



Annual Report

2018 - 2019

Chairperson's Report

2018-2019 has been an exciting year for the Occupational Health Centre, marking 35 years since the Centre's founding. In the past 12 months, the Centre has taken on new challenges, built new cross-sector partnerships, responded to emerging trends on the Occupational Health and Safety front, and continued to expand OHC's reach beyond Winnipeg.

Some of the notable projects worked on this year include partnering with the Canadian Mental Health Association to develop and deliver the *A Hazard is A Hazard: Workplace Psychological Health and Safety* course for SAFE Work Manitoba. Building on OHC's work with the CSA standard over the last several years, this course is aimed at Industry-Based Safety Programs, however has had uptake across sectors and indeed across the country. Clearly there is a growing awareness of the equal importance of mental health safety in the workplace and the value of investing in a psychologically healthy workforce.

Another project OHC has led the way on is developing training on Workplace Sexual Harassment, with support from Sexuality Education Resource Centre (SERC) and Klinik. In the era of #metoo, this is a much-requested topic and is only the beginning of this work. The relationships we built with Klinik and SERC, along with the work we did in this workshop, led OHC to submit a successful joint grant proposal for federal funding to develop a sexual harassment in the workplace education program. This exciting 5-year project promises to move the needle on this important issue.

A core offering of the OHC is our ergonomics program, which reached over 500 participants this year. Repetitive Strain Injury Awareness day, co-hosted with SAFE Work Manitoba, continues to draw a crowd, with hands-on activities and demonstrations on avoiding stress injuries at work and at home.

In 2018, our Cross-Cultural Community Trainers had representation from the Ethiopian, Nigerian, and Yazidi communities. This brings the total number of community trainers up to 83, with reach across more than 20 cultural communities in Winnipeg. Once trained, these community members provide first language Health and Safety training to other workers in their respective communities.

In March of 2019, OHC wrapped up our project with the food processing workers in Westman and documented the results of this two-year project in the report *Stories of Newcomer Workers in Manitoba's Food Processing Industry*. Participant feedback was very strong and a number of recommendations were produced for better addressing settlement needs and improving worker health and safety.

OHC continues to be active on the community health clinic scene, both provincially through our membership in MACH (Manitoba Association of Community Health Clinics) and nationally on the board of CACHC (Canadian Association of Community Health Clinics). Both partnerships provide opportunities to become involved in new initiatives and to spread awareness of the intersection of occupational health with physical and mental health.

Lastly, this spring we wished a fond farewell to Michael Kelly who moved on from his role as Executive Director of the Occupational Health Clinic. Mike helped move the clinic into a new era and spearheaded important changes that strongly positioned the OHC in the local and provincial context. We thank him for his hard work and dedication and wish him well in his next challenge. Carly Nicholson has joined the OHC as our new Executive Director and has been busy building relationships with our staff team and stakeholders. She has inherited an enthusiastic board, staff and volunteer group that remain committed to the important work of the centre. Their skill, perseverance, and compassion are integral to the work of the clinic and they have our gratitude for their dedication.

In Solidarity
Kevin Rebeck
Chairperson

Vision

Healthy Workplaces, Healthy Workers, Healthy Communities

Mission Statement

To deliver 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.

Board of Directors

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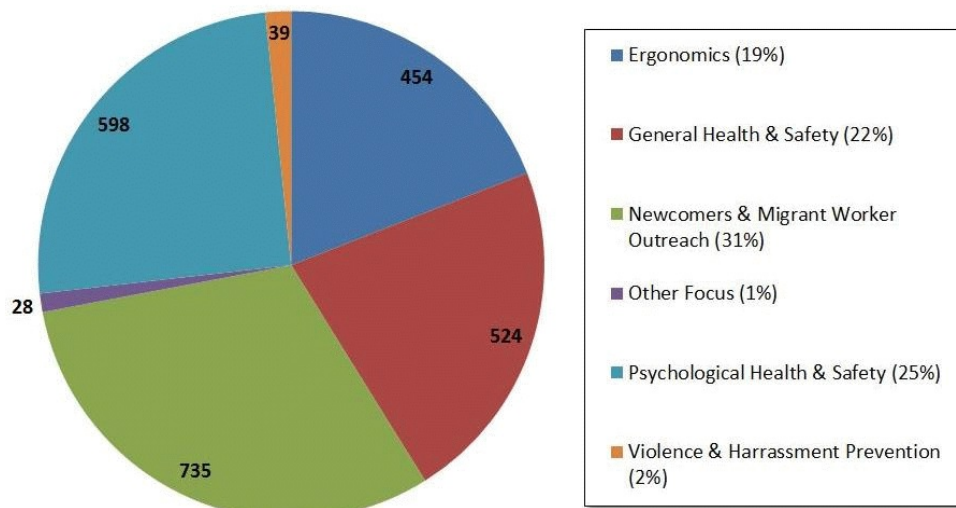
Staff

Rob Chase, Physician
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
Venantie Nutmende, Westman Project Coordinator
Tiffany Pau, Resource Centre Coordinator
Mona Phillips, Finance/Office Administrator
Geoffrey Thompson, Occupational Health Nurse

Cross Cultural Community Advisory Committee

Roselyn Advincula
Tej Bains
Martha Chicas
Jose Chinchilla
Arek Manyang
Van Nguyen
Tiffany Pau
Quan Hai Tonthat

2018 - 2019 Participants By Focus Area (Total = 2378)



Providing Medical Services

This year OHC doctors and nurses assessed 220 Manitoba workers. Workers were either self referred or referred by their medical practitioner. This year the most common problems our patients experienced were back, limb & joint conditions, a variety of chemical exposures such as lead, other metals and asbestos, and mental health issues related to stress and bullying in the workplace.

OHC doctors assist workers with a WCB claim, support a WCB appeal, recommend job modifications and suggest workplace changes.

Providing Information and Support on Workplace Health and Safety

Staff provided requests for information on various topics. The top two categories requested were on Ergonomics and Psychological Health and Safety.

We hosted 184 presentations and workshops and training sessions for a total of 2,378 participants on topics such as asbestos, well-being in the workplace, safety hazards of welding, a new International Standard on Psychological Health and Safety, de-escalating potentially violent situations, and office and lifting training.

We reached 3,500 participants this year through health and safety conferences, wellness fairs, events and service provider expos.

We frequently receive requests from workers and their families/support networks, for information about specific workplace hazards, injuries, and the long term management of the physical and psychological effects of workplace injuries. In response we do extensive research, to find the most current evidence and best practice recommendations used to support the client in their return to optimal health and sometimes to support workers' appeals for compensation and insurance. We have been encouraged in our work when clients and their families/support networks contact us with results of their appeals or to tell us the knowledge we shared has improved their current state of health.

Workplace Psychological Health and Safety

Since 2015, the promotion of workplace psychological health and safety has been a top priority at the OHC. We continue to deliver high quality training and outreach services to many different types of workplaces across Manitoba. With the help of its partners, OHC strives to expand stakeholders' capacity to implement the *CSA National Standard for Workplace Psychological Health and Safety*, particularly through workplace health and safety committees as well as other engaged community groups. This past year OHC staff assisted in the delivery of 22 trainings and presentations reaching 415 participants. Of special note are the three "Community of Practice" events facilitated on behalf of the Manitoba Association of Community Health (MACH), a collaboration that began in 2017 to assist community health centres with implementing the CSA Standard.

Growing Compassion in the Workplace

OHC created a new workshop called "Growing Compassion in the Workplace", based on groundbreaking work done by Monica Worline and Jane Dutton, summarized in their book, *"Awakening Compassion in the Workplace"*. The first one day session was held in December 2018. The workshop itself was clearly appreciated by participants who gave very positive evaluations and indicated they planned to bring their new knowledge to their own workplaces. We were pleased to have Interlake Eastern Regional Health Authority (IERHA) approach us to begin a joint project, developing the material further for use in their mandatory leadership training. This "train-the-trainer" model is an exciting extension of OHC's reach beyond the perimeter of Winnipeg.

Ergonomic Workplace Services and Education

In the 2018-2019 year, OHC continued participation in all programming and service delivery areas. The focus with all our services is to increase worker knowledge and skill, thus enhancing the capacity of workplaces throughout the province. We delivered 15 ergonomic workplace services, and 15 ergonomic education sessions reaching over 500 participants. The Ergonomist also consulted with OHC physicians on individual cases involving musculoskeletal injuries (MSI).

Repetitive Strain Injury Awareness Day

This year's RSI day was called '**Hands on Ergonomics**' which involved nine ergonomic related activities for participants to perform and learn ergonomic principles.

OHC organized the event hosted by Safe Work Manitoba with over 190 participants for two 2-hour sessions that included 16 ergonomic and safety professionals who helped conduct activities. Activities included grip strength and posture, repetition and fatigue, visualizing awkward postures, standing desk issues, lighting and glare issues, safe lifting demonstration and a 'guess the force' to push a loaded cart challenge. There was also a vibration and Personal Protective Equipment (PPE) demonstration.



Time's Up for Sexual Harassment in the Workplace



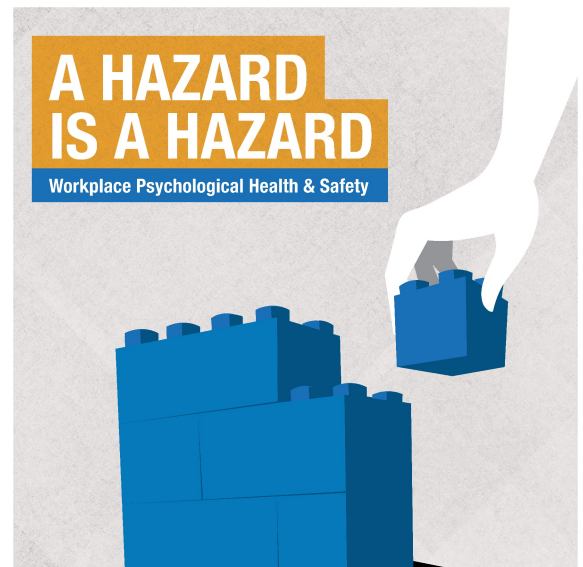
For the first time, OHC developed and delivered the workshop, “Time’s Up for Sexual Harassment in the Workplace”. At this session we shared the most current information about workplace sexual harassment and prevention, discussed the importance of creating a culture of consent in all aspects of our lives, learned about the role of the bystander, and reviewed important components of a harassment policy. We received important support for this session from Sexuality Education Resource Centre (SERC), and Clinic

Community Health Centre. We also had speakers from the “Not My Stella’s” campaign who brought public attention and support to restaurant workers who were experiencing harassment, including sexual harassment and bullying.

Participant workshop evaluations were very positive and affirmed a need to provide more education in the future. One participant appreciated learning new information on the issue of sexual harassment and said, “ It’s a topic that is talked about a lot based on old repeated info. Glad to hear some new stuff!”

A Hazard is a Hazard Workshop Series – New Project with Provincial Partners

In September 2018, OHC and the Canadian Mental Health Association (CMHA) – Winnipeg & Manitoba, were jointly awarded a contract from Safe Work Manitoba (SWMB) to create and deliver a new series of workshops titled “A Hazard is a Hazard: *Workplace Psychological Health and Safety*”. This one-of-a-kind full day workshop combines the mental health expertise of CMHA and OHC’s unique community-based approach to health and safety capacity building. The aim of the workshop is to equip participants with the necessary knowledge, tools and resources to successfully fold psychological health and safety principles into their *existing* health and safety systems. Each co-facilitated session is packed with useful information such as basic mental health awareness, how to reduce stigma and stereotypes, how to identify, assess and control common workplace psychosocial hazards as well as practical tips on how to get started.



Building Capacity in Newcomer Communities on Workplace Health and Safety

OHC Community Trainers delivered 29 community workshops on Workers Health and Safety Rights and Community Resources in multiple languages this year to almost 400 newcomers. In addition, we reached a further 200 newcomers in our monthly presentations at Entry Program, the provincial orientation program for newcomers to Manitoba.

Our highly successful Train the Trainer Program was offered this year to 12 new trainers from the Ethiopian, Nigerian, and Yazidi communities who have gone on to deliver training to their own community members. Some of the evaluation comments from the Train the Trainer Program include:

"My community members work very hard and are migrating faster to Canada. They will be happy to have this information."

"I was given support to express and talk about my experiences."

"Topics were engaging, knowledge of trainers was impressive. One Hundred per cent awesome program!"



Fall train the trainer participants

OHC piloted a new workshop this year designed by Dorothy Wigmore on the health issues related to Long Hours of Work with newcomers from the Filipino community. We plan to offer this successful workshop again in the upcoming year.

This year OHC also provided a field placement within this program for an undergraduate student from the Faculty of Social Work at the University of Manitoba.

This program is financially supported by the Government of Canada through Immigration Refugees & Citizenship Canada.

Building Support for Newcomer Workers in the Food Processing Industry

OHC organized and delivered two 10 week Occupational Health Support Groups for a total of 25 food processing workers from the Eritrean and Chinese communities in the Westman region. The groups were delivered in the participants' own language.

"This program has been very useful and helpful for us. I will not worry about some things that have confused me at work and I now know how to protect myself."

"Some of the things we complained about have changed and it gives us more confidence."

"Through this course our confidence has been strengthened, our courage has been boosted."

"We should work hard to improve our English and skills to be able to seize opportunities in the future."



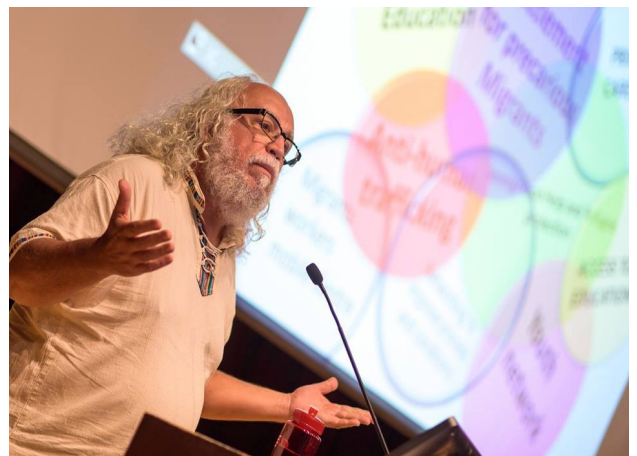
Project Coordinator and Group Facilitators

We interviewed a total of 11 workers who participated in the Occupational Health Support Groups using the Life Story Board to gather and document their stories of migration, work in Canada, and present day living and working situations. The results of these interviews are documented in the report "Stories of Newcomer Workers in Manitoba's Food Processing Industry." The report also contains a number of recommendations for organizations with responsibility for the workers' health and safety and settlement needs.

This project was supported by a grant from the Research and Workplace Innovation Program of the Workers Compensation Board of Manitoba.

With People Without Status Panel

OHC worked in partnership with five other organizations to host an evening panel on May 24, 2018 with Francisco Rico Martinez, from Toronto's FCJ Refugee Centre on the challenges faced by undocumented migrants and people with precarious immigration status. Approximately 85 people attended this public event to learn and build support for a compassionate community response to support people with precarious immigration status in Winnipeg.



Francisco Rico Martinez, FCJ Refugee Centre.
Photo: Diwa Marcelino

Undocumented migrants in Canada encompass temporary foreign workers, refugee claimants, trafficked peoples, and international students who, for a variety of reasons, may find themselves without official immigration status.

The event was organized by Immigration Partnership Winnipeg, Immigrant & Refugee Community Organization of Manitoba, Occupational Health Centre, Migrante Manitoba, Social Planning Council of Winnipeg, and CUPE Manitoba.

Migrant Farm Workers



Service providers from OHC, Sexuality Education Resource Centre and Community Unemployed Help Centre at the Information Fair

OHC participated in the first Information Fair for Migrant Farm workers in Portage la Prairie in July. About 40 migrant farm workers attended from seven different farms in the region. Information on a variety of services and issues was shared with the workers in Spanish, including health and safety and how to access provincial health care coverage.

Teaching and Learning: A Delegation from China

During the summer of 2018, OHC hosted a delegation of social workers from Facilitators, a non governmental organization (NGO) working with migrant workers in China. We delivered a few of our health and safety training sessions to them to help them learn about health and safety in Canada and about our training methods. It was an amazing opportunity to develop a unique connection and to share and learn from each other!



OHC community trainers share their workshop in Mandarin with delegation from China

Thank you for your generous support.



Winnipeg Regional
Health Authority

Caring for Health

Office régional de la
santé de Winnipeg

À l'écoute de notre santé



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



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, 2019

	2019	2018
Revenues		
Winnipeg Regional Health Authority - Global	729,518	743,560
Winnipeg Regional Health Authority - Medical	132,185	137,031
Interest & Other	11,418	14,766
Workers Compensation Board - RWIP - Food Processing	50,687	36,636
Fundraising	20,723	8,398
Immigration, Refugee and Citizenship Canada (IRCC)	109,740	107,388
301-WCB-18-026	6,000	-
Medical Fees	1,258	1,144
Total Revenues	1,061,529	1,048,923
Expenses - Operating		
Amortization on Equipment	2,996	3,095
Accreditation Fees	108	108
Audit & Accounting	11,271	11,271
Bank Charges	165	197
Computer software and services	7,468	3,977
Employee benefits	116,730	114,033
Equipment rental & minor purchases	11,786	13,444
Fundraising	678	-
Insurance	5,133	4,881
Legal	145	25
Meeting Expense	1,486	1,609
Memberships	1,075	1,000
Miscellaneous	2,193	2,777
Miscellaneous - Medical and Surgical	-	77
Newsletter	-	2,029
Pre-retirement	5,204	3,222
Printing/Stationery & Office Supplies	22,844	9,808
Postage	19	1,794
Public Relations	2,875	6,236
Publications	1,381	2,035
Purchased Services	29,326	26,891
Rent	69,966	70,509
Staff Education & Recruitment	2,020	851
Staff Parking	8,254	8,773
Staff Travel & Expenses	6,335	7,776
Telephone	8,505	8,857
Wages & Salaries	729,282	725,262
Total Operating Expenditures	1,047,245	1,030,537
Excess of Revenue over Expenditures	14,284	18,386



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