TIAO Industry Stakeholder Call
Tuesday, August 4, 2020

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The following is a digest of TIAO updates as well as questions asked during the industry call hosted by TIAO. We’ve done our best to provide the answers you need, provide links where we can, and are committed to taking your concerns forward in our discussions with government officials.

Number of participants: 91

Updates from TIAO:

- Survey 7 closed last Friday. The full report will be in this week’s newsletter:
  - Theme from the survey was that reopening does not equal recovery.
  - Tourism businesses across the province are still facing risks
  - Most impactful form of government aid is CEWS – strong support for it to be extended into 2021; currently extended until December 19, 2020.
  - 25% of businesses are temporarily closed; down from 65%
  - 37% are partially reopened but operating at reduced capacity
  - In July, 12% of commercial landlords have accessed the CERCA program; up from May (4%) and June (8%). It is extended into August and Ontario has topped up the federal funding by $241M. CERCA along with CEWS will be critical for businesses to remain economically viable.
  - The labour force report for May, coming out of Stats Canada, indicated 240,000 tourism workers in Ontario were laid off. In June, we are sitting at 188,000. This is double the number of the 2nd most impacted sector in Ontario, retail. This number has declined due to businesses reopening and CEWS.
  - Survey 7 shows:
    - 67% of tourism businesses are sustaining up to 10% of their workforce with the wage subsidy
    - 7% are sustaining between 91 and 100% of their workforce
  - 53% of tourism businesses are saying that the current provincial and federal aid combined is still not enough to ensure that their business will remain financially viable into 2021.
  - We measured business confidence and whether businesses felt they would have a financially viable operation or remain open into 2021.
    - 12% are highly confident
    - 30% are moderately confident
    - 23% have a low level of confidence
14% have a very low level of confidence
2% has indicated that they're already closed as a result of it

- Continuing to schedule meetings with municipal leaders for the AMO conference. Also, to date, we have meetings with the following:
  - NDP Caucus
  - Minister Phillips – Ministry of Finance
  - Minister McNaughton - Ministry of Labour Training and Skills Development
  - Minister Thompson – Ministry of Government and Consumer Services
  - Minister Raymond Cho – Ministry of Seniors and Accessibility
  - Minister Hardeman - Ministry of Agriculture, Food and Rural Affairs
  - MPP Mike Schreiner - Leader of the Green Party
  - Hon. Peter Bethlenfalvy- Treasury Board Secretariat
  - Minister Yakabuski – Ministry of Natural Resources and Forestry
  - Minister Ross Ramano – Ministry of Colleges and Universities
  - Minister Catherine Mulroney – Ministry of Transportation and Ministry of Francophone Affairs
  
  The survey 7 report will be delivered directly to them so they will know the real time impact on the industry.

- We are working on a letter across the accommodation sector on their reaction to Bill 195, asking that the severance clause be continued for our sector since we are the most impacted.

- COVID Alert App for Ontario will be a key part of the safety and contact tracing going forward.

- Support for Small Business continues. Ontario government, in partnership with the federal government, extended the Canada Emergency Commercial Rent Assistance (CECRA) for small businesses by one month to help eligible small business pay rent for August.


- Canada and Ontario invest $625K in affordable housing in Kingston. This is one of TIAO’s key priorities as affordable housing in all regions is really important for our workforce to be able to live and work there as many regions will be impacted by amenity migration and that drastically increases the cost of living.

- Ontario has released a plan for safe reopening of schools in September. This is important for us as an industry where so many workers who are looking to return to the workforce, may have a reduced barrier -

- Trudeau announces plans for end of CERB and a transition to EI for the end of August. There has been recalculation made, which we have been advocating for at TIAO, to ensure that seasonal workers who may not qualify for the hourly calculation will still be able to eligible for EI. We are pleased that this has been factored in.

- Please take a few minutes to complete the TIAO Insurance Survey. Closing August 14th at 8AM - https://www.surveymonkey.com/r/SRNPNLT

**Guest Speaker:**

**Diana Rea**, Stakeholder Engagement Lead, Workplace Safety and Insurance Board (WSIB)

**BIO:**
As the Stakeholder Engagement Lead for the WSIB, Diana partners with industry associations and other key stakeholders to advance WSIB’s strategic goal of making Ontario healthier and safer.
Prior to this role, Diana managed the team that designed the new Health and Safety Excellence program in collaboration with WSIB’s network of approved providers. Diana also formerly worked at the Ministry of Labour’s Prevention Office developing and implementing a system wide OHS strategy for the province.

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HEALTH & SAFETY EXCELLENCE PROGRAM:

- Full deck attached above
- The Health and Safety Excellence Program can help you save time, achieve rebates, get recognition and keep your most valuable asset, people, healthy and safe.

- SLIDE 3:
  - The Health and Safety Excellence Program has 36 topics to help you build a comprehensive health and safety program. They have created a health and safety roadmap for pandemic readiness and recovery which will help you address the current issues with COVID-19, stay open, maintain your operations and increase your resiliency as a business.
  - We provide recognition so that you can show your employees and your customers that you are investing in health and safety.
  - We provide you with rebates on your premiums and money saved by improving your health and safety experience. Through the program you will get access to pandemic readiness materials to support you as well as the support of an approved provider.

- SLIDE 4:
  - Launched November 2019, we integrated 3 programs – safety, work well and small business. We added more diverse and accessible learning options, better integrated health and safety systems, with the ministry’s accreditation program, and the supports available through the health and safety associations.
  - 4 key challenges that employers had been telling us over the year:
    1) They wanted to meet those minimum legislative requirements that are set by the Ministry of Labor Training and Skills Development (and wanted to go beyond those to really eliminate injuries and illnesses they were continuing to have).
    2) They wanted to save time and money
    3) they wanted the tools and knowledge relevant to their industry,
    4) and they wanted to get their employees more involved in health and safety.
• **SLIDE 5-6:**
  - There are guidelines that the Ontario government has put out. The guidelines offer all sorts of great suggestions for controlling the spread of COVID-19 (distancing, PPE, etc.)
  - The ministry is also sending their inspectors to look for these procedures in writing – looking for employers to demonstrate that they’ve put together procedures and policies to follow these guidelines. Our program directly links to these guidelines and you can earn rebates and recognition for our program.

• **SLIDE 7:**
  - The focus (new normal) will be on health and safety. The focus is more on frontline employees as they interact more with the public and are more at risk.
  - Going into the future, private business insurers are going to expect pandemic readiness plans in writing and emergency management plans, and other supply chain players are going to want to see that there are plans in place for the businesses that they work with.
  - It is important that every employer positions themselves as a leader in safety, as a safe employer, and that they take steps to continually improve their health and safety program and are committed to health and safety.

• **SLIDE 8:**
  - Health and Safety roadmap attached above
  - There are a few pathways within the roadmap: One for small businesses, one for medium to large businesses, and one for businesses that may feel they have a very mature health and safety program, and have retooled their business which may change the way they operate, and means they have to go back and make some changes to their health and safety program as well.
  - There are 4 key steps in the pandemic journey: 1) Identify, assess and control hazard 2) Resume and maintain operations 3) Build resiliency and sustainability 4) Evaluate and ensure continual improvement.
  - For each of these steps, there are suggested topics within our programs, and other supports available. A great tool; you can jump into the pathway at any point in your journey.

• **SLIDE 9: 5 most popular topics to address COVID-19**
  - There’s nothing in the current health and safety legislation that speaks to pandemic readiness. Employers are expected to take every reasonable precaution, and that means they have to stop the risk specific to their business.

• **SLIDE 10:**
  - 36 topics spread out over 3 levels – Foundation, Intermediate and advanced. For each topic completed, you will get a rebate and be recognized.
  - The provider you choose will help you through this journey
  - All these topics are building blocks towards the Ministry of Labor Training and Skills Development accreditation program. MLTSD launched an accreditation program jointly with us in November that is called **Supporting Ontario Safe**
Employers, and it recognizes employers that have an accredited health and safety management system.

- WSIB will give you recognition and rebates along the way as well as the ministry once you hit that bar.

### SLIDES 11: 4 key steps to the employer journey

- Join, Develop, Demonstrate and Achieve

### SLIDES 12: JOIN

- You first have to select and register with a WSIB approved provider. Workplace Safety and Prevention Services (WSPS) is an approved provider which many are currently using. We have 26 approved providers at the moment – all their profiles on our website.
- Once you register with a provider, they’re will give you a link to our digital online portal where you can access the program.
- Providers do charge fees, typically in the range of $500 to $1200 dollars per year. These fees cover the services of the providers (tools and templates for guidance). The provider is going to review the improvements that you can make in your workplace and provide feedback. The fees that you pay for your provider are nominal compared to the rebates that you will receive for making these health and safety improvements.
- You will get a link to our portal and you will first do a 15 to 20 minute online assessment. This assessment is going to tell you where you’re at in your health and safety maturity and where there are gaps. This will help you pick the topics that you may want to work on. With COVID-19, there may be more pressing things you need to deal with to control the spread. You can pick the five topics on the pandemic readiness roadmap to work on now however, the assessment results will be helping for the future as you continue your journey in the program.

### SLIDE 13: DEVELOP

- With the help of your provider, you’re going to make those improvements in your workplace; you’re going to implement the topics that you’ve selected.
- If you’ve already started developing your protocols, you can still get credit for this. Through this program we provide you with recognition and rebates for new health and safety initiatives, and anything you’re doing right now to address the pandemic is considered new, because the pandemic is new.
- Your provider can still troubleshoot any challenges you may face along the way.

### SLIDE 14: DEMONSTRATE

- At this step, topics are completed and the workplace is functioning well. This is where you want to submit evidence to WSIB validation.
- In this new program, we’re looking for an attestation from the employer that they’ve done these things - what, where, when, why, how of their implementation, but we also want to see some evidence (not exhaustive evidence). How is it living or breathing in your workplace? (an example can be a video from an employee, senior leader or health and safety professional on how
you identified and resolved hazards). Lots of flexibility in type of evidence you can submit.

- Validator will review your evidence and if you haven't demonstrated through your evidence that you have completed the topic, they will provide feedback and identify the gaps. You will be given 60 days to address them.

**SLIDE 15: ACHIEVE**

- For every topic you complete, you will earn a rebate and receive some non-financial recognition.

**SLIDE 16-17:**

- One thing to be aware of for the rebate is the **Compass tool** - a secure online access for employers to find out more about their health and safety statistics and how they compare to other businesses. They can find out types and rates of injuries, costliest injuries, claims experience, and premium rates; and important to calculating your rebate, is your predictability. The compass tool that you can access online as part of your WSIB online services, will give you your predictability, which you will need to know in order to understand your rebate.

**SLIDE 18:**

- How premium rebate works is that we look at your prior year premium.
- Predictability (found in Compass) is the percentage to which your claims experience impacts your premium rate.
- With a new premium rate setting model, you have a little bit more control over your premium rate. Meaning, as you improve your claims experience, through improved health and safety, your premiums should start to go down. Those employers with higher predictability have a greater ability to impact that premium rate, meaning they have a greater ability to bring down their premium; whereas with a lower predictability, employers have a lesser ability.
- General rule of thumb, is if you've got 100 or more employees, you're at a higher predictability. This is tricky for the tourism industry, because employees probably fluctuate throughout the year.
- For smaller businesses, we've increased the rebate potential by adding in something called a minimum amount per topic. There is a minimum amount of $1,000 per topic, up to 75% of premium.
- Maximum amount you can receive is $50K per topic

**SLIDE 19: Public Recognition**

- Badges have been slightly updated. You can see them on the Safety check website. The year has been added to the badges.
- Badges signifies your investment of health and safety.
- This portal is open to the public so they can see which employers have this member badge. It demonstrates your commitment to health and safety.
- Performance badges – awarded when you complete levels within the program
Small Business Health and Safety Leadership Awards - launching soon; will provide more cash prizes and recognition to small businesses that are leaders in health and safety.

**SLIDE 20: Measuring change in culture**

- This is an optional component
- We provide you with a free culture survey provided through the online platform. A link can be sent out to your employees.
- There are 12 questions for them to answer. These questions really give you a snapshot of how employees feel about health and safety in your workplace; gives you a baseline for where your health and safety culture might be at the moment, and also an opportunity to see improvements in your health and safety culture over time. This is a great tool as it engages your employees right now and gives them a stronger voice in health and safety; they can inform you on how you are evaluating your health and safety culture, and evaluate improvements to it.

**SLIDE 21-22: Next Steps**

- Email us to calculate your potential rebate or how to connect with a provider.
- Select and register with an approved provider and get access to the online platform.
- Then receive your member badge on our safety check website and then begin your safety journey.

**SLIDE 23-26: Resources, COVID-19 reporting and WSIB COVID supports**

- Visit the website for info and our 2 minute video
- FAQ
- Health and Safety Roadmap (attached)

**Questions:**

1) Will this Excellence program be partially or totally available in French?

All program materials have been translated into French.

At this time, the following providers have French services. We are expanding our provider network and will have a number of new provider’s onboarding in September. We can share an updated list of providers that offer services in French at that time as well.

- **Dunk & Associates (Currently developing webinars/ training materials in French):** [https://www.wsib.ca/en/provider-profile-dunk-associates-0](https://www.wsib.ca/en/provider-profile-dunk-associates-0)

2) Can non-profit organizations participate in this program?

Absolutely! As long as you have a WSIB account (paying premiums).
3) Does this work for a business with only 1 employee? Our fees are only $500 last year and we are pro-health and safety.

Yes, microbusinesses are welcome to join the program. However, as mentioned, the rebate is up to 75% of premium which may be on par with provider fees.

We are looking to increase support for micro businesses and are speaking to the senior leaders in our organization. This may change in the future where we can provide more of a rebate to really offset and maybe even go beyond the premiums that employers are paying for those micro businesses.

4) What kind of costs would we be looking at?

See above.

5) Did you say the rebate will apply to premiums already paid for this year?

The way we calculate your rebate is based on your previous year premium. Whatever you paid the previous year you'll get the percentage of that. Looking back at slide 18 in the deck, most employers will get between 7 and 10% rebate on their premiums. So whatever you paid in 2019, that's what we would calculate against. If you receive your rebate next year, it would be against your 2020 reconciled premiums.

6) Checking the workplace perception of health and safety is a great feature of the program. Is that available in different languages to be used for sectors where there are temporary foreign workers and/or for those who are more comfortable with using another language? Can this be delivered beyond English and French?

Our diversity and inclusion office are able to translate our programs into almost any language that's required. So, if there a need for a Spanish translated survey to support many of the foreign agricultural workers and seasonal agricultural workers, we can do that. So employers that are interested in a language beyond French can make the request and we can certainly provide the culture survey or the program information in that language.

7) Is this program aligned with OTEC and Tourism HR Canada Programs/initiatives?

I work with a lot of different associations and a lot of accredited bodies that have certain requirements for employers or certain standards for employers, and I align the program to those standards. We can essentially wrap our arms around any standards or requirements out there. But what it requires is that I look through their requirements and our topics so we can show how working through specific topics in our program can align with certain guidance or standards out there.

This is a conversation I haven't had yet, but I certainly would be open to it, if that would make things easier for the membership at TIAO to start to pursue some of these topics.

Great suggestion and I will connect with them to see what can be done there.
RESOURCES:

- Ontario’s Stage 3 reopening [https://www.ontario.ca/page/reopening-ontario-stages#section-3](https://www.ontario.ca/page/reopening-ontario-stages#section-3)
- Industry Protocols: [https://www.tiaontario.ca/cpages/covid19](https://www.tiaontario.ca/cpages/covid19)
- Northern Ontario Business reopening Toolkit: [http://reopenthenorth.ca](http://reopenthenorth.ca)

We look forward to speaking with you again soon!