CSA Z1011.1:22

Work disability management in the paramedic service organization

Implications for Paramedic

November 21, 2022





Land Acknowledgement

Where the National Office of the IDEA SIL is situated has, for thousands of years, been the traditional land of the Huron-Wendat, the Seneca and, most recently, the Mississaugas of the Credit River. Today, this land is still home to many Indigenous people from across Turtle Island, and we are grateful to have the opportunity to conduct our work on it.

Please note that this acknowledgement is relevant to Toronto, however, since we are coming from different regions, we would suggest thinking of the communities in your respective locations as well.



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Acknowledgements

This project was funded, in part, by the **Defense Research and Development**

Canada, Centre for Security Science (DRDC CSS).

The views expressed in this Standard do not necessarily reflect those of DRDC CSS.



Outline of Today's Webinar

Main objectives:

- Provide an overview of the Canadian Standard for Managing Work Disability in Paramedic Service Organizations (CSA Z1011.1:22)
- Discuss the implications for paramedics of adopting the standard

Agenda

- 1. Opening Remarks
- 2. CSA Standard Development Process
- 3. Background on Management Systems
- 4. Overview of the Standard and its Annex
- 5. Stakeholder Panel Discussion

Webinar Leads



Emile Tompa, PhD Director Centre for Research on Work Disability Policy Executive Director Inclusive Design for Employment Access (IDEA) etompa@iwh.on.ca



Amin Yazdani, PhD, CSP

Executive Director Canadian Institute for Safety, Wellness, & Performance School of Business, Conestoga College <u>ayazdani@conestogac.on.ca</u>

Opening Remarks

Pierre Poirier

Chief/Chef, Ottawa Paramedic Service/Service paramédic d'Ottawa





CSA Group: Standards Development

The information in this presentation is limited to those participating in the **Z1011.1 Webinar series** only and is not intended to be shared with anyone.

What I'll cover today

- Who we are?
- What do we do; how do we do it?
- CSA Standards
- When and where are Standards applied
- Opportunities into the future

About CSA Group

A global organization dedicated to safety, social good and sustainability.

We are a leader in facilitating Standards Development and in Testing, Inspection and Certification around the world including Canada, the U.S., Europe and Asia.

Our mandate is to hold the future to a higher standard.



CSA Group At-a-Glance

HOLDING THE FUTURE TO A HIGHER STANDARD

Societal Good







Standards Development Organization

CSA Standards Development Process – The Cycle





How can you or your organization get involved?





CSA Z1011.1:22, Work disability management in the paramedic service organization

CSA Group acknowledges the development of this Standard was made possible, in part, by the financial support of the **Canadian Safety and Security Program (CSSP)**, managed through the **Defence Research and Development Canada, Centre for Security Science (DRDC CSS)**.

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CSA Z1011.1:22 National Standard of Canada



Work disability management in the paramedic service organization





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CSA Standards: Paramedic community

Standards – 4 listed	Publication Year
CSA Z1011.1, Work disability management in the paramedic service organization	2022
CSA Z1635, Functional requirements and core data set for a Canadian paramedic information system (CPIS)	2022
CSA Z1615, First responder fatigue risk management system	2022
Draft = CSA Z1660, National occupational standard for paramedics	2023



CSA Standards: Paramedic community

Standard/Express Document – 7 listed	Publication Year
CSA Z1650, Paramedic response to the opioid crisis: Education and training across the treatment and care continuum in out-of-hospital and community settings	2021
CSA EXP15, Remotely piloted aircraft systems (RPAS) operator competency requirements for emergency services	2021
CSA D500, Ergonomic design for ambulances and related equipment	2020
CSA Z1003.1, Psychological health and safety in the paramedic service organization	2018
CAN/CGSB/CSA-Z1640, Personal protective equipment (PPE) for investigating and dismantling clandestine drug laboratories	2018
CAN/CSA-Z1630, Community paramedicine: Framework for program development	2017
CAN/CGSB/CSA-Z1610, Protection of first responders from chemical, biological, radiological, and nuclear (CBRN) events	2011 (R2021)



CSA technical committee for Z1011.1:22 Work disability management in the paramedic service organization

Membership structure

Description	Min	Max	Actual
General Interest	3	5	5
Government and/or Regulatory Authority	3	5	4
Organizational Interest	3	5	5
Professional Services	3	5	3
User Interest	3	5	5





- Preface
- Clause 0: Introduction (optional)
- Clause 1: Scope
- Clause 2: Reference publications
- Clause 3: Definitions
- Clause 4+: Body (including tables and figures)
- Annexes



1. Scope – Z1011.1:22 *Work disability management in the paramedic service organization*

According to Clause 1

1.1 Inclusions

- This Standard applies to the requirements for a WDM system which can be used in the PSO to address the health needs of workers in order to prevent and/or manage work disability.
- This Standard includes specific requirements and guidance related to the management work disabilities associated with operational stress injuries (OSI) and other mental health conditions that could be due to work related exposure(s) and non-work-related exposure(s).
- This Standard applies a general framework to be applied to any types of disability.

1.2 Exclusions

• This Standard does not include guidance on the diagnosis or treatment of work disability.



Resources

- CSA Z1011.1 View access available in EN and FR. <u>www.csagroup.org/store</u>
- Z1011.1 Webinar four-part series Complimentary
 - Webinar 1: Monday, June 6th at 12 pm, ET: Introducing CSA Z1011.1 Work Disability Management in the Paramedic Service Organization
 - Webinar 2: Monday, June 20th at 12 pm, ET: The Role of Key Stakeholders
 - Webinar 3: Monday, September 19th at 12 pm, ET: Managing Disabilities Associated with Operational Stress Injuries
 - Webinar 4: Monday, November 21st at 12 pm, ET: How does the Standard address the needs for paramedics with injuries and disabilities

Community of Practice page – *in development*



Why do organizations and governments adopt standards?

- Multi-stakeholder expert volunteer participation using a <u>consensus</u> based approach CSA Group staff facilitate the accredited process
- Leading practices as defined by the technical experts in the subject area
- Less expensive approach / increased flexibility to respond to changes
- Ongoing systematic review (minimum of every 5 years)
- Promotes <u>harmonization</u> internationally

















Thank you. Lina Lopez

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Systems Change at the Organizational Level

- The work disability management in the paramedic service organization (CSA Z1011.1:22) is a management systems standard
- Traditional approach used to address work disability issues is reactive
 - Assign role of work disability manager to a particular person
 - Some organizations may farm out disability management function
- Systems approach is proactive and considers all roles and responsibilities
 - Considers inputs, process, outputs and feedback
 - Evaluation and improvement on a continual basis



What is a Management System?

- Formalized framework of policies, processes and procedures used to meet organizational objectives
- Documented and tested step-by-step method aimed at smooth functioning
- Audits are a vital part of the management system approach
- Ideally, organizations have frameworks in place to address all core aspects of organizational activities including work disability management (WDM)
- Systems approach to work disability management ensures clarity, consistency and integration with other organizational activities
- Proactive approach to work disability address health needs of workers before they are disabling



ET

Management System Model*



^{*}Health and Safety Executive Model (HSG65)

ET

Overview of the standard

Work disability management in the paramedic service organization

GROUP"



CSA Z1011.1:22 National Standard of Canada



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Z1011.1:22 Work disability management in the paramedic service organization

According to Clause 4.1.1

Five key stakeholders

- 1. top management;
- 2. front line managers and supervisors;
- 3. internal subject matter experts/disability management specialists;
- 4. healthcare professionals; and
- 5. workers and their representatives/unions in the paramedic community.

Roles and Responsibilities



AY Steps towards WDM implementation using Plan-Do-Check- Act (PDCA) model

Clause 5 Planning

- Review internal and external practices

- Identify gaps (gap analysis);
- Establish objectives and targets (benchmarking)
- Commitment to continual improvement

Clause 6 Implementation

- Competent persons tasked with this function;
- As organizational change occurs, the system is reviewed to determine if adjustments need to be made.
- Preventive and protective measures

Clause 7 Performance monitoring, evaluation and continual improvement

- Scalable to the size of the PSO and its WDM system
- Qualitative and quantitative methods should be used;
- Acts as a checkpoint



Z1011.1:22 Annexes (informative)

Annex A	Annex B	Annex C	Annex D
Wellness checks during a medical leave	Mental health literacy — Training and education	Work-focused exposure program	Bibliography



Panel Discussion

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Moderator

Lina Lopez

Project Manager Worker and Public Safety, Standards Canadian Standards Association (CSA Group)



Panelists



Tanya Morose

Director, Prevention, Retention and Engagement, Public Services Health & Safety Association



Bruce Krauter Chief, Essex-Windsor EMS



Meghan Colvin-Daley

Paramedic Prince Edward Island



Michael Speers Primary Care Paramedic Region of Peel, Brampton, Ontario



Tanya Morose Director, Prevention, Retention and Engagement, Public Services Health & Safety Association

- 1. How can the new CSA Z1011.1 help organizations better manage work disability related to occupational stress injury?
- 2. How can top management ensure the successful implementation of a systematic approach to work disability management?
- 3. Can you speak to the importance of management commitment and leadership?



Bruce Krauter Chief, Essex-Windsor EMS

- 1. How can the new CSA Z1011.1 help organizations better manage work disability related to occupational stress injury?
- 2. What is the role of internal disability management in the work disability management system and how can this role best dovetail with external health care professional supports?
- 3. How can health care professionals best work with paramedic service organizations to support them in their management of occupational stress injury?



Meghan Colvin-Daley

Paramedic Prince Edward Island

- 1. What are the key challenges facing paramedics in the area of occupational stress injury?
- 2. How can the new CSA Z1011.1 help organizations better manage work disability related to occupational stress injury?
- 3. What advice would you give organization to support their efforts in adopting the CSA Z011.1?



Michael Speers Primary Care Paramedic Region of Peel, Brampton, Ontario

- 1. What are the key challenges facing paramedics in the area of occupational stress injury?
- 2. How can the new CSA Z1011.1 help organizations better manage work disability related to occupational stress injury?
- 3. What advice would you give organization to support their efforts in adopting the CSA Z011.1?

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Community of Practice page – in development

Resources

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Webinars







https://www.youtube.com/channel/UCWGG-XumHfuDHfonokyRFmg/about

