

2017



Northern Ontario Safety Group Business Plan

Annual Renewal of Business Plan (existing sponsor) – Please attach a letter stating your intent to sponsor a 2017 Safety Group and confirm 2017 rebate disbursement plan, and any Safety Group business plan changes on the template.

Proposed Business Plan (new sponsor) with Letters of Intent attached

Final Business Plan (new sponsor)

SAFETY GROUP NAME: Northern Ontario Safety Group

SUBMITTED BY: Tom Welton

DATE: November 21, 2016

The Northern Ontario Safety Group (NOSG) is sponsored by the four provincial health and safety associations: Workplace Safety North (WSN), Workplace Safety and Prevention Services (WSPS), Infrastructure Health and Safety Association (IHSA) and Public Services Health and Safety Association (PSHSA)

NAME(S) AND CONTACT DETAILS OF SAFETY GROUP SPONSORS:

Tom Welton, Director Industrial (WSN) (tomwelton@workplacesafetynorth.ca)

Rose Bedard, Prevention Services Assistant, Safety Groups (WSN)
(rosebedard@workplacesafetynorth.ca)

Monica Szabo, Executive Director, Government, Municipal and Public Safety (PSHSA)
(MSzabo@pshsa.ca)

Henrietta Van Hulle, Director Prevention Services West (PSHSA) (Hvanhulle@pshsa.ca)

Trevor Beauchamp, Territory Manager North (WSPS) (trevor.beauchamp@wsps.ca)

Michelle Roberts, Manager Regional Operations Northeastern (IHSA) (mroberts@ihsa.ca)

Paul Devoe, Acting Manager Regional Operations North & West (pdevoe@ihsa.ca)

BRIEF HISTORY OF THE NORTHERN ONTARIO SAFETY GROUP

In January 2011, the four Ontario health and safety associations representing northern Ontario came together to initiate a pilot project involving five communities (Thunder Bay, Timmins, Sault Ste. Marie, Sudbury and North Bay) where individually-sponsored Safety Group meetings had been scheduled. Through a cooperative approach, the associations agreed they would hold joint Safety Group meetings throughout 2011 in these five Northern Ontario locations, while each group continued to maintain their individual Safety Group sponsor role for their firms. The purpose of these joint meetings was to pool resources, avoid duplication and give more and better support to clients.

The outcome of the meetings and positive results encouraged the establishment of the 2012 Northern Ontario Safety Group (NOSG), which was supported by and co-sponsored by all four provincial health and safety associations (HSAs). In 2012, NOSG expanded to seven locations throughout northern Ontario (Kenora, Dryden, Thunder Bay, Timmins, Sault Ste. Marie, Sudbury and North Bay), and has grown to more than 100 participating firms. This expanded Safety Group continued to provide opportunities for Safety Group members to collaborate and network with other firms as they jointly worked towards achieving the program requirements. The 2012 expansion of the NOSG created larger, more viable groups and has increased the opportunity to bring in speakers and provide joint training to meet client needs within each community.

Progressing into 2017, this consistent Safety Group model continues to support the successful joint partnership. It is encouraging to see relationships continue to build and mature among association field staff and participating firms. Planning for 2017, initial discussions regarding next steps in the evolution of the Northern Ontario Safety Group partnership have begun. Based on these early discussions, Safety Group program leads, with the support of association CEOs, have met and agreed to the following business plan, which establishes criteria for continuing the joint multi-sector Northern Ontario Safety Group partnership in 2017.

PURPOSE OR MISSION STATEMENT OF THE NORTHERN ONTARIO SAFETY GROUP

The Northern Ontario Safety Group (NOSG) is organized to administer an occupational health and safety support system that will provide qualified participating firms with sector-specific program development resources and assistance to enhance the Internal Responsibility System within each firm.

With a focus on northern Ontario, NOSG will continue to provide better reach to businesses in smaller northern communities, along with enhanced occupational health and safety support, and networking capacity.

Membership and active participation in the Northern Ontario Safety Group enables participating firms to become more self-reliant in carrying out their responsibilities in preventing workplace illnesses and injuries. The NOSG creates an opportunity for organizations to come together to share ideas and solve problems while taking advantage of the joint HSA sponsor structure.

SUMMARY OF NOSG AVAILABLE RESOURCES FOR SAFETY GROUP ACTIVITIES

Consulting and Training Field Staff: The four HSAs in northern Ontario represent 35 field staff available to support the Safety Group initiative by providing sector-specific support in consulting, training and specialized services, including ergonomics and industrial hygiene.

Administrative Support Staff: WSN takes the lead in providing and co-ordinating support through the position of the WSN Prevention Services Assistant - Safety Group. All presentation material and meeting support documentation are provided to field staff by this Assistant as well as administrative coordination and tracking of Safety Group reports and submission.

TARGET MARKET

The target market includes all sectors in northern Ontario with a focus on clients with the greatest need, based on injury statistics and internal intelligence.

The NOSG will work in conjunction with the WSIB Small Business Health and Safety Program (SBHSP) initiative which supports smaller firms that may not be ready to join Safety Groups at this point. Through the NOSG-SBHSP initiative, smaller firms will begin with this program and will be encouraged to progress to the NOSG.

Northern Ontario, for the purposes of this proposal, is defined in accordance with the Government of Ontario definition, which runs north of Parry Sound, east to Huntsville and along the Algonquin Park boundary to the Quebec border, and west to the Manitoba border. Although the primary focus of this joint initiative is throughout the north, legacy support will continue to be provided to firms with a continued interest in participating in Safety Groups in southern and eastern Ontario.

TARGETING INJURY/ILLNESS RATES, TYPES AND TRENDS

Utilizing statistics provided by the WSIB Enterprise Information Warehouse, as well as tapping into the internal intelligence of field staff, clients with the poorest injury performance will receive greatest

focus during marketing activities. We also promote the program to better performing clients who would make effective mentors within the Safety Group and enhance networking within the group.

ANTICIPATE SUCCESS IN IMPROVING HEALTH AND SAFETY OUTCOMES OF OUR TARGET MARKET

Through annual implementation of the five health and safety program action plan elements, it's anticipated clients will continue to upgrade their health and safety programs to a working model which has a positive impact on the elimination of injuries. Clients participating in the program also enhance their knowledge of health and safety through training sessions and workshops conducted in conjunction with the meetings, and benefit from the networking opportunities provided through the group. All of these efforts improve employer awareness of health and safety program management and enhance the Internal Responsibility System within each firm.

MARKETING PLAN TO RECRUIT/RENEW FIRMS WITHIN TARGET MARKET AND PROJECTED NUMBER OF PARTICIPANTS

All current Safety Group firms are eligible to continue in the program in 2017 and will be invited to participate in the Northern Ontario Safety Group in the upcoming year. Through joint multi-sector community-based promotion and marketing for new clients, significant success in gaining greater exposure for this initiative is anticipated.

In 2017, the NOSG will have an estimated 130 + participating clients. Through continuing promotion within northern communities, it's anticipated that this number will continue to grow.

PROPOSED COMMUNICATION METHODS

Marketing plans will be coordinated through the four HSAs utilizing a community-based approach, including: mail-outs, e-mail blasts, promotion in newsletters, promotion at northern Ontario conferences and on all websites. Field staff will also be provided with both electronic and hard copies of promotional materials which they will be able to share with clients during regular consulting or training activities.

Coaching of field staff with regards to the 2017 NOSG will be conducted during Staff Knowledge Exchange meetings scheduled for Sudbury and Thunder Bay in the fall of 2016 and throughout the year with regular webinars and 2017 Knowledge Exchange meetings.

SCHEDULE AND LOCATION DETAILS OF SAFETY GROUP MEETINGS

The Northern Ontario Safety Group schedules four meetings throughout the year, occurring quarterly.

Meeting locations include: Dryden, Fort Frances, Kenora, Thunder Bay, Hearst, Timmins, Sault Ste. Marie, Chapleau, Sudbury, North Bay and Guelph.

OPTIONAL WEBINAR SAFETY GROUP MEETING PARTICIPATION

The Northern Ontario Safety Group provides the option for participating firms to take part in either safety groups meetings 2 or 4 by webinar format rather than participating in scheduled Safety Group chapter face-to-face meetings. Please note, only one meeting by webinar per year is recognized as meeting the safety group program standards with regards to attendance. The webinar participation format will provide flexibility for participating firms in meeting the required annual attendance criteria outlined in the Safety Group Program.

Attendance will be taken at each safety group webinar meeting and firms are required to provide feedback through an online evaluation after each webinar. NOSG utilizes the meeting evaluation results to improve future webinar meetings.

In 2017, all NOSG members will receive a Safety Groups Program Resource binder, which will contain program guidelines as well as sections on individual safety group program material, developed to meet program requirements. Members are required to bring this binder to each meeting to allow for full engagement and participation in the networking workshops scheduled for each meeting. The intent of these workshops is to share progress and discuss program materials developed, in comparison to the program requirements. Firms are required to bring these binders to each of the three mandatory meetings. The reference material allows them to fully engage in the networking workshop sessions and assists in enhancing program material through group discussions. To ensure success, firms neglecting to bring this resource material to meeting will be required to attend a fourth safety group meeting to ensure that they have the opportunity to fully participate in this review of their program material.

SELF-FUNDING PLAN FOR GROUP / Participant Fees

ANNUAL FEES AND RANGE OF SERVICES PROVIDED TO SAFETY GROUP MEMBERS

The Northern Ontario Safety Group will be self-funded with funding coming from two primary sources:

1. Annual registration fee paid by clients upfront covers the costs of meeting rooms, refreshments and material support costs; the fees range from: \$375 for firms with \$100,000 or less in annual WSIB premiums, \$625 for firms with \$100,000 to \$500,000 in annual WSIB premiums, and \$875 for clients with 500,000 and up in annual WSIB premiums. (Please note early-bird pricing is available prior to December 9 and includes a \$100 reduction from each of the above fees). Any remaining funds in this account at the end of the year go to support cost for the position Prevention Services Assistant - Safety Group.

2. Five per cent of the annual financial group rebate goes to support the position of Prevention Services Assistant - Safety Group. Each participating firm in the Safety Group program provides 5 per cent of their rebate funds to the NOSG sponsor to support this position.

Note: all remaining funds, after covering administration costs as outlined in number 1 and 2, are shared between the four HSAs on a pro-rated basis, based on member firm participation in the Northern Ontario Safety Groups program.

NORTHERN ONTARIO SAFETY GROUP EXECUTIVE COMMITTEE

The NOSG will establish an Executive Committee of volunteers from multi-sector participating firms in the 2017 Safety Group initiative. These representatives will meet three times per year (February, June and September) by teleconference and provide guidance and direction to the NOSG sponsors on potential improvements to the NOSG program implementation, client support, and expanding on best practices utilized by various chapters throughout the north.

The NOSG Executive Committee along with HSA staff play a vital role in the success of the Safety Group and in continuing to advance the effectiveness of the NOSG meeting and communication structure.

DISPUTE RESOLUTION PROCEDURE

The Dispute Resolution Standing Committee addresses any concerns associated with the Northern Ontario Safety Group program. The committee consists of three Steering Committee members who are selected and approved by the full Executive Committee, Safety Group program lead, and the relevant HSA Safety Group program lead (excluding members in an advisory capacity).

The dispute resolution process works as follows:

1. The committee identifies the problem or concern and, if necessary, conducts research into the concern.
2. The committee meets by conference call to discuss the concern and relevant background information.
3. The committee identifies a solution or course of action (this must be agreed to by a minimum of two committee members), and advise the Executive Committee chairperson.
4. The decision of the committee is communicated by the Executive Committee chairperson to the firm or individual who raised the concern.
5. Follow-up on the course of action is conducted by the Executive Committee chairperson within a month of the decision being communicated to the company or individual to confirm resolution.
6. **The WSIB Safety Group Program Consultant is formally advised of the issue and course of action, as appropriate.**

In specific situations relating to issues with Safety Group validation audits (Element Verification), the following dispute resolution process is followed:

1. The firm addresses specific concerns with validation audit (Element Verification) results directly with the WSIB Safety Groups Consultant conducting the validation audit, and whether potential issues are resolved. **(Timeframe: Immediately upon being advised on validation audit results (Element Verification).)**

2. In situations where the WSIB Safety Groups Consultant has considered the firm's concerns and maintains its position, the firm has the opportunity to voice its concerns to the Dispute Resolution Standing Committee of the Executive committee. (Steps 1 to 3 as noted above are initiated.) **(Timeframe: Immediately upon receipt of reconfirmed decision from WSIB Safety Groups Consultant)**

3. If the committee decision agrees with the firm that the validation audit results (Element Verification) require adjustment by WSIB, they will document their concerns and forward a letter to WSIB on behalf of the firm. Safety Groups Consultant and copy in the Manager of Safety Groups. **(Timeframe: Within one week of being notified by the firm of the specific concerns.)**

4. Follow-up on this course of action is conducted by the Executive Committee chairperson within **two weeks** of the letter being communicated to the WSIB. This includes either reviewing the WSIB response and communicating this to the subcommittee or contacting WSIB where no response has been received.

5. The response provided by the WSIB Safety Groups Consultant may be appealed to the Manager of Safety Groups through the Dispute Resolution Process if the subcommittee and firm disagree with the reply provided by the WSIB Safety Groups Consultant. The correspondence to the Manager of Safety Groups copies in the WSIB Safety Group Program Director. **(Timeframe: Within one week of receiving WSIB response.)**

6. The decision of the Manager of Safety Groups will be final and communicated to the Executive Committee and to the firm in question.

REBATE DISBURSEMENT PLAN

Client Distribution: (Communicated to members at the first meeting of the year and the 2017 Business Plan document is distributed and posted on the Safety Groups website.)

The financial rebate for the 2017 Northern Ontario Safety Group continues as in previous years to be shared by firms on a pro-rated basis, based on each firm's percentage of individual premiums paid as compared to the combined premiums of the Safety Group membership as a whole.

Please note, in 2017 WSIB Terms and Conditions of Participation identifies that an employer who declines participation in a validation audit will receive a zero score, and will be removed from the current year program, (the year the audit is declined). A zero score means the firm is no longer eligible for a rebate. No rebate will be received for the 2016 or 2017 program years.

HSA Distribution

The financial rebate for the 2017 Northern Ontario Safety Group is shared by the HSAs through an even distribution of outstanding funds based on the number of Safety Group firms served by each HSA as per the control form final numbers, (i.e. if WSPS serves 50% of firms it receives 50% of outstanding funds and the other HSAs would receive an appropriate distribution of the rebate based on the remaining distribution).

Five percent of the financial rebate realized by each firm will cover the costs of NOSG program administration throughout the 2017 program year.

2017 NOSG COMMON ELEMENT AND NEW INITIATIVES

As the NOSG evolves, it continues to look at advancements that effect the future success of the NOSG program. Based on suggestions from participating firms, HSA consultants, and the SWO Executive Committee, the following program advancements are incorporated into the 2017 NOSG program including:

-
- All firms participating in the 2017 NOSG program receive a resource binder including resource documents and program material tabs which will provide a convenient location to maintain your company program documentation.
 - Each Safety Group meeting will include a workshop activity where firms have an opportunity to network, review, and share their program status with other NOSG members and HSA staff. This provides an effective forum to address questions regarding the program, share best practices, and obtain support from other NOSG participants.

-
- Participating firms are required to bring their resource binder to each meeting to allow HSA staff to provide guidance and support throughout workshop activities. If a firm neglects to bring their resource binder to a meeting they will be asked to attend all four safety group meetings within the program year to allow for adequate support to ensure the success of not only the firm but also of the full group.
 - 2017 Common Element: WHMIS Program.

PROGRAM REPORTING TIMES LINES FOR SUBMISSION OF THE FOLLOWING DOCUMENTS

Application due December 12, 2016

Action Plan due February 27, 2017

Progress Report 1 due June 28, 2017

Progress Report 2 due October 11, 2017

Year End Reporting due December 15, 2017

ALL SAFETY GROUP MEMBER REPORTS MUST BE FORWARDED TO THEIR CONSULTANTS. ONCE REVIEWED THE CONSULTANTS FORWARD ALL REPORTS TO THE PREVENTION SERVICES ASSISTANT, SAFETY GROUPS.

November 21, 2016



**SERVICE AGREEMENT BETWEEN THE NOSG SAFETY GROUP SPONSOR
AND THE WSIB SAFETY GROUP PROGRAM CONSULTANT**

DATE:

SAFETY GROUP SPONSOR: Northern Ontario Safety Group

WSIB SAFETY GROUP PROGRAM CONSULTANT (SGPC): Shelly Wall

PROGRAM YEAR: 2017

- 1) SUBMISSION DATE OF FINAL 2017 BUSINESS PLAN: October 28, 2016

- 2) SUBMISSION OF REVIEWED 2017 SAFETY GROUP APPLICATIONS TO SGPC: January 30, 2017
- 3) SUBMISSION DATE OF COMPLETED 2016 SAFETY GROUP MEMBER LIST ON EXCEL SPREADSHEET:
February 16, 2017
- 4) CONFIRMATION OF 2017 GROUP ELEMENT: December 2016
- 5) SUBMISSION DATE OF REVIEWED 2017 ACTION PLANS: March 31, 2017
- 6) SUBMISSION DATES OF REVIEWED 2017 PROGRESS REPORTS: July 11, November 7, 2017
- 7) SUBMISSION DATE OF 2017 ATTENDANCE REPORTS: December 21, 2017
- 8) SUBMISSION DATE OF REVIEWED YEAR-END ACHIEVEMENT & MAINTENANCE REPORTS:
December 21, 2017
- 9) AGREEMENT TO ADVISE SGPC, IN WRITING, OF ANY REMOVALS OR WITHDRAWALS FROM THE
2017 SAFETY GROUP PROGRAM: ongoing through-out the year.
- 10) OTHER:



SAFETY GROUP SPONSOR

SAFETY GROUP PROGRAM CONSULTANT