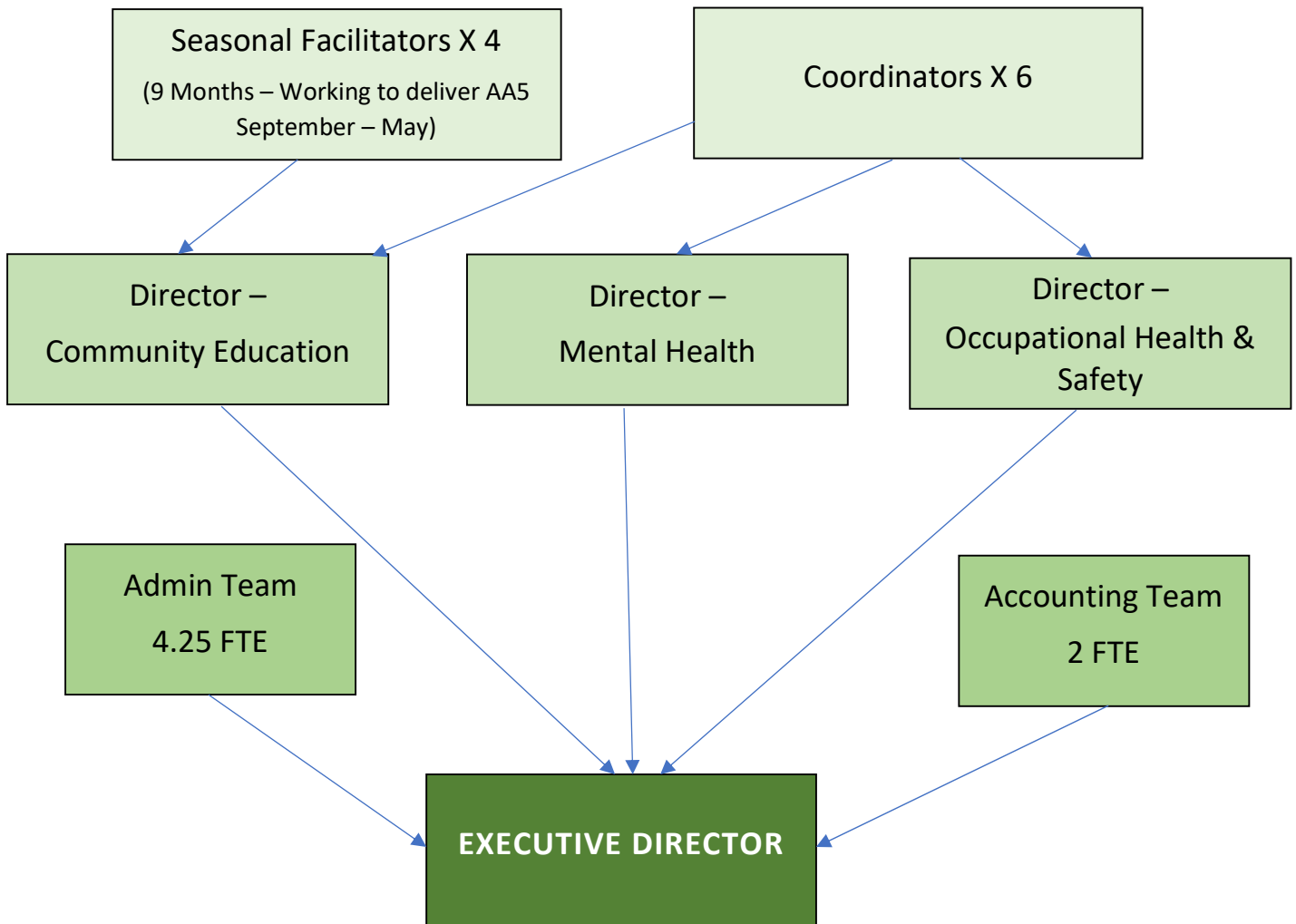




Annual Report

September 1, 2022 - AUGUST 31, 2023



Summary of OH&S Program Stream

In the reporting period between September 1, 2022 to August 31, 2023, the OH&S Program Stream saw some significant changes with the leave of the Stream's Director and the transition time between filling the interim position and on-boarding the Acting Director in the duties of scheduling and directing the many aspects of the OH&S Stream's operations.

While this created some challenges, the OH&S Stream has been able to accomplish an astounding number of deliverables through the amazing fortitude and passion of our Coordinators/Facilitators and Support Staff. (See chart on next page). In order to achieve this, our regular schedule of marketing/outreach events, course review and development, and consultative work had to be revised and scaled down.

As the repercussions of a 3-year pandemic revealed itself within workplaces, the Centre has had to re-analyze and re-strategize ways to effectively deliver our courses to a broad range of workers, employers, and their Joint Health and Safety Committees in different sectors/industries in BC.

With a full complement of virtual and in-person courses available, we started seeing a trend in 2022, of increased private in-person requests as many groups had committee member turnover or had lagged on their OH&S education requirements and entitlements, and many indicated in their session requests that they were not interested in virtual delivery.

Challenges in acquiring venues to hold public in-person sessions were in part due to the selling of the BCFED office, where we held weekly sessions in pre-pandemic times, and many other venues had either closed completely or were no longer open to groups as a result of COVID. We have also had to deal with the significant rise in costs for venues and travel, coupled with the Centre's budget constraints and the lack of full-time facilitation staff. Also, the departure of the OH&S director and the transition time to fill that position created a hold-up on releasing our 2023's public course schedule which most of our clients like to have well in advance to plan their yearly education schedule.

	September 1, 2021 – August 31, 2022	September 1, 2022 – August 31, 2023
Total Courses	229	267
Virtual-Total	56% (129)	55% (146)
In-Person	44% (100)	45% (121)

Virtual Delivery		
Virtual Private	5% (12)	5% (13)
Virtual Public	51% (117)	50% (133)
In-Person Delivery		
In Person-Public	11% (24)	8% (22)
In Person-Private	33% (76)	37% (99)

Private Course Requests

A sample of private clients that requested private delivery in this reporting period include:

- SafeCare BC
- Justice Institute
- Squamish Nation
- Cascadia Aerospace
- HEU
- Township of Langley
- Chilliwack Valley Waste & Recycling
- BC Ferries
- Health Sciences Association of BC
- BC Teacher’s Assoc.
- School District 43-Coquitlam Schools
- Main Road Construction
- Kicking Horse Canyon Construction
- Main 312
- Floform Flooring
- Cowichan Tribes
- Save-on Foods
- Paper Excellence- Alberni Division
- Waste Connections
- International Cinematographers Guild Local 669
- Tolko- Soda Creek & White Valley
- Yaletown House Society
- Vancouver Pile Driving
- GWU Canada
- ILWU Canada
- Costco
- USW 2009
- USW 1-2017
- USW 1-417
- Gastaldo Concrete
- Seaspan Vancouver Shipyards
- Oxford Properties Group
- Kyuoquot First Nations
- Lynn Valley LTC
- Gorman’s Construction-Kelowna

Custom Workshops

The Centre also developed customized course content for our clients' particular needs:

- Women's OH&S for Rural or Remote Areas
- Organizing for Safer Workplaces
- Worker OH&S Awareness

Future Development

In the next fiscal year, we are planning to get back to our regular course review, revision and update schedule and to add some newly developed courses to our public course offerings.

- Inspections
- Supervisor's OH&S Responsibilities – Part 2

OH&S Program Stream Deliverables September 1, 2022 to August 31, 2023

Course Name	Participants	Instructional Hours	Sessions Delivered	Public Sessions	Private Sessions
OHS Part 1	2,406	15,639	127	85	42
OHS Part 2	569	3,698.5	35	28	7
OHS Part 1 Federal	19	123.5	2	0	2
OHS Part 2 Federal	25	162.5	3	0	3
Incident Investigations	369	2,398.5	24	15	9
Improving Committee Effectiveness	153	994.5	11	4	7
Risk Assessment	115	747.5	11	6	5
Strains, Aches & Pains	138	897.0	10	5	5

Supervisor Part 1	189	1,228.5	13	8	5
Federal Supervisors 1	75	487.5	8	0	8
Federal Supervisors 2	35	227.5	3	0	3
Federal Risk Assessment	10	65	1	0	1
Hazardous Occurrence Investigations	52	338	4	0	4
Improving Return to Work Outcomes	43	279.5	4	2	2
Women's Health and Safety	69	448.5	4	2	2
Custom Workshops	96	624	6	0	6
Consultation, Marketing & Outreach	N/A	(103.5) Not counted towards deliverables	11	N/A	N/A
TOTAL	4,363	28,359.5	267	155	112

Key Performance Indicators

In September 2023, the Centre sent out a questionnaire to all past participants who had taken our OH&S course in the last year. The questions were devised to understand who typically takes our OH&S courses, what knowledge was gained that could be applied, if any changes were made or implemented and were there any barriers faced in making those changes, and what future education is desired.

216 past participants responded to the survey and the highlights are as follows:

ANSWER CHOICES (Tell us who you are)	RESPONSES	
Worker JOH&S committee member	68.37%	147
Employer JOH&S committee member	12.56%	27

Supervisor/Manager	15.35%	33
Worker (but not on committee)	4.19%	9
Union Representative/Job steward	10.70%	23
Other (please specify)	5.12%	11

ANSWER CHOICES (Did you take our course)	RESPONSES	
In person	25.12%	54
Virtual	78.60%	169

Answer Response: Taking this course gave me...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Responses
A better understanding of the duties & functions of the JOHSC	48.15% 104	47.22% 102	4.63% 10	0,00% 0	0.00%	0	216
More confidence about making recommendations	34.26% 74	51.85% 112	11.57% 25	1.85% 4	0.00% 0	0.46%	216
Methods to conduct more effective meetings	23.36% 50	46.26% 99	25.70% 55	3.27% 55	0.47% 1	0.93% 2	214
The tools to conduct more regular workplace inspections	25.46% 55	52.31% 113	17.59% 38	3.24% 7	0.93% 2	0.46% 1	216
The ability to conduct better workplace inspections	31.02% 67	48.61% 105	17.59% 38	1.85% 4	0.46% 1	0.46% 1	216
Increased confidence for finding applicable OH&S Legislation & Regulations	37.50% 81	49.07% 106	12.04% 26	0.46% 1	0.00% 0	0.93% 2	216
A better understanding about my role in right to refuse work situations	40.93% 88	50.23% 108	6.51% 14	1.40% 3	0.00% 0	0.93% 2	215
More confidence utilizing right to refuse Unsafe procedures	35.05% 75	50.47% 108	11.21% 24	2.34% 5	0.00% 0	0.93% 2	214

Answer Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Responses
I have implemented OH&S changes at my workplace	13.49% 29	36.28% 78	35.35% 76	4.65% 10	1.40% 3	8.845 19	215

Examples of Individual Responses to Changes made in the Workplace as a Result of their Education

<p>I'm more aware of hazards and can help inform my team members and also develop better inspection reports.</p> <p>I made a recommendation for biohazard material handling and management implemented a manual.</p> <p>Adding a co-chair to the H&S team and scheduling monthly meetings</p> <p>We have identified more hazards.</p> <p>Lighting, safe gym equipment storage placement.</p> <p>A few unsafe work refusals. However, the employer has sent younger employees and new hires to same situation without addressing safety.</p> <p>Better systems.</p> <p>Consistent meetings and actually know what I am doing. Better understanding of our rights</p> <p>I have more information to share with the staff.</p> <p>More investigations and more worker input</p> <p>Updating Policies, Inspections & Regular Safety Meetings</p> <p>I have noticed and pointed out unsafe conditions and they have been rectified.</p> <p>We as a whole have been able to put together a strong and effective OH&S committee as a result of this course.</p> <p>Safety ladders in all locations.</p> <p>Ensuring committee members understand roles.</p> <p>Discussing new items before reviewing progress on action items for older issues. - Setting a five-minute timeline for the committee to discuss and make recommendations to management. -Ensuring that all issues brought to OH&S have been previously discussed at Departmental Safety Meetings, Departmental Safety Captain meetings, and Mill-Wide Safety Captains meetings and remain unresolved. - We are in the process of developing an on-boarding package to train and inform new OH&S committee members.</p> <p>That worker reps are more involved with Investigations and inspections.</p> <p>I'm more aware of hazards and can help inform my team members and also develop better inspection reports.</p> <p>I made a recommendation for biohazard material handling and management implemented a manual.</p> <p>More robust guidelines and adjusting office ergonomics for people.</p>	<p>Adding a co-chair to the H&S team and scheduling monthly meetings</p> <p>We have identified more hazards.</p> <p>Lighting, safe gym equipment storage placement.</p> <p>A few unsafe work refusals. However, the employer has sent younger employees and new hires to same situation without addressing safety.</p> <p>Better systems.</p> <p>Consistent meetings and actually know what I am doing. Better understanding of our rights</p> <p>I have more information to share with the staff.</p> <p>More investigations and more worker input</p> <p>Updating Policies, Inspections & Regular Safety Meetings</p> <p>I have noticed and pointed out unsafe conditions and they have been rectified.</p> <p>We as a whole have been able to put together a strong and effective OH&S committee as a result of this course.</p> <p>Safety ladders in all locations.</p> <p>Ensuring committee members understand roles.</p> <p>Discussing new items before reviewing progress on action items for older issues. - Setting a five-minute timeline for the committee to discuss and make recommendations to management. -Ensuring that all issues brought to OH&S have been previously discussed at Departmental Safety Meetings, Departmental Safety Captain meetings, and Mill-Wide Safety Captains meetings and remain unresolved. - We are in the process of developing an on-boarding package to train and inform new OH&S committee members.</p> <p>That worker reps are more involved with Investigations and inspections.</p> <p>Covid safety, travel safety.</p> <p>When I was a floor employee, we were never explained to that this committee was about the safety of the staff. Now that I am in management and took this course, I have spread the word about it and more employees have been coming forward with concerns that we can address. Employees have become more comfortable coming forward and voicing concerns about their safety which is such a win!</p> <p>Making sure everything has proper signage about safety that is applicable.</p>
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<p>More confidence in legislation and ability to take a leadership role in H&S.</p> <p>Improve follow-up for inspections.</p> <p>The course allowed me to take a bit of a step back and look at the bigger picture from a health and safety point of view. Still a work in progress but the tone of our meetings is starting to change.</p> <p>Elections for JOHC members rather than employer picking. Increased inspections Used right to refuse for an unsafe work situation.</p> <p>Implement more frequent crew talks and follow ups on OH&S training and MSI injury prevention.</p> <p>Being better prepared for summer months with water/Gatorade/electrolytes readily available for employees as well as better education when it comes to working in the heat.</p> <p>Better participation and confidence in safety meetings (suggestions/etc.).</p> <p>Just brought more awareness to co-workers about policies and such and how to find them.</p> <p>I am helping with making a domestic violence policy with management.</p>	<p>Activated proper committee structure, ensure regular inspections and follow up, increased management's awareness of OH&S responsibilities.</p> <p>Educating staff Safety changes</p> <p>Make informed suggestions to the committee.</p> <p>More robust guidelines and adjusting office ergonomics for people.</p> <p>More confidence in legislation and ability to take a leadership role in H&S</p> <p>Improve follow-up for inspections.</p> <p>Better working groups with both management and union involvement.</p> <p>Participating more actively</p> <p>My role as a management member has allowed me to make responsible decisions to implement changes to safe work practice and procedures, help the team identify and report substandard conditions.</p>
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Answer Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Responses
The information presented has given me ways to make my workplace safer	24.07% 52	63.43% 137	10.65% 23	1.39% 3	0.00% 0	0.46% 1	216

Answer Response:	Yes	No	Responses
Were there barriers to implementing the changes that would result in OHS Improvements after you completed the course	19.25% 41	80.75% 172	213

Answer Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Responses
I would recommend this course to other committee members	46.01% 98	45.54% 97	6.57% 14	0.94% 2	0.94% 2	0.00% 0	213

Answer Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Responses
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I plan to participate in additional education provided through the BCFED H&S Centre as a result of my experience in the course	38.14% 82	40.47% 87	16.28% 35	1.86% 4	0.93% 2	2.33% 5	215
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Young Worker Programs

Our AA5 and Employment programs saw a steady increase in demand as we continue to rebuild after Covid. We have seen a drastic increase for in person requests through out the province and have done our best to accommodate them as much as possible.

As we wrapped up another successful, we are preparing to provide more stability to our staffing by moving to "seasonal" hired employees, that will work a 9-month period, with a down season. We are looking forward to continued continuity for our clients and furthering each of the facilitator's knowledge and growing our programs reach.

We took the summer to revamp our workshops and make updates before the new school year, we are looking forward to building on the momentum we saw this year, to help reach numbers we have in the past.

ACTIVITY	TARGET	Annual Total
Alive After Five	26,680 hours of instruction 23,000 participants	25,500 hours of instruction 22,610 participants
EAL	3,190 hours of instruction 145 participants	412 hours of instruction 19 participants
Migrant Worker Program	3,600 hours of instruction 1,200 participants	8,341.20 hours of instruction 1,186 participants
Employment Program	7,800 hours of instruction 3,120 participants	3,782.18 hours of instruction 1,628 participants
Replicators Program	360 hours of instruction 20 participants	0 hours of instruction 0 participants

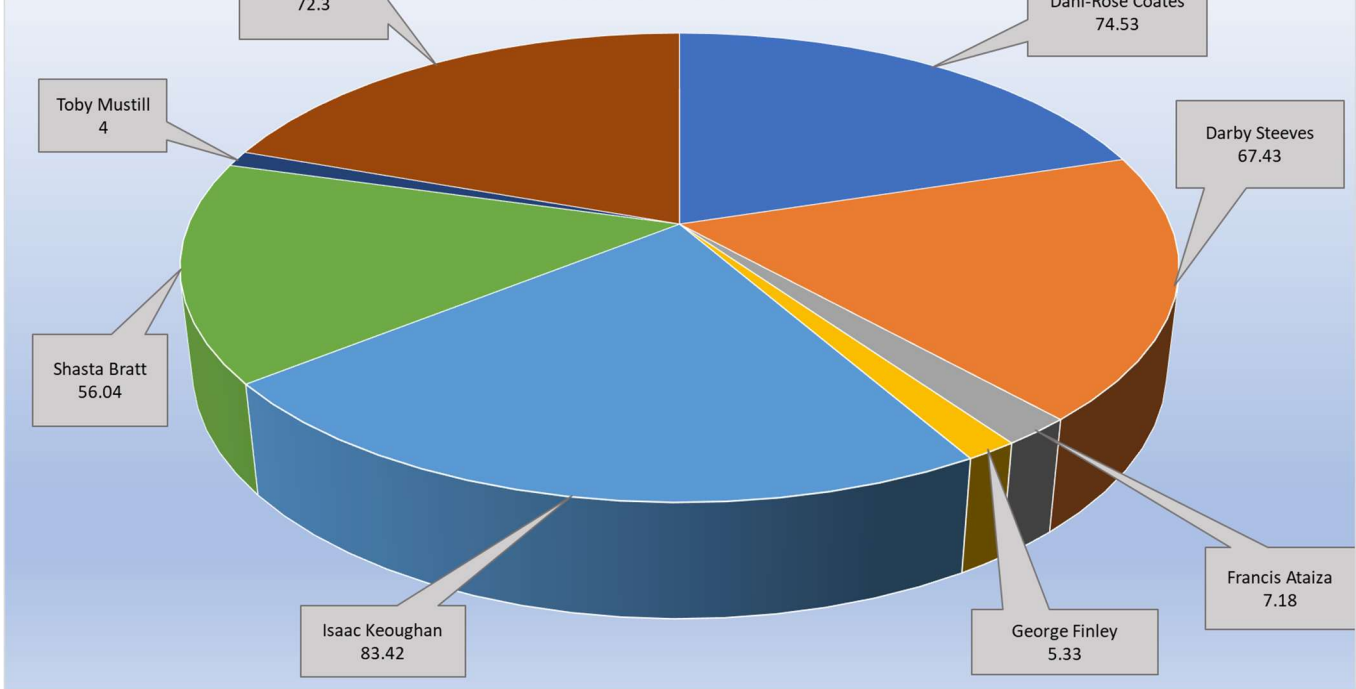
A few highlights from our second half of the year are:

AA5

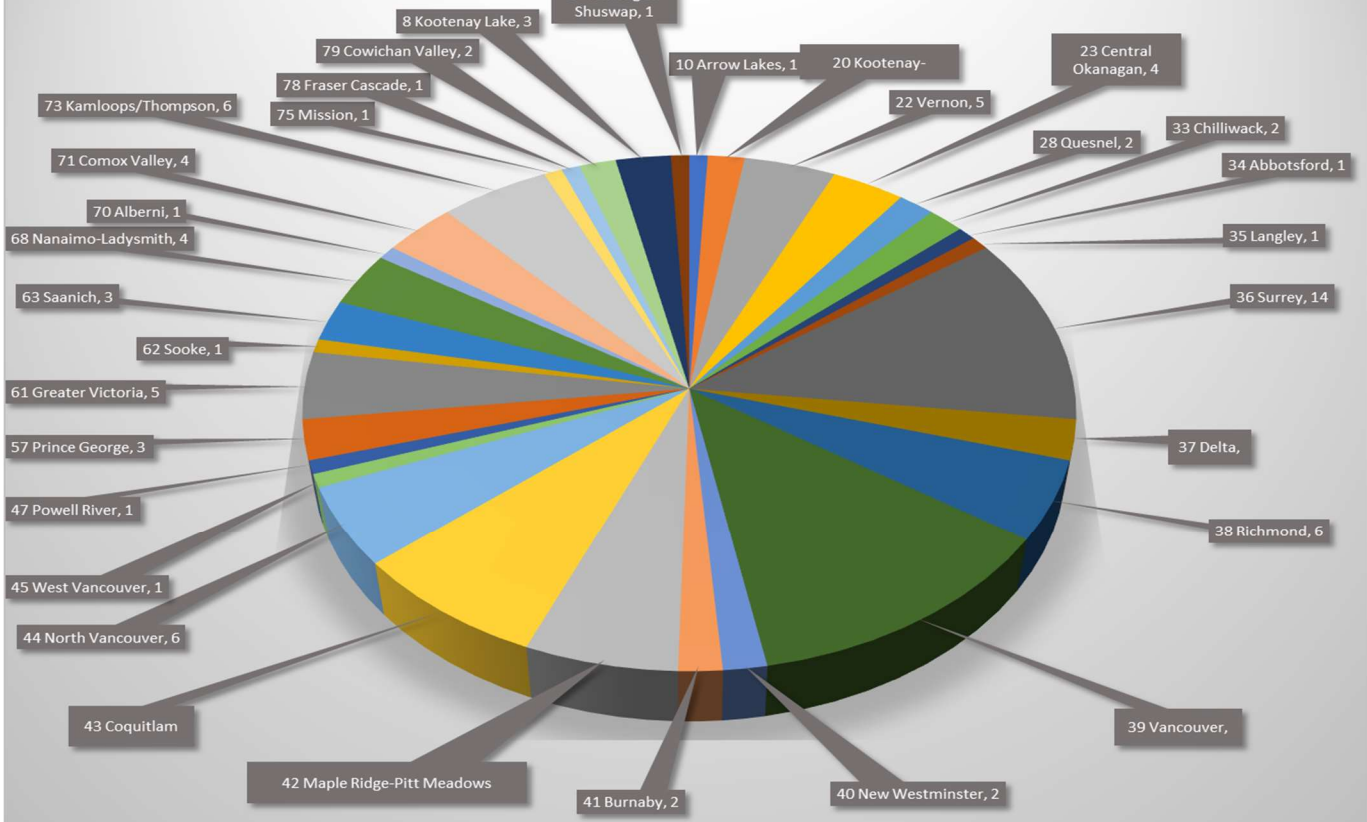
- Facilitated 2 workshops at Purpose Independent School in New West with grades 8 – 12 first-time working with this school.
- Participated in City Central Learning resource fair.
- 2 days of information booths at Columbia College May 18th and 24th.
- In person trip for the first time in several years to schools in the Kootenay Region March 6th-10th (Kootenay River Secondary, **JV Humphries – Entire school 8 - 12 students for AA5 presentation**, JL Crowe, Stanley Humphries, Mount Sentinel, and Nakusp Secondary)
- Other area trips included Kelowna, Kamloops, Vernon, and Prince George.
- Dunbar Youth Council.
- Worked with Power Alternate School for the first time.

AA5 - Hours of Instruction by Facilitator

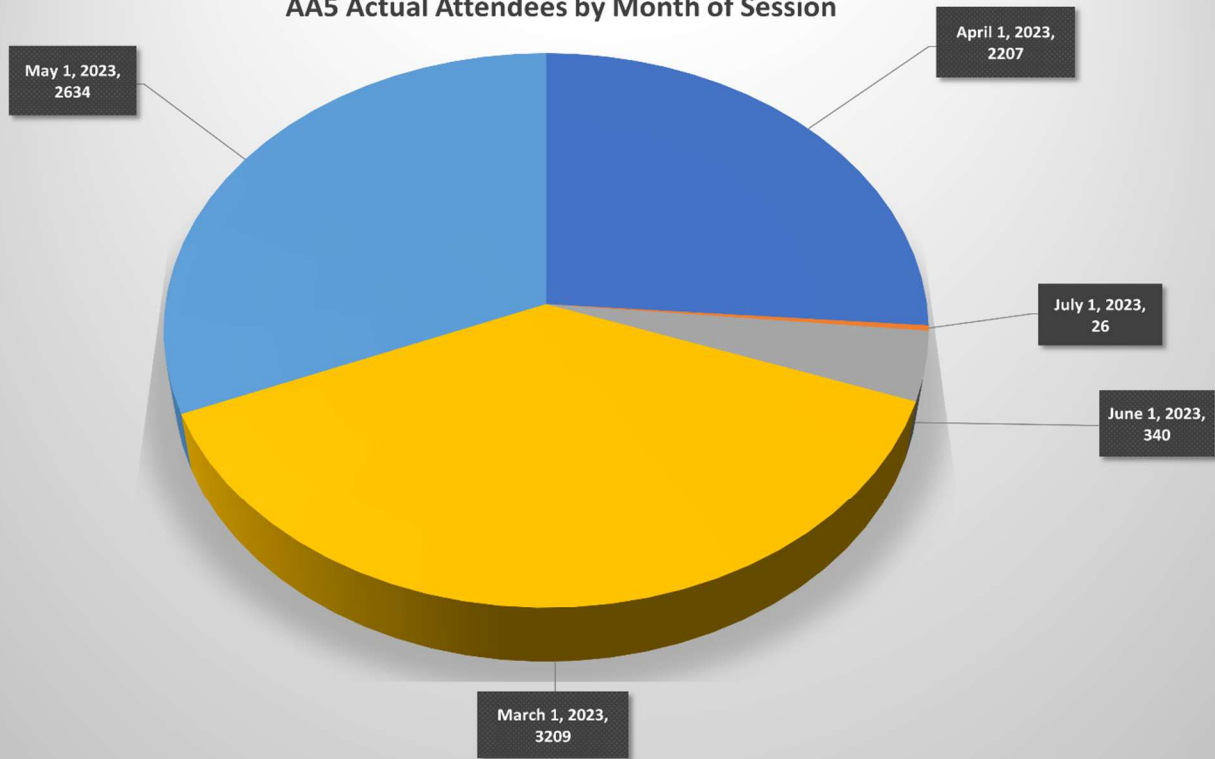
Instructional Hours = 370.25



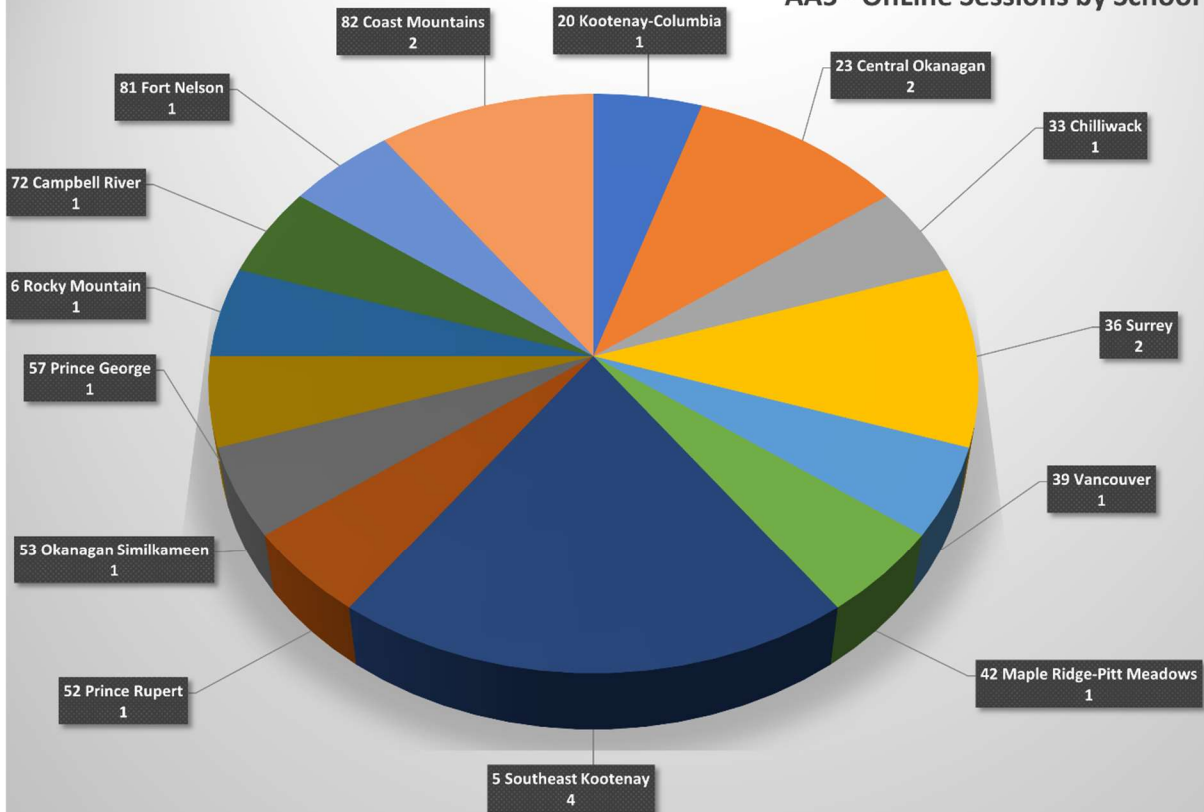
AA5 - IN PERSON SESSIONS BY SCHOOL DISTRICT

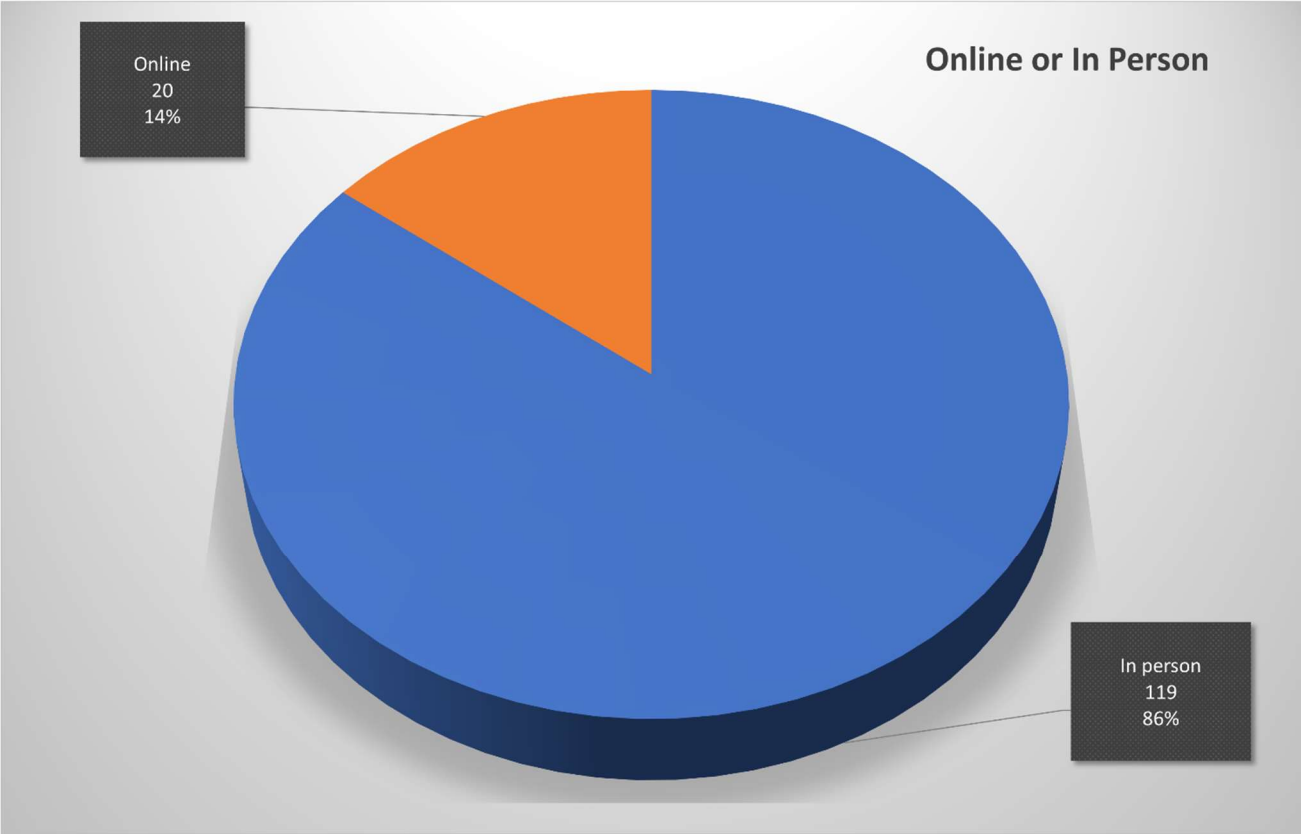
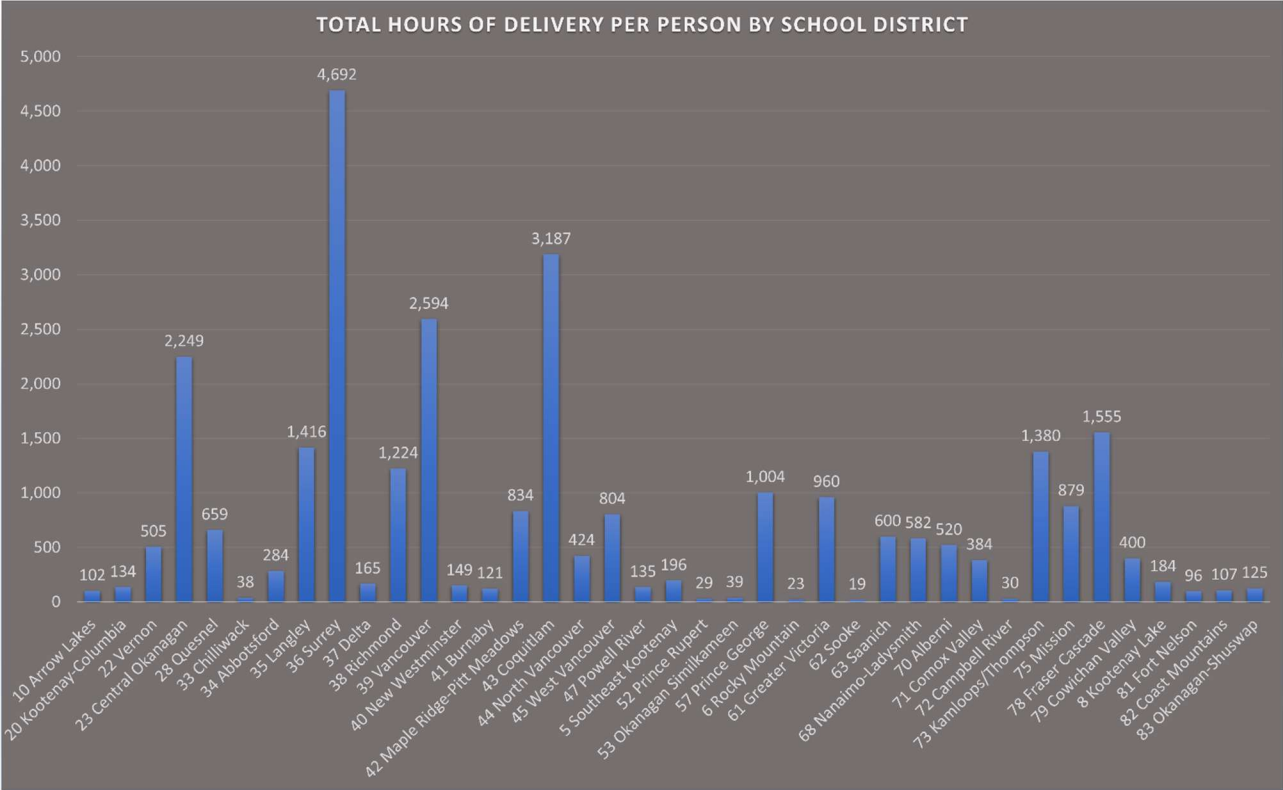


AA5 Actual Attendees by Month of Session



AA5 - OnLine Sessions by School District





Employment Program

- Footprints Centre Penticton EP - Working with indigenous students at the Penticton Indian Band on.
- Worked with Back in Motion EP for the first time with a group of workers with various learning abilities – they now regularly book with us.
- New EP program called YMCA Y Cafe.
- Worked with Douglas College with their various career paths programs in one workshop.
- New EP in Vernon Community Futures Youth Program.
- New EP INEO in Port Alberni, who now regularly book with us.
- Worked with youth of all different ages at Marple Community Centre after school program.
- Invited back to Shishalh Nation for an in-person EP in Sechelt for a summer program.

EAL

We have continued online delivery of our English as an Additional Language, Leila and Byron have built a supportive community that allows participants to connect and support each other through the 11 weeks they had together. We have participants joining from through out BC and will continue to reach out to other communities to offer our EAL course.

We will be working towards updating our course materials for our next cohort to start in October.

MW

During the reporting period, we initiated collaborations with multiple organizations to enhance outreach and education efforts in the Fraser Valley, Okanagan, and Kootenays regions. As part of our commitment to promoting worker safety and well-being, we invited WorkSafeBC to participate in the health fairs organized in Delta and Abbotsford, where we collectively raised awareness about workers health and safety rights.

Wildfire Response

In response to wildfires in our region, we took active measures to support workers who were evacuated due to these emergencies. We provided valuable information to these workers about their rights during these critical situations, ensuring they were aware of the support available to them.

Heat-Related Outreach

Recognizing the challenges faced by migrant workers during periods of high temperatures in the Fraser Valley, we conducted extensive outreach efforts. Our team organized workshops to educate workers about their rights and safety measures during extreme heat conditions. We identified farms where direct support was necessary, such as the provision of hydration drinks to safeguard the health of these workers.

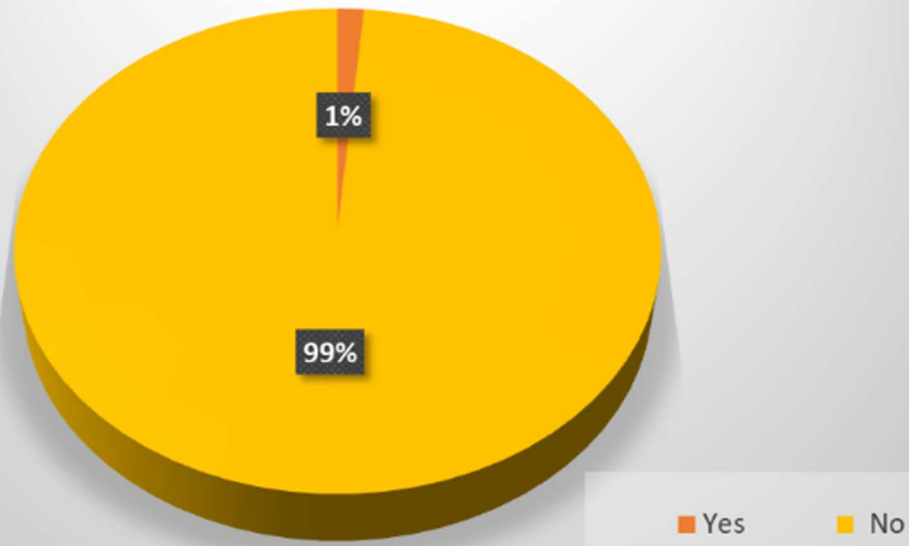
These activities demonstrate our commitment to the welfare of workers, particularly migrant workers, and our proactive approach to ensuring their safety in various challenging situations. These efforts align with our broader mission of creating a safe and supportive environment for all workers in the region.

KPI

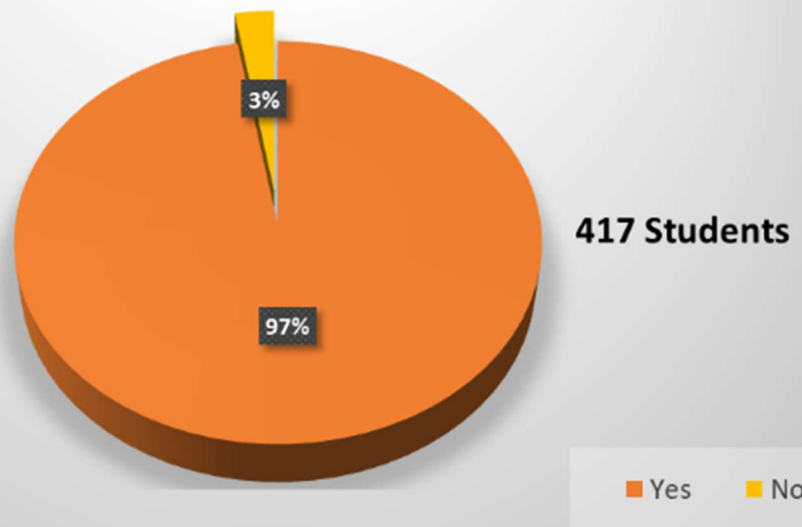
Our KPI data has been consistent with few knowing their rights and understanding who WorkSafeBC is and how they are affected workplaces with regulations and rights, and the ability to be covered for loss of time due to a workplace injury. After our sessions we see a 97% increase of knowledge through out our workshops we deliver in the Community Education stream.

We do see a decrease in retention of knowledge and have worked to build a social media presence geared towards young and new workers and provide resources for follow up afterwards for organizers.

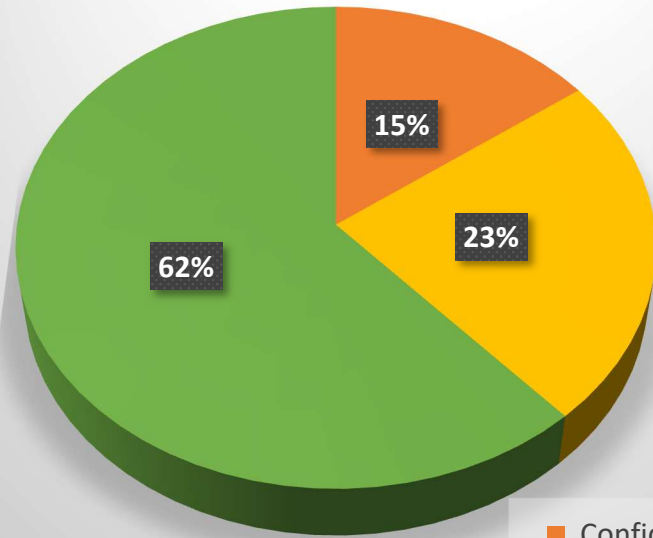
EP - Do you know your 4 Basic Rights? - BEFORE



EP - Do you know your 4 Basic Rights - AFTER



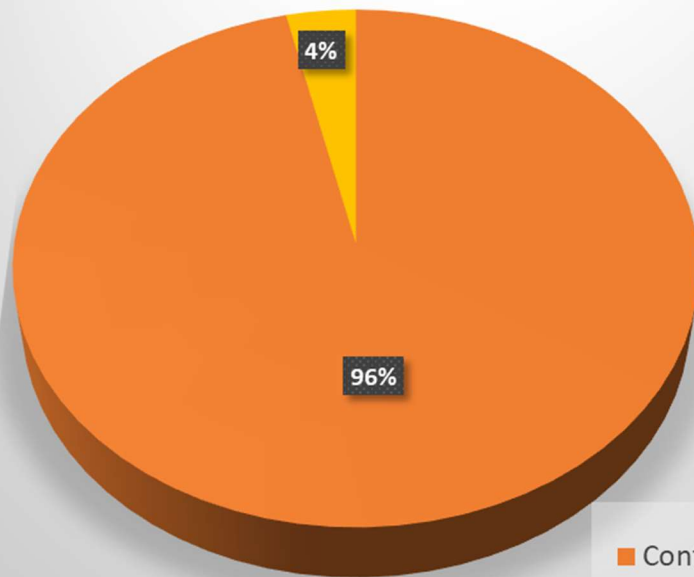
EP - Do you know who Worksafe BC is - BEFORE



417 Students

Confident Somewhat No

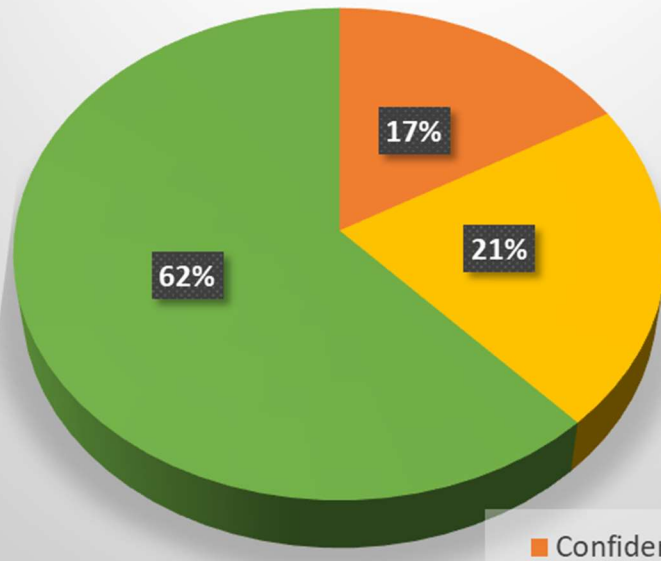
EP - Do you know who Worksafe BC is - AFTER



417 Students

Confident Somewhat No

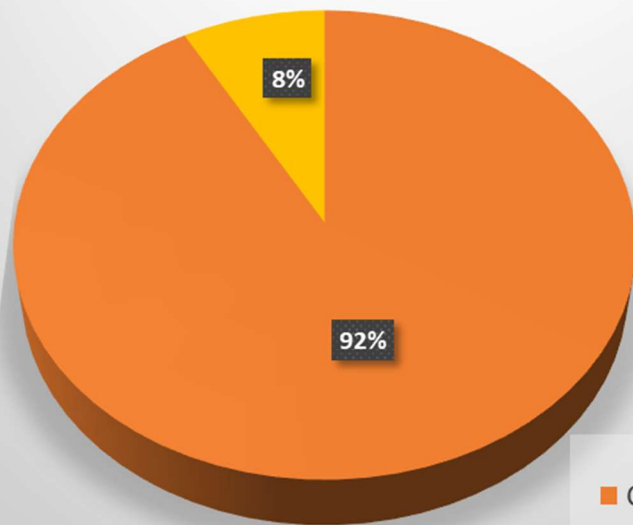
EP - Are you confident in Refusing Unsafe Work - BEFORE



417 Students

Confident Somewhat Not

EP - Are you Confident in Refusing Unsafe Work - AFTER



417 Students

Confident Somewhat No

MENTAL HEALTH

Current Outlook

Year 2 Staffing

- Director – Naleena
- Admin – Kristin
- Coordinators
 - 1 position – current person is on leave – position uncovered since Jan 1, 2023.
 - 1 position – since Jan 1, 2023 Brenda stepped into the Acting OHS Director role. New person hired May 2023.

Year 2 Activities

Course and Participant Activities

	Sep 1, 2022 to Feb 28, 2023	Mar 2, 2023 to Aug 31, 2023	Output Totals	Targets	Year 2 targets achieved
Participants	1230	518	1748	1200	
Participant Instruction Hours	6419.5 hours	3985 hours	10,406.50 hours	7800 hours	
Despite all of the challenges, the MH stream exceeded all targets.					

Outreach, Consultation, Marketing and Follow-Up

This stream has been keeping data on the following 4 activities. The definitions below are just outlines and may change based on the stream's needs in the future. Activities are interactive and so the hours are lumpsum of 15. The further categorization of hours would be arbitrary since the activities are interactive.

Outreach

Outreach activities are focused on increasing the awareness of the Centre's name, mission and services. e.g.: Invited presentations such as 312 Main, How to Bring MHFA Into the Workplace, planning meeting on which courses to deliver & how.

Other Outreach Activities: focus on an organizer's session planning as well as general activities on increasing the awareness of the Centre's name & services say at a conference that increases the audience.

Materials used: course content, course catalogue/course calendar, etc. Cost quote is based on the daily rate (pro-rated). No charge for "Other Outreach".

Consultation

Consultation activities are focused on how participants can use the Centre.

course content/materials in their own organization. e.g.: MoveUP consult on Stress Assess survey results, after they took the PH & CSA course.

Materials used: course content, resources, etc. Cost quote is based on the daily rate (pro-rated).

Marketing

Marketing is targeted activities such as socials, mailouts, cold calls to increase our participant base. Cost quote: n/a. Other types of marketing include: presentations, conferences, weekend/winter schools.

Materials used: social media, printed catalogues and course content. Cost quote: n/a.

Follow Up

Follow-up activities are completed by Director (& sometimes Coordinator) after a completed session to close the communication loop, thank the organizer and invite them to book with the Centre again. Included in Follow Up activities are Coordinators answering participant questions after the session is finished.

Materials used: specific emails tailored to the question, and direct back to legs/regs. Cost quote: n/a.

Materials/Content – Review, Development, Delivery

The first few months of Year 2 were extremely busy with session delivery and a full complement of staff. The plan was to conduct the annual session materials review in the spring/summer. This was not possible since the MH stream was short one Coordinator and had to devote time to onboard a new Coordinator. The stream has reviews scheduled at the beginning of next fiscal (i.e.: Sept 2023). There was discussion that this would not be a major issue since there are no major updates to regulations or legislation for Bullying & Harassment or Prevention of Violence in Year 2.

Most sessions were delivered this fiscal (besides the last 2). Additionally, a new course was created. The content is a subset of the existing Prevention of Violence, with the addition of the K-12 Toolkit.

Year 2 Sessions Developed & Delivered	Year 2 Sessions Delivered	Not Delivered
<ul style="list-style-type: none"> Prevention of Violence K-12 Toolkit How to Implement MHFA into the Workplace (Short) 	<ul style="list-style-type: none"> Bullying & Harassment Bullying & Harassment (Short) Prevention of Violence (standard) Psychologically Healthy & Safe Workplaces through the CSA (National Standard) Psychologically Healthy & Safe Workplaces through the CSA (National Standard)(Short) Mental Health First Aid Basic 2-Day In Person Mental Health First Aid Standard 2 hours of pre-work plus 1-Day In Person Mental Health First Aid Standard 2 hours of pre-work plus 1-Day In Online 	<ul style="list-style-type: none"> Mental Health First Aid Youth 2-Day In Person. <i>Poor uptake when offered publicly. However, for next fiscal, this stream will do more targeting Outreach & Marketing.</i> Work Place Harassment & Violence Prevention (federal). <i>Poor uptake for this course when offered publicly. Thus, is only offered privately.</i>

Mental Health First Aid

In Year 2, the Mental Health Commission of Canada (MHCC) was in the process of updating course materials for the Adult version. Next in line was the Youth version.

Basic/Standard (Adults Supporting Adults): The existing facilitators were upskilled to be able to deliver the 3 Adult versions:

Basic 2-Day In-Person

Standard Virtual/Blended 1 day + 2 hours

Standard In-Person/Blended 1 day + 2 hours

Interacting with Youth/Supporting Youth:

This course trains adults to support young people with declines in mental health. The idea was to advertise this course as an adjunct to the Prevention of Violence K-12 Toolkit.

2 Coordinators successfully applied for this training. Both candidates were an ideal fit due to their experience within the K-12 sector. Brenda completed her training in October 2022. Rachael was unable to take the training in October 2022. Since MHCC was updating course materials, further instructor training sessions were not offered until 2023. Fortunately, however, Brenda was able to additionally upskill to the Virtual/Blended version (1 day + 2 hours). Early in the next fiscal, she will be upskilled to the 3rd version which is In-Person/Blended (1 day + 2 hours).

New Courses

In Year 1, the team discussed developing a Level 2 Implementation specifically for the following courses: for Bullying & Harassment, Violence & the CSA course. Unfortunately, due to staffing, this was not completed. However, the regulations for bullying & harassment plus violence will likely change next year. So those 2 courses will likely blend into one large updated version.

As such, this stream is considering the alternative of developing a general level 2 Implementation around communication, de-escalation, problem solving and collaborative policy planning. These topics will also be a great fit for a CSA Level 2.

Impacts of Climate Change

In Year 1, the climate impacted course delivery in this stream. There was significant flooding which affected the facilitator and participants to access a series of follow up Bullying & Harassment sessions (<50 people).

Due to climate events in the summer of Year 2, the MH stream was forced to reschedule 2 large sets of sessions equivalent to 8 sessions for Bullying & Harassment (200+ people) and 2 sessions for Prevention of Violence (K-12 Toolkit) (30 people, special Summer School). These 10 sessions will be rescheduled for next fiscal, climate permitting. The climate has impacted the rollout of wellness and training programs for the worksites.

Stream Challenges & Considerations

Staffing: From September 1, 2022 to December 31, 2023, the stream was fully staffed. From January 1, 2023 to May 1, 2023, the stream was short 2 Coordinators.

One position has been vacant since Jan 1, 2023. The MH Director has been stepping in to facilitate. While filling the Acting OHS Director position, Brenda has also facilitated on behalf of the MH stream.

Because the MH Director facilitated for the first 5 months of 2023, several tasks were delayed or not fully completed such as: outreach to school districts (to showcase the new Prevention of Violence K-12 Toolkit and Mental Health First Aid Youth), course reviews and marketing.

Marketing: This summer was earmarked to create a fulsome and targeted Marketing plans for the MH stream. Due to staffing issues (vacant positions, vacations, etc.) and staff training, this was not possible.

Time to Onboard: The typical training pathway for a new Facilitator/Coordinator is to observe 2 sessions then co-facilitate at least 1. Observation and/or co-facilitation is scheduled with as many experienced staff as possible.

This training pathway for the MH stream is based on someone who already possesses:

- Facilitation skills (i.e.: classroom management, shifting styles to match the participant energy/reception, providing information in an engaging manner) .
- Some occupational health & safety experience (or experience in the labour movement).
- Mental Health First Aid Instructor certification (as it's the second most popular course in this stream).
- Knowledge and/or willingness to learn virtual facilitation.

In May of Year 2, Alyssa was hired. She facilitated Mental Health First Aid immediately. Over the summer, she was onboarded by both streams. She has been very keen to get herself trained in a reasonable time. As a result, she co-facilitated multiple sessions by June. Participant feedback is favourable. In fact, a few organizers have specifically contacted the Director and/or the Executive Director for positive feedback.

Stream Strengths

Inspired by staffing concerns, this stream had increased opportunities to actively work with the OHS Program stream. Coordinators are further cross-trained. Procedures and processes have been more aligned between the streams for consistency, and ease for Coordinators.

In October 2022, Brenda successfully applied for and trained for the Mental Health Commission of Canada's Mental Health First Aid for Youth. She has upskilled to offer a second version. Another Coordinator has also applied and is awaiting training.

Last fall, OHS & MH Coordinators were asked about which courses they excelled in, which ones they'd like to brush up on (to deliver) and which courses they'd like learn.

- Brian wanted to get back to delivering the Violence course (provincial and federal).
- Jason identified Bullying & Harassment and Mental Health First Aid.
- Brenda identified several OHS courses like Understanding & Conducting Risk Assessments and Improving Return to Work Outcomes.

The Coordinators were set up with shadow sessions then co-facilitation (where possible).

In May 2023, Jason successfully applied for and trained for the Mental Health Commission of Canada's Mental Health First Aid for Adults. This means that 5 staff are certified to teach at least 1 type of Mental Health First Aid.

KPI Discussion (refer to the Stats appendix for the numbers).

KPIs - Bullying & Harassment

Pre-training, the learning outcomes that were rated as the lowest knowledge were:

- Respond to & report bullying & harassment.
- Have the tools, skills, knowledge to help drive workplace changes.
- Define behaviours that do and do constitute bullying & harassment.

Post-training, all learning outcomes were equally high. KPIs continue to show that the training is effective with the learning outcomes.

Demographics:

- Top reason for taking this course: annual allotment of OHS training hours.
- Top 2 identities:
 - 1st place: safety committee - worker members
 - 2nd place: supervisor/manager, safety committee – employer members, union/stewards.

Obstacles

For respondents who took the course in the past 3 months

- That there will be low staff buy-in.
- A lot of policy or procedural changes (NOT related to the course topic).

- Staff turnover (Not related to course topic).

For respondents who took the course in the past 6-12 months

- Too many other policy or procedural changes.
- There is considerable management turnover.
- There is no management buy-in.
- I have lost motivation.

Possible Solutions:

Suggested from the recently trained:

- More training and/or refreshers,
- Sharing info and outreach,
- Scheduling time to make changes.

Suggested from the respondents who took the course in the past 6-12 months:

- None.

Impacts of the course (recently trained):

- It has made me more aware of what to watch for and what bullying I have been through in the past.
- I have one job where if the role of the JOSH Committee in monitoring bullying and harassment measures.
- Will provide an opportunity to update our policies on same.
- reconfirms that there is hope for change and every small change can make a difference in the big picture.
- To become a better worker and professional.
- it gave me more to think about how to address the bully to change their behaviour (rather than just discipline).
- Better understanding of the less obvious forms of B&H.
- I see immediate procedural changes we can make re: indigenous identity, gender inclusivity, training updates.
- The course has inspired me to share knowledge with my organization so that others can be aware of bullying/harassment.
- Applicable to current issues being reviewed at worksite by our department.

Solutions to Obstacles/Challenges

- "Build the training into the orientation so each new staff person receives (Violence training) before starting".
- "All our new staff will be registered for this (Violence) training as part of onboarding"
- A deep realization that these concerns need to be addressed, a lot is left to how management is trained and aware themselves and should be left to the"

Workplace Changes & Impacts

The survey was rolled out <12 months ago. Coupled with smaller uptake rates, there is very little 6, 9 and 12 month follow up info. However, the surveys asked, "What were some changes and impacts in your workplace since the training?" Examples were provided, but these were open-text boxes. Here are some comments:

- "The biggest [impact] is in advocacy for the worker and thinking about ways to support in addressing [B&H] concerns in the workplace".
- "Nothing, bullying has increased at our workplace as management has not followed through with actions".
- "We have had more all-staff training in subjects related to mental health".
- "I feel that I have more tools to help".
- "Raise awareness, help promote a culture of safety, put employees first".

Mental Health First Aid

Pre-training, the learning outcomes that were rated as the lowest knowledge were:

- Assisting in a mental health or substance use crisis,
- How to reach out to supports,
- Philosophy behind MHFA (i.e.: early intervention, open communication, etc.).

Post-training, the 8 outcomes were all rated at high knowledge, but the top 3 are:

- Increased awareness of respectful language, and how it affects stigma,
- I know how I will use this training in my workplace,
- Talking about declines in mental health.

Demographics:

- Top reason for taking this course: interest.

- Top identities:
 - 1st place: safety committee - worker members,
 - 2nd place: supervisor/manager, union/stewards.

Obstacles

For respondents who took the course in the past 3 months rated all options as obstacles

- Staff turnover (related to the course topic)
- Staff turnover (unrelated to the course topic)
- Management turnover
- Upcoming policy or procedural changes that will take precedence
- Low management and staff buy in
- Losing confidence & motivation

For respondents who took the course in the past 6-12 months

- Similar results to above and with an increased number of respondents

Is it possible to overcome these obstacles (aka: Possible Solutions):

- Trying to educate more around the office to open up the topic.
- Keep discussions going...
- Involvement of staff in identifying what they see as obstacles and what they see as solutions.
- I believe it is possible, and letting others know that they should be taking this course.
- Course is for all to learn, message on building stronger workplace union or not should be key
- yes. have more on the floor supervisors to take this course and must be offsite so not distracted by operations.

Workplace Changes and Impacts:

- Using it in action in the workplace is shocking the system
- increased accessibility to mental health support and normalization of mental illness wellness and health
- The course helped me understand what mental health clients have been gone through.

- The course really opened my eyes to Mental health issues in the work place and how I can deal with them.

Prevention of Violence

Pre-training, the learning outcomes that were rated as the lowest knowledge were:

- I know how to develop an outline to develop a workplace violence prevention program.
- I have the tools, skills, knowledge to help drive workplace changes.

Post-training, all learning outcomes were equally high. KPIs continue to show that the training is effective with the learning outcomes.

Obstacles

For respondents who took the course in the past 3 months

- Low staff & management buy in
- Staff turnover (unrelated to the course topic)

For respondents who took the course in the past 6-12 months

- Low staff & management buy in
- Staff turnover (related to course topic)

Possible Solutions:

- People need to know their rights and not back down.
- Yes, continue with training.
- Keeping my self-educated.
- Up to date policy information.
- Keep advocating.
- Make policies to eliminate high risk situations in the work place.
- I'm going to focus on the things which have the highest impact that I can directly and most likely impact.
- Carving out some dedicated time for policy development and administrative tasks
- If it becomes a habit to look at the workplace with a safety lenses then everyone will becomes used to contributing.

- Taking courses regularly to be consistent.
- New staff hires are required to review this and other orientation classes.

Workplace Changes and Impacts:

- Better reporting
- On violence prevention committee
- Quick action and investigation
- There have been some changes in the policies when working alone in the office.
- Has helped greatly with overseeing and addressing violence in the workplace.

Psychologically Healthy & Safe Workplaces through the CSA (National Standard)

Pre-training, all of the learning outcomes were rated as the lowest knowledge .

Post-training, the top learning outcome rated as highest.

- I am aware of mental health resources available to work places.
- I understand the link between OHS and psych health.
- I have the tools, skills & knowledge to make workplace changes.

Obstacles

- burn out.
- Stigmatization .
- Not being heard/listened to.
- All of the pre-identified obstacles were equally rated as problematic.

Workplace Changes and Impacts:

- Some extra staff were hired.
- I would like to believe that my co-workers are a little more understanding of people with lived experience .
- Enforcing empathy.
- Made me more aware to the issues going on in our workplace, and how serious it is to some people vs others...

KPI – Learning & Next Steps

This stream will further streamline the surveys in the hopes of increasing responses.

- Several sections were not required, and as such, skipped.
- Several sections have shown the same favourable results as with previous KPIs such as how was the room, tech support, etc. This will not be removed but rather, provided as a text box instead of a click box.

Observations:

Obstacles to making workplace changes show interesting changes for respondents who recently took the course versus those who took it 6-12 months ago.

Course Content: This stream will continue with the current layout, activities and discussions as they seem to work well. There are a lot of positive comments around the gray areas scenarios.

- For Bullying & Harassment, Violence and the CSA (National Standard) course - facilitators report that participants enjoy the afternoon modules where effects/communication as well as reporting/resolutions are discussed. Along with the KPIs, this continues to indicate that there is a thirst for a level 2 Implementation course.