Continuing Care
Safety Association

# CCSA MEMBER ENGAGEMENT SURVEY RESULTS

## 2024

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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 2024 CCSA Member Engagement Survey ran from June 3, 2024 to July 12, 2024, generating feedback from 126 respondents and at least 53 organizations[1]. 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 Findings[2]

**91%**

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

**90%**

say CCSA's programs and services meet my expectations.

**90%**

find OnDemand/ eLearning courses useful

**99%**

say its easy to find information on the CCSA website

**87%**

access information from CCSA using website

**38%**

not aware about Member Assistance Program

### Top 3 health & safety training opportunities for CCSA to prioritize over the next 2 year

- Create an industry specific common OHS Orientation Standard and Industry OHS Orientation Program (Safety Passport)
- Develop more OnDemand online learning opportunities
- Provide more resources for members who are responsible for educating their staff (e.g. train the trainer sessions, Safety Segments, etc.)

### Biggest barrier to application of new learning in workplace

limited time

### Biggest barrier to COR

lack of awareness about COR

### Top 3 health & safety priorities

- Mental health of staff
- MIP Safe Handling and Mobility Lifting and Moving Safely
- Injury Prevention

### Top 3 priorities for CCSA over the next 2 years

- Sharing best practices within the industry and among healthcare-related industries
- Providing access to an Online Psychological Risk Assessment Tool
- Creating an industry specific common Musculoskeletal Disease Prevention Training Standard

### Biggest barrier to CCSA Training

lack of awareness about what CCSA offers and cost

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.

# Background and Methodology

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.

- 2024 Member Engagement Survey: In the June/July of 2024, 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.

- 2024 Certificate of Recognition (COR) Engagement Survey: The new strategy has been developed to collect COR holders feedback right after Audit completion and will be available in early 2025.

The 2024 Member Engagement Survey ran from June 4, 2024 to July 12, 2024 for 39 days. It generated responses from 126 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 53 organizations were involved. As a point of comparison, the 2022 Stakeholder Engagement Survey generated responses from 103 participants and 49 organizations. This is a 22% to 8% increase in participation in 2024.

It is important to highlight that the 2024 survey is the first time responses were received from frontline workers, 16 responses which is 13% from all respondents. Their firsthand experiences provide valuable insights that will help CCSA to tailor support and resources to address real-world challenges.

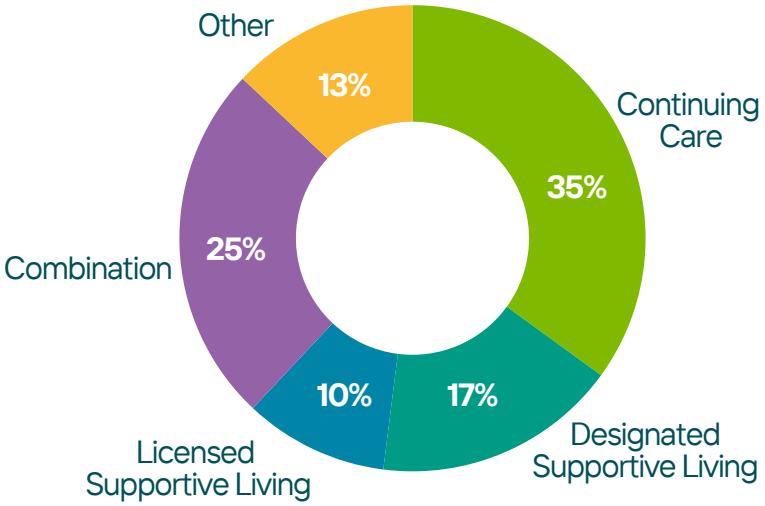
An invitation to participate in the 2024 CCSA Member Engagement Survey was sent electronically to approximately 2,130 subscribers of the CCSA Health & Safety Minute, CCSA's broadest audience, using the tools listed below. It is apparent that the e-blasts generate the best response.

**Survey Promotion (2024)**

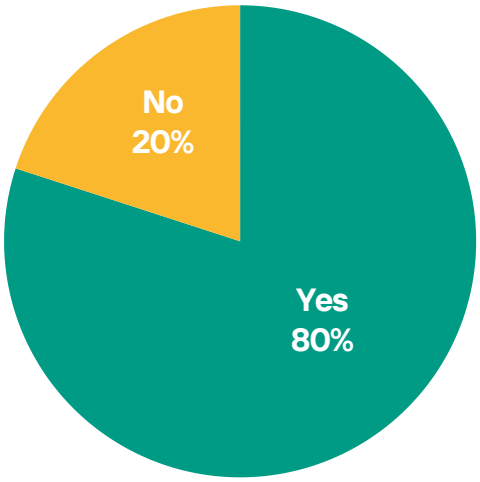
| Tools | Release Day | Clicks to Survey Link |
|---|---|---|
| June 2024 Health & Safety Minute e-newsletter | June 3, 2024 (the day the survey opened) | 21 |
| Eblast #1 | June 13, 2024 (10 days after the survey opened) | 70 |
| Eblast #2 | June 25, 2024 (3 weeks after the survey opened) | 83 |
| July 2024 Health & Safety Minute e-newsletter | July 2, 2024 (10 days before the survey closed) | 16 |
| Eblast #3 | July 12, 2024 (final hours before the survey closed) | 90 |

## Respondent Profile

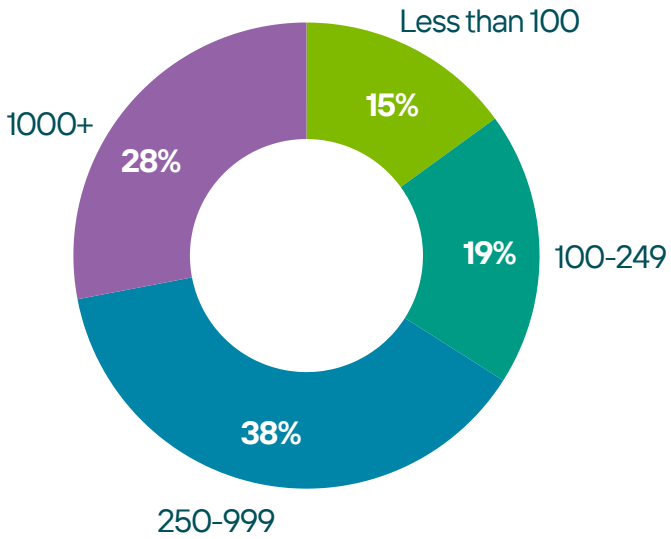
### Type of organization



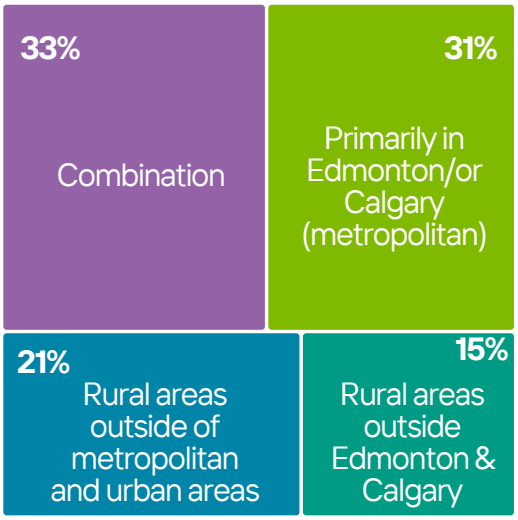

### More than one facility



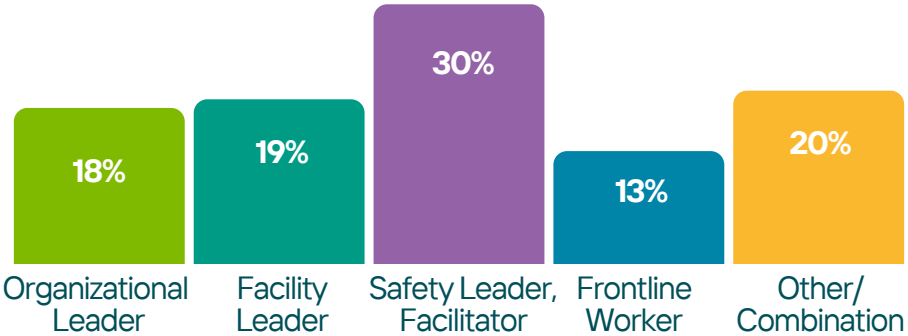

### Number of clients




### Location




### Position



Additionally, the 2024 CCSA Member Engagement Survey was promoted through various CCSA's online channels:

- Social Media Channels: LinkedIn and Facebook
- Pop-Up for CCSA' s website visitors
- Email tagline for CCSA Team Members e-signature

Quantitative results were analyzed using Microsoft Forms 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 126 individuals from at least 53 organizations. Given that the CCSA has approximately 375 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 2,130 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% to 57% opened the newsletter and 30% to 40% 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 2024 Stakeholder Engagement Survey data with the surveys listed below to gain new insights.

- 2022 CCSA Stakeholder Engagement Survey: In September/October 2022, CCSA conducted the 2022 Stakeholder Engagement Survey to support the development of an engagement strategy and a business plan. Comprised of 23 online questions, it generated a response from 103 individuals.
- 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.

The percentage of respondents with low awareness has significantly decreased by 11 percentage points, indicating that fewer people are unaware of what CCSA does and offers in 2024 compared to 2022. This suggests that efforts to improve awareness about CCSA have been effective over the past two years.

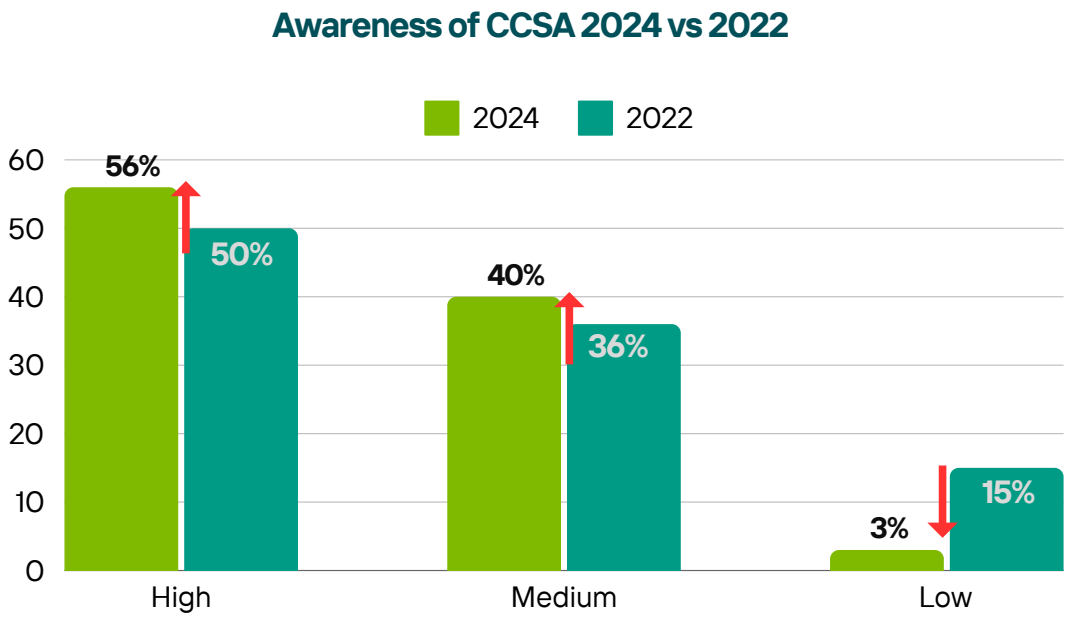
When we cross-reference this data with type of organization, three themes emerge:

- Combination organizations seem to have the best awareness of CCSA, 63%, while Other organizations might require more targeted outreach to improve high awareness. Continuing Care also has a strong high awareness level at 59%.
- Combination organizations have no respondents in the low awareness category, and Continuing Care has a notable portion of medium awareness at 35%.
- The lack of low awareness in Designated Supportive Living, Combination, and Other organizations, is a positive indicator of successful communication, though there's room to enhance high awareness, particularly in the Licensed Supportive Living and Continuing Care organizations.

# 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, 96% indicated it was high or medium, and only 3% said it was low. For comparison purposes, we used the 2022 Stakeholder Engagement Survey as a data source. There has been a noticeable increase in the percentage of respondents with high and medium awareness of CCSA from 2022 to 2024, with high awareness increasing by 6 percentage points and medium awareness by 4 percentage points.




| Awareness of CCSA (2024) | | | |
|---|---|---|---|
| **Type of Organization** | **High** | **Medium** | **Low** |
| Continuing Care n=44 | 59% | 35% | 6% |
| Designated Supportive Living n=22 | 50% | 50% | 0% |
| Licensed Supportive Living n=13 | 44% | 50% | 6% |
| Combination n=31 | 63% | 37% | 0% |
| Other n=16 | 40% | 60% | 0% |

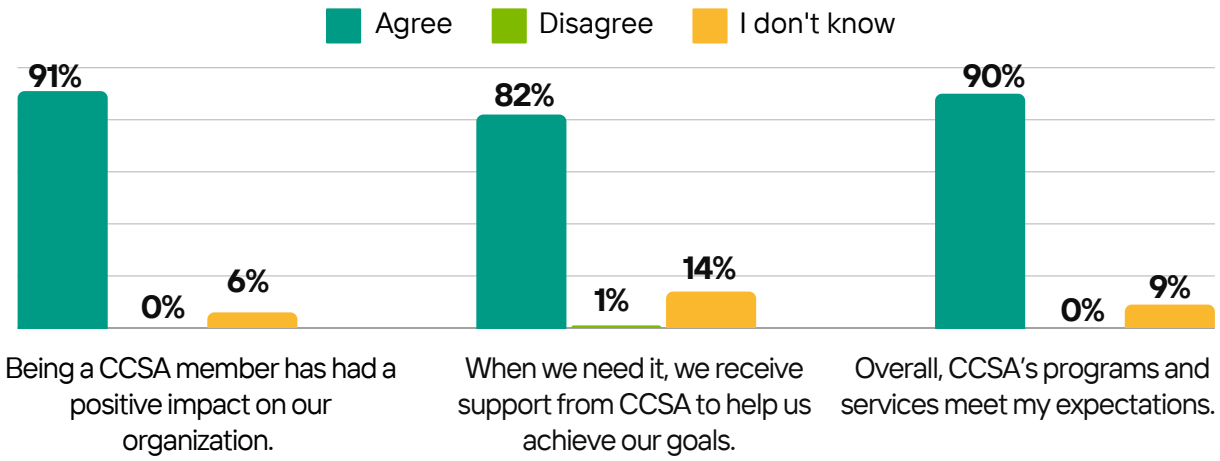
## Q2: To what extent do you agree with the following statements?

This series of questions is designed to gather insight into members' overall impression of CCSA and what it offers.

If we remove the people who chose 'Not applicable' from the sample, we see very high approval ratings:

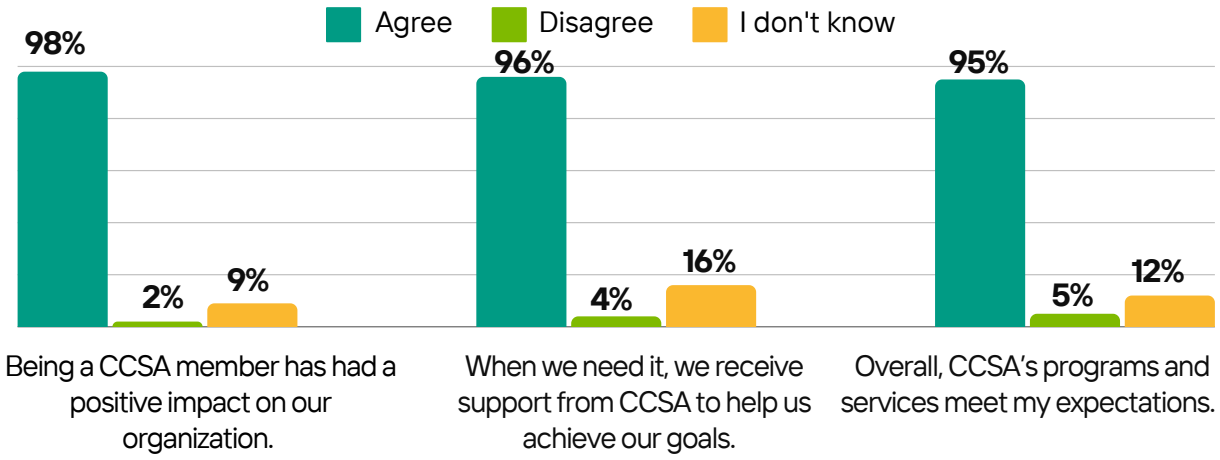
- 91% say that being a member has had a positive impact on their organization.
- 82% say they receive support when they need it.
- 90% say CCSA's programs and services meet their expectations.

### Overall Perceptions of CCSA (2024)




In terms of comparative data, we can look at the last survey conducted in 2022. The questions are identical, as they are good measure of satisfaction, which has remained very high over time.

### Overall Perceptions of CCSA (2022)



- Positive impact on organization.

There is a slight decline in the positive perception of CCSA's impact, from 98% to 91%. While the majority still see the organization positively, this shift may warrant a closer look at member engagement survey or external factors influencing these perceptions. However, the absence of any disagreement in 2024 indicates that no responders believe CCSA has had a negative impact, which is a positive sign of overall trust in the organization.

- Support from CCSA

There's a notable drop in perceived support from CCSA, from 96% in 2022 to 82% in 2024. Even though the percentage who disagreed has decreased from 4% to 1%, this suggests that members might be facing challenges in accessing or receiving support when they need it, which could be an area for CCSA to investigate and address.

- Programs and services meeting expectations

The 0% disagreement and 9% uncertainty in 2024, compared to 5% disagreement and 12% uncertainty in 2022, again reflects that while fewer responders are entirely confident (90% vs 95%), no one believes that program and services fail to meet expectations.

The shift from a higher percentage of agreement in 2022 to more responders selecting and having only slight decline in "I don't know" responses indicates that some members may be less sure about the benefits, support or value they receive. CCSA might benefit from efforts to clarify the tangible benefits and support they offer.

Since almost 0% respondents outright disagree with the positive statement, it's important for CCSA to maintain this sentiment while working to convert the uncertain respondents into confident, satisfied members.

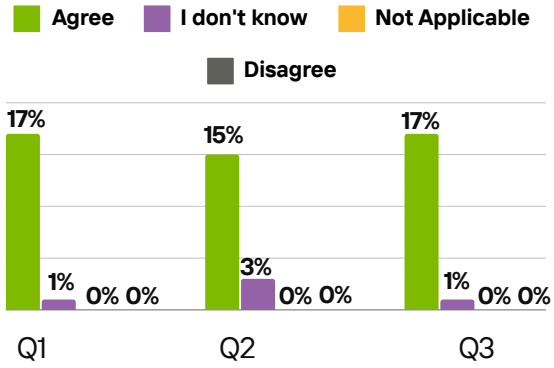
For more in-depth analysis we looked into the 2024 responses by their position. Charts are presented on the next page.

Safety Leaders, Facilitator or Managers consistently have the highest levels of agreement across all questions, indicating strong satisfaction with CCSA's impact, support and services.
Frontline Workers show lower levels of agreement and higher uncertainty, suggesting they may not feel as strongly about the benefits or may lack awareness of CCSA's support compared to other roles.
Facility and Organizational Leaders have moderate levels of agreement, showing generally perception but not as strong as the Safety Leaders.

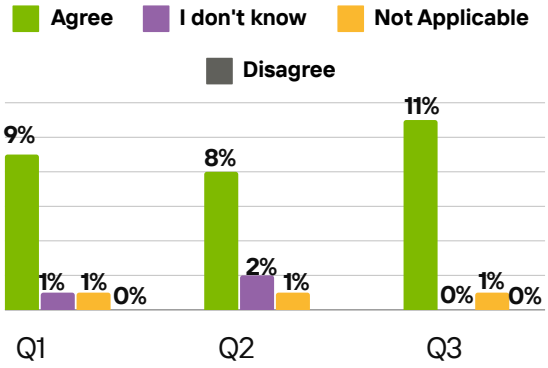
Other/Combination responses closely mirror those of Facility and Organizational Leaders, showing a similar level of satisfaction and perception of CCSA's benefits, though slightly higher uncertainty in some areas.

## Overall Perception of CCSA by Position (2024)

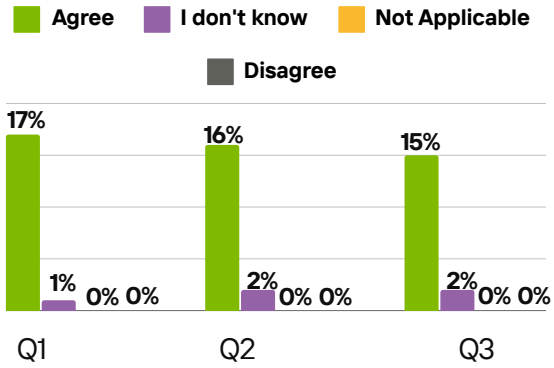
### Facility Leader



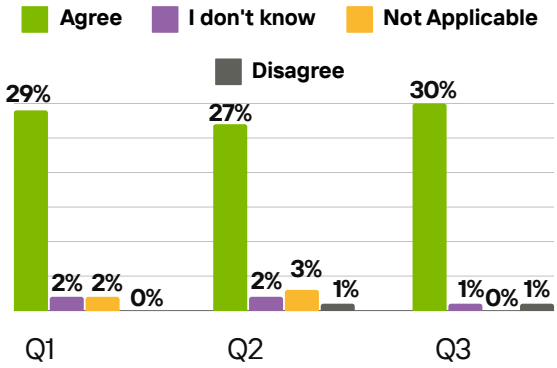

### Frontline Worker



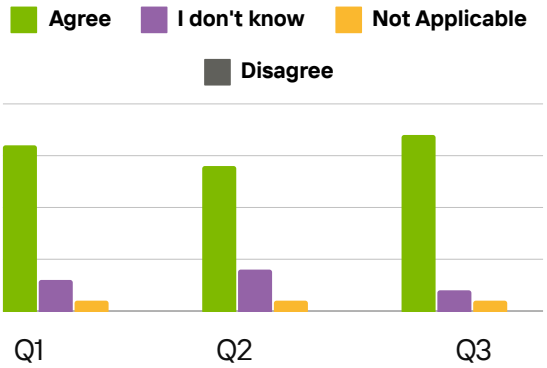

### Organizational Leader




### Safety Leader, Facilitator or Manager




### Other/ Combination




Q1 - Being a CCSA member has had a positive impact on our organization.

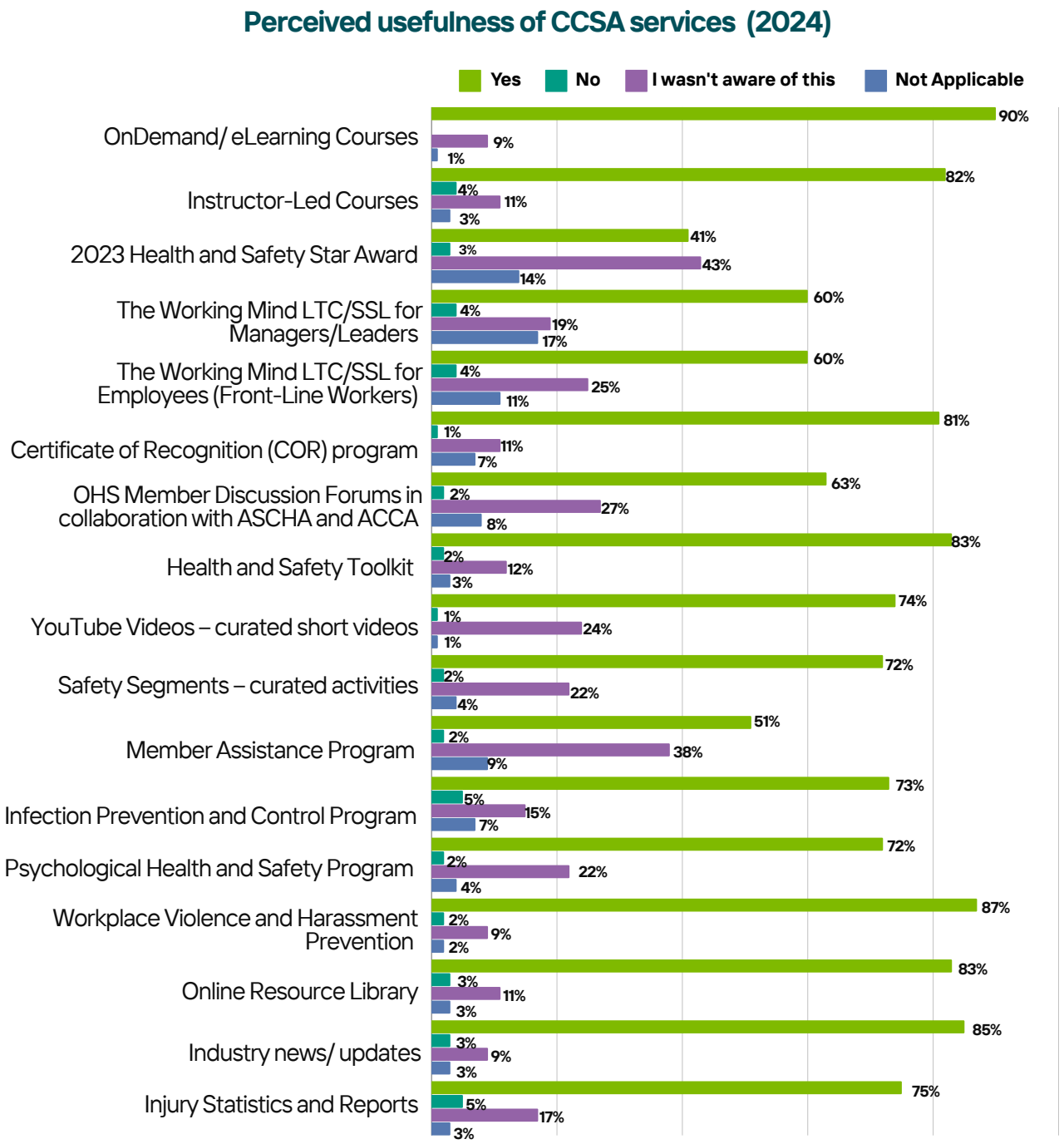
Q2- When we need it, we receive support from CCSA to help us achieve our goals.

Q3- Overall, CCSA's programs and services meet my expectations.

## 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 OnDemand/ eLearning Courses (90%). However, this is not unique; feedback on all services listed is very good. There are no services crossing 5% where feedback indicates it is not useful.



| At least 80% members find these services helpful | |
|---|---|
| % use it | Service |
| 90% | OnDemand/eLearning Courses |
| 82% | Instructor-Led Courses |
| 81% | COR Program |
| 83% | Health & Safety Toolkit |
| 87% | Workplace Violence & Harassment Prevention |
| 83% | Online Resource Library |

**What members find most useful**

For data analysis purposes, and because approval ratings for all services are so high, if at least 80% of all respondents found a service helpful, it made the list to the right.
At the top of the list is CCSA's OnDemand/ eLearning Courses (90%), which CCSA through LMS (eLearning Management System) launched in May 2023. It can be explained due to the workload and limited staff, opting for on-demand courses that are accessible at any time is more convenient and practical.

Workplace Violence and Harassment Prevention: 87% found it useful, which is the second-highest usefulness rating. This let us know that CCSA's efforts in promotion and guidance of violence prevention initiative among our members were successful.

The usefulness of Online Resource Library has increased from 71% in 2022 to 83% in 2024, which shows helpfulness of materials prepared by CCSA and provided through the website.

| At least 25% members are NOT AWARE of these services | |
|---|---|
| % not aware | Service |
| 43% | Health & Safety Star Award |
| 38% | Member Assistance Program |
| 27% | OHS Member Discussion Forum |
| 25% | The Working Mind for Employees |

**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 – Health & Safety Star Award and Member Assistance Program – were introduced in 2023. This may explain why awareness is low. They are available on the website and promoted in CCSA's Health & Safety Minute e-newsletter and Social Media.

43% of responders are not aware of 2023 Health & Safety Star Award, and only 41% find it a useful initiative to recognize Health Care Aides within members organization and sponsor the trip for four Health & Safety Star Winners to attend the "Hearts and Hands Conference" in Kelowna, B.C.

There is noticeable lack of awareness, 38%, about Member Assistance Program and only 51% finds it useful. The program was introduced based on the requests from members to help them to reveal any gaps that may hinder their compliance with existing and new OHS legislation and is designed to ensure ongoing improvement in their workplace health and safety system.

Enhancing communication and outreach about these lesser-known services might improve their utilization and perceived usefulness.

## Q4: How can CCSA improve service to its members?

This open-ended question generated 124 responses. Because the comments are so wide-ranging, they are difficult to summarize without repeating content. However, they have been sorted into categories.

- **Accolades (29 comments)**
- **Awareness (14 comments)**
- **Communication (17 comments)**
- **Follow-up and support (8 comments)**
- **Resources (10 comments)**
- **Training (22 comments)**

### Comments

**Accolades**

- I've only just started my health & safety position at my organization; all the resources I have accessed have been helpful and to the point. The website is easy to navigate and use. All my experiences so far have been great.
- Not sure - really happy with what is currently offered.
- Still navigating everything you have to offer but it's been valuable to us.
- Keep up the good work!
- I feel the current services are already great.
- Doing great, resources are helpful, we would love to host a Working Mind Session at our facility for our staff.
- It's already a good service, keep up the good work.
- Satisfied with the services at this time, very excited to see the work that comes out of the IAC meetings.
- The service meets my needs and expectations at present.
- I believe CCSA is always well prepared for all changes.
- I am happy with the service, maybe a rep to reach out to to help answer questions about what's available. We are quite busy so often the newsletters go unread .
- The operating landscape of members is evolving and CCSA has done a remarkable job of keeping membership informed. Please keep doing this.
- Happy with the current service.
- Continue to grow - you are on the right path.
- Just continue what you have started, the training, recognition, online services.
- I find the articles and programs to be cutting-edge, very helpful to keep the important message of health and safety constantly at the forefront of every employee's thinking

**Awareness**

- Offer more awareness of your services.
- Noted that CCSA is actively participating and collaborating with partners.
- More awareness. I did not know everything that was available until looking at this survey and by being in my current job.
- I wasn't aware of many of the resources CCSA is providing. Some of the courses are cost-prohibitive.
- Orientation to what CCSA offers, for managers and their employees
- Promote the resources in the newsletters more so we know what is offered or available.
- Provide more awareness and education to staff which is very important.
- I think the service is quite acceptable, as a casual employee I think it's important for each site to have the knowledge of what CCSA has to offer.
- Not sure as I only see a small snippet of the organization.
- Unsure, we need to look into the services you offer. Plan to do so in the coming year.

**Communication**

- Continuously providing informative information that we can utilize to our organization.
- I feel CCSA is very good at communicating their purpose and what they bring to the table to help organizations be successful.
- Increased outreach.
- Provide frequent updates through newsletters, webinars, and social media on the latest research, policies, and trends in substance use and addiction.
- More frequent newsletter updates.
- More advertisement packages on what is offered and how to access.
- Not a health care aid but another front line worker that worked part-time and causal. I feel we get missed. I know very little about CCSA
- I feel since being a member that I get many emails and updates to the programs that you have. Very good courses and information.
- Provide more reminders for education.
- Keep updating the membership.
- Sending out stats of trends occurring in the industry.
- Provide support as needed. I have found the newsletter and website are very helpful and informative.
- Communicating all the time.
- Surveys like this help to see where the gap is and what people/organizations needs are.
- Have Monthly Safety information for posting for staff. PIR program in simple format for staff to be educated.
- Ensure the owner-operators of facilities CCSA supports are involving there employees in detail.

### Follow-Up and Support

- Standardize requirements.
- Make it a little more user-friendly.
- Taking part in meetings.
- Login is sometimes hard to find.
- Possibly start, resource, coordinate, and regulate a PIR COR Audit system to enable companies under the CCSA to learn about other companies HSMS and to create and foster a collaboration of working together to improve our individual HSMS's and the collected data can be used to improve COR overall.
- By delivering up-to-date education that coincides with new safety laws and regulations.
- Updated videos and more videos would be great!

### Training

- More openings for certain courses.
- More free webinars or training for front-line staff or probably an in person education.
- More online courses would be excellent.
- Offer more sessions (I.e. TWM).
- More training and communication.
- Add more e-learning our staff really enjoy it.
- Have CCSA staff visit sites in the community and perhaps give feedback on Education staff may find helpful.
- Training is expensive. Make the online component more affordable.
- Half-day "refresh" courses on relevant topics are always beneficial.
- I would like to see more options for bringing CCSA trainers to facilities to train. Also more train the trainer courses.
- More free training program if possible. More working mind training sessions - virtual.
- More short training segments.
- More online short courses for employees. Giving options for education and training.
- I think they are doing a great job already, maybe more dates and opportunities to take OHS courses, and MIP course.
- Offer more training on weekends and evenings.
- It will be helpful if the online training which are instructor-led is made available online anytime so that don't have to wait to get a schedule.
- More on-site training.
- By making some of the courses free for enrolment.
- Staff education on mandatory topis to be added on CCSA for small DSL Operators.
- Reduce cost be a member.

### Resources

- Would like featured articles on best practices in psychological safety, workplace violence, etc.

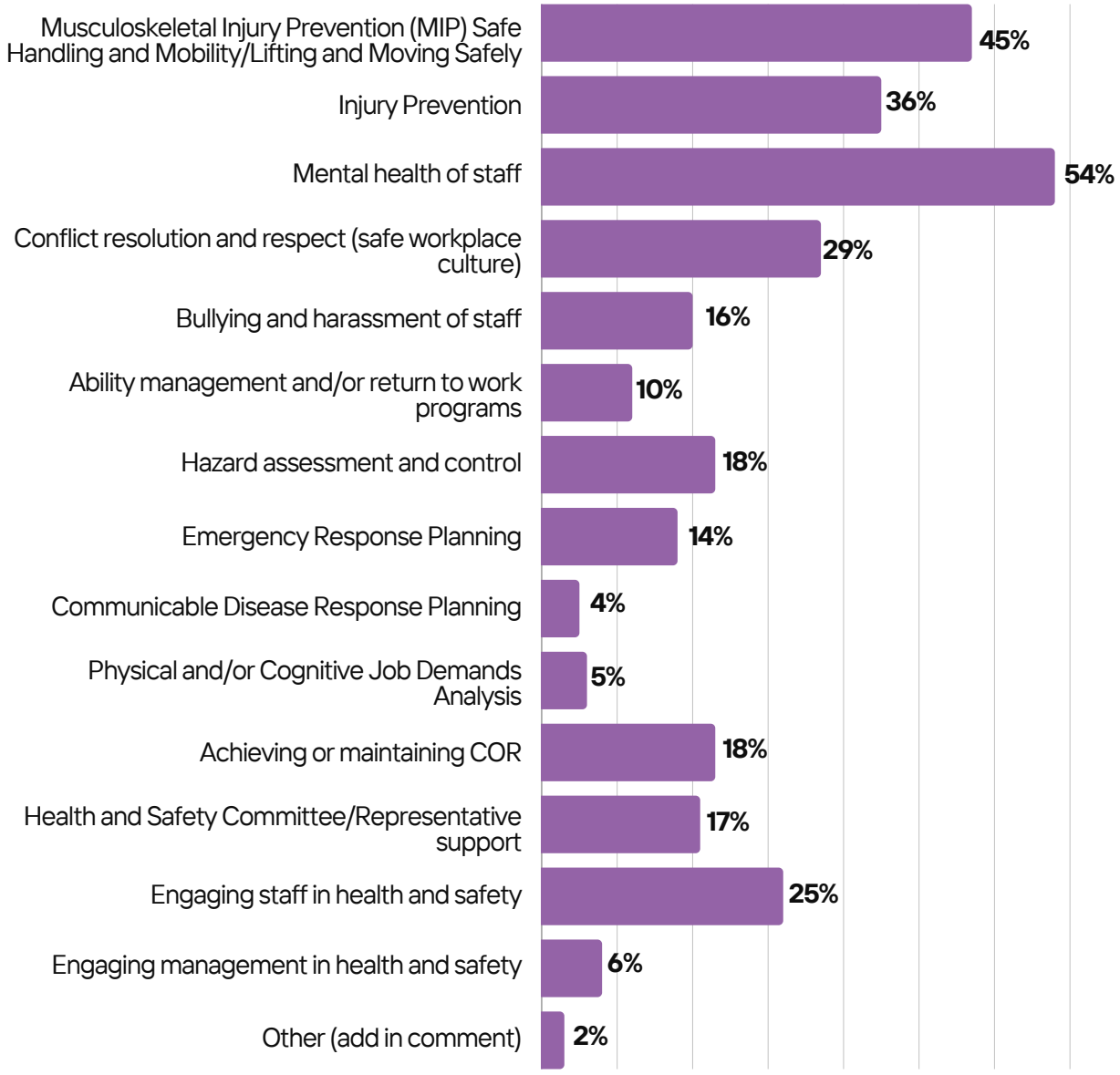
- Nothing comes to mind unless you know a way to motivate workers to look up information on their own.
- More user-friendly and cost-effective with streamlined processes.
- I could really use a monthly safety poster (WHMIS, Violence and Harassment, Codes, Slips trips and falls) to put on my OHS board and circulate to staff to read and sign. Increased OHS Committee member courses online would also be helpful. I have noticed they fill up quickly.
- Provide resources and e-learning and training materials for a better understanding of leadership management of OHS prospective.
- A repository or directory of online services would be beneficial.
- App for training.
- Access to older /archived videos.
- A more user-friendly website.

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

To help CCSA gauge current and emerging needs of its members, respondents were asked to rate their top three priorities from a list of options. Their top three choices are highlighted below. At 54%, "Mental Health of Staff" garnered the highest response.

- **Mental Health of Staff** 54%
- **Musculoskeletal Injury Prevention (MIP) Safe Handling & Mobility/Lifting & Moving Safely** 45%
- **Injury Prevention** 36%

### Top Health and Safety Priorities (2024)



Mental Health is the the top priority, with 54% of respondents identifying it as critical. The continuing care sector is known for being a high-stress environment, where workers often face emotionally challenging situations, such as long hours, potential burnout and dealing with vulnerable populations.

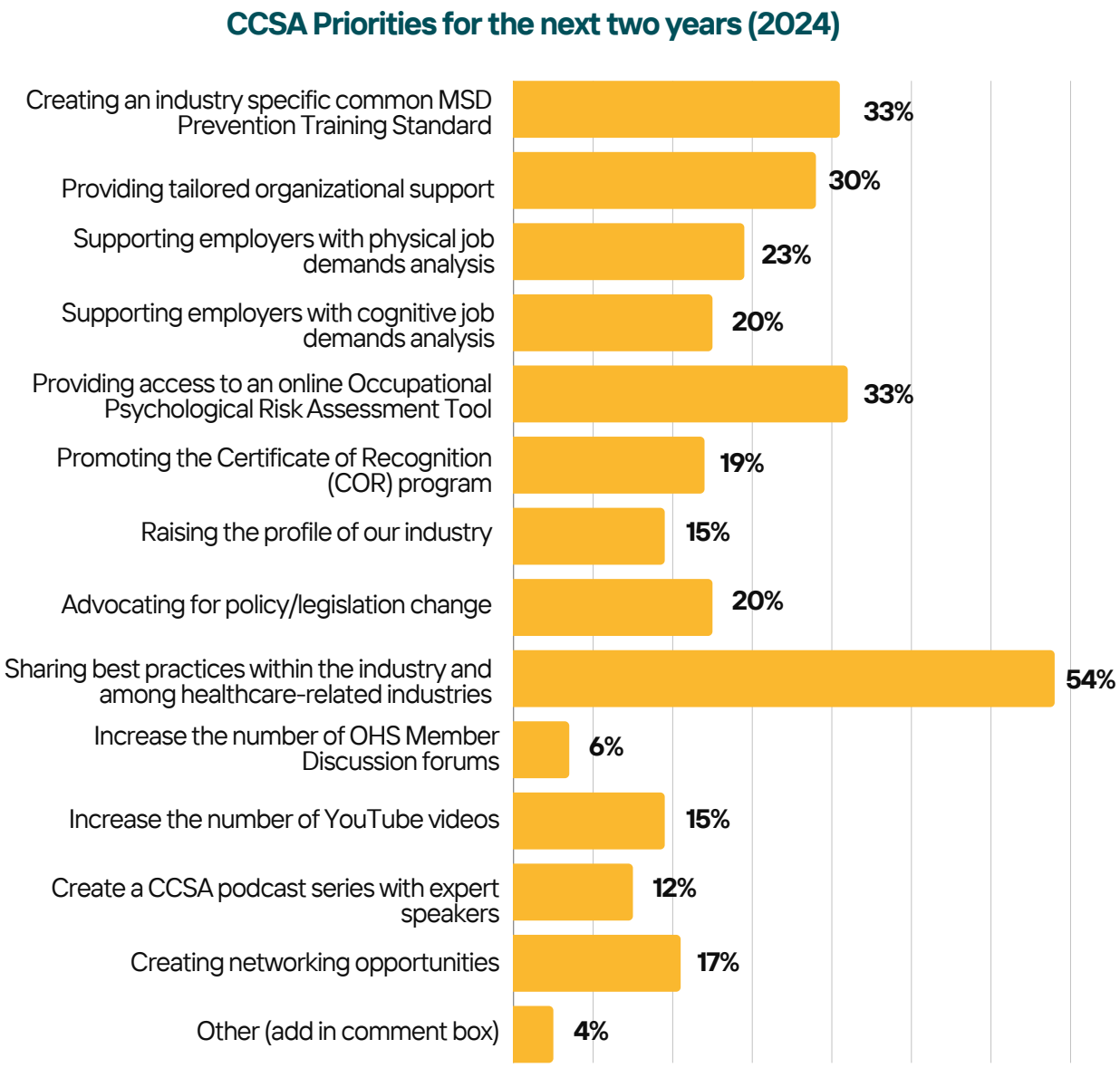
This second highest priority, 45% chooses (MIP) Safe Handling and Mobility/Lifting and Moving Safe, focuses on preventing injuries related to physical tasks such as lifting and moving resident's safely. Because in continuing care workers are often required to assist residents with mobility, which can lead to musculoskeletal injuries if not done properly. The high physical demands of the job make injury prevention essential for maintaining a healthy workforce.

These priorities reflect the unique challenges of the continuing care sector in Alberta. The focus on mental health, musculoskeletal injury prevention, and general injury prevention underscores the importance of protecting the well-being of those who provide care, as this directly impacts the quality of care delivered to residents.

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

To help CCSA gauge current and emerging needs of its members, respondents were asked to rate their top three priorities from a list of options. Their top three choices are highlighted below. At 54%, "Sharing best practices within the industry and among healthcare-related industries" garnered the highest response.

- **Creating an industry specific common Musculoskeletal Disease Prevention Training Standard** 33%
- **Sharing best practices within the industry and among healthcare-related industries** 54%
- **Providing access to an online Occupational Psychological Risk Assessment Tool** 33%



The top priority of sharing best practices reflects a sector-wide recognition of the need for continuous improvement through learning and collaboration. This focus on collective knowledge and adaptation is essential in a field as dynamic as continuing care.

The emphasis on creating an MSD prevention standard and providing a psychological risk assessment tool highlights the dual focus on both physical and mental well-being in the workplace. These priorities address the most pressing issues faced by workers in this sector - physical and mental health challenges.

These insights suggest that respondents are looking for strategic, impactful initiatives that will address both immediate risks and long-term sustainability in the continuing care sector.

## Comments

- Create an industry specific Non Violent Crisis Intervention Train the Trainer Program- online.
- Creating standardized methods/forms like Hazard ID's.
- I'm H&S Rep and always have a hard time looking for a good toolbox meeting topic that my colleagues will be interested and they will READ IT instead of deleting it...Fun to read is a key otherwise everyone is too busy to take their time to read it when it comes with H&S.

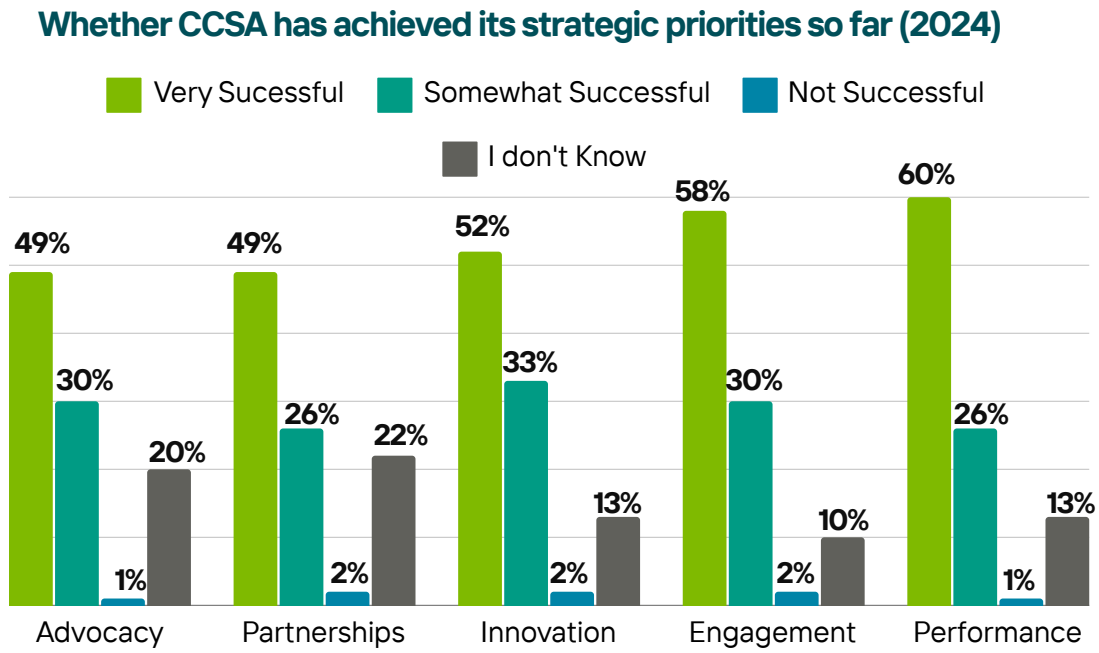
## Q7: CCSA's big picture priorities are listed below. In your opinion, how successful has CCSA been in achieving them so far?

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

| Advocacy | Partnerships | Innovation | Engagement | Performance |
|---|---|---|---|---|
| Be a United Voice for Positive Change | Leverage Strong Working Relationships to Strengthen the Industry | Use Innovative Methodologies for Better Access | Build Awareness and Meet Member Needs | Use Data to Shape Progress and Services, and Encourage Members |

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 49% and 60% of respondents felt CCSA had been 'very successful'.
- Similarly, 26% to 33% 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 (20%) and partnerships (22%), which indicates an opportunity for additional communication.



## Q8: If you are NOT using the Certificate of Recognition (COR) Program, why not?

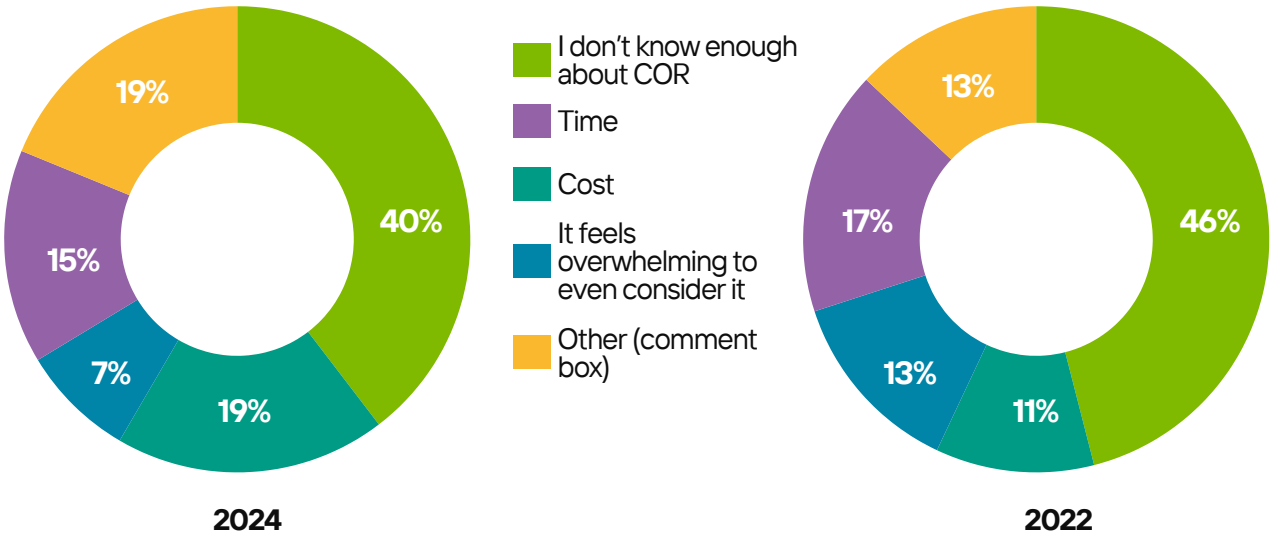
## What is the biggest barrier? Please use the comment box to add additional barriers. (Skip this question if you are taking part in COR.)

This question provides insight into why some organizations are not using the CCSA's COR program. Comparative data from the 2022 Stakeholder Engagement Survey is featured in the chart below.

Despite some improvement from 46% in 2022 to 40% in 2024, lack of knowledge about COR program remains the most significant barrier to using COR program. This suggests that while there has been some success in increasing awareness, there is still a significant need for better communication and education about the program to reduce this barrier further.

The increase in cost as a barrier from 11% in 2022 to 19% in 2024 indicates that financial concerns have grown over the past two years. This could be with a perception that the costs associated with the COR Program are not justified by its benefits. Addressing this issues might involve demonstrating the long-term return on investment that the COR program offers.

### Barriers to the COR Program (2024 & 2022)




The significant decrease that the COR program is overwhelming, 7% in 2024 vs 13% in 2022, show that CCSA provided a significant support and guidance to make the process more approachable.

The slight decrease in time being perceived as a barrier in using COR suggests that while it remains a significant issue, some organizations may have found ways to manage the time for integrating COR-related activities.

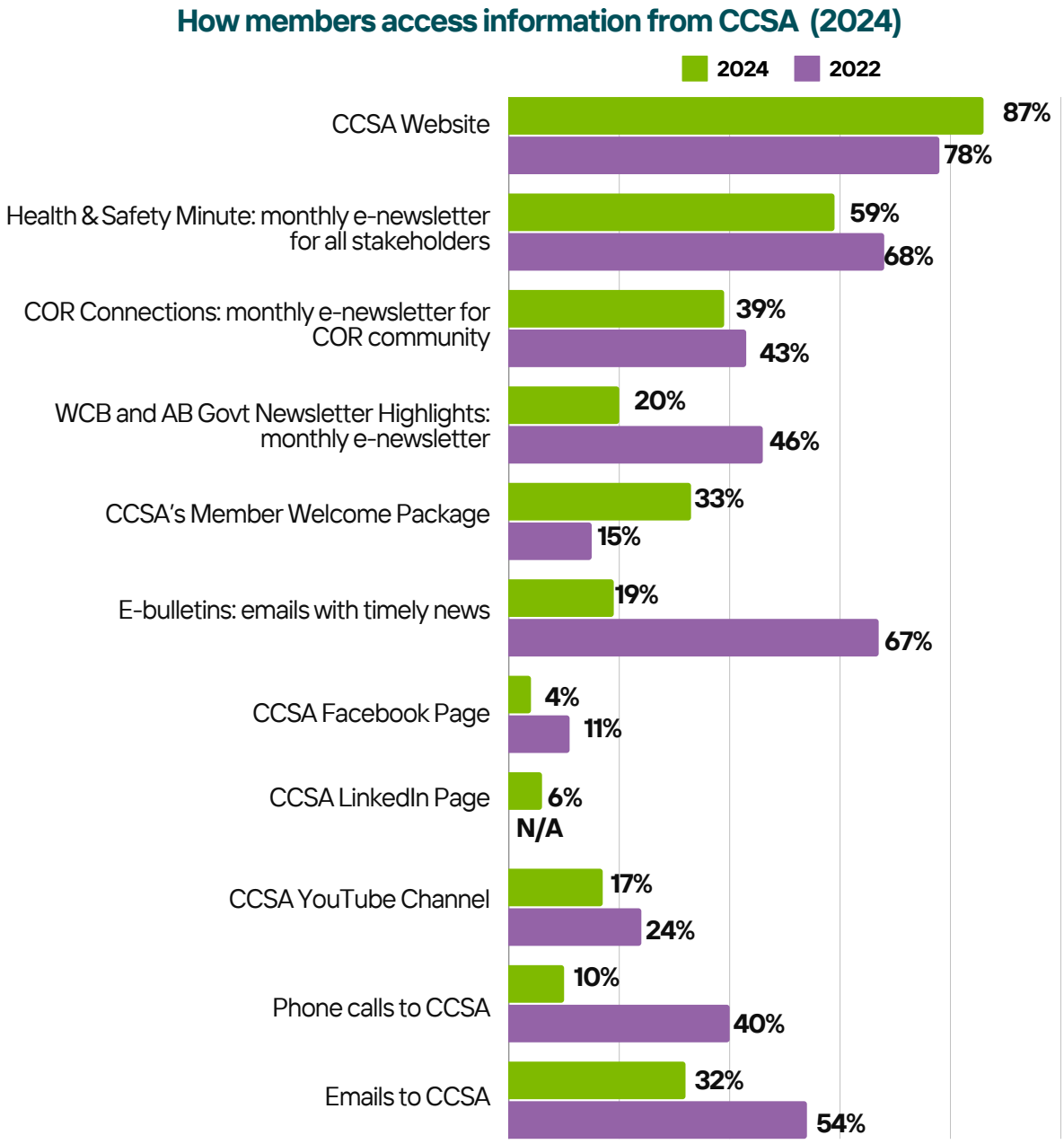
The rise in "Other" barriers suggests a growing recognition of diverse challenges that are not captured by the predefined categories. Here are the comment left by members that highlight the importance of providing more personalized and varied support to meet the specific needs of different organizations. Below are some of their comments.

## Comments

- We improving our OHS program so we will be eligible for COR.
- Working towards it.
- In process.
- Management feels it is not required.
- It just hasn't been made this organization's priority and so the expectation hasn't been discussed.
- Management not interested in getting it.
- It's tough to do in the non-profit sector.

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

CCSA listed 11 different ways they provide information to members and asked whether respondents used them to access information from CCSA. For comparative statics we used the 2022 Stakeholder Engagement Survey Responses.




The CCSA's website's growing dominance suggests a preference for centralized, easily accessible resources. This trend might continue, so it's essential to keep the website updated and user-friendly.

The sharp decline in the use  in the use of e-bulletins from 67% in 2022 to 19% in 2024 could indicate that this format has become less effective or less popular among members.  It might also suggest tha

other communication methods have overtaken e-bulletins in relevance and convenience. CCSA may need to reassess the content, frequency, and relevance to better meet members' preferences.

The overall decline since 2022 in social media engagement (Facebook), phone calls and emails to CCSA suggests a shift away by members from these traditional methods. CCSA might consider focusing more on enhancing digital content through its website, newsletters, and LinkedIn as a growing professional platform.

The rise in the use of the Member Welcome Package suggests a growing importance of onboarding and initial engagement efforts.

**At least 40% of members use these tools to access CCSA information in 2024**

| % use it | Service |
|---|---|
| 87% | CCSA website |
| 59% | Health & Safety Minute: monthly e-newsletter for all stakeholder |
| 39% | COR Connections: monthly e-newsletter for COR communit |

### What members use

The CCSA website is the most accessed information source, with 87% of respondents using it. This suggests that the website is a well-maintained central place to find information they need.

Health & Safety Minute: Monthly e-newsletter is the second most popular channel, with 59% of members accessing information through it. Newsletters are a convenient way to deliver summarised and curated content directly to members, which they can easily digest at their convenience.

COR Connections: Monthly e-newsletter for COR Community serves 39% of members, likely those who are involved in the COR program, indicating targeted communication efforts.

**Only less than 20% of members use these tools to access CCSA information in 2024**

| % not aware | Service |
|---|---|
| 4% | CCSA Facebook Page |
| 6% | CCSA LinkedIn Page |
| 10% | Phone Calls to CCSA |
| 17% | CCSA YouTube Channel |
| 19% | E-bulletins: emails with timely news |

### What members don't use

The low percentage for Facebook and Linkedin suggest that these platforms are not primary sources for accessing CCSA-related information. The demographics of our members might be also the reason why the prefer more traditional forms of communication, like newsletters and website, rather than social media. LinkedIn, though new, shows a modest engagement level, indicating potential for growth in professional networking.

The percentage of members accessing information through YouTube is relatively low 17%, despite the general growth in channel subscribers (reaching 1000) and hours watched in the last 12 months (over 3000 hours). This could be explained that videos are also accessible through the website and is included in the Monthly Health& Safety Minute e-newsletter in the Safety Bytes section.

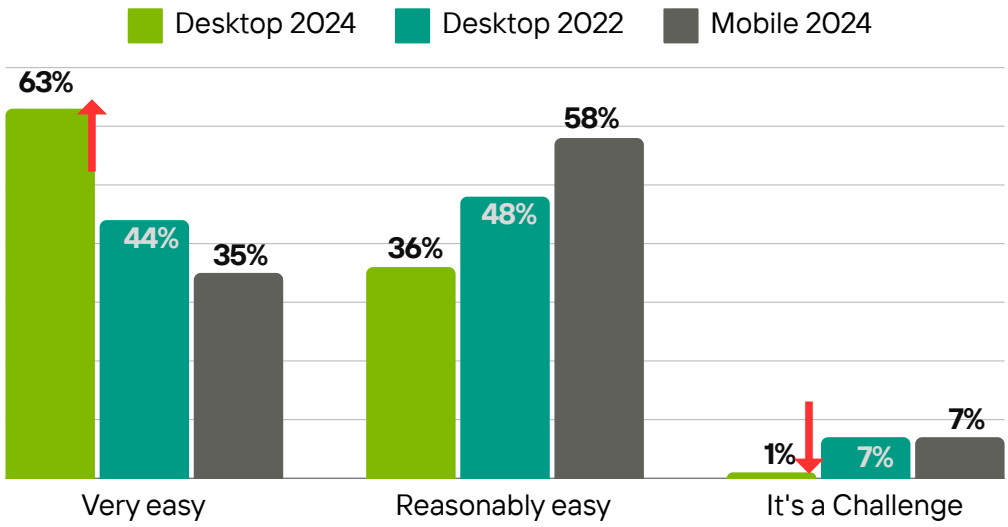
## Q10: How easy is it to find information on the CCSA website?

The significant increase from 44% in 2022 to 63% in 2024 for desktop users suggests that improvements have been made to the website's usability and navigation, making it easier for users to find the information they need. However, only 35% of mobile users found it "Very easy", indicating that the mobile experience might need further optimization to match the desktop experience.

There is a decrease in respondents who found the website "Reasonably easy" to navigate on desktop (from 48% in 2022 to 36% in 2024). This might indicate that as the website became easier for some users ("Very easy" category increased), others may still face some challenges but not significant enough to consider it difficult. On mobile, a majority (58%) found it "Reasonably easy", suggesting that while the mobile experience is not as seamless as the desktop, it is still functional for many users

The decrease in users finding the website challenging to navigate on desktop (from 7% in 2022 to 1% in 2024) is a positive indicator of improved user experience. However, 7% of mobile users still find it challenging, which highlights an area where the mobile site could be further optimized to reduce difficulty in accessing information.

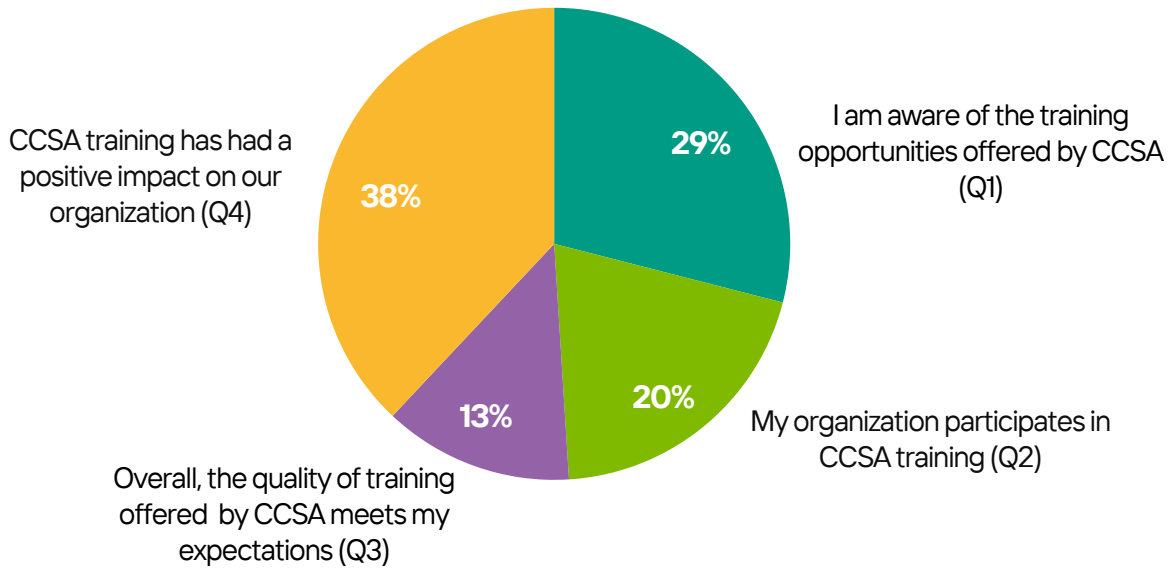
**Ease of finding information on the CCSA website**



## 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, whether the training meets their expectations and had a positive impact on the respondent's organization. In 2024 the rating options Agree, Disagree, I Don't Know were not included in the question response as it was in 2022. Respondents chose the closest statement based on their training engagement with CCSA.

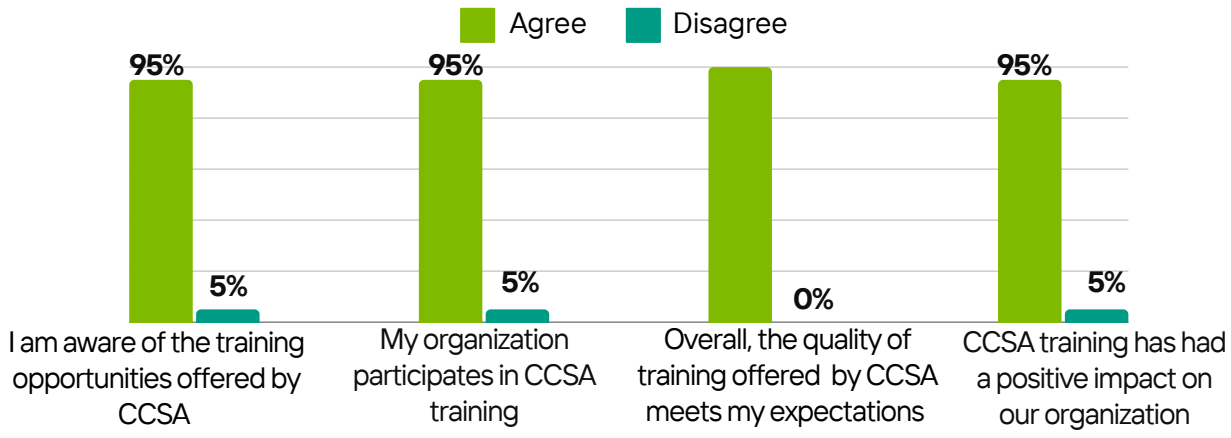
### Perceptions about CCSA Training (2024)




In general, the chart reflects positively on CCSA's training programs taking into consideration of how the Question was presented to respondents. The data suggest that CCSA is making a meaningful contribution to the safety and effectiveness of member organizations through its training initiatives.

In the cart below, the 2022 survey response data is provided where the people who chose 'I don't know' and 'Not applicable' were removed from the sample, we see very high approval ratings over 95% for all questions.

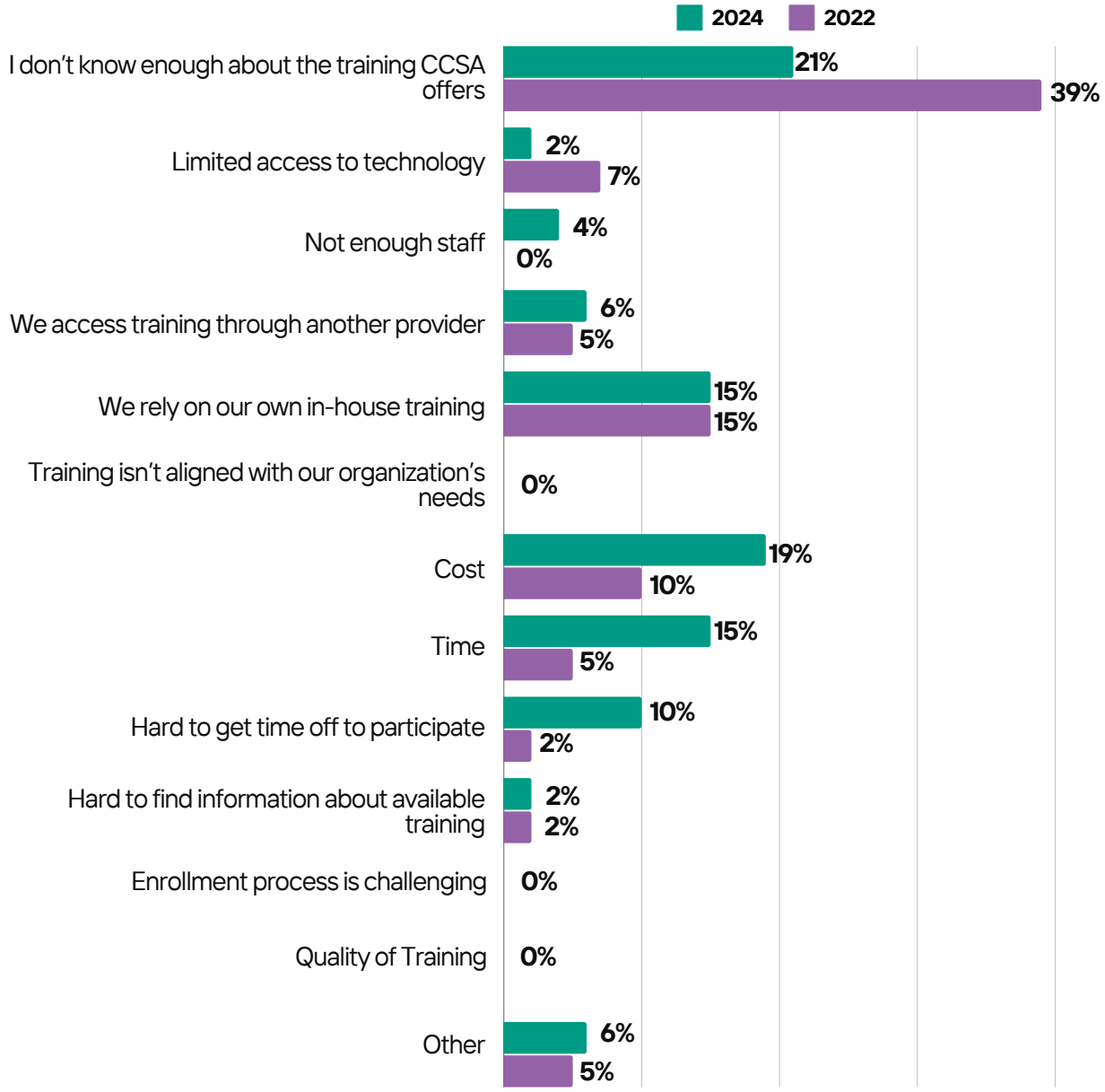
### Perceptions about CCSA Training (2022)



## 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.)

41% of respondents (52 of 126 respondents) answered the question about why they are not using CCSA training in 2024. This data is compared with 2022 CCSA Stakeholder Engagement Survey with 40% of respondents (41 of 103).

### Barriers to participation in CCSA Training (2024 vs 2022)



In 2022, the biggest barrier was the lack of knowledge about the training CCSA offers, with 39% of respondents indicating this. However, in 2024, this has significantly dropped to just 21%. This suggests that CCSA has improved its communication or outreach efforts between 2022 and 2024, leading to greater awareness among members.

The increase in time-related concerns (time from 5% to 15% and time off from 2% to 10%) suggests a growing challenge among members to allocate sufficient time for training. CCSA might consider offering more flexible instructor-led training options and on-demand courses, to address this issue.

There was a noticeable reduction in the limited access to technology barrier, from 7% in 2022 to 2% in 2024. This could indicate that either access to technology has improved within the industry, or CCSA has made its training more accessible with launching LMS (eLearning Management System) in 2023.

The stability in reliance on in-house training (15%) and training from other providers (6% vs 5%) can indicate these are entrenched practices within the sector.

Not having enough staff barrier appeared only in 2024, with 4% of respondents citing it as a barrier. It's possible that staffing issues have become more prominent recently.

The barrier related to cost has increased from 10% in 2022 to 19% in 2024. This suggests that cost concerns have become more pronounced, possibly due to economic factors or budget constraints faced by organizations.

## Comments

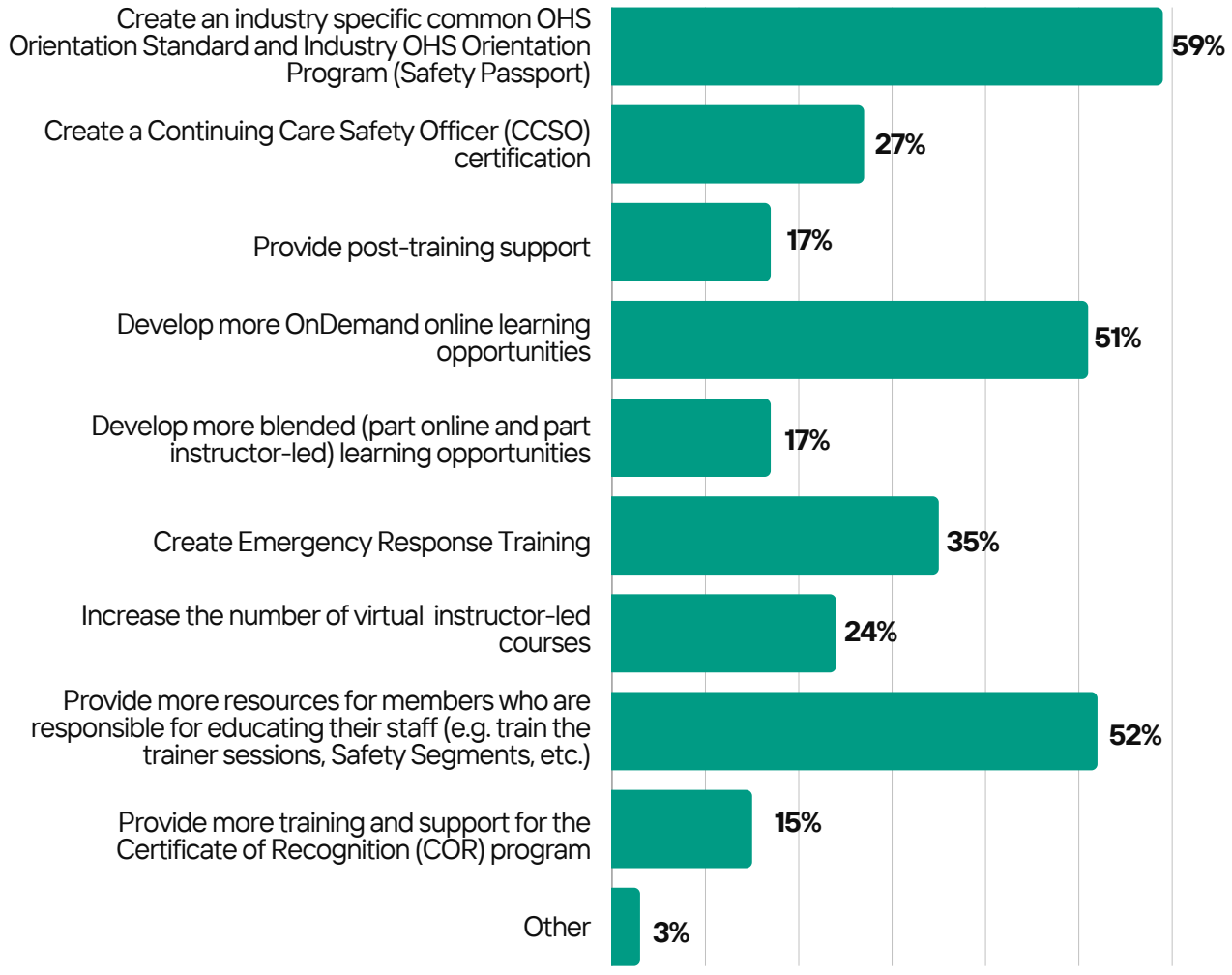
- Would like to utilize this training along side in house training. I require more time to spend on the website to access all it could potentially offer.

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

To help CCSA gauge current and emerging needs of its members, respondents were asked to rate their top three health & safety training priorities from a list of options. Their top three choices are highlighted below. At 59%, "OHS Orientation Standard and Industry OHS Orientation Program" garnered the highest response.

- **Create an industry specific common OHS Orientation Standard and Industry OHS Orientation Program (Safety Passport)** 59%
- **Develop more OnDemand online learning opportunities** 51%
- **Provide more resources for members who are responsible for educating their staff (e.g. train the trainer sessions, Safety Segments, etc.)** 52%

### Top Health and Safety Training Opportunities (2024)



Create an Industry-Specific Common OHS Orientation Standard and Industry OHS Orientation Program (Safety Passport) is the highest priority with the 59% of respondents. This indicates a strong need for consistency and standardization across the industry to ensure all employees have a common understanding of OHS practices.

The second highest priority is  to provide more resources for members who are responsible for educating their staff (e.g. train the trainer sessions, Safety Segments, etc.)". This priority is closely related to the first one and underscores the need for better support for those responsible for training within organizations. The fact that 52% of respondents see this as a top priority reflects a recognition that improving the quality of internal training resources is essential for overall safety improvements.

At 51%,  developing more OnDemand online learning opportunities, this priority is almost as significant as the second one. The preference for OnDemand online learning opportunities highlights a shift towards more flexible, accessible training solutions. This could be driven by the need for workers to access training at their convenience, particularly in a sector where schedules can be unpredictable and time for traditional training sessions may be limited. This proves the necessity of CCSA's strategic step to launch eLearning Management System with OnDemand courses in 2023.

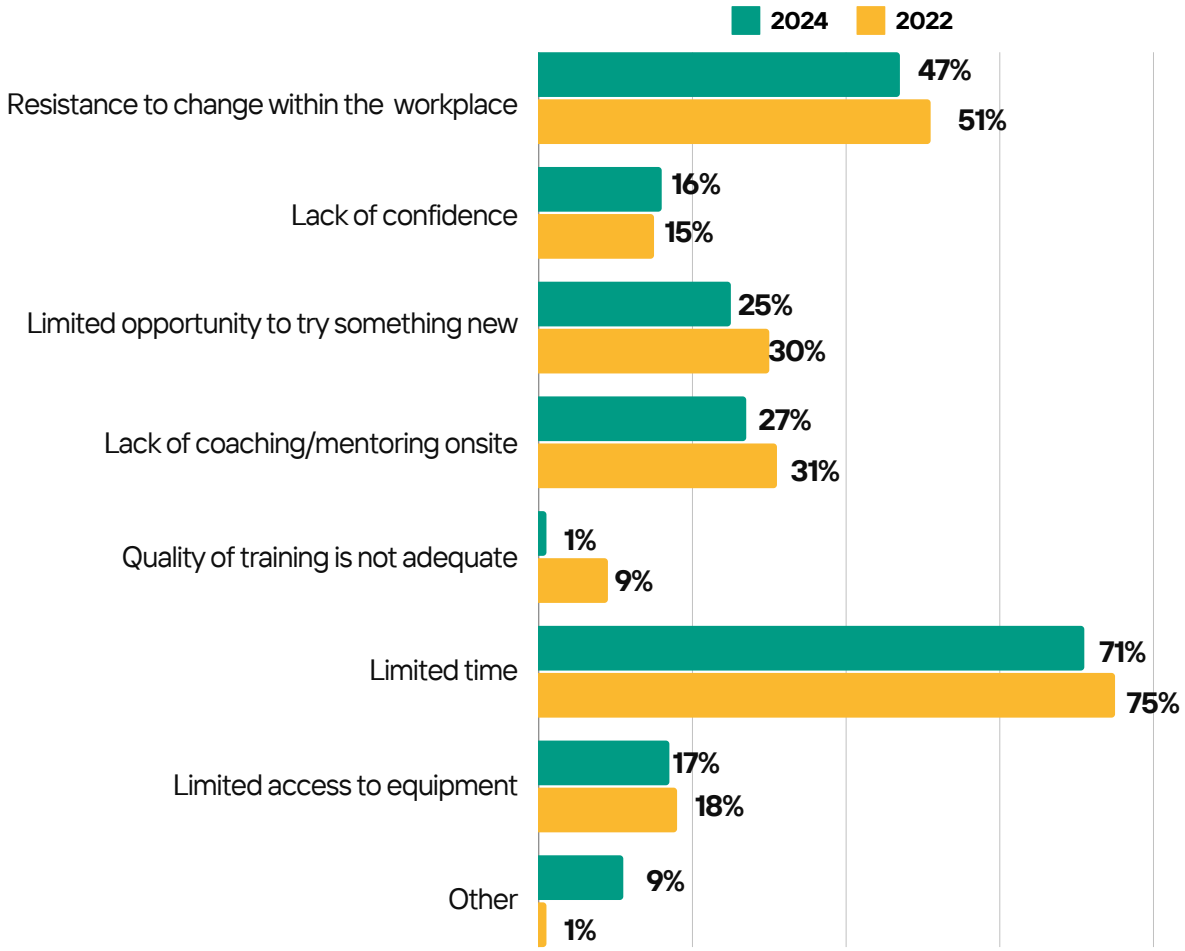
## Comments

- More psychological safety training.

## 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.

### Barriers to applying new skills and knowledge (2024 vs 2022)




Time constraints and resistance to change remain the most significant barriers, though both have seen slight decreases from 2022 to 2024. This indicates ongoing challenges in finding adequate time to apply new skills, possibly due to heavy workloads or time constraints in the workplace. While there might be some improvement in openness to change within the workplace, it is still a prevalent issue in many workplaces.

Even though, there is a slight improvement in the lack of coaching/mentoring onsite since 2022, it remains a notable barrier, emphasizing the need for better support systems to help employees apply new skills.

Resistance to change has slightly decreased but still represents a significant barrier. This suggests that while there might be some improvement in openness to change, it is still a prevalent issue in many workplaces.

The decrease in "Limited Opportunity to Try Something New" (25% in 2024 vs. 30% in 2022) suggests an improvement in opportunities to apply new skills, though it still remains a concern for a quarter of the respondents.

Lack of Confidence and Limited Access to Equipment barriers have remained fairly consistent. This consistency suggests that confidence and equipment access remain a steady challenge when applying new skills.

The significant decrease in Quality of Training barrier (1% in 2024 vs. 9% in 2022) suggests that the quality of training has greatly improved, making it less of a barrier for applying new skills. The increase from 1% to 9% in 'Other' barriers could indicate the emergence of new, less common challenges that are not captured by the main categories listed, and presented in the comments below.

## Comments

- Management is on board to learning.
- Change, across every aspect of this industry are exploding onto the scene, and so it is difficult to keep adding more and more expectations (as much as they are essential) to already overloaded plates. What is truly needed is a paradigm shift where we are upfront with members that change is upon us, will not slow and if indicators are correct, will only grow faster. We need to focus our attention on embracing change, strategies to incorporate essential responsibilities, etc. Employee resiliency to adapt, etc.
- Limited human resources available for learning opportunities (both educators and frontline staff availability).
- We do a good job, but small organization many of us have many roles, so do the best we can with the time we have.
- To many contract staff not enough regular company staff.
- Cost of training staff (wages to attend).
- Cost involved and limited hours availability of staff.

## 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:

- **On-demand or self-guided training (11 comments)**
- **On-site training & support (24 comments)**
- **Resources (25 comments)**
- **Training (25 comments)**

### Comments

#### On-Demand or self-guided training

- Quick bits. Training that does not require staff to come off the floor.
- Provide training that can be done virtually and is short and sweet.
- More on-demand videos accessible to clientele. Also videos/ learning modules that could be used by members to be uploaded to other online learning management systems so employees don't have to create another account on CCSA website.
- Create more e-learning, all staff have really enjoyed it so far.
- More online support.
- More online virtual support, and education. Offering in person training more locally.
- The on -demand courses are best as we are a 24/7 facility so scheduling time for staff to participate can be difficult. Also, shorter courses are easier to accommodate.

#### On-site training & support

- Company specific learning sessions.
- Come to the site or remote into an OHS meeting to present.
- Provide a grant for facilitators or mentors so they can train the staff in their organization.
- Instructor led training at our worksite.
- Offer onsite engagement.
- Have onsite follow-up support after training.
- Connect with management and give training on what health care workers need on worksite.
- By providing on-site orientation.
- Offering more training available for instructors from CCSA to our community.
- Instructors to come to the workplace to train our staff.
- Provide onsite training.

- Provide post-training support.
- Educational resources for managers; on-site training.
- Offer live group training, host at an actual CC home, and bring in other homes to share the cost.
- Online resources. In services for staff meetings.
- Providing education and support.

**Resources**

- More on demand videos. Love the YouTube material - keep it coming. Have a look at preparing emergency response planning - CCSA should have this for our sector.
- Continue to provide resources and updates that are accessible to our organization.
- Fact sheets, follow-up email to try to keep top of mind.
- Provide practical tools, job aids, and guides that employees can use to apply newly acquired skills in their daily tasks. Offer access to online resources, such as manuals or instructional videos, that reinforce training content and provide ongoing support.
- Providing more examples of hazard assessment/control associated with the new skill .
- Offer more choices.
- Providing forms/handouts that we can distribute to staff to refer to.
- Monthly OHS posters, table top codes for staff and residents, PDA for health care workers.
- Providing adequate access to technology
- Having templates for how to evaluate new skills would be very helpful!
- More resources.
- Sharing of industry best practices, on-site support for organizations/sites who may be struggling in any one area.
- Provide short updates for staff to refresh their knowledge.
- Orientate Managers to the education related to improving workplace knowledge
- Educate employers.
- By sharing evidence-base practice with results.
- Good resources, allow more time to complete.
- Offering the resource free to come into homes and support. Return to work (Lost time claims) is one of the bigger issues impacting employee experience and premium costs.
- Keep providing the updates as things in our industry change.
- Have a follow-up checklist of did you complete... and here are the resources to help with that.

**Training**

- By creating more free learning opportunities.
- Provide training and support for safety initiatives.

- Our biggest limiting factor is time, innovative ways to get education to the floor, key messages.
- Come up with some ways to have employees willingly engage in H&S training. Maybe design some team-building activities we as H&S staff can use in our workplaces to get staff involved in H&S training.
- Maybe having some pre-built resources for leadership teams on post-training observations and outcomes they should be following up with staff on to reinforce the training. We are working on building these internally but others might need them.
- If doing education - short education is best (it's near impossible to pull staff from the floor for education >20 min.
- Shorter free training sessions.
- Have a more hands on approach with teaching and engagement. Have a more focused education that can be presented in different formats. Not everyone learns the same way.
- Continued training. New hire training. Update skills.
- Training online.
- Provide train the trainer sessions and education sessions for front line staff. Social media coverage of the new skills and content.
- Development of of course packages that are more or less plug and play for users of all levels of ability.
- Greater collaboration with organizational requirements and working or developing hybrid for both CCSA and in-house training.
- We don't have an educator so we don't really have any opportunity to learn anything new.
- Maybe offer an area of "Did you know" and give an overview of what the site offers. Staff have limited time and access to computer on site. Any learning after work hours, want compensation.
- Seminars.

## Q16: What is the name of your organization? (optional)

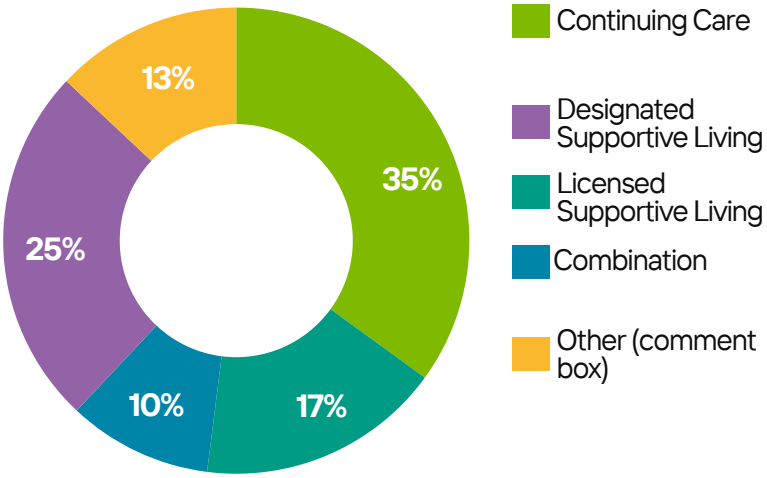
This information was used to determine whether more than one person from a single organization participated in the survey. Of the 126 respondents, 57% provided the name of their organization. Of those, 49 were unique.

As a point of comparison, 64% of respondents provided the name of their organization in 2022, of which 53 were unique.

## Q17: 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 continuing care (35%), followed by designated supportive living (25%), licensed supportive living (17%) and then combination (10%). Responses to the 'Other' category (13%) are listed on the following page.

### Type of Organization (2024)

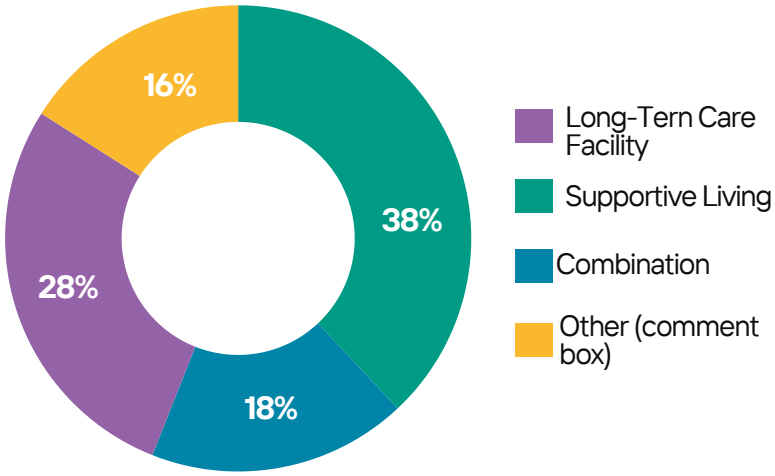



2024

Between 2022 and 2024, there was a restructuring reflecting changes in the industry. Previously, the major categories were Long-Term Care and Supportive Living, but by 2024, these categories have restructured into more specific types: Continuing Care, Designated Supportive Living and Licensed Supportive Living.

In 2024, 35% of respondents now identify as being from Continuing Care organizations, showing a notable category shift.

If to combine a newly emerged categories Designated Supportive Living, 25%, and and 17% of Licenced Supportive Living , the total for supportive living group showing a light increase increase of 4%.




2022

The percentage of respondents identifying as a Combination of different organization types significantly decreased from 18% in 2022 to 10% in 2024. This could suggest that restructuring allowed more organizations to clearly define themselves, reducing the need for the "Combination: label.

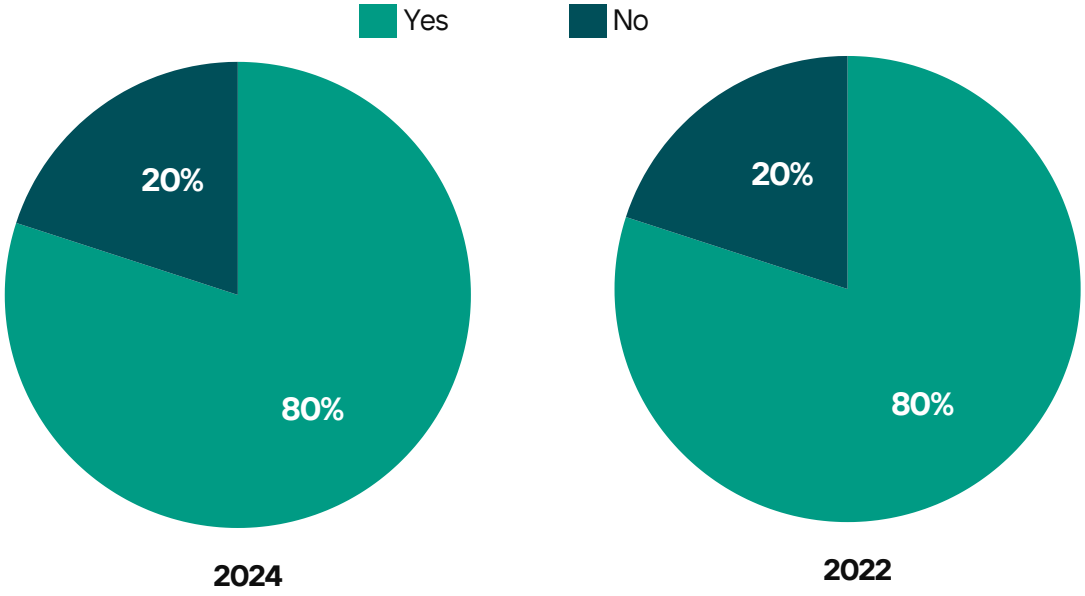
## Comments

- Long-term care
- Homecare, congregate living
- Subsidized and Affordable Senior Living
- DV facility
- Independent living and continuing care
- Primary care
- Assisted Living
- Continuing Care Type B (DSL4 & DSL4D)
- Independent living
- Senior Supportive Independent Affordable housing

## Q18: 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 2022 stakeholder survey where 80% reported the same.

**Operates more than one facility in Alberta (2024 vs 2022)**



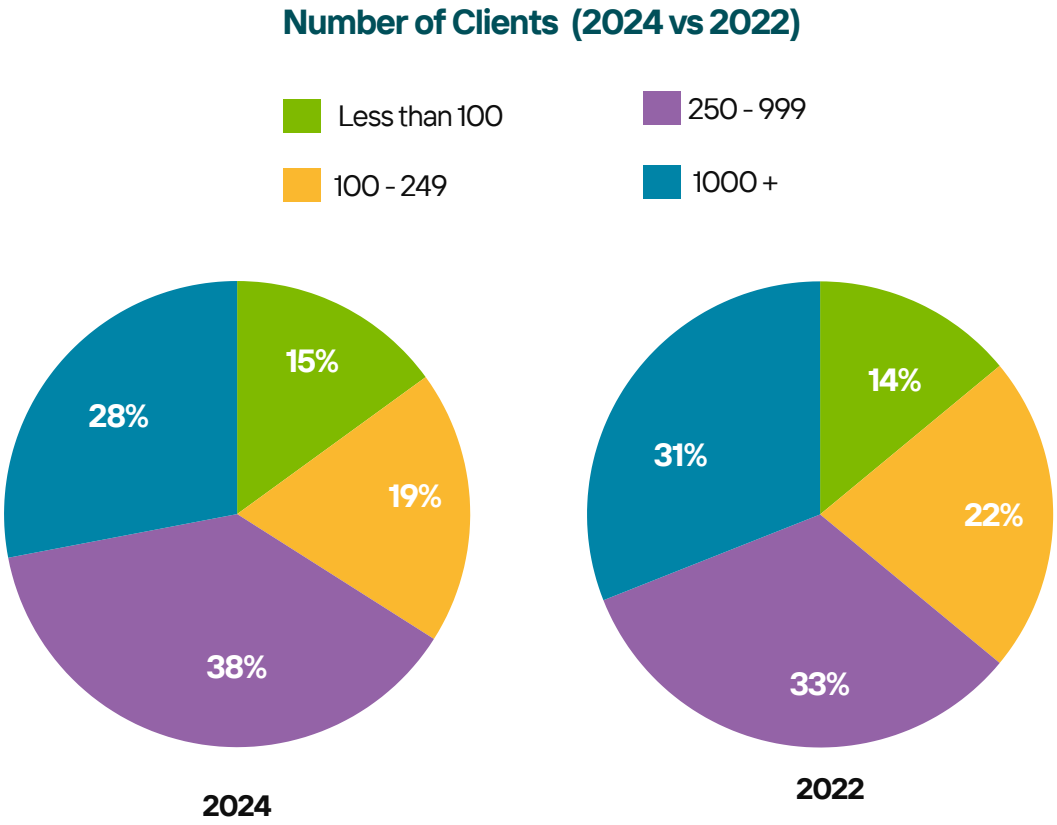

The consistency suggests that there has been no significant change in the proportion of organizations operating multiple facilities in Alberta between 2022 and 2024. For the CCSA, this consistent data might suggest that member organizations' operational scale, in terms of the number of facilities they manage, has remained stable.

## Q19: Approximately how many clients/residents does your entire organization serve – i.e. at all your sites??

There is a noticeable increase in the percentage of organizations serving 250-999 clients, up by 5% in 2024. This shift might indicate a trend of organizations balancing their client loads, potentially consolidating or optimizing services to manage a mid-range number of clients.

There is a slight decrease in the number of organizations serving both smaller (100-249) and larger (1000+) client bases.

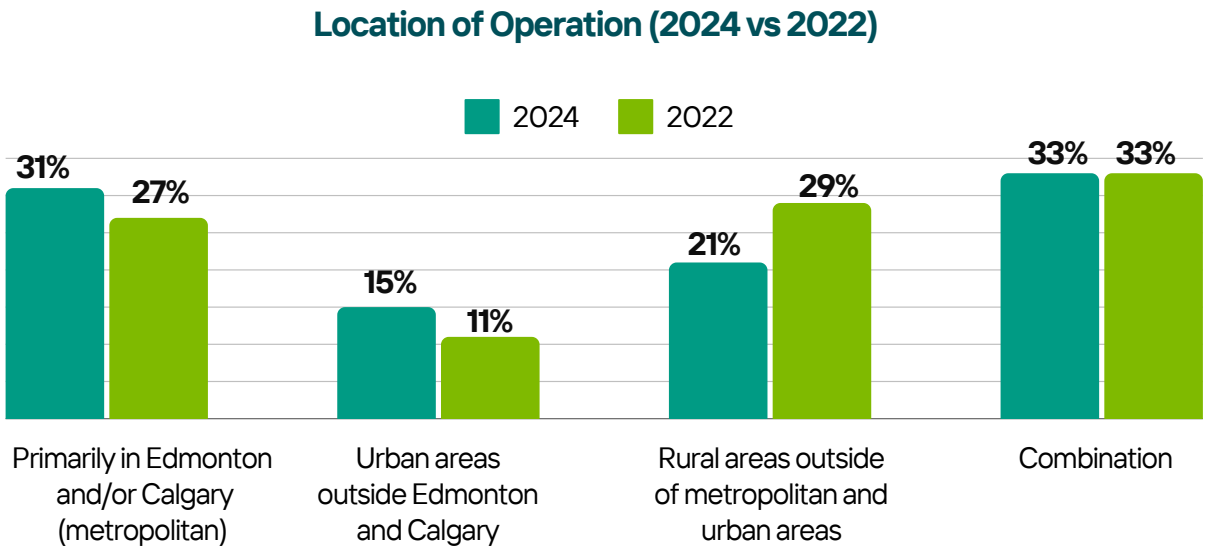
There is a slight increase in the percentage of organizations serving fewer than 100 clients, up by 1% in 2024 compared to 2022.



## Q20: Where are your operations in Alberta located?

Participating organizations come from a variety of locations. There is relatively even distribution, with one exception. Only 15% 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 chart below, we compare participation from the member surveys conducted by CCSA in 2024 and 2022.




There is a 4% increase in organizations operating primarily in Edmonton or Calgary. The increase in operations within Edmonton and Calgary could reflect the centralization of services or the benefits of being closer to larger populations and resources.

The proportion of organizations operating in urban areas outside of Edmonton and Calgary increased by 4%.

There is an 8% decrease in the number of organizations operating primarily in rural areas.

The percentage of organizations operating in a combination of locations has remained stable, showing no change over the two years.

## Q21: Which of the following best describes your position there?

Survey respondents come from a variety of positions within the industry, as seen in the bar based on the 2024 and 2022 member engagement surveys.

The largest respondent group in 2024 is 'Safety Leader, Facilitator or Manager" (31%) and the lowest is 'Frontline Worker' (13%). The second-largest group consists of respondents who fall into the "Other/Combination" category, 20%. This suggests a diverse range of roles or perhaps individuals who hold multiple responsibilities within their organizations.

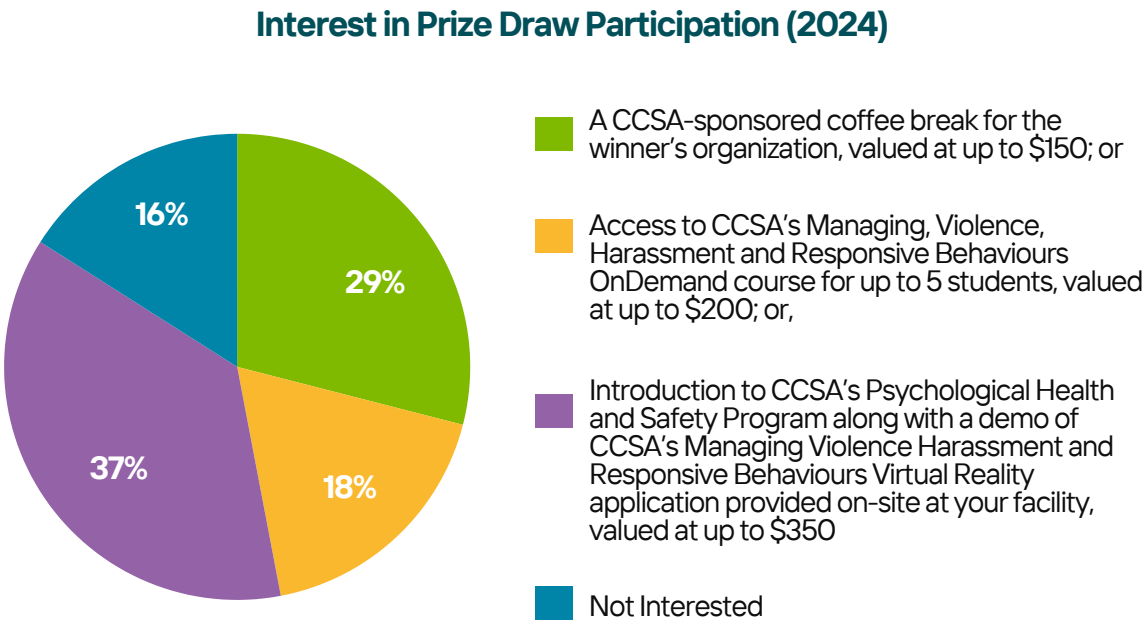
There is a noticeable increase (from 19% to 23%) in "Facility Leaders" participating in the survey, suggesting a growing involvement of this group in organizational feedback. "Organizational leader" category represents 19% of the respondents, showing that higher-level leadership is also engaged in the survey.

The emergence of front-line worker respondents in 2024 could reflect a broader initiative to include voices from all levels of the organization, particularly those closest to the delivery of care or service.

The comparison between 2024 and 2022 shows a general increase in the diversity of respondents, with more facility leaders, front-line workers, and those in combined roles participating. The steady involvement of safety leaders underscores the continued focus on safety within these organizations, while the slight increase in organizational leaders points to a modest uptick in top-level engagement.

## Q22: Are you interested in any of the following? (July 4, 2024, is the date of random winners draw selection - a total of three winners- one winner for each prize)

There is a very high level of interest (84% of respondents) in entering the draw to win one of the three prizes offered as an incentive to complete the survey:



## Q23: Please write your name and email If you wish to participate in prize draw.

2024 CCSA Member Engagement Survey Prizes Draw was held on July 4th, 2024.

- Prize 1 Winner: A CCSA-sponsored coffee break for the winner's organization, valued at up to $150. Winner: No. 41, Diana L., Points West Living.

- Prize 2 Winner: Access to CCSA's Managing, Violence, Harassment and Responsive Behaviours OnDemand course for up to 5 students, valued at up to $200. Winner No.4, Shelby C., Extendicare.

- Prize 3 Winner: Introduction to CCSA's Psychological Health and Safety Program and a demo of CCSA's Managing Violence Harassment and Responsive Behaviours Virtual Reality application provided on-site at your facility, valued at up to $350. Winner: No. 27, Dennise T., Golden Age Manor.

No. of the respondent used for random selection was defined based on their numeric number. Contact information has been forwarded to CCSA leadership. Winners were contacted via the provided emails from the form to redeem prizes.

## Q24: Last thoughts! Is there anything else you would like to tell us?

Ninety-five people (75% of the 126 respondents) offered comments.

- Accolade - 58%
- Training - 7%
- Other - 13%

### Comments

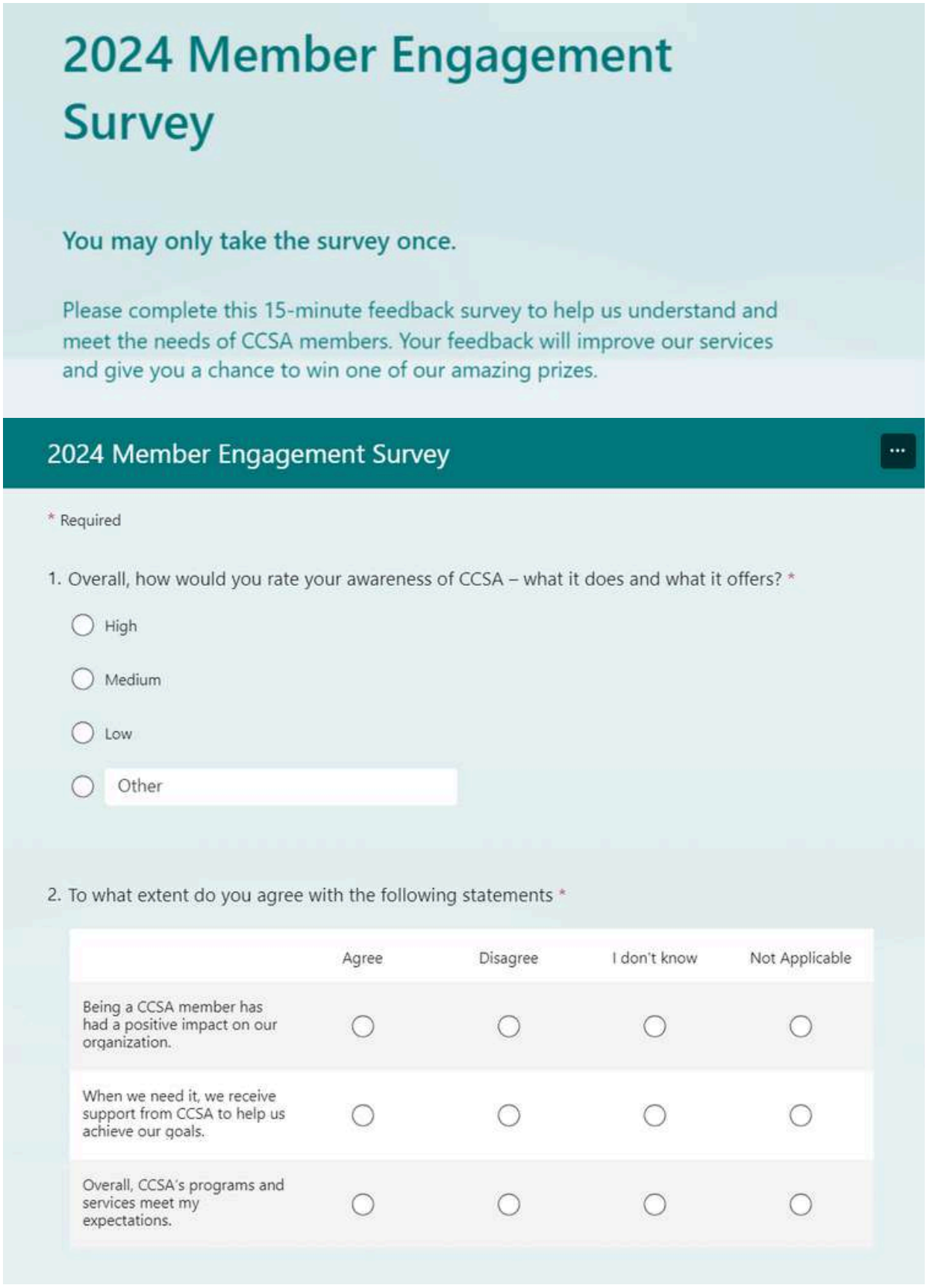
- I've really enjoyed using the CCSA for training and learning opportunities over the past 7 years. I've been witness to a huge amount of growth amongst my organization, which has been truly amazing. As an LPN that also has to participate in continuing education to maintain a license its been super helpful. Thank you CCSA!
- Some questions needed I don't know response like 11 - mobile devices - never tried.
- Nothing, thanks for everything you do!
- You are all appreciated. Continue to develop and provide knowledge to enhance and equip workers.
- Keep up the innovative programming and education- we need this.
- Thanks! I enjoy your emails - very informative.
- More opportunities for educators to be trained so they can provide more education to their staff particularly to not for profit organization.
- Keep up the great work, it is extremely helpful and appreciated.
- Again, thanks for your supports.
- Outside audits are very important to our organization. It would be much more beneficial if audits were not so subjective. Often different auditors have different ideas on how things should look or how they should be done. This results in the organization spending time and resources to appease the latest audit results only to sometimes feel the need to change them as a following auditor sees things differently and even sometime completely opposite of the previous auditor. It would be nice to standardize the items that are being audited so that we are making the best use of our resources with a stronger focus on industry expectations. This would also create a higher quality industry standard and increase standardized knowledge for when employees move to new/different organizations as they grow their careers in the industry.
- Thank you for giving work sites opportunities to learn which benefit residents and workers alike!
- We are grateful for the services and partnership with CCSA.
- Partnering up with Canadian Mental Health Association was brilliant! I'd also like to see more information on managing accommodation requests of work from home and how this relates to Human Rights re: disabilities. Perhaps some lawyer lead webinars on the topic.

- Since becoming a CCSA member, our organization health and safety culture has improved amazingly. Thanks for all you do and for always looking for ways to be better.
- Just to keep up the great work.
- Thank you for all your support.
- You guys are great! Great e-letters and helpful information. I'm glad that I found your website during pandemic.
- Connecting with CCSA has been a valuable asset to my learning and development as a leader in long term care.
- It would benefit to have more free online courses for HCA.
- Thank for sharing knowledge and supporting for all health care workers.
- I am relatively new to OHS in the continuing care industry and I have found the CCSA resources to be incredibly valuable. I really do appreciate all that you do. Thank-you very much.
- Thank you for always being so supportive and helpful to our organization.
- Really appreciate the work of CCSA staff, we can't do what we do without you!
- On behalf of our organization, I appreciate the information and support that you provide to us.
- Thanks for all your efforts, we lots of great resources and supports from CCSA.
- Keep up good work.
- I'm fairly new to CCSA, so I'm still learning the system and taking the course available online.
- Keep up the good work and partnership with the service sectors.
- If the courses were available at a very reduced cost and and online.
- CCSA does an amazing job for us.
- I would benefit from a forum/quarterly meeting for all Continuing Care organizations to share ideas and brainstorm and a COR training session to get us started.
- CCSA is a great resource.
- My work experience and education has allowed me to work/visit multiple continuing care sites in Southern and Central Alberta. Staff are stressed and burned out and there is a gap in communication. This all affects the care provided to the clients.
- I am new to my position and learning about the various education offered by this site.
- We need to utilize your services to help us achieve our goals.
- Making a more user friendly web site might promote more use.
- I've never accessed the CCSA website from my phone so I am not sure how it looks there to answer that question accurately.
- Start with the "why" for any activity, action, or program.

- Thank you for allowing us to be a part of your community, we have taken part of the working mind which was amazing.
- Love your safety segments and all the health and safety content provided.
- I believe CCSA has an important role in our sector and I have forwarded this survey to my key team leaders to complete.
- I think you do a good job, and enjoy your monthly newsletters. Anytime I have had questions your team is knowledgeable and I appreciate the prompt response. Thank you.
- We are very thankful for the work of CCSA.
- Your facilitators / consultants are very knowledgeable and supportive. Questions submitted are answered promptly, and there are specialized SMEs available within CCSA. We thoroughly enjoy and appreciate the resources and support available from the CCSA, and the continuous improvements and initiatives available to operators.
- More training and education.
- CCSA is a very valuable resource for our Organization. We truly appreciate all the hard work that goes into ensuring that Organizations like ours is knowledgeable in Health & Safety and all the training and guidance CCSA provides is so valuable. SO THANK YOU!!!
- On-line trainings are very useful.
- More education is always good.
- Thanks for the opportunity.
- Appreciate all the hard work and everything you guys do for our industry.
- Thank you for all you do!
- I love the new Health and Safety Committee course, the idea of a board game type of interactive training is genius.
- The sessions that I have participated in are great.
- Keep up the good work and thank you.
- Keep up the great work for keeping us safe.
- Our biggest struggle is keeping up with changes made by OHS. As non-profits we cannot have a designated H&S person to stay on top of all the regulations and changes that may apply. The Ohs newsletter helps but we get caught on something almost every audit.
- Love the education provided by CCSA.
- I really like your newsletters and I am always taking the info to read to my fellow co workers.
- PLEASE MAKE AVAILABLE ALL TRAININGS AVAILABLE ONLINE SO THAT TRAINEE CAN ATTEND ALL TRAININGS ON THEIR OWN PACE.
- I look forward in seeing what programming the future provides.
- We are like an associate member but I look forward to bringing us into an actual group.

- I am a new manager looking for more information.
- I find the information from CCSA useful. My staff and I have taken several of the courses and enjoy them and find the information applicable.
- Staff education for smaller DSL Operators.
- Very early in the process but really appreciate the information and support offered even prior to making a decision to become associated with CCSA.
- The staff is always supportive and willing to share information which is a great benefit to organizations. Hands on training has been lacking since COVID and poster campaigns is up but effectiveness is weak.
- I appreciate the focus that you CCSA has on promoting new programs and the safety and wellbeing of our staff.
- Thanks for your support CCSA!
- CCSA newsletters are full of great information. very helpful.
- Keep up the good work.
- I think that this is a great organization.
- This survey is difficult to go through.
- You are doing a great job. Keep up the good work.
- There is a pop up that occurs frequently when on the website to sign up for the newsletter. Can this be modified to pop up only once when you first enter the website?
- Look forward to the continued use of your services.
- We have recently hired a Care Manager who will be taking on the role of Educator as well. She will be in contact with the CCSA! Thanks for all you offer

# Appendix 1: Copy of the 2024 CCSA Member Engagement Survey



2024 Member Engagement Survey

You may only take the survey once.

Please complete this 15-minute feedback survey to help us understand and meet the needs of CCSA members. Your feedback will improve our services and give you a chance to win one of our amazing prizes.

2024 Member Engagement Survey

* Required

1. Overall, how would you rate your awareness of CCSA – what it does and what it offers? *

- ○ High
- ○ Medium
- ○ Low
- ○ Other

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. | ○ | ○ | ○ | ○ |
| When we need it, we receive support from CCSA to help us achieve our goals. | ○ | ○ | ○ | ○ |
| Overall, CCSA's programs and services meet my expectations. | ○ | ○ | ○ | ○ |

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

| | Yes | No | I wasn't aware of this | Not applicable |
|---|---|---|---|---|
| OnDemand/eLearning courses | ○ | ○ | ○ | ○ |
| Instructor-led courses | ○ | ○ | ○ | ○ |
| 2023 Health and Safety Star Award – we sponsored 4 Health Care Aids to attend the 2023 SafeCare BC Hearts & Hands Conference | ○ | ○ | ○ | ○ |
| The Working Mind LTC/SSL for Managers/Leaders | ○ | ○ | ○ | ○ |
| The Working Mind LTC/SSL for Employees (Front-Line Workers) | ○ | ○ | ○ | ○ |
| Certificate of Recognition (COR) program | ○ | ○ | ○ | ○ |
| OHS Member Discussion Forums in collaboration with ASCHA and ACCA | ○ | ○ | ○ | ○ |
| Health and Safety Toolkit | ○ | ○ | ○ | ○ |
| YouTube Videos – curated short videos to help you discuss safety topics or learn tips and techniques to help you keep yourself or your workers safe | ○ | ○ | ○ | ○ |
| Safety Segments – curated activities to help you discuss safety topics within your workplace | ○ | ○ | ○ | ○ |
| Member Assistance Program | ○ | ○ | ○ | ○ |
| Infection Prevention and Control Program | ○ | ○ | ○ | ○ |
| Psychological Health and Safety Program | ○ | ○ | ○ | ○ |
| Workplace Violence and Harassment Prevention | ○ | ○ | ○ | ○ |

| | | | | |
|---|---|---|---|---|
| Online Resource Library | ◯ | ◯ | ◯ | ◯ |
| Industry news/updates | ◯ | ◯ | ◯ | ◯ |
| Injury Statistics and Reports | ◯ | ◯ | ◯ | ◯ |

4. How can CCSA improve service to its members? *

Enter your answer

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

Please select 3 options.

- [ ] Musculoskeletal Injury Prevention (MIP) Safe Handling and Mobility/Lifting and Moving Safely
- [ ] Injury Prevention
- [ ] Mental health of staff
- [ ] Conflict resolution and respect (safe workplace culture)
- [ ] Bullying and harassment of staff
- [ ] Ability management and/or return to work programs
- [ ] Hazard assessment and control
- [ ] Emergency Response Planning
- [ ] Communicable Disease Response Planning
- [ ] Physical and/or Cognitive Job Demands Analysis
- [ ] Achieving or maintaining COR
- [ ] Health and Safety Committee/Representative support
- [ ] Engaging staff in health and safety
- [ ] Engaging management in health and safety
- [ ] Other

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

Please select 3 options.

- [ ] Creating an industry specific common Musculoskeletal Disease Prevention Training Standard
- [ ] Providing tailored organizational support
- [ ] Supporting employers with physical job demands analysis
- [ ] Supporting employers with cognitive job demands analysis
- [ ] Providing access to an online Occupational Psychological Risk Assessment Tool
- [ ] Promoting the Certificate of Recognition (COR) program
- [ ] Raising the profile of our industry
- [ ] Advocating for policy/legislation change
- [ ] Sharing best practices within the industry and among healthcare-related industries
- [ ] Increase the number of OHS Member Discussion forums
- [ ] Increase the number of YouTube videos
- [ ] Create a CCSA podcast series with expert speakers
- [ ] Creating networking opportunities
- [ ] Other

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 | ○ | ○ | ○ | ○ |
| Partnerships | ○ | ○ | ○ | ○ |
| Innovation | ○ | ○ | ○ | ○ |
| Engagement | ○ | ○ | ○ | ○ |
| Performance | ○ | ○ | ○ | ○ |

8. 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)

- ◯ Cost
- ◯ Time
- ◯ I don't know enough about COR
- ◯ It feels overwhelming to even consider it
- ◯ Other

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

- ☐ CCSA website
- ☐ Health & Safety Minute: monthly e-newsletter for all stakeholders
- ☐ COR Connections: monthly e-newsletter for COR community
- ☐ WCB and AB Govt Newsletter Highlights: monthly e-newsletter for all stakeholders
- ☐ CCSA's Member Welcome Package
- ☐ E-bulletins: emails with timely news
- ☐ CCSA Facebook Page
- ☐ CCSA LinkedIn Page
- ☐ CCSA YouTube Channel
- ☐ Phone calls to CCSA
- ☐ Emails to CCSA

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

| | Very easy | Reasonably easy | It's a challenge |
|---|---|---|---|
| Desktop | ◯ | ◯ | ◯ |
| Mobile device | ◯ | ◯ | ◯ |

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

- ◯ I am aware of the training opportunities offered by CCSA
- ◯ My organization participates in CCSA training
- ◯ Overall, the quality of training offered by CCSA meets my expectations
- ◯ CCSA training has had a positive impact on our organization

12. If you are NOT using training provided by CCSA, why not? What is the biggest barrier? Please use 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
- ◯ Not enough staff
- ◯ 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

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

Please select 3 options.

- ☐ Create an industry specific common OHS Orientation Standard and Industry OHS Orientation Program (Safety Passport)

- [ ] Create a Continuing Care Safety Officer (CCSO) certification
- [ ] Provide post-training support
- [ ] Develop more OnDemand online learning opportunities
- [ ] Develop more blended (part online and part instructor-led) learning opportunities
- [ ] Create Emergency Response Plan training
- [ ] Increase the number of virtual instructor-led courses
- [ ] 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

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

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

Enter your answer

16. What is the name of your organization? (optional)

Enter your answer

17. How would you describe your organization? *

- ◯ Continuing care
- ◯ Designated Supportive Living (DSL)
- ◯ Licensed Supportive Living (DSL)
- ◯ Combination
- ◯ Other

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
- ◯ 100-249
- ◯ 250-999
- ◯ 1000+

20. Where are your operations in Alberta located? *

- ◯ Primarily in Edmonton and/or Calgary (metropolitan)
- ◯ Urban areas outside Edmonton and Calgary
- ◯ 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
- ◯ Front-line worker
- ◯ Other/Combination

22. Are you interested in any of the following? (July 4, 2024, is the date of random winners draw selection - a total of three winners- one winner for each prize) *

- ◯ A CCSA-sponsored coffee break for the winner's organization, valued at up to $150; or
- ◯ Access to CCSA's Managing, Violence, Harassment and Responsive Behaviours OnDemand course for up to 5 students, valued at up to $200; or,
- ◯ Introduction to CCSA's Psychological Health and Safety Program along with a demo of CCSA's Managing Violence Harassment and Responsive Behaviours Virtual Reality application provided on-site at your facility, valued at up to $350
- ◯ Not Interested

23. Please write your name and email If you wish to participate in prize draw. *

Enter your answer

24. Last thoughts! Is there anything else you would like to tell us? *

Enter your answer

You can print a copy of your answer after you submit

Submit

# Appendix 2: 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=126)** |
| High | 56% | 70 |
| Medium | 40% | 51 |
| Low | 3% | 4 |
| Other | 1% | 1 |

| Q2: To what extent do you agree with the following statements | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | **Agree** | | **Disagree** | | **I don't know** | | **Not Applicable** | | **Total Number** |
| **Answer Choices** | **%** | **#** | **%** | **#** | **%** | **#** | **%** | **#** | |
| Being a CCSA member has had a positive impact on our organization. | 91 | 115 | 0 | 0 | 6 | 8 | 2 | 3 | 126 |
| When we need it, we receive support from CCSA to help us achieve our goals. | 82 | 103 | 1 | 1 | 14 | 17 | 4 | 5 | 126 |
| Overall, CCSA's programs and services meet my expectations. | 90 | 113 | 0 | 0 | 9 | 11 | 1 | 2 | 126 |

| Q3 These are some of the services CCSA provides. Do you find them helpful? | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **Answer choices** | **Yes** | | **No** | | **I was not aware of this** | | **Not applicable** | | **Total number** |
| | % | # | % | # | % | # | % | # | |
| OnDemand/eLearning courses | 90 | 114 | 0 | 0 | 9 | 11 | 1 | 1 | 126 |
| Instructor-led courses | 82 | 103 | 4 | 5 | 11 | 14 | 3 | 4 | 126 |
| 2023 Health and Safety Star Award – we sponsored 4 Health Care Aids to attend the 2023 SafeCare BC Heart&Hands Conference | 41 | 51 | 3 | 4 | 43 | 54 | 14 | 17 | 126 |
| The Working Mind LTC/SSL for Managers/Leaders | 60 | 75 | 4 | 5 | 19 | 24 | 17 | 22 | 126 |
| The Working Mind LTC/SSL for Employees (Front-Line Workers) | 60 | 76 | 4 | 5 | 25 | 31 | 11 | 14 | 126 |
| Certificate of Recognition (COR) program | 81 | 102 | 1 | 1 | 11 | 14 | 7 | 9 | 126 |
| OHS Member Discussion Forums in collaboration with ASCHA and ACCA | 63 | 79 | 2 | 3 | 27 | 34 | 8 | 10 | 126 |
| Health and Safety Toolkit | 83 | 105 | 2 | 3 | 12 | 15 | 3 | 3 | 126 |
| YouTube Videos – curated short videos to help you discuss safety topics or learn tips and techniques to help you keep yourself or your workers safe | 74 | 93 | 1 | 1 | 24 | 30 | 1 | 2 | 126 |
| Safety Segments – curated activities to help you discuss safety topics within your workplace | 72 | 91 | 2 | 3 | 22 | 27 | 4 | 5 | 126 |
| Member Assistance Program | 51 | 64 | 2 | 3 | 38 | 48 | 9 | 11 | 126 |
| Infection Prevention and Control Program | 73 | 92 | 5 | 6 | 15 | 19 | 7 | 9 | 126 |
| Psychological Health and Safety Program | 72 | 91 | 2 | 3 | 22 | 27 | 4 | 5 | 126 |
| Workplace Violence and Harassment Prevention | 87 | 110 | 2 | 3 | 9 | 11 | 2 | 2 | 126 |
| Online Resource Library | 83 | 105 | 3 | 4 | 11 | 14 | 3 | 3 | 126 |
| Industry news/updates | 85 | 107 | 3 | 4 | 9 | 11 | 3 | 4 | 126 |
| Injury Statistics and Reports | 75 | 94 | 5 | 6 | 17 | 22 | 3 | 4 | 126 |

| Q5: What are your top three (3) health and safety priorities? | | |
|---|---|---|
| **Answer Choices** | **Percentage** | **Number (n=126)** |
| Musculoskeletal Injury Prevention (MIP) Safe Handling and Mobility/Lifting and Moving Safely | 45% | 57 |
| Injury Prevention | 36% | 45 |
| Mental health of staff | 54% | 68 |
| Conflict resolution and respect (safe workplace culture) | 29% | 37 |
| Bullying and harassment of staff | 16% | 20 |
| Ability management and/or return to work programs | 10% | 12 |
| Hazard assessment and control | 18% | 23 |
| Emergency Response Planning | 14% | 18 |
| Communicable Disease Response Planning | 4% | 5 |
| Physical and/or Cognitive Job Demands Analysis | 5% | 6 |
| Achieving or maintaining COR | 18% | 23 |
| Health and Safety Committee/Representative support | 17% | 21 |
| Engaging staff in health and safety | 25% | 32 |
| Engaging management in health and safety | 6% | 8 |
| Other (add in comment box) | 2% | 3 |

| 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=126)** |
| Creating an industry specific common Musculoskeletal Disease Prevention Training Standard | 33% | 41 |
| Providing tailored organizational support | 30% | 38 |
| Supporting employers with physical job demands analysis | 23% | 29 |
| Supporting employers with cognitive job demands analysis | 20% | 25 |
| Providing access to an online Occupational Psychological Risk Assessment Tool | 33% | 42 |
| Promoting the Certificate of Recognition (COR) Program | 19% | 24 |
| Raising the profile of our industry | 15% | 19 |
| Advocating for policy/legislation change | 20% | 25 |
| Sharing best practices within the industry and among healthcare-related industries | 54% | 68 |
| Increase the number of OHS Member Discussion Forums | 6% | 7 |
| Increase the number of YouTube videos | 15% | 19 |
| Create a CCSA podcast series with expert speakers | 12% | 15 |
| Creating networking opportunities | 17% | 21 |
| Other (add in comment box) | 4% | 5 |

**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 | 49 | 62 | 30 | 38 | 1 | 1 | 20 | 25 | 126 |
| Partnerships | 49 | 62 | 26 | 33 | 2 | 2 | 23 | 29 | 126 |
| Innovation | 52 | 65 | 33 | 42 | 2 | 2 | 13 | 17 | 126 |
| Engagement | 58 | 73 | 30 | 37 | 2 | 3 | 10 | 13 | 126 |
| Performance | 60 | 75 | 26 | 33 | 1 | 1 | 13 | 17 | 126 |

**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)**

| Answer Choices | Percentage | Number (n=126) |
|---|---|---|
| Cost | 19% | 10 |
| Time | 15% | 8 |
| I don't know enough about COR | 40% | 21 |
| It feels overwhelming to even consider it | 8% | 4 |
| Other | 19% | 10 |

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

| Answer Choices | Percentage | Number (n=126) |
|---|---|---|
| CCSA Website | 87% | 109 |
| Health & Safety Minute: monthly e-newsletter for all stakeholders | 59% | 74 |
| COR Connections: monthly e-newsletter for COR community | 39% | 49 |
| WCB and AB Govt Newsletter Highlights: monthly e-newsletter for all stakeholders | 20% | 42 |
| CCSA's Member Welcome Package | 33% | 8 |
| E-bulletins: emails with timely news | 19% | 43 |
| CCSA Facebook Page | 4% | 5 |
| CCSA LinkedIn Page | 6% | 7 |
| CCSA YouTube Channel | 17% | 22 |
| Phone Calls to CCSA | 10% | 12 |
| Emails to CCSA | 32% | 40 |

| Q10: How easy is it to find information on the CCSA website? | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Answer choices** | **Very Easy** | | **Reasonably Easy** | | **It's a Challenge** | | **Total Number** |
| | **%** | **#** | **%** | **38** | **%** | **#** | |
| Desktop | 63 | 80 | 36 | 45 | 1 | 1 | 126 |
| Mobile Device | 35 | 44 | 58 | 74 | 7 | 8 | 126 |

| Q11: To what extent do you agree with the following statements? | | |
|---|---|---|
| **Answer Choices** | **Percentage** | **Number (n=126)** |
| I am aware of the training opportunities offered by CCSA | 29% | 37 |
| My organization participates in CCSA training | 20% | 25 |
| Overall, the quality of training offered by CCSA meets my expectations | 13% | 16 |
| CCSA training has had a positive impact on our organization | 38% | 48 |

| Q12: If you are NOT using training provided by CCSA, why not? What is the biggest barrier? Please use comment box to indicate additional barriers. (Skip this question if you have already taken part in CCSA training.) | | |
|---|---|---|
| **Answer Choices** | **Percentage** | **Number (n=52)** |
| I don't know enough about the training CCSA offers | 21% | 11 |
| Limited access to technology | 2% | 1 |
| Not enough staff | 4% | 2 |
| We access training through another provider | 6% | 3 |
| We rely on our own in-house training | 15% | 8 |
| Training isn't aligned with our organization needs | 0% | 0 |
| Cost | 19% | 10 |
| Time | 15% | 8 |
| Hard to get time off to participate | 10% | 5 |
| Hard to find information about available training | 2% | 1 |
| Enrolment process is challenging | 0% | 0 |
| Quality of training | 0% | 0 |
| Other | 6% | 3 |

| Q13: In your opinion, what health and safety training opportunities should CCSA prioritize over the next two years? Please choose up to three (3) items from the list below. | | |
|---|---|---|
| **Answer Choices** | **Percentage** | **Number (n=126)** |
| Create an industry specific common OHS Orientation Standard and Industry OHS Orientation Program (Safety Passport) | 59% | 74 |
| Create a Continuing Care Safety Officer (CCSO) certification | 27% | 34 |
| Provide post-training support | 17% | 21 |
| Develop more OnDemand online learning opportunities | 51% | 64 |
| Develop more blended (part online and part instructor-led) learning opportunities | 17% | 22 |
| Create Emergency Response Plan training | 35% | 44 |
| Increase the number of virtual instructor-led courses | 24% | 30 |
| Provide more resources for members who are responsible for educating their staff (e.g. train the trainer sessions, Safety Segments, etc.) | 52% | 66 |
| Provide more training and support for the Certificate of Recognition (COR) program | 15% | 19 |
| Other | 3% | 4 |

| 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=126)** |
| Resistance to change within the workplace | 47% | 59 |
| Lack of confidence | 16% | 20 |
| Limited opportunity to try something new | 25% | 31 |
| Lack of coaching/mentoring onsite | 27% | 34 |
| Quality of training is not adequate | 1% | 9 |
| Limited time | 71% | 90 |
| Limited access to equipment | 17% | 21 |
| Other | 9% | 14 |

| Q17: How would you describe your organization? | | |
|---|---|---|
| **Answer Choices** | **Percentage** | **Number (n=126)** |
| Continuing care | 35% | 44 |
| Designated Supportive Living (DSL) | 17% | 22 |
| Licensed Supportive Living (LSL) | 10% | 13 |
| Combination | 25% | 31 |
| Other | 13% | 16 |

| Q18: Does your organization operate more than one facility in Alberta? | | |
|---|---|---|
| **Answer Choices** | **Percentage** | **Number (n=126)** |
| Yes | 80% | 101 |
| No | 20% | 25 |

| Q19: Approximately how many clients/residents does your entire organization serve – i.e. at all your sites? | | |
|---|---|---|
| **Answer Choices** | **Percentage** | **Number (n=126)** |
| Less than 100 | 15% | 19 |
| 100-249 | 19% | 24 |
| 250-999 | 38% | 48 |
| 1000+ | 28% | 35 |

| Q20: Where are your operations in Alberta located? | | |
|---|---|---|
| **Answer Choices** | **Percentage** | **Number (n=126)** |
| Primarily in Edmonton and/or Calgary (metropolitan) | 31% | 39 |
| Urban areas outside Edmonton and Calgary | 15% | 19 |
| Rural areas outside of metropolitan and urban areas | 21% | 26 |
| Combination | 33% | 42 |

| Q21: Which of the following best describes your position there: | | |
|---|---|---|
| **Answer Choices** | **Percentage** | **Number (n=126)** |
| Organizational leader | 18% | 23 |
| Facility leader | 19% | 24 |
| Safety leader, facilitator or manager | 30% | 38 |
| Front-line worker | 13% | 16 |
| Other/Combination | 20% | 25 |

| Q22: Are you interested in any of the following? (July 4, 2024, is the date of random winners draw selection - a total of three winners- one winner for each prize) | | |
|---|---|---|
| **Answer Choices** | **Percentage** | **Number (n=126)** |
| A CCSA-sponsored coffee break for the winner's organization, valued at up to $150 | 29% | 36 |
| Access to CCSA's Managing, Violence, Harassment and Responsive Behaviours OnDemand course for up to 5 students, valued at up to $200 | 18% | 23 |
| Introduction to CCSA's Psychological Health and Safety Program along with a demo of CCSA's Managing Violence Harassment and Responsive Behaviours Virtual Reality application provided on-site at your facility, valued at up to $350 | 37% | 47 |
| Not Interested | 16% | 20 |

# Appendix 3: Comment Summary

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

- **Accolades (66 comments)**
- **Awareness (14 comments)**
- **Communication (24 comments)**
- **Follow-up & Support (12 comments)**
- **Miscellaneous (33 comments)**
- **Resources (35 comments)**
- **Training (78 comments)**

## Comments

### Accolades

- I've only just started my health & safety position at my organization; all the resources I have accessed have been helpful and to the point. The website is easy to navigate and use. All my experiences this far have been great.
- Not sure - really happy with what is currently offered.
- Still navigating everything you have to offer but it's been valuable to us.
- Keep up the good work!
- Retrieving data. Wait a few seconds and try to cut or copy again.
- Doing great, resources are helpful, we would love to host a Working Mind Session at our facility for our staff.
- Its already a good service, keep up the good work.
- Keep up the great work with partners - stay visible.
- Continue to do the same things.
- Satisfied with the services at this time, very excited to see the work that comes out of the IAC meetings.
- Keep up good work.
- I am pretty happy what they off right now.
- CCSA keeps evolving and it is great.
- I find that CCSA's service for its members to be good.
- I find it already good quality service.
- I think you do a great job, it is us as service members that need to utilize your services.
- I find the articles and programs to be cutting-edge, very helpful to keep the important message of health and safety constantly at the forefront of every employee's thinking.
- I feel the resources and support is provided by CCSA is sufficient at this time.
- So far I have found CCSA services to be sufficient.
- All good.
- just continue what you have started, the training, recognition, online services.
- Continue to grow - you are on the right path .
- Fantastic to date.
- Happy with the current service
- The operating landscape of members is evolving and CCSA has done a remarkable job of keeping membership informed. Please keep doing this.
- Not sure. I am happy with the current service.
- I am happy with the service, maybe a rep to reach out to to help answer questions about what's available. We are quite busy so often the newsletters go unread.
- I believe CCSA is always well prepared for all changes.
- The service meets my needs and expectations at present.
- You are already doing it.
- I'm not sure at this point but I've enjoyed navigating your website and taking the courses I have.

- CCSA already supports me.
- I find you very supportive. We are working on our 2 year action plan, and hope to make great changes for the company.
- Continue to do what you do.
- Continue to support as you have been.
- Again, thanks for your supports.
- All courses I have taken through CCSA have been well received and I have taken a lot of information away from it.
- Appreciate all the hard work and everything you guys do for our industry.
- CCSA does an amazing job for us.
- CCSA is a great resource.
- CCSA is a very valuable resource for our Organization. We truly appreciate all the hard work that goes into ensuring that Organizations like ours is knowledgeable in Health & Safety and all the training and guidance CCSA provides is so valuable. SO THANK YOU!!!
- CCSA newsletters are full of great information. very helpful.
- connecting with CCSA has been a valuable asset to my learning and development as a leader in long term care
- Great work.
- I am relatively new to OHS in the continuing care industry and I have found the CCSA resources to be incredibly valuable. I really do appreciate all that you do. Thank-you very much.
- I look forward in seeing what programming the future provides.
- I look forward to continued learning through your organization.
- I think that this is a great organization.
- If board members not eligible for the prize draw, no worries. Really appreciate the work of CCSA staff, we can't do what we do without you!
- Just thanks for good job.
- Keep up the great work, it is extremely helpful and appreciated.
- Retrieving data. Wait a few seconds and try to cut or copy again.
- I've really enjoyed using the CCSA for training and learning opportunities over the past 7 years. I've been witness to a huge amount of growth amongst my organization, which has been truly amazing. As an LPN that also has to participate in continuing education to maintain a license its been super helpful. Thank you CCSA!
- Keep up the great work for keeping us safe.
- Overall, the CCSA does a great job of providing educational opportunities and engaged forums. Thank you.
- Partnering up with Canadian Mental Health Association was brilliant! I'd also like to see more information on managing accommodation requests of work from home and how this relates to Human Rights re: disabilities. Perhaps some lawyer lead webinars on the topic.
- Thank you for allowing us to be a part of your community, we have taken part of the working mind which was amazing.
- Thank you for always being so supportive and helpful to our organization.
- Thank you for giving work sites opportunities to learn which benefit residents and workers alike!
- Thank you for this survey. Looking forward for more information.
- Very early in the process but really appreciate the information and support offered even prior to making a decision to become associated with CCSA
- We are grateful for the services and partnership with CCSA
- We are very thankful for the work of CCSA.
- We have recently hired a Care Manager who will be taking on the role of Educator as well. She will be in contact with the CCSA! Thanks for all you offer
- We need to utilize your services to help us achieve our goals
- You are all appreciated. Continue to develop and provide knowledge to enhance and equip workers.

## Awareness

- Offer more awareness of your services.
- Just continue the great work.
- None at this moment. noted that CCSA is actively participating and collaborating with partners.
- I have not had the time to review all that the sight offers. I require details on a certain top and I access the site. Survey allowed me to become aware of what the site has to offer.
- More awareness. I did not know everything that was available until looking at this survey and by being in my current job.
- I wasn't aware of many of the resources CCSA is providing. Some of the courses are cost-prohibitive.
- Orientation to what CCSA offers, for managers and their employees.
- More awareness.
- Promote the resources in the newsletters more so we know what is offered or available.
- Provide more awareness and education to staff which is very important.
- I think the service is quite acceptable, as a casual employee I think it's important for each site to have the knowledge of what CCSA has to offer .
- Not sure as I only see a small snippet of the organization.
- Unsure, we need to look into the services you offer. Plan to do so in the coming year.
- I believe CCSA has an important role in our sector and I have forwarded this survey to my key team leaders to complete.

## Communication

- Continuous providing informative information that we can utilize to our organization.
- .I feel CCSA are very good at communicating their purpose and what they bring to the table to help organizations be successful.
- Increased outreach.
- More frequent newsletter updates.
- Communicating all the time.
- Provide frequent updates through newsletters, webinars, and social media on the latest research, policies, and trends in substance use and addiction.
- You guys are great! Great e-letters and helpful information. I'm glad that I found your website during pandemic
- More advertisement packages on what is offered and how to access.
- Not a health care aid but another front line worker that worked part-time and causal. I feel we get missed. I know very little about CCSA
- I feel since being a member that I get many emails and updates to the programs that you have. Very good courses and information.
- Provide more reminders for education.
- Keep updating the membership.
- Sending out stats of trends occurring in the industry.
- Provide support as needed. I have found the newsletter and website are very helpful and informative.
- Surveys like this help to see where the gap is and what people/organizations needs are.
- Have Monthly Safety information for posting for staff.
- PIR program in simple format for staff to be educated.
- I really appreciate the monthly newsletters. Please continue to send these out.
- Ensure the owner operators of facilities CCSA supports are involving there employees in detail.
- CCSA newsletters are full of great information. very helpful.
- I appreciate the focus that you CCSA has on promoting new programs and the safety and wellbeing of our staff.
- I really like your newsletters and I am always taking the info to read to my fellow co workers
- I think you do a good job, and enjoy your monthly newsletters. Anytime I have had questions your team is knowledgeable and I appreciate the prompt response. Thank you
- Thanks! I enjoy your emails - very informative .

### Follow Up & Support

- Login is sometimes hard to find
- Taking part in meetings.
- Standardize requirements.
- Make it a little more user friendly.
- By delivering up to date education that coincides with new safety laws and regulations.
- Possibly start, resource, coordinate, and regulate a Peer COR Audit system to enable companies under the CCSA to learn about other companies HSMS and to create and foster a collaboration of working together to improve our individual HSMS's and the collected data can be used to improve COR overall.
- Updated videos and more videos would be great!
- Make the online webinars easier to access. I've had nothing but trouble getting onto sites and courses. Wasting my time.
- On behalf of our organization, I appreciate the information and support that you provide to us.
- Since becoming a CCSA member, our organization health and safety culture has improved amazingly. Thanks for all you do and for always looking for ways to be better.
- The staff is always supportive and willing to share information which is a great benefit to organizations. Hands on training has been lacking since COVID and poster campaigns is up but effectiveness is weak.
- Your facilitators / consultants are very knowledgeable and supportive. Questions submitted are answered promptly, and there are specialized SMEs available within CCSA. We thoroughly enjoy and appreciate the resources and support available from the CCSA, and the continuous improvements and initiatives available to operators.

### Miscellaneous

- You aren't exactly open to the general public, so for me your library helps when I am able to get in.
- As of now, I can't think if any.
- Good information will be applied at workplace as skills.
- Not sure. we have great engagement.
- Brainstorming on best approach to apply the new skills.
- Supportive positive work environment.
- Advocate for our industry to get more money to fund staffing so that staff feel comfortable taking time away from the floor to attend to non-care related items such as health and safety.
- Nothing CCSA can do, its at a site level
- There is so much to know, consider, and implement; that it is overwhelming. Possibly more thought could be given to fine-tune the options, expectations and 'absolutes' available. Simplify the messaging - in stead of generalizing messaging; specify exactly what organizations in different industries must be aware of, must plan for, must implement, and must evaluate.
- Give some time for education and training.
- Information and material.
- Ways to get more employee engagement, reduce resistance to participating in H&S activities
- Just being a good example doing what is right not only in words.
- Enrolling More Employees.
- One on one training is provided in house. CCSA website updated as legislation changes.
- Respond specific to each organization, with the goal to eventually function similar throughout.
- Not sure, we will be looking into your services in the coming year.
- We are like an associate member but I look forward to bringing us into an actual group.
- If the courses were available at a very reduced cost and and online
- It would benefit to have more free online courses for HCA.
- I am new to my position and learning about the various education offered by this site.

- Outside audits are very important to our organization. It would be much more beneficial if audits were not so subjective. Often different auditors have different ideas on how things should look or how they should be done. This results in the organization spending time and resources to appease the latest audit results only to sometimes feel the need to change them as a following auditor sees things differently and even sometime completely opposite of the previous auditor. It would be nice to standardize the items that are being audited so that we are making the best use of our resources with a stronger focus on industry expectations. This would also create a higher quality industry standard and increase standardized knowledge for when employees move to new/different organizations as they grow their careers in the industry.
- Our biggest struggle is keeping up with changes made by OHS. As non-profits we cannot have a designated H&S person to stay on top of all the regulations and changes that may apply. The Ohs newsletter helps but we get caught on something almost every audit.
- I'm fairly new to CCSA, so I'm still learning the system and taking the course available online.
- PLEASE MAKE AVAILABLE ALL TRAININGS AVAILABLE ONLINE SO THAT TRAINEE CAN ATTEND ALL TRAININGS ON THEIR OWN PACE.
- Some questions needed I dont know response like 11 - mobile devices - never tried.
- this survey is difficult to go through.
- I don't access anything on a mobile device so I had no opinion on it, but couldn't proceed.
- There is a pop up that occurs frequently when on the website to sign up for the newsletter. Can this be modified to pop up only once when you first enter the website? thx
- Question numbers 6 & 13 indicate "Please choose up to three (3) items from the list." but doesn't give you the option to choose less than 3. These questions do not apply to me but I had to choose something.
- Question #11 in this survey only allows for one box to be checked, and should maybe include "agree", "disagree" headings for each question.
- I've never accessed the CCSA website from my phone so I am not sure how it looks there to answer that question accurately.
- Question 11 only let me chose 1 - not rate each individually .

**Resources**

- Would like featured articles on best practices in psychological safety, workplace violence, etc.
- Nothing comes to mind unless you know a way to motivate workers to look up information on their own.
- I could really use a monthly safety poster (WHMIS, Violence and Harassment, Codes, Slips trips and falls) to put on my OH and S board and circulate to staff to read and sign. Increased OH and S Committee member courses online would also be helpful. I have noticed they fill up quickly.
- More online programs and resources.
- Provide resources and e learning and trainings materials for better understanding on leadership management of OHS prospective.
- A more user friendly website.
- A repository or directory of online services would be beneficial.
- Access to older /archived videos.
- More on demand videos. love the Youtube material - keep it coming. Have a look at preparis' emergency response planning - CCSA should have this for our sector.
- Continue to provide resources and updates that are accessible to our organization.
- Fact sheets, follow-up email to try to keep top of mind.
- Provide practical tools, job aids, and guides that employees can use to apply newly acquired skills in their daily tasks.
- Offer access to online resources, such as manuals or instructional videos, that reinforce training content and provide ongoing support.

- App for training.
- Providing more examples of hazard assessment/control associated with the new skill.
- Offer more choices.
- To offer a new programs.
- Providing forms/handouts that we can distribute to staff to refer to.
- Monthly OHS posters, table top codes for staff and residents, PDA for health care workers.
- Helping us with an orientation process.
- Having templates for how to evaluate new skills would be very helpful!
- Sharing of industry best practices, on-site support for organizations/sites who may be struggling in any one area.
- Provide short updates for staff to refresh their knowledge.
- Orientate Managers to the education related to improving workplace knowledge.
- Educate employers .
- Frequent information, education.
- Create tool kits for application.
- By sharing evidence base practice with results.
- Good resources, allow more time to complete.
- Offering the resource free to come into homes and support. Return to work (Lost time claims) is one of the bigger issues impacting employee experience and premium costs.
- Keep providing the updates as things in our industry change.
- By supporting the educators with materials
- Have a follow-up checklist of did you complete... and here is the resources to help with that.
- Love your safety segments and all the health and safety content provided.
- More power hoping that every safety leader can access the valuable information in terms of safety and health in the workplace.

**Training**

- More openings for certain courses.
- More online courses would be excellent.
- Offer more sessions (I.e. TWM).
- More free online courses to get to know your wonderful e-learning courses would help me due to tight budget from my employer .
- More training and communication.
- Add more e-learning our staff really enjoy it.
- Have CCSA staff visit sites in the community and perhaps give feedback on Education staff may find helpful.
- Training is expensive. Make the online component more affordable.
- Half-day "refresh" courses on relevant topics are always beneficial.
- I would like to see more options for bringing CCSA trainers to facilities to train. Also more train the trainer courses.
- More free training program if possible. More working mind training sessions - virtual.
- More short training segments.
- More online short courses for employees. Giving options for education and training.
- I think they are doing a great job already, maybe more dates and opportunities to take OHS courses, and MIP course
- offer more training on weekends and evenings
- It will be helpful if the online training which are instructor led make available online anytime so that don't have to wait to get a schedule.
- Reduce cost be a member.
- Staff education on mandatory topis to be added on CCSA for small DSL Operators
- Continue to offer education to it's members.
- More on site training.
- By making some of the courses free for enrolment.
- Maybe a on-site workshop.
- Company specific learning sessions.
- Seminars.
- Quick bits. Training that does not require staff to come off the floor.
- Come to site or remote in to a OHS meeting to present.
- Provide a grant for facilitators or mentors so they can train the staff in their organization.

- Instructor led training at our worksite.
- Provide training that can be done virtually and is short and sweet.
- Provide more short segment videos and education that are fun and engaging.
- Offer onsite engagement.
- Email, online support person.
- More on-demand videos accessible to clientele. Also videos/ learning modules that could be used by members to be uploaded to other online learning management systems so employees don't have to create another account on CCSA website.
- Have onsite follow-up support after training
- Provide training and support for safety initiatives.
- Our biggest limiting factor is time, innovative ways to get education to the floor, key messages.
- Having more online courses free for HCA
- Connect with management and giving training what health care workers need in work side.
- Free online courses or would be appreciated.
- Come up with some ways to have employees willingly engage in H&S training. Maybe design some team building activities we as H&S staff can use in our workplaces to have staff want to be involved in H&S training.
- Maybe having some pre-built resources for leadership teams on post training observations and outcomes they should be following up with staff on to reinforce the training. We are working on building these internally but others might need them.
- Online training or thru train the trainer by providing on site orientation.
- If doing education - short education is best (it's near impossible to pull staff from the floor for education >20 min
- Shorter free training sessions.
- Create more e-learning, all staff have really enjoyed it so far .
- Provide some more training opportunities.
- Possibly more on-site interactions.
- Have more 'train the trainer' programs so we can offer more workshops to our employees.
- Have a more hands on approach with teaching and engagement. Have a more focused education that can be presented in different formats. Not everyone learns the same way.
- Offering of more training available for instructors to come from CCSA to our community.
- Maybe offer an area of "Did you know" and give an overview of what the site offers. Staff have limited time and access to computer on site. Any learning after work hours, want compensation.
- Development of of course packages that are more or less plug and play for users of all levels of ability.
- Thank you for allowing us to be a part of your community, we have taken part of the working mind which was amazing.
- On site training would be helpful.
- Instructors to come to the workplace to train our staff.
- Provide onsite training.
- Short and easy to understand education for front line staff.
- We don't have an educator so we dot. Really have any opportunity to learn anything new.
- Provide online training.
- More online virtual support, and education. Offering in person training more locally.
- Continued training. New hire training. Update skills.
- The on -demand courses are best as we are a 24/7 facility so scheduling time for staff to participate can be difficult. Also, shorter courses are easier to accommodate.
- Greater post training support
- Educational resources for managers; on-site training.
- Offer live group training, host at an actual CC home and bring in other homes to share cost.
- Online resources
- In services for staff meetings.

- Provide train the trainer sessions and education sessions for front line staff. Social media coverage of the new skills and content.
- All courses I have taken through CCSA have been well received and I have taken a lot of information away from it.
- I find the information from CCSA useful. My staff and I have taken several of the courses and enjoy them and find the information applicable.
- I look forward to continued learning through your organization
- I love the new Health and Safety Committee course, the idea of a board game type of interactive training is genius.
- On-line trainings are very useful.
- Staff education for smaller DSL Operators.
- I am a new manager looking for more information.
- I would benefit from a forum/quarterly meeting for all Continuing Care organizations to share ideas and brainstorm and a COR training session to get us started.
- More education is always good.
- More opportunities for educators to be trained so they can provide more education to their staff particularly to not for profit organization
- More training and education.
- Greater collaboration with organizational requirements and working or developing hybrid for both CCSA and in house training.