier? Please use the comment box to indicate additional barriers. (Skip this question if you have already taken part in CCSA training.)

- I don't know enough about the training CCSA offers
- Limited access to technology
- COVID-19 prevented / prevents participation
- We access training through another provider
- We rely on our own in-house training
- Training isn't aligned with our organization's needs
- Cost
- Time
- Hard to get time off to participate
- Hard to find information about available training
- Enrolment process is challenging
- Quality of training
- Other (please list in the comment box)

Comments:

13. **CCSA training: In your opinion, what should CCSA prioritize over the next two years? Please choose up to three (3) items from the list below.**

- Add new topics to the training roster
- Create certificate programs
- Improve the quality of training
- Improve access to training
- Provide post-training support
- Develop more online learning opportunities
- Provide more resources for members who are responsible for educating their staff (e.g. train the trainer sessions, Safety Segments, etc.)
- Provide more training and support for the Certificate of Recognition (COR) program
- Other (add in comment box)

Comments:

14. Applying new skills and knowledge in the workplace is the goal of learning. What, if anything, prevents you and/or your organization from achieving this? Check all that apply.

- Resistance to change within the workplace
- Lack of confidence
- Limited opportunity to try something new
- Lack of coaching/mentoring onsite
- Quality of training is not adequate
- Limited time
- Limited access to equipment
- Other (add in comment box)

Comments:

15. How can CCSA support the application of new skills in your workplace?

16. **Part 5: Demographics - You're almost done!**

(Optional) What is the name of your organization? Please list in the comment box below.

This tells us if more than one person from your organization has responded. We won't publish this information.

17. **How would you describe your organization?**

- Long term care facility
- Supportive living
- Combination - long term care and supportive living
- Other (please list in the comment box below)

Comments:

18. **Does your organization operate more than one facility in Alberta?**

- Yes
- No

19. **Approximately how many clients/residents does your entire organization serve - i.e. at all your sites?**

- Less than 100
- 100 to 249
- 250 to 999
- 1000+

20. **Where are your operations in Alberta located?**

- Primarily in Edmonton and Calgary (metropolitan)
- In urban areas outside of Edmonton and Calgary
- In rural areas - outside of metropolitan and urban areas
- Combination

21. **Which of the following best describes your position there?**

- Organizational Leader
- Facility Leader
- Safety Leader, Facilitator or Manager
- Auditor
- Other/Combination (please list in the comment box below)

Comments:

22. **Are you interested in any of the following?**

If you check a box, please provide your name and email address below so we can follow-up. We won't publish or share your information.

- Enter the draw** to win one of three great prizes: 1) a \$25 coffee card; 2) a CCSA-sponsored coffee break for the winner's organization, valued at up to \$150; or 3) a Health and Safety Program Review by CCSA - one full-day consultation.
- Receive an e-copy of the **survey results**
- Sign up for the **monthly e-newsletter and e-blasts**

IMPORTANT: Please add your name and email address here:

23. Last thoughts! Is there anything else you'd like to tell us?