

CSA Z1011.1:22

Work disability management in the paramedic service organization

The Role of Stakeholders

July 11, 2022



Acknowledgements

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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 role of key stakeholders in supporting disability management in paramedic service organizations

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

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| Opening Remarks

Pierre Poirier

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CSA Group: Standards Development

Monday, July 11, 2022

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

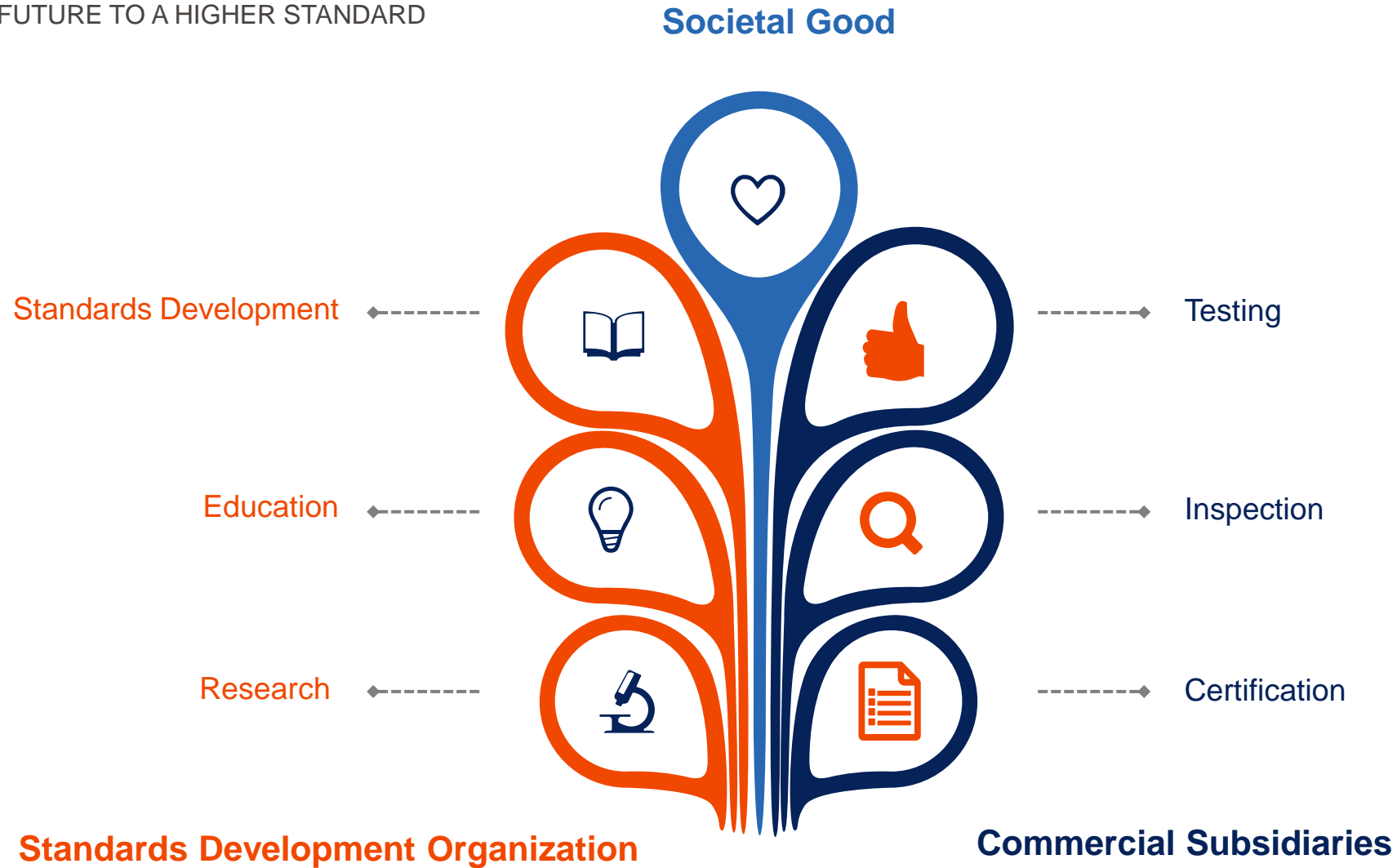
A global organization dedicated to safety, social good and sustainability.

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.

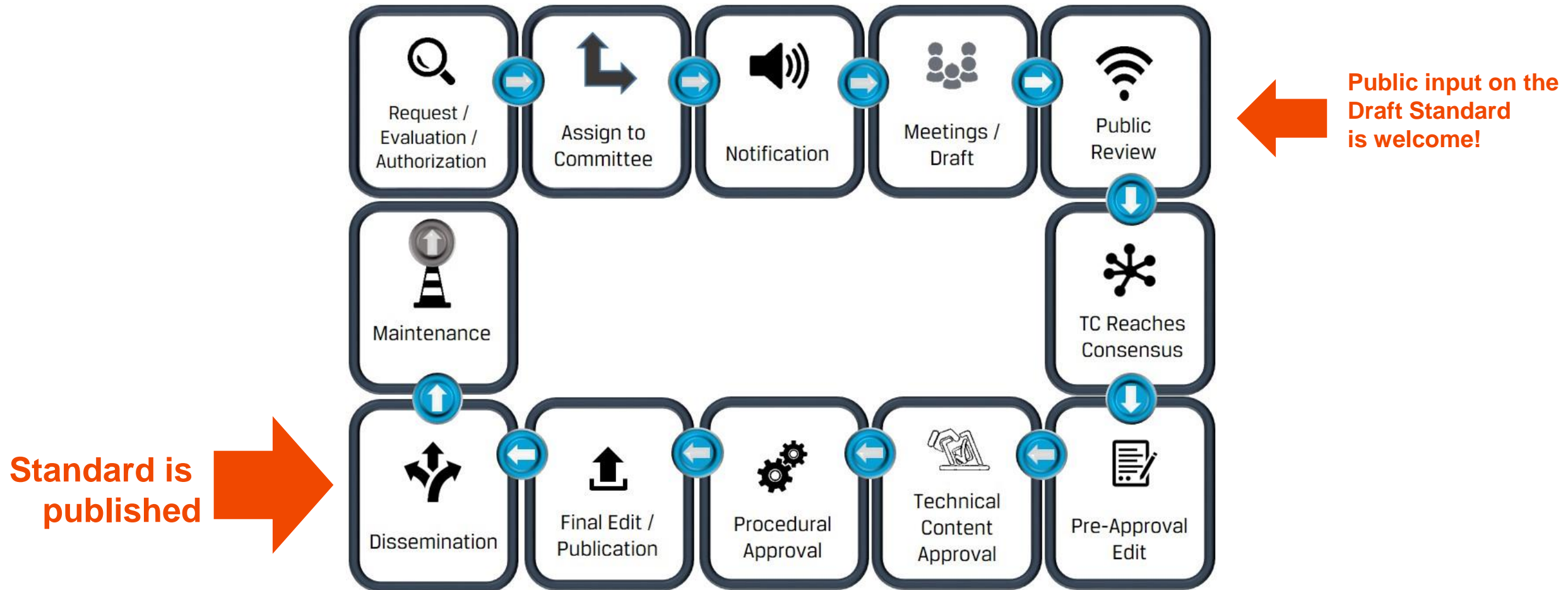
CSA Group At-a-Glance

HOLDING THE FUTURE TO A HIGHER STANDARD



Standards Development Organization

CSA Standards Development Process – The Cycle



CSA Standards: Paramedic community

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

CSA Standards: Paramedic community

Standard/Express Document – 7 listed	Publication Year
<i>CSA Z1650, Paramedic response to the opioid crisis: Education and training across the treatment and care continuum in out-of-hospital and community settings</i>	2021
<i>CSA EXP15, Remotely piloted aircraft systems (RPAS) operator competency requirements for emergency services</i>	2021
<i>CSA D500, Ergonomic design for ambulances and related equipment</i>	2020
<i>CSA Z1003.1, Psychological health and safety in the paramedic service organization</i>	2018
<i>CAN/CGSB/CSA-Z1640, Personal protective equipment (PPE) for investigating and dismantling clandestine drug laboratories</i>	2018
<i>CAN/CSA-Z1630, Community paramedicine: Framework for program development</i>	2017
<i>CAN/CGSB/CSA-Z1610, Protection of first responders from chemical, biological, radiological, and nuclear (CBRN) events</i>	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	6	5

Executive Committee

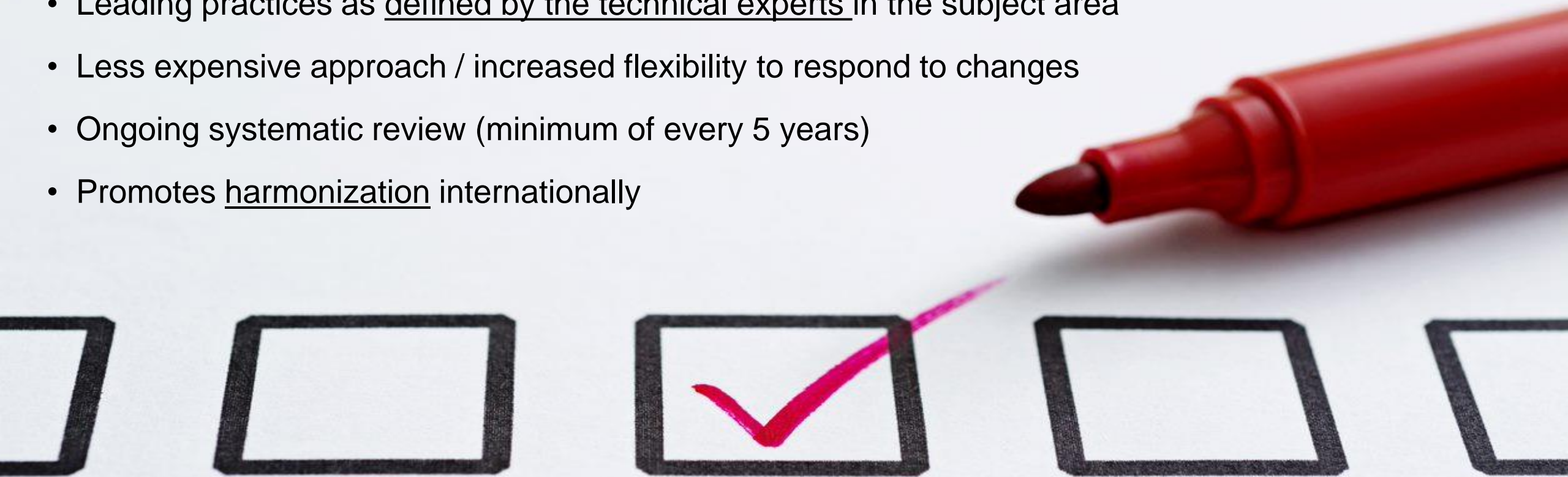
Chair: Amin Yazdani

Vice Chairs: Emile Tompa and Pierre Poirier

CSA Project Manager: Lina Lopez

Why do organizations and governments adopt standards?

- Multi-stakeholder expert volunteer participation using a consensus 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 harmonization internationally



How can you or your organization get involved?



Thank you.

Lina Lopez
CSA Project Manager

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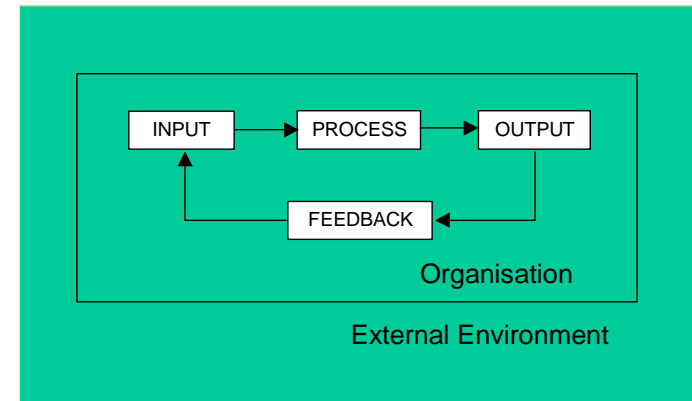
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Systems Change at the Organizational Level

- 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

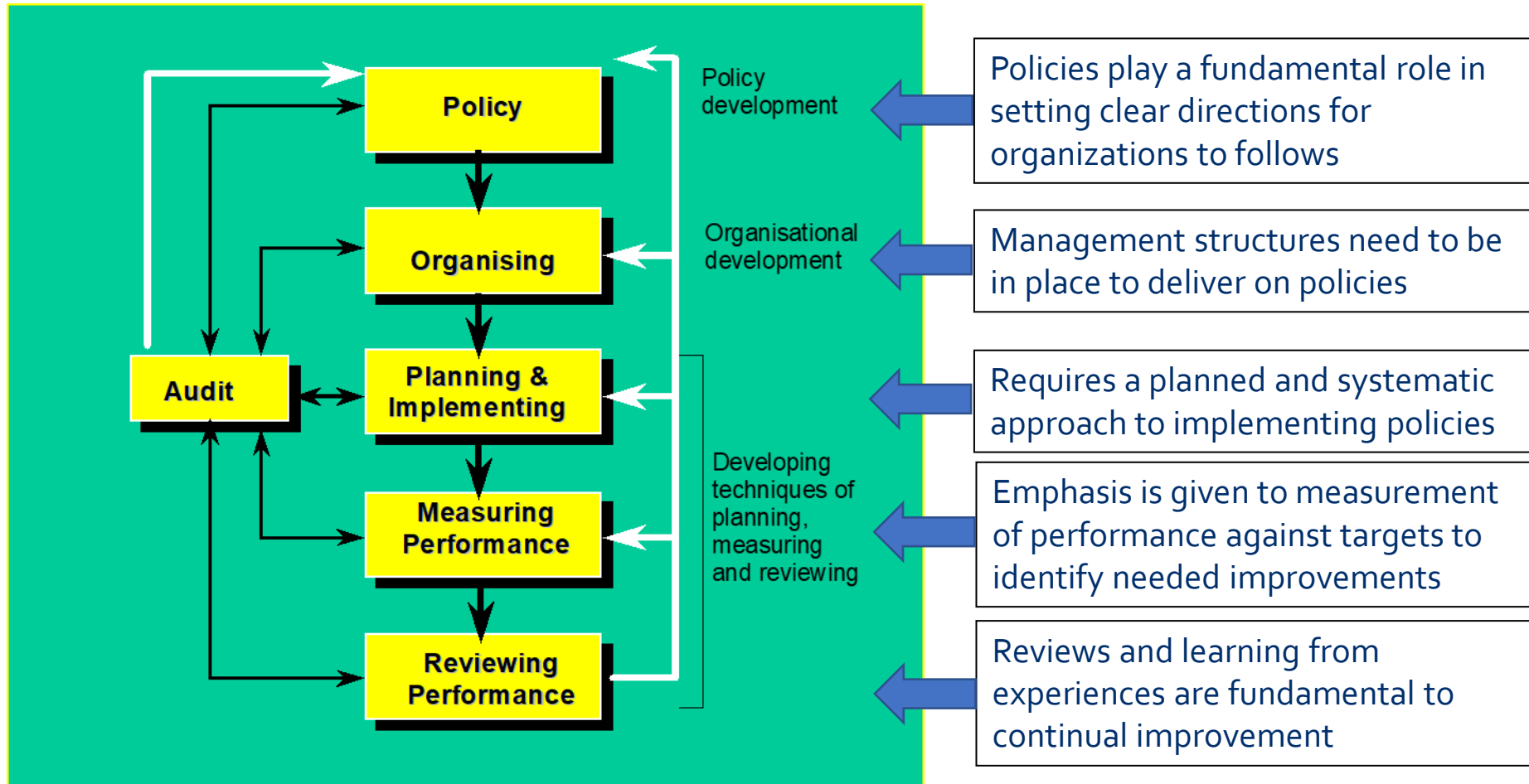


What is a Management System?

- 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



Management System Model*



*Health and Safety Executive Model (HSG65)

Overview of the standard





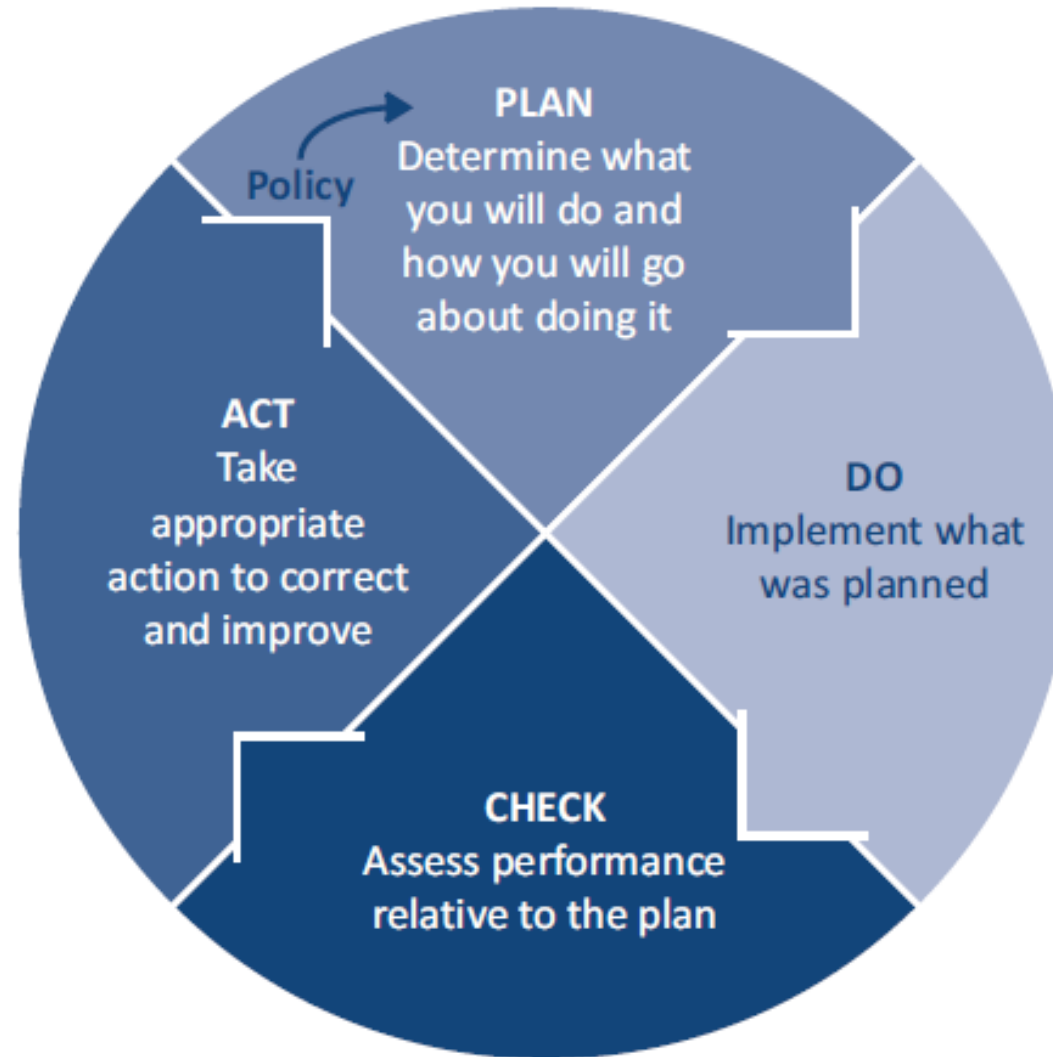
Elements of a Standard

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



Framework

AY



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.

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

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

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 person tasked with this function;
- As organizational change occurs, the system is reviewed to determine if accommodation needs 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

Moderator

Lina Lopez

Project Manager

Worker and Public Safety, Standards

Canadian Standards Association (CSA Group)



Panelists



Pierre Poirier

Chief
Ottawa Paramedic Service



Katy Kamkar

Ph.D., C. Psych., Clinical Psychologist
Centre for Addiction and Mental Health (CAMH)



Robert Parkinson

Health and Wellness Director
APBC



Denise Annicchiarico

Supervisor, Disability Management & Well-being
Strathcona County



Pierre Poirier

Chief

Ottawa Paramedic Service

Questions

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?



Katy Kamkar

Ph.D., C. Psych., Clinical Psychologist
Centre for Addiction and Mental Health (CAMH)

Questions

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?



Robert Parkinson

Health and Wellness Director
APBC

Questions

1. How can the new CSA Z1011.1 help organizations better manage work disability related to occupational stress injury?
2. How can managers and supervisors support workers in the prevention and management of occupational stress injury?
3. What can managers and supervisors do to foster an inclusive, safe, and supportive workplace environment?



Denise Annicchiarico

Supervisor, Disability Management & Well-being
Strathcona County

Questions

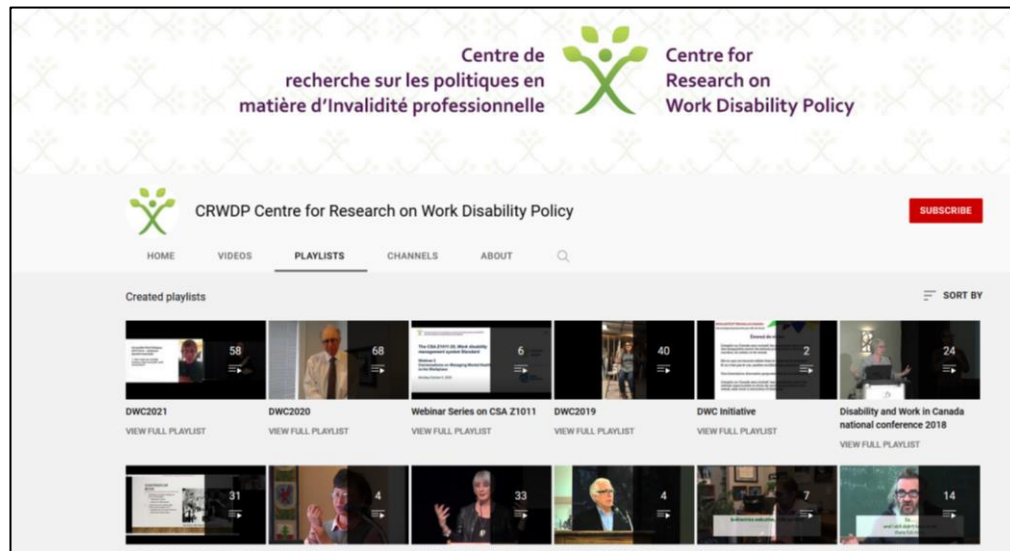
1. How can the new CSA Z1011.1 help organizations better manage work disability related to occupational stress injury?
2. What can worker representatives do to support worker health needs?
3. The Standard notes that worker participation is essential. What do you see as the key role for workers in the prevention and management of occupational stress injury?

Resources

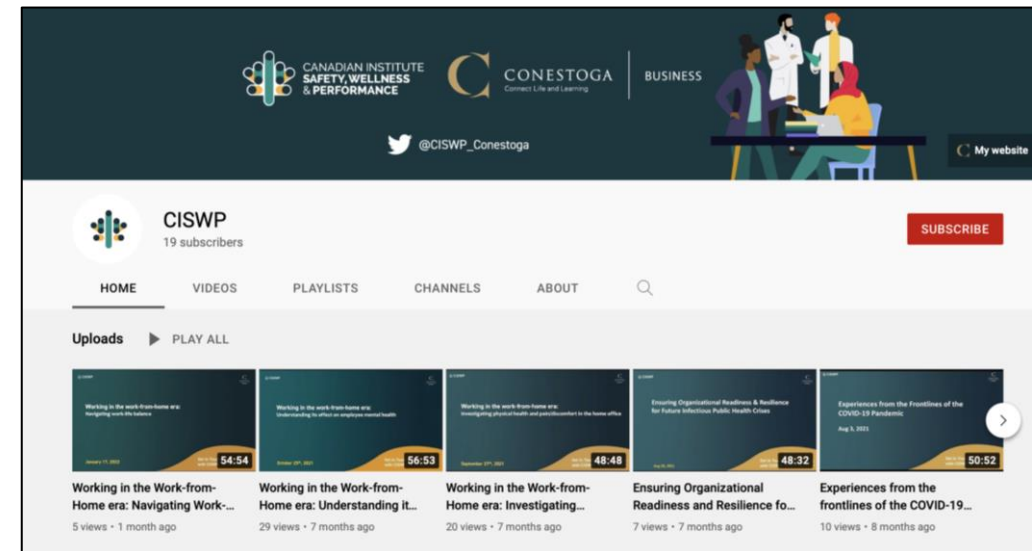
- CSA Z1011.1 - View access available in EN and FR. www.csagroup.org/store
- Z1011.1 Upcoming Webinars in the four-part series - **Complimentary**
 - **Webinar 3: Monday, September 19th at 12 pm, ET:** Managing Disabilities Associated with Operational Stress Injuries
 - **Webinar 4: Monday, October 17th at 12 pm, ET:** How does the Standard address the needs for paramedics with injuries and disabilities

Community of Practice page – in development

Webinar Recordings YouTube



<https://www.youtube.com/user/crwdp/playlists?app=desktop>



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

THANK YOU