



2020 ANNUAL REPORT



SafeCare BC

love & encouragement



photo courtesy of Langley Advance Times

“We’re all in this together and we wanted to surround them with love and encouragement. It rallied us too. We felt good and became closer as a team.”

On April 29 of last year, a COVID outbreak was declared at Langley Lodge. It would last for more than two months. On May 25, staff from Surrey’s Zion Park Manor stood outside Langley Lodge to show their support.

“It was an emotional time, because the outbreak at Langley Lodge was the first time a care home close to us had been impacted,” says Julie Bergen, who has been a registered nurse at Zion Park for 26 years. “It struck us hard. We could relate to what they were going through, and it could have been us.”

Bergen adds that the residents are like family. They’re like our grandparents and our moms and dads. The staff were going through an emotional time, as they lost many residents to COVID.

The staff at Zion Park got together and talked about how they could support Langley Lodge. With handmade signs, they decided to go there and cheer them on. There were about 25 staff. They banged on pots and pans and played songs on a speaker, such as *You’ve Got a Friend in Me* and *Stand by Me*.

The support from Zion Park came when it was needed most. “At that time during our major outbreak, when Zion Park staff arrived in our driveway with posters and sang songs; we were all very touched by their outreach to us,” says Debra Hauptman, CEO, Langley Care Society. “It was emotional, because they are colleagues and they understood very well how challenging the outbreak was. Langley Lodge was in the media daily and reported in a very negative context. So, for an admired group of colleagues to come to us to show their support meant so much. It gave us more strength to carry on, knowing they were with us in spirit.”

Bergen says that the staff at Zion Park didn’t want Langley Lodge to think they were going through this on their own. “We’re all in this together and we wanted to surround them with love and encouragement,” she says. “It rallied us too. We felt good and became closer as a team.”

*Cover photo courtesy of Langley Advance Times:
(L) Julie Bergen, registered nurse; (R) Pat Garnett, care aide*

resilient

Unprecedented. Challenging. Emotional. These are some of the words that come to mind when I think of a year that was like no other our sector has experienced. Resilient is another word that comes to mind.

Despite everything, those working in continuing care across the province stepped up and continued doing what they do best—provide care to our seniors and others in care.

I want to acknowledge each of you for your professionalism and dedication and for the personal sacrifices many of you made. I know it wasn't easy. You did your job, while worrying about your residents and clients—for much of the year you were their only source of companionship. You worried for your colleagues and you worried for your own families.



I also want to acknowledge the SafeCare team, who quickly responded to the pressing needs of our sector. They sought out PPE and advocated for a provincial approach to PPE supply, they created new online education and training resources and they launched two very significant resources to support the mental health of our staff, to name just a few things.

While the pandemic shifted our focus and put pause to some of our usual activities, our commitment to supporting healthy and safe workplaces doesn't take a break. If anything, the pandemic has shown us a new sense of urgency and that only by working together—collaborating and sharing ideas and approaches—can we make big improvements to workplace safety.

I want to acknowledge our members, healthcare unions, WorkSafeBC, and sector partners, who helped the SafeCare BC Board shape our new three-year strategic plan, titled Evolve and Respond. I look forward to continuing to work with you, as we strive to ensure that every worker goes home safe to their families at the end of each day.

Sincerely,
David Hurford
Board Chair

responsive



The year 2020 will be one we won't soon forget. I want to express my gratitude to each of the 31,000 continuing care workers across BC for the work they do and for the way they have responded during the COVID-19 pandemic.

I don't think any of us could have anticipated what the year would bring. It's been tough sometimes. You may have felt afraid, or thought you just couldn't do enough. You carried the stress of the pandemic with you as you continued to care for those who needed you more than ever. We were also inspired by the acts of kindness and spirit of togetherness that spread through our communities. Like when staff from Surrey's Zion Park Manor stood outside the Langley Lodge holding signs of encouragement for their fellow caregivers, who were challenged by a COVID outbreak.

There are things we did that we never thought we'd do as a workplace safety association. We heard your need and responded. We heard the challenges you had acquiring PPE, so we launched Operation Protect. Thanks to the generosity of British Columbians, we secured more than 2.3 million items of PPE and 10,000 litres of hand sanitizer, which was distributed to care organizations throughout BC.

We saw the emotional toll the pandemic was having on workers and partnered with the Canadian Mental Health

Association and the Ministry of Mental Health and Addictions to launch the Care for Caregivers web portal, full of mental health resources tailored for healthcare workers. This was followed by the launch of Care to Speak, a confidential online chat and telephone peer support service.

We knew that health and safety education and training was still critical, so we transitioned most of our education and training to live-virtual and online learning and saw a record 7,900 participants in 2020. And despite everything, we felt it vitally important to make the annual Hearts and Hands event happen, so healthcare assistants could still have an opportunity to learn, to be inspired and most of all to be celebrated.

My thanks to those stakeholders who gave generously of their expertise—the sector associations, unions, WorkSafeBC, and others. And despite the challenges of the pandemic, my sincere thanks and appreciation to you, our members, for having the collective resolve to make the continuing care sector a safer, healthier place to work.

Sincerely,
Jen Lyle, CEO

year in review

Opened new SafeCare BC Satellite Training Centre at Sidney All Care Residence.

First case of **COVID-19** in BC.

Launched Operation Protect initiative to encourage public donations of PPE for care organizations across province.

SafeCare BC discusses pandemic-related challenges, including on mental health with federal Ministry of Health.

In partnership with Family Caregivers of BC, **launched "safe visitation" orientation** for visitors to long-term care homes.

Care to Speak peer support service launched.

Thanks to outreach efforts by SafeCare, Provincial Supply Hub opens PPE sales to the continuing care sector

Three-year Strategic Plan, titled *Evolve and Respond* completed

Rapid COVID-19 testing outreach with media and government



Safety Huddle resource introduced.

First PPE survey to assess challenges in continuing care.

COVID-19 webpage launched on SafeCare BC website.

Second PPE survey. Media and government outreach to highlight pressing PPE concerns.

Care for Caregivers mental health resources tailored to healthcare workers launched.

Operation Protect surpassed **more than one million items of PPE.**

Point of care assessment for COVID-19 resource introduced.

Conducted third PPE survey. Continued advocacy for PPE needs of continuing care sector.

Fifth annual Hearts and Hands event for healthcare assistants held with record 725 participants.

Launched COVID-19 vaccine survey to understand continuing care workers' perceptions of vaccination.

Record 7,900 participants in SafeCare BC education and training. 3,257 in-person and live/virtual and 4,710 enrolled in self-paced online learning.

mental health matters



www.careforcaregivers.ca



Early on, we recognized how the COVID-19 pandemic was impacting the mental wellbeing of care workers across the province. We partnered with the Canadian Mental Health Association and the Ministry of Mental Health and Addictions to create **Care for Caregivers**, a web portal full of mental health resources, webinars, and supports tailored toward healthcare workers.

This was followed by the introduction of **Care to Speak**, a confidential online chat and telephone peer support service. Each peer support volunteer has committed to volunteering for 200 hours over a one-year period.

Care for Caregivers	Care to Speak
56 webinars	108 interactions (calls/chats)
2,115 webinar participants	10 peer support volunteers
36,500 unique page views	1,700 volunteer hours

“ I chose to be a peer support volunteer, because I was frequently hearing questions and concerns from frontline staff. As a peer support volunteer, I could help support a bigger audience of care staff. I want to encourage them that they are making a difference and helping get them the support and counselling that is available for them. Each call that I have, makes it very rewarding to know that I'm helping to support frontline staff.”

- Tara-Lee, registered nurse

partners in safety



We are pleased to partner with Arjo, who is supporting our education and training.

Arjo is a global supplier of medical devices, services, and solutions that improve quality of life for people. Arjo's equipment is designed to reduce risk for work-related injuries and prevent immobility acquired conditions throughout the care process. A care setting, they say, should be safe, comfortable, and dignified for both patients and caregivers.

Learn more at www.arjo.com/en-ca

MEMBER SURVEY

We are committed to ensuring our members, including frontline workers, have a direct say in our activities. This is why we actively engage with them through our annual member survey.

Pandemic Response

83%

of respondents very satisfied (51%) and somewhat satisfied (32%) with SafeCare BC's pandemic response

SafeCare BC's Impact

50%

of frontline workers agreed SafeCare BC has changed their organizations' health and safety practices

top 3 health and safety concerns

Frontline Staff	Supervisors/managers	Senior Leaders
Violence Prevention (51%)	Safe Handling (47%)	Creating Culture of Health and Safety (54%)
Safe Handling (46%)	Violence Prevention (43%)	Safe Handling (44%)
Mental Health/Stress (41%)	Dementia Care (42%)	Violence Prevention (42%)

OPERATION PROTECT

Helping Health Care Workers Help Us

LAUNCHED

MARCH 23, 2020

ITEMS COLLECTED

2.3 MILLION

ORGANIZATIONS HELPED

311

TOTAL DONORS

630



N95 Mask
92,500



Exam Gloves
352,000



Eye Protection
67,500



Surgical Mask
1,700,000



Protective Gown
34,500



Disinfectant Wipes
13,400



Hand Sanitizer
10,000 litres

Recognizing the challenges many care organizations faced throughout 2020 in securing personal protective equipment (PPE) in a timely manner, SafeCare BC launched its **Operation Protect** initiative in March 2020.

More than 630 businesses and individuals responded with generous donations of PPE that totaled more than 2.3 million items and 10,000 litres of hand sanitizer. These supplies were distributed to hundreds of care organizations across BC.

WE WOULD LIKE TO ACKNOWLEDGE OUR SUPPORTERS AND SPONSORS FOR HELPING MAKE OPERATION PROTECT A SUCCESS

BC Care Providers Association
BC Ferries
Bell Media
BigSteelBox
Canstar Restorations
Carnelian Technologies
City of Surrey
City of Vancouver
Corus Entertainment
Global Carpets and Hardwood
Gordon Food Service
Guildford Town Centre
Helijet
King of Floors
LifeSciences BC

Lowes Abbotsford
Metropolis at Metrotown
Platinum Pro-Claim Restoration
Science World
Surrey Hospital Foundation
Tahoe Industries
UBC Medical Students and Faculty
U-Haul (Port Moody)
Van-Kam Freightways
102.7 THE PEAK
93.7 JR Country
TSN1040
103.5QMFM
94.5 Virgin Radio
99.9 Virgin Radio

“The lack of PPE supplies has been a significant stressor. It was a huge relief knowing that supplies were available through Operation Protect. We are extremely grateful for the community’s help and support during these very challenging times.”

*- Director of Health Services
(long-term care home)*

celebrate educate inspire

The annual Hearts and Hands Conference has become the premier event for BC's healthcare assistants. Not even a global pandemic could cancel this event, which aims to celebrate, educate, and inspire.

The fifth annual event was planned to be a three-location in-person conference, but transitioned to a five-day event hosted virtually on a web-based app that could be accessed on a mobile device or computer. Participants had access to 13 education sessions and 24 interactive activities. A Hearts and Hands record was set with 728 registrants.

Points were awarded for participation, which added some fun to the event and increased the chances of winning some great prizes.

"Thank you for stepping up to the challenge of running a conference during these challenging times. So many other events have been cancelled. It is a testament to your commitment to health care that you created an event that supported health care workers," said one participant.



Conference Highlights

728
Registrants

208
Organizations
Represented

74%
Increase in
registration compared
to previous year

87
Communities
represented by
participants

63
students/educators
registered

99%
rated event as
excellent (80%)
or good (19%)

event sponsors



injury trends

2019 INJURY TRENDS LONG-TERM CARE

2019 INJURY TRENDS HOME CARE



After five years of a positive downward trend in the long-term care injury rate, it **INCREASED** last year. The rate for SafeCare BC members is still below that for the classification unit as a whole. It's too early to know if last year was an outlier, but a continued focus on health and safety is required.

\$19.6M total claims costs paid
2019

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\$5.6M total claims costs paid
2019

24,600 workdays lost to injury in 2019 is like losing the equivalent of almost 100 full-time staff.



Did you Know?

Having an effective Return/Recover at Work program supports people in their recovery, decreases staffing shortages, and decreases claims costs. Given current injury data, if 10 workers were injured, only half would return to work within a month. And one would never return to work.



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64%
of injuries are caused by overexertion and acts of violence



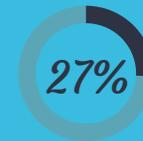
12%
INCREASE in workdays lost to injury in 2019 compared to previous year.



16%
INCREASE in time loss claims in 2019 compared to the previous year.



58%
of injuries are caused by overexertion and slips and trips.



27%
INCREASE in workdays lost to injury in 2019 compared to previous year.



13%
INCREASE in time loss claims in 2019 compared to the previous year.

The People Who Make Us What We Are

We are fortunate to have a number of passionate individuals who volunteer their time and expertise so SafeCare BC can respond to the needs of our members, and strive to be the health and safety leader in the continuing care sector.

We would like to acknowledge their contribution.

Board of Directors

David Hurford (Chair), Three Links Care Society
Kerry Bowman (Vice-Chair), Bayshore Home Health
Nicki Bavis (Secretary-Treasurer), Northcrest Care
Robert Breen, Denominational Health Association
Phil LeVesconte, BC Government & Service Employees' Union
Lynn Bueckert, Hospital Employees' Union
Lorna Muenz, Advanced Home Care Solutions
Dimitra Pololos, Kiwanis Care Centre
David Keselman, Louis Brier Home
Marina Young, Kinsmen Lodge
Rob Senghera, Revera
Jennifer Lyle, SafeCare BC
Terry Lake, BC Care Providers Association
Denise Subotin, WorkSafeBC

Front-line Communications Working Group

Bryan Gay, Menno Place
Michelle Embury, Plan A Staffing (Ridgeview Lodge)
Betty Hamilton, Eden Gardens
Lynn Morran, Interior Health
Tonya Neufeld, Menno Place
Karen Reeves, Retired home support worker
Judy Cabato, home support worker

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