

## Client Services Procedure Manual

**Procedure: 63.00**

**Subject: Priority Employer Intervention**

There is a need to escalate priority employer interventions to the Senior Health and Safety Advisor, Manager of Prevention, Director of Prevention, or Executive Director of Employer Services when employers fail to commit to participation in the Priority Employer Program and/or take responsibility for managing health and safety in the workplace.

1. The need for a possible priority employer intervention is identified by a Health and Safety Advisor when the following conditions exist and follow-up by the advisor has not been successful.
  - a) The priority employer has refused to discuss the priority employer program with the Health and Safety Advisor;
  - b) The priority employer has rejected the opportunity to participate in the priority employer program after discussion with the Health and Safety Advisor; and/or
  - c) The priority employer has resisted working with the Health and Safety Advisor to address outstanding issues.
2. The Senior Health and Safety Advisor identifies the need to intervene based on information provided by the Health and Safety Advisor, as well as:
  - a) Injury statistics;
  - b) Claims costs;
  - c) PRIME information;
  - d) Committee minutes;
  - e) Department of Government Services, OH&S Branch Directives;
  - f) Case Manager concerns; and
  - g) Certification training records.
3. Priority employer intervention is conducted in stages depending on the needs identified.

### Stage 1

- a) A priority employer intervention and plan of action is initiated by the Senior Health and Safety Advisor, who contacts the employer to follow-up on the invitation to participate in the Priority Employer Program.
- b) The Senior Health and Safety Advisor arranges a meeting with the employer to discuss issues and concerns and seeks to gain commitment and participation in the Priority Employer Program.

### Stage II

- a) Utilizing a team approach, the Senior Health and Safety Advisor facilitates a meeting with appropriate personnel from Prevention Services, Assessment Services and Compensation Services to review the research findings, statistics, trends and outstanding issues associated with the employer.

- b) The Manager of Prevention Services is briefed on the outcome.

### Stage III

- a) The Manager of Prevention Services acting as facilitator, invites the employer and appropriate personnel to attend an information session to discuss outstanding issues with the goal of achieving employer participation in the priority employer program.
  - b) Documentation of the meeting, outlining the participants, information discussed and recommendations made will be added to the employer's file.
  - c) Where the employer decides not to form a working partnership with Prevention Services, a referral is made to the Department of Government Services, OH&S Branch.
  - d) The Director of Prevention Services and the Executive Director of Employer Services will be briefed on the outcome.
4. A referral to the Department of Government Services, OH&S Branch can be made at any stage depending on the circumstances presented by the employer and/or the Health and Safety Advisor. The Senior Health and Safety Advisor and the Manager of Prevention Services will discuss direct referrals based on the facts presented to them.
5. The cycle continues until such a time that:
- a. significant progress is attained;
  - b. the employer declines further services;
  - c. the employer requests a discontinuation; and/or
  - d. significant decrease in workplace injuries is demonstrated.

**Reference:** N/A

### Amendment History

<i>Original Effective Date</i>	2003 12 02
<i>Revision #1</i>	2011 06 07