



Health and safety excellence program

Discussion guide

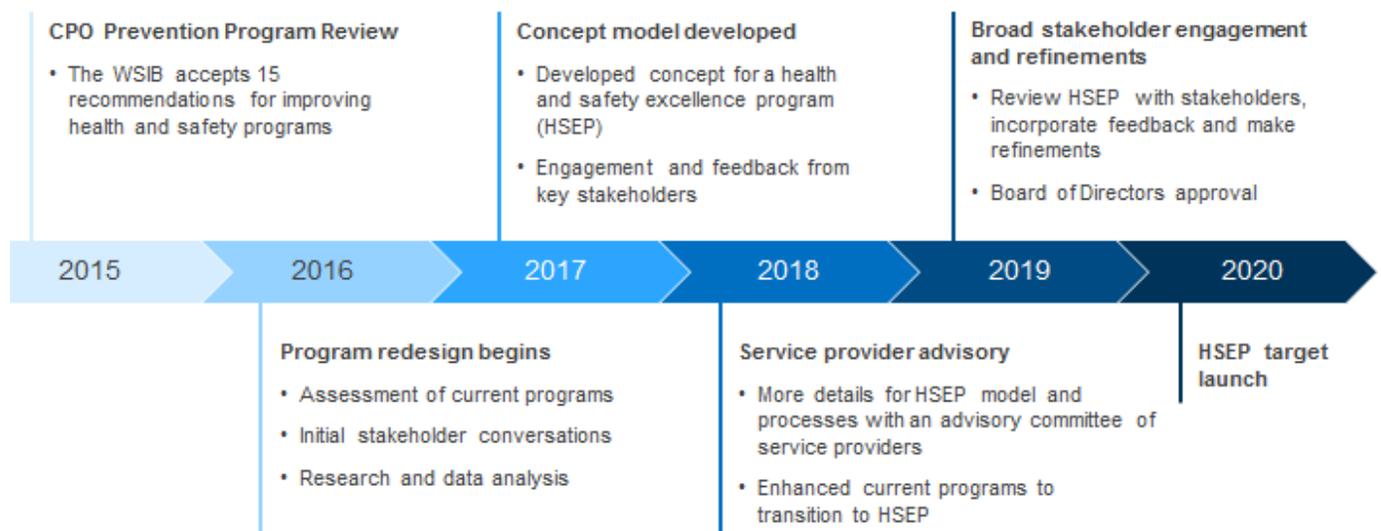
We're redesigning our health and safety programs by integrating them from [three programs](#) into one. Starting later this year, more Ontario businesses will be able to participate in programs that will make it easier to improve health and safety in the workplace.

We want to hear from you

We are talking to businesses, associations and others to get feedback on the redesign before we move to implementation. Our goal is to make it easier for businesses to keep their employees safe by investing in the health and safety of their workplace. Together, we can make Ontario safer.

To provide your feedback on the new program, read through this discussion guide, consider the questions and email your answers to health_and_safety@wsib.on.ca by April 30, 2019.

Context: Timeline for a new health and safety excellence program



Strengths and opportunities of the current programs

Strengths of the existing programs include:

- Sharing best practice health and safety standards
- Health and safety management system audit tools
- Peer-learning and networking groups
- Dedicated support for small businesses
- Provider network serving different industry sectors and regions

Opportunities for improvement include:

- Integration between the programs to make more support available to customers.
- Increasing validation and feedback to ensure effectiveness of health and safety workplace improvements
- Expanding service options and modes of delivery
- Increasing program awareness

Health and safety excellence program design principles

- Create one integrated program
- Incorporate marketing and outreach
- Align with Ministry of Labour accreditation
- Make services customer-centric
- Include validation and feedback on health and safety improvements
- Create a new financial support model
- Include non-financial recognition
- Ensure health and safety system integration

The health and safety maturity model for businesses



Customer journey: how the program will work

1. **Awareness:** Receive information and connect
 - Understand the benefits of the program and select a provider
2. **Improvement:** Assess and enroll
 - Complete a health and safety needs assessment and select three to five elements to work on
3. **Improvement:** Implement health and safety elements
 - Develop and implement elements with the support of provider
4. **Validation:** Validate improvements
 - Submit evidence of program implementation for review by a WSIB validator
5. **Recognition:** Recognize success
 - Receive rebate and other non-financial recognition

Discussion questions about the customer journey



Receive information and connect

Approach to HSEP awareness:

1. Light touch

- Multi-channelled outreach
- Customer service support
- Online provider profiles

2. High touch

- Targeted outreach
- Regional hubs

3. Indirect touch

- Partner outreach
- Partner presentations and communication



HSEP information sessions – Business case for health and safety

Businesses may learn about the health and safety excellence program in one or more ways. What information do you think would make a business want to participate in a health and safety program?



Assess and enroll

Complete online health and safety needs assessment



Select appropriate health and safety elements based on results



Develop an action plan



The WSIB receives action plan to complete enrolment



What information should the WSIB collect from businesses to assess their health and safety needs?



Implement health and safety elements

Select appropriate provider services and receive support



Develop action plan with provider, make health and safety improvements and implement 3-5 elements with provider support



Receive validation from the WSIB that implementation of elements meets program requirements



What services would you need to develop an effective health and safety program?



Validate improvements

Submit evidence of program implementation ("evidence package")



All employers receive a desk validation by a WSIB validator



Employers may also receive an on-site validation



Employers have 60 days to address gaps, then elements carry over to the following year



What information should the WSIB collect from businesses to ensure they have effectively implemented their health and safety elements?



Recognize success

Under the rate premium rate setting model, businesses will fall into one of two categories based on how much they can impact their premium rate

LESS IMPACT / HIGHER REBATE MORE IMPACT / LOWER REBATE

Premium rebate is calculated (% per element successfully implemented)



Receive financial recognition



Receive non-financial recognition



What kind of non-financial recognition would you want to receive for success in the program?

Discussion questions recapped:

1. Businesses may learn about the health and safety excellence program in one or more ways. What information do you think would make a business want to participate in a health and safety program?
2. What information should the WSIB collect from businesses to assess their health and safety needs?
3. What services would you need to develop an effective health and safety program?
4. What information should the WSIB collect from businesses to ensure they have effectively implemented their health and safety elements?
5. What kind of non-financial recognition would you want to receive for success in the program?

Submit your feedback by April 30, 2019 to health_and_safety@wsib.on.ca. Thank you.