



Annual Report

2016 - 2017

Chairperson's Report

Over the last year there have been a number of changes in Manitoba's health care system that have encouraged us to strengthen our infrastructure and outreach, and explore new direction for collaboration, partnerships and opportunities.

Two of our notable achievements this year were internal ones, including;

- OHC increasing its presence on social media to build closer ties to other community health centres, labour, workplaces and newcomers. Strengthening our network and client contacts were identified as a strategic priority that we are improving on.
- We have developed a new community service data base. With our new database we can better track our contacts and their relation to the OHC including service delivery, inquiries and relationships between the centre and other contacts. It has already helped to identify the need to develop new educational tools and models to engage our clients.

One example of a new opportunity has been the development of the Community of Practice model which is now emerging in our Psychological Health and Safety in the Workplace program. It focuses on bringing together organizations that are working toward the implementation of the CSA Standard on Psychological Health and Safety in the Workplace. The need to develop different ways to carry out Psychological Health and Safety programming has been supported by the overwhelming interest that workers and workplaces have in the subject. This last year alone the OHC saw over 800 participants in these programs.

OHC's focus on more collaboration with partners has also created new opportunities as we continue to work strongly with partners such as:

- **SAFE Work Manitoba** – OHC partnered with SAFE Work on this year's Repetitive Strain Injury Awareness Day, on a Psychological Health and Safety in the Workplace Strategy, and on the Occupational Hygiene advisory group.
- **Workers Compensation Board of Manitoba** – OHC received a grant from the Research and Workplace Innovation program for a new two year project supporting food processing workers in the Westman region.
- **Immigration Refugees and Citizenship Canada** – OHC was awarded a new three year contract to continue our Train the Trainer program and community workshops with newcomer workers.
- **Winnipeg Foundation** – OHC received support which has led to new initiatives with our community health partners at the Manitoba Association of the Community Health Centres (MACH) and with the Canadian Association of Community Health centres (CACHC) respectively.

OHC continues to focus on making the workplace a more equitable, healthy and safer place for all workers. We continue to engage and participate in larger discussions at the provincial and government level. Work we have been continuing this year with public consultation submissions on issues like noxious weeds and the effect of pesticides on workers, the Workers Compensation Act Review and the five year review of the Workplace Safety and Health Act as part of the Minister's Advisory Council for Workplace Safety and Health.

For all these efforts I conclude with a heartfelt thank you to the staff of the OHC for making all this possible. Your passion, dedication and drive are what make this Centre so special and on behalf of the OHC board I want to thank you for all the work you do.

In Solidarity
Kevin Rebeck
Chairperson

Mission Statement / Guiding Principle

Mission Statement

The Occupational Health Centre (OHC) delivers services and programs that enhance the capacity of workers, workplaces and communities to protect their health and safety.

Guiding Principle

The Occupational Health Centre (OHC) is a worker-centred community health centre committed to ensuring that workers' health is always our main priority. OHC is committed to providing accessible services and programs for all workers in Manitoba and to reduce barriers workers experience in their workplaces. OHC believes workers should always participate in decisions that affect their health and safety. We recognize workers are diverse and have particular needs according to their sex, language, culture, religion, physical or mental ability, economic status, and level of education and are committed to respecting, and accommodating these differences appropriately.

Adopted March 2016

Board of Directors

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Glenn Tomchak
John Callahan

Staff

Rob Chase, Physician
Claudia Colocho - Project Coordinator, Brandon *
Linda Dawson, Occupational Health Nurse
Andrew Dolhy, Ergonomist
Karen Hamilton, Health Educator
Geetha Jayasinghe, Cross Cultural, Community Development Worker

Michael Kelly, Executive Director
Allen Kraut, Physician
Tiffany Pau, Resource Centre Coordinator
Mona Phillips, Finance/Office Administrator
Geoffrey Thompson, Occupational Health Nurse

* Project ended March 2017

Cross Cultural Community Advisory Committee

Warda Ahmed
Roselyn Advincula
Tej Bains

Martha Chicas
Jose Chinchilla
Arek Manyang

Van Nguyen
Tiffany Pau
Quan Hai Tonthat

Healthy Workplaces Healthy Workers Healthy Communities

Providing Medical Services

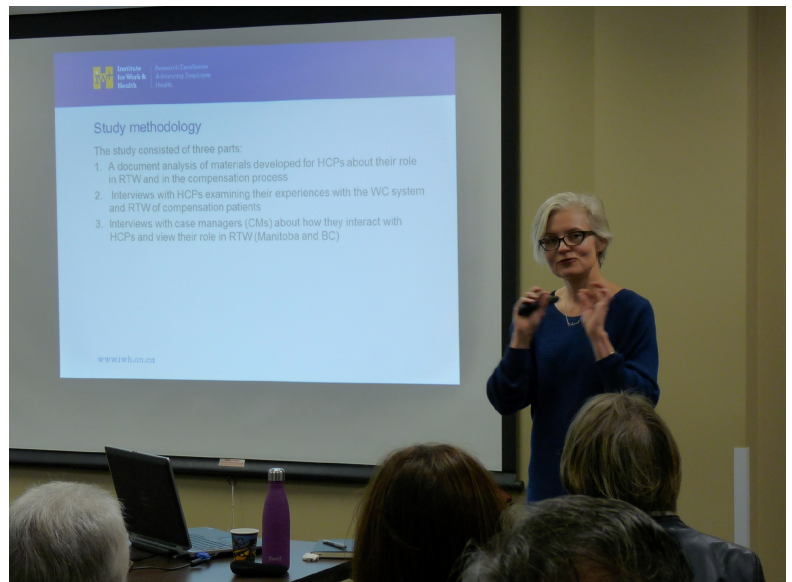
OHC provides Manitoba workers with access to experienced physicians who specialize in occupational health. Workers can come to the clinic by self referral or by referral from their doctor, union, employer, or advocate. The most common problems assessed relate to a variety of musculoskeletal conditions, chemical exposures, and an increasing number of mental health issues. This year our doctors helped 201 workers determine if their illness or injury was work related and, together with the worker and other health professionals, develop an appropriate plan. The advice and treatment offered varies according to the condition but may, involve initiating a WCB claim, supporting a WCB appeal, providing medical treatment and advice, or suggesting workplace changes.

Workplace Services and Education

Over the course of 2016 we engaged in 15 ergonomic workplace services reaching 450 participants and 22 educationals around Psychological Health and Safety in the Workplace Standard with 823 participants. In August 2016 OHC launched its first ever community services database, developed fully by OHC staff. This customized system uses participatory IT design principles and has applied them to Microsoft Access. By carefully tracking its activities amongst hundreds of recorded organizations and contacts, OHC is now better equipped than ever to analyse service trends, identify clients' needs and develop more effective programming. This means a much better system for tracking services and contacts.

Providing Information on Workplace Health & Safety

Staff provided 73 requests for information on various topics which included ergonomics, repetitive strain injuries, chemical, mental health/wellness, bullying and general occupational health & safety. We hosted ten public Tuesday A.M. presentation sessions to about 347 participants on topics such as Psychological Harassment and Bullying, Injury Prevention, WCB Return to Work Program Services, Scents and Sensibilities, Job Crafting and Social Media. We engaged 5720 participants this year through health and safety conference around Manitoba. The top three fact sheets requested were stress, ergonomics and bullying. Fact sheets are also available in 12 other languages.



The Role of Health Care providers in Return to Work After Injury - Dr. Agnieszka Kosny, presenter

Flu Clinic

2016 marked the first annual fall influenza immunization clinic at OHC. Immunization was available to anyone working in the Union Centre. The clinic was well received with 29 people receiving flu shots. Some told us this was the first time they had ever received a flu shot, and many indicated they were only now getting their shot because of the convenience of being able to attend a clinic at their workplace. We look forward to offering the same service in 2017.



Cross Cultural Community Development Program



This year, OHC's Community Trainers continued to deliver workshops and presentations on **Health & Safety Rights and Resources** in multiple languages to over 800 newcomers in community settings. This allows participants to more deeply understand the content of the workshop and to participate more fully and freely in discussions about their experience in the Canadian workplace. Community Trainers also delivered monthly presentations at Entry Program, the settlement orientation program for newcomers to Winnipeg.

Community Trainers participated in a focus group organized by OHC to discuss newcomer workers' experience with workers' compensation which informed OHC's submission to the public review of the Workers Compensation Act.

OHC's Cross Cultural Community Advisory Committee also made a presentation on the history and role of the committee to the Board of Directors this year and initiated a discussion and recommendations on improving organizational cultural competency.

OHC also works on issues affecting the health of migrant workers in Manitoba. This year we provided support and participated in a very successful Winnipeg premiere of "Migrant Dreams" a film about migrant workers who come to Canada by filmmaker Min Sook Lee.

First Language Health & Safety Trainer for Newcomers in the Food Processing Industry

This year OHC wrapped up a two year project that saw 14 trainers from five cultural communities complete the delivery of 16 workshops on **Health & Safety Rights and Resources** in their first language to 160 newcomers and Temporary Foreign Workers in the food processing industry in the Westman Region.

A community report and celebration was held with trainers and local Westman organizations to mark the ending of this project. This project was supported by a grant from the Research and Workplace Innovation Program (RWIP) of the Workers Compensation Board of Manitoba.

OHC also received approval from WCB-RWIP for a new project for the next two years to provide further support to newcomer workers in the food processing industry in this region and build on the accomplishments of this project. These two projects are delivered in partnership with the UFCW Training Centre.

Workplace Psychological Health and Safety

Promotion of workplace psychological health and safety continues to be an important OHC programming focus. We began this initiative in late 2015 in collaboration with the Mental Health Commission of Canada (MHCC). By partnering with many different organizations across Manitoba, OHC has achieved several important objectives in promoting the CSA National Standard for Workplace Psychological Health and Safety. Major developments this past year include:



1 in 5 of us will have a mental illness in our lifetime

- Collaborated with Safe Work Manitoba as a member of the Provincial Advisory Committee tasked with developing the recently released “Psychological Health and Safety in the Workplace Strategy”. Safe Work Manitoba clearly acknowledges OHC’s leadership and expertise in this growing field
- OHC staff conducted upwards of twenty outreach activities this fiscal year. Most of these were awareness presentations held in workplaces. We conducted three full one or two day workshops and presented at five large conferences focussed on psychological health and safety. All together 823 participants were reached.
- Beginning in 2017 the OHC formed an internal working group to facilitate implementation of the CSA National Standard. Actions to date include the writing of an OHC leadership commitment statement, action planning and policy review.
- In response to the expressed interest of at least ten diverse stakeholder agencies, OHC began planning an early spring knowledge exchange event designed to assist organizations currently implementing the Standard. The first meeting was held in early April, 2017. This “community of practice” model is promoted by the MHCC and shown to be effective in sustaining organizational change efforts. Future meetings are planned for early June and again in the fall.
- This past year OHC was approached by the Manitoba Association of Community Health (MACH), to assist its members with the implementation of the CSA National Standard. Besides planning customized workshops for MACH members, OHC is in the process of fine tuning its workplace service model regarding psychological health and safety.

Repetitive Strain Injury Awareness Day

OHC Co-hosts with SAFE Work Manitoba - February 28, 2017

This year's Repetitive Strain Injury (RSI) day had the theme of 'Ergonomic Solutions' and was the back drop for the launch of SAFE Work Manitoba's three Year Musculoskeletal Injuries (MSI) Prevention Strategy. The three year strategy involves working with safety partners on resources and training that supports employers and workers with high MSI risk.

Ergonomist, Andrew Dolhy, participated on the advisory committee for the strategy and organized industry speakers to share how they incorporated elements of providing prevention information, supporting innovation and training, promoting prevention initiatives and gathering good data into their workplaces' ergonomic initiatives. Workplace representatives from Motor Coach Industries, Boeing Canada, All Fab Building Components and Air Canada discussed the steps their companies had taken to prevent musculoskeletal injuries and specific ergonomic solutions that have made a real difference.



Thank you for your generous support. . .



Winnipeg Regional Health Authority
Office régional de la santé de Winnipeg



Citizenship and Immigration Canada

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**Thank you to all funders, unions, partners
and individual donors who have helped in
supporting our work.**



Healthy Workplaces Healthy Workers Healthy Communities

Financial Statement

Year Ending March 31, 2017

	2017	2016
Revenues		
Winnipeg Regional Health Authority - Medical Clinic	852,255	863,421
Winnipeg Regional Health Authority - Recoveries	(39,640)	-
Interest & Other	26,449	18,627
Workers Compensation Board - RWIP	39,540	46,000
Fundraising	4,943	18,132
Immigration, Refugee and Citizenship Canada (IRCC)	109,195	112,498
Deferred Revenue in		16,406
Deferred Revenue out		(17,753)
Total Revenues	992,742	1,057,331
Expenses - Operating		
Amortization on Equipment	3,095	-
Accreditation Fees	107	103
Audit & Accounting	10,387	12,116
Bank Charges	425	436
Computer software and services	5,936	6,547
Delivery	100	121
Employee benefits	101,343	105,828
Equipment rental & minor purchases	11,075	22,086
Insurance	5,509	4,595
Legal	145	145
License Fees	-	1,187
Meeting Expense	974	1,587
Memberships	1,000	500
Miscellaneous	6,556	4,459
Newsletter	-	6,803
Pre-retirement	5,895	5,221
Printing/Stationery & Office Supplies	21,626	20,842
Postage	1,400	1,366
Public Relations	3,179	2,263
Publications	2,563	3,530
Purchased Services	18,508	22,357
Rent	70,509	70,509
Staff Education & recruitment	2,004	5,882
Staff Parking	6,959	5,662
Staff Travel & Expenses	4,960	6,045
Telephone	8,098	7,915
Workplace services	-	1,145
Wages & Salaries	656,688	698,883
Total Operating Expenditures	949,041	1,018,133
Excess of Revenue over Expenditures	43,701	39,198