

Working Well Together

A workplace health promotion initiative

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Disclosures

- ▶ No relevant financial disclosures
- ▶ Member of the Health Committee, Bow Valley Immigration Partnership

Background

- ▶ Banff is a major tourist destination
- ▶ Population 7847
- ▶ 25% of population are immigrants
- ▶ 72% economic immigrants
- ▶ Hospitality industry is major employer

(Statistics Canada, 2016)



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Employment situation for Bow Valley Immigrants



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- ▶ 50% of immigrants work in hospitality sector
 - ▶ 20% not satisfied with their current job
 - ▶ 40% felt that their current job did not fit education/experience
 - ▶ 40% reported discrimination
 - ▶ 30% did not understand employment standards & worker rights
- (BVIP, 2014)
- ▶ Immigrants and service workers reported:
 - ▶ Musculoskeletal work injuries
 - ▶ Work stress

WCB Data 2014-2017

- ▶ Claims most frequently filed by housekeepers, cooks and servers
- ▶ Higher rates in Bow Valley for disabling injuries and lost time claims than provincial average
- ▶ Larger hotel employers have more than 2 X provincial rates
- ▶ Sprains, lacerations and bruises were commonest injuries
- ▶ Distal upper extremity and spinal axis most commonly affected



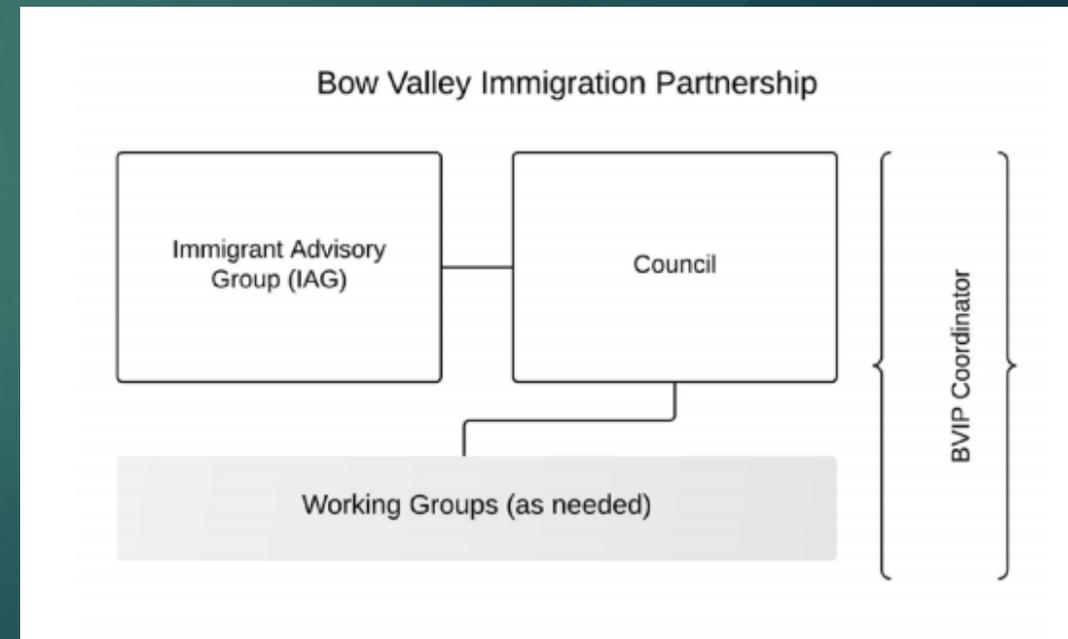
Working Well Together

- ▶ Community based health promotion initiative
- ▶ Focus on immigrants working hospitality sector
- ▶ Sponsoring organization: BVIP



Bow Valley Immigration Partnership

- ▶ Collaborative community initiative
- ▶ Immigrant integration
- ▶ Social determinants of health perspective



Program Objectives



Program Activities

- ▶ Steering committee of immigrant workers and community partners
- ▶ Quantitative and qualitative assessments of immigrant work health
- ▶ Increased access to training for immigrants
- ▶ Workshops on employment standards, workers' rights and injury prevention
- ▶ Bow Valley Inclusion Charter



Partnerships

Sector	Organization	Role in Project
Immigration	Settlement Services	Dissemination of information regarding how to access language and workplace social skills training. Education regarding processes for foreign credential recognition.
Education	The Bow Valley College	Enhancing life skills through English language and workplace communication classes.
Employment	The Job Resource Centre	Training in workers' rights and employment standards.
	Banff Lake Louise Hospitality Association, Canmore Chamber of Commerce	Liaising with employers and ensuring their participation in the project.
Health	The Bow Valley Primary Care Network	Education regarding the prevention of work-related injuries.

Bow Valley Workplace Inclusion Charter

- ▶ Inclusive practices promote innovation, retention and productivity. (Deloitte, 2013)
- ▶ Employers commit to 5-15 key actions to promote inclusion
 - ▶ community connections
 - ▶ employment standards
 - ▶ language learning
 - ▶ culture and leadership
- ▶ Employers receive:
 - ▶ Tools and resources for implementing commitments
 - ▶ Contact with BVIP co-ordinator for questions, support, & feedback
 - ▶ Recognition: decals, certificates, media coverage etc.



Proposed work

- ▶ Qualitative research into barriers and facilitators to workplace health
- ▶ Expand inclusion charter
 - ▶ Establish participatory ergonomic committees
 - ▶ Employee empowerment
- ▶ Community based participatory research
 - ▶ Discrimination & underemployment issues



Questions

