

Getting Started with Safety: Foundations, Rights, and Roles in the Workplace

Community Physician Health and Safety (CPHS) Program



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October 28, 2025 Zoom

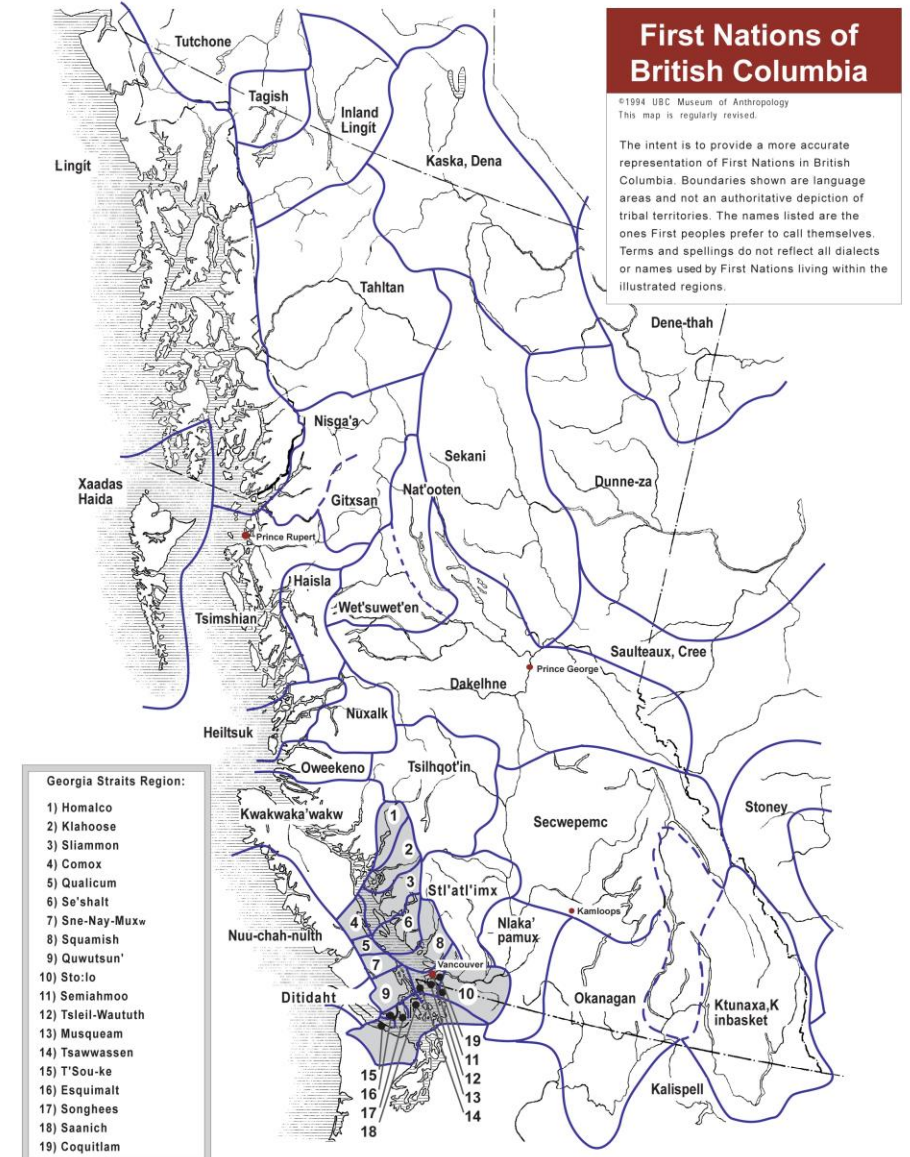


Territorial Acknowledgement

SWITCH BC humbly and respectfully acknowledges the unceded lands of approximately 200 distinct First Nations in British Columbia.

We further acknowledge the profound harms of colonization on First Nations, Métis, and Inuit peoples as well as the ongoing, intergenerational trauma people are living with today.

In our work and in our lives, we are committed to listening and learning, to truth and reconciliation, and to finding better ways of being on this land.



The Community Physician Health and Safety Program (CPHS) is an initiative funded by Doctors of BC and the Ministry of Health, via the Physician Master Agreement.

The content presented today is aligned with current occupational health and safety regulations in British Columbia and is unbiased.



This activity is an Accredited Group Learning Activity (**Section 1**) as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada, and approved by UBC CPD. You may claim a maximum of **1.0** hours (*credits are automatically calculated*). This activity meets the certification criteria of the College of Family Physicians of Canada and has been certified by UBC CPD for up to **1.0 Mainpro+® CertifiedActivity** credits. Each physician should claim only those credits accrued through participation in the activity.

CFPC Session ID: 301937-001 to 301937-003



Webinar Learning Objectives

Describe the core components of a community medical clinic's workplace health and safety program, including legal responsibilities, roles, and regulatory requirements.

Identify common community medical clinic workplace hazards and **discuss** appropriate procedures for risk management, emergency response, incident reporting, and first aid.



Who we are:

Independent, not for profit organization focused on healthcare specific workplace health and safety.

Unique governance model.

Our Board of Directors is made up of representatives from health unions, health employers, physicians, WorkSafeBC, and the Ministry of Health.

The Board makes consensus decisions to support the health, safety, and wellbeing of everyone working in healthcare in B.C.



Why we are needed:

Because people working in healthcare are twice as likely to be injured at work compared to the provincial average.

Because mental health injury rates are climbing higher in healthcare than any other sector. *40% of all mental health claims in 2019-2021.

Because workplace violence rates are higher in healthcare than any other sector. *64% of all violent incident claims in 2021.

Because we need provincewide, consistent, high-quality solutions, programs, and initiatives.

* Statistics WorkSafeBC and category is healthcare and social services

Community Physician Health and Safety Program

Helping You Build a Safer Clinic –

Free, Voluntary, and Confidential



Safety, Wellbeing, Innovation, Training & Collaboration in Healthcare



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Supported by the Province of British Columbia



Shaping a Safer, Healthier Future in Health Care

In 2019, Doctors of BC, the Ministry of Health, and Health Authorities signed a Memorandum of Agreement (MOA) on Physician Physical and Psychological Safety.



These efforts were expanded and renewed in the 2022 Physician Master Agreement (PMA):

- Continued work in health regions (facility-level).
- Continued work on violence prevention training implementation.
- **NEW Occupational Health and Safety supports for Community Physicians.**
 - **Work supported and managed by SWITCH BC.**
 - **Community Health and Safety Oversight Group (CPHSOG)**
 - **Physician Task Group**

COMMUNITY PHYSICIAN HEALTH AND SAFETY OVERSIGHT GROUP



DOCTORS OF BC

CO-CHAIR
Dr. Kathy Lee
General Surgeon

Robert Hulyk
Vice President
Physician Advocacy and
Government Relations

Dr. Sujatha Nilavar
Family Physician

MINISTRY OF HEALTH



CO-CHAIR
Chris Clemence
Senior Manager,
Health Sector Health and Safety

Tanya Lorenz
Senior Manager,
Physician Negotiation
and Agreements

Molly Chan
Program Analyst,
Primary Care

Poll Question 1:

***Have you heard of SWITCH BC's
Community Physician Health and
Safety Program?***

Who's it for

This provincial program, with an interactive and easily digestible format, has been developed for use by all community physicians and support staff in British Columbia.

The program has been designed to support and enhance workplace health and safety and ensure you can easily meet requirements, reduce your risks, and ultimately make your clinic safer for staff and patients. It can be used in all work settings, such as, but not limited to:



Physicians in community practice settings

Private offices
Medical clinics
After hours and walk-in clinics



Private, non-health authority, accredited diagnostic and treatment facilities

Non-hospital surgical facility
Diagnostic imaging
Medical laboratories
Pulmonary function laboratories
Clinical neurophysiology
Cardiac exercise stress testing



Physicians as workers and as supervisors in other work settings

Primary Care Networks (PCNs)*
Clinics
Medical/surgical facilities

*Where allied health providers who are employed by the health authority are working in community physicians' offices

Key Program Messages

CPHS Web Portal:

- Ready-to-use checklists, policies, and learning resources.
- Build a customized health and safety program on their own timeline.
- Reduce administrative burden will all resources in one central location.

Clinic Assessments:

- In-person advise from our experienced health and safety advisors.
- Actionable recommendations tailored to the clinic's needs.
- Ongoing support, as needed.

Our program is free, voluntary, and confidential and approaches health and safety from a supportive lens.

What topics do you think fall under occupational health and safety in a community-based clinic?

Scope of Clinic Visit



1-844-743-2747

If you have questions about the Community Physicians Health and Safety Program, or are experiencing technical issues, connect with our team Monday through Friday 8:30-4:30pm.

SWITCH BC Health and Safety Advisors are available to provide urgent and discreet help to your clinic for any matters related to your clinic's health and safety. Connect with an Advisor by using the form below or create an account to use our streamlined Connect With Us feature.

What is your request related to? *

Health and safety concern

Name *

First

Last

Job Title *

Region *

Interior

Email *

Phone Number

(506) 234-5678

Would you like us to follow-up with you? *

Yes

Health and Safety Topics

- Registration
- Health and Safety Program
- Roles, Rights, and Responsibilities
- Managing Risk
- Health and Safety Meetings
- Worker Representative / JOHSC
- Young or New Worker Orientation
- Bullying and Harassment
- Violence Prevention
- Chemical, Biological, and Radiation Hazards
- Ergonomics
- Working Alone or in Isolation
- Site Conditions, Storage, and Postings
- Workplace Inspections
- Emergency Preparedness and Response
- First Aid
- Incident and Injury Reporting and Investigation

Web Portal

- One site to understand regulatory health and safety requirements, manage risk, and maintain compliance.
- Interactive and customized based on clinic's demographics.
- Resources for all modules in form of templates, checklists, posters, procedures and policies.
- Progress tracking.

www.cphs.switchbc.ca

Community Physician Health and Safety Program

This is your single source of truth for all the community physician-specific resources and tools you'll need to build your health and safety program.

START BUILDING YOUR PROGRAM

SWITCH BC

doctors
of bc

BRITISH COLUMBIA
Ministry of Health



Create your account and start building your program today

By taking just a few minutes to create an account, you'll be able to invite collaborators from your clinic and save your progress as you work your way through the program.

CREATE ACCOUNT

- Simple signup process
- No stored/shared clinic information
- Save progress with interactive checklists
- Add team members to collaborate on tasks
- Access urgent help from safety professionals
- Pre-filled, print-ready policy templates

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Clinical neurophysiology
Cardiac exercise stress testing



Physicians as workers and as
supervisors in other work settings

Primary Care Networks (PCNs)
Clinics
Medical/surgical facilities

*Where asked health providers who are employed by the health authority are working in community physicians offices

Community Physician Health and Safety Program

Community physicians and their support staff must comply with the regulations to prevent work-related injuries and illnesses. This portal provides physician-specific resources and tools to simplify the process of building a tailored health and safety program for your practice, reducing administrative burdens.

START BUILDING YOUR PROGRAM

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Build Your Program

Search all Topics

- Registration
- Health and Safety Program
- Roles, Rights, and Responsibilities
- Managing Risk
- Health and Safety Meetings
- Worker Representative / Joint Occupational Health and Safety Committee (JOHSC)
- Young and New Workers
- Workplace Inspections
- Chemical, Biological and Radiation Hazards
- First Aid
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- Bullying and Harassment
- Working Alone or In Isolation
- Emergency Preparedness and Response

RESOURCE LIBRARY

DOWNLOADS

- Community Physicians Health and Safety Guide
- Web Portal Instruction Manual
- Web Portal Demonstration Videos

Registration



Progress

0/2

- ☐ Why Register →
- ☐ Registration Requirements →

Health and Safety Program



Progress

0/2

- ☐ Program Requirements →
- ☐ Program Policy →

Roles, Rights, and Responsibilities



Progress

0/3

- ☐ Community Physicians →
- ☐ Supervisors →
- ☐ Workers →

Managing Risk



Progress

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- ☐ Managing Risk Steps →

WorkSafeBC Registration

Health and Safety Program Overview

Roles, Rights, & Responsibilities

Health and Safety Meetings

Worker Representative/ JOHSC

Young and New Worker Orientation

WorkSafeBC Registration

Learning Objectives

1. *Define the purpose of WorkSafeBC (WSBC) registration.*
2. *List the basic requirements for registration applicable to community-based physicians.*

When to Register with WorkSafeBC?

- When you **directly employ workers** (e.g., MOAs) or
- When you **operate an incorporated business or partnership** that hires workers.



Protect staff

Ensures your staff receive healthcare, wage-loss, and rehabilitation benefits for work-related injuries or illnesses.

Limit employer liability

Prevents lawsuits and personal liability for work-related injuries to staff.

Avoid retroactive charges

Non-payment of premiums can result in back charges from WorkSafeBC.

Why Register with WorkSafeBC?



Personal Coverage



Incorporated physicians

- Covered under the corporation's WorkSafeBC coverage.



Unincorporated physicians

- Can apply for **Optional Personal Coverage (POP)** for income and medical protection.

How to Register?



Download at
cphs.switchbc.ca

Physician registration guide and video



WORKSAFE BC		Physician Registration Application	
Firm information			
Full legal name of physician	Full legal name of corporation (if applicable)	Canada Revenue Agency business number (first nine digits only)	
Select type of firm ☐ Corporation ☒ Proprietorship ☐ Partnership			
Full legal name		Date of birth (yyyy-mm-dd)	
Mailing address			
Business mailing address		City	Province
Business phone number		Home phone number	Fax number
Email address			
Physical address or operating location of business (if different from above)			
Street address		City	Province
Business operations			
In the questions below, the terms in blue have the same definition as in the <i>Physician Master Agreement</i> made April 1, 2014.			
Do you receive either a T4 Statement of Remuneration Paid or a T4A Statement of Pension, Retirement, Annuity and Other Income? ☐ Yes ☐ No			
How is your firm's revenue derived? ☐ A salary agreement ☐ A sessional contract (under which the applicant provides services on a time or sessional basis, and in which a session equals 3.5 hours of a physician's professional services) ☐ Fee-for-service payments from the Medical Services Plan, and WorkSafeBC and ICBC ☐ Earnings related to private practice (third-party, medico-legal, and private billings) ☐ A service contract with a single health authority or agency ☐ A service contract with two or more health authorities or agencies			
Worker and payroll details			
Do you employ workers? ☐ Yes ☐ No		Do you hire and pay your spouse? ☐ Yes ☐ No	
Number of shareholders (if applicable)		Estimate of annual payroll for all workers (if your firm is a corporation, include in your estimate the earnings of shareholders who are active in your firm)	

Health and Safety Program Overview

Learning Objectives

1. *Identify the key components of a workplace health and safety program.*
2. *Describe how these components contribute to a safe and compliant work environment.*

Building a Health & Safety Program

Every workplace - *even small businesses*- must have a health and safety program.



What does a Health and Safety Program do?

An occupational health and safety program helps employers keep workplaces safe by managing risks.

What are the Key Elements of the Program?

- Regular health and safety meetings.
- Regular workplace inspections.
- Written safe work practices or procedures for workers.
- Worker training, orientation, and supervision.
- Incident reporting and investigation.
- First aid provisions.
- Risk-specific element (e.g., Violence Prevention).



Putting It in Writing: A Health & Safety Policy



- A written policy defines safety goals and responsibilities for employers, supervisors, and workers.
- Signed, dated, and reviewed annually.
- Share the policy with all staff and post it in a visible location.



Health and Safety Policy

Occupational Health and Safety Policy

Insert Clinic Name believes that everyone has a right to a healthy and safe workplace. A positive and successful safety culture requires individual commitment, involvement, teamwork, and leadership. It is our goal and commitment to provide a workplace that fosters and supports the health, safety, and wellbeing of all employees and contractors working at the clinic.

As part of this, we will:

- Have measures to prevent workplace incidents.
- Comply with relevant occupational health and safety (OHS) regulations.
- Provide appropriate H&S training, personal protective equipment, and resources to all staff to enable them to recognize and address/manage work-related hazards.
- Continuously improve the health and safety program.
- Work in the spirit of consultation and cooperation with workers to promote a healthy and safe work environment.
- Conduct timely investigations into OHS events and revise health and safety systems to respond effectively.

Overall health and safety responsibilities of each party (not a comprehensive list):

Employer

In addition to the above, we will:

- Establish and implement a health and safety program with policies and procedures.
- Provide supervisors with the necessary support and training to carry out health and safety responsibilities.
- Regularly inspect the clinic to ensure hazards are addressed and corrected.
- Investigate and resolve problems reported by workers.
- Report all applicable injuries to WorkSafeBC, such as ones requiring medical attention.
- Securely file all relevant health and safety documentation.

Supervisor

- Ensure the health and safety of all workers under your direct supervision.
- Know the WorkSafeBC requirements that apply to the work under your supervision and make sure those requirements are met.
- Ensure workers under your supervision are aware of all known hazards and follow the controls implemented.

All Staff

- Be fit for work.
- Be alert to hazards. Immediately report unsafe working conditions to your supervisor.
- Comply with policies and procedures and act safely in the workplace.
- Participate actively in the maintenance of the health and safety program.

Employer: Insert Employer Name

Date: Insert Date



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Poll Question 2:

From your experience, which areas of health and safety do you feel tend to be most easily overlooked in busy clinical settings?

- A. Regular health and safety meetings.
- B. Regular workplace inspections.
- C. Written safe work practices or procedures for workers.
- D. Worker training, orientation, and supervision.
- E. Incident reporting and investigation.
- F. First aid provisions.
- G. Risk-specific element (e.g., Violence Prevention).

Roles, Rights, and Responsibilities

Learning Objectives

1. *Describe the legal roles and responsibilities of workers, supervisors, and employers.*
2. *Differentiate between the rights of workers and the responsibilities of employers and supervisors in maintaining health and safety.*

Roles, Rights, and Responsibilities

Role	Clinic examples	Main Responsibility	Key Actions
Employer	Clinic owner Hiring physician Med corporation	Keep the workplace safe for everyone	Identify hazards and risks, fix unsafe conditions, implement controls, provide protective equipment, instruction and training to workers to work safely, and ensure they workers know their rights.
Supervisor	Office manager Lead physician Team lead	Protect the team	Know the safety rules, follow and enforce them. Ensure workers understand the hazards and risks, use control measures, and follow safe work procedures.
Worker	MOAs RNs, LPNs, NPs Clinical physicians Residents Support staff	Work safely	Stay fit for work (not impaired by alcohol or drugs), follow safety rules and procedures, use protective equipment, and report hazards or unsafe conditions to their supervisor.
			Workers have the right to refuse unsafe work, to be informed about workplace hazards and risks, and to participate in health and safety activities.

Working Together for Safety



Poll Question 3:

Which of the following correctly matches each role with its main responsibility?

- A. Employer – provides protective equipment, information, and training;
Supervisor – makes sure safety rules are followed;
Worker – follows safety rules and uses controls properly.
- B. Employer – follows safety rules;
Supervisor – provides protective equipment;
Worker – makes sure safety rules are followed.
- C. Employer – uses controls properly;
Supervisor – follows safety rules;
Worker – provides equipment and training.

Health and Safety Meetings

Learning Objectives

1. *Explain the purpose and structure of health and safety meetings.*
2. *Summarize how regular meetings support workplace safety improvements and regulatory compliance.*

Purpose and Requirements of Health and Safety Meetings

- Meetings allow physician employers and staff to discuss and resolve safety concerns together.
- Must occur **once per month** and focus on preventing and correcting unsafe conditions and practices.
- Employers must **maintain records** of meetings and matters discussed.



Structure and Participation in Health and Safety Meetings

Meetings support communication between management and staff to continuously improve safety.



- Clinics with **less than 10 workers***: **all** workers should join the monthly safety meetings.
- Clinics with **10 – 19 workers***: must have a **worker health and safety representative** attend monthly meetings.
- Clinics with **20+ workers***: must have a **Joint Occupational Health and Safety Committee (JOHSC)** with at least two worker representatives.

*“Workers” include staff directly employed by the clinic.

Health and Safety Meeting Agenda and Minutes

For medical clinics with fewer than 20 staff members, use this template to record the details of the monthly health and safety meeting with workers.

Clinic name:	Date: DD / MM / YYYY
	Time: HH : MM
Meeting occurrence:	Meeting location:

Attendance:		
Name		
1	2	3
4	5	6
7	8	9
10	11	12
13	14	15
16	17	18
19	20	
Present: ☐ Employer physician ☐ Staff members		

Agenda:	
1.1 Attendance (Complete section)	2. Standing items (Education and training, clinic inspections, incidents reports, etc)
1.2 Administration (Review past minutes, actions, and additions to the agenda)	3. Old items (Action items from past meetings)
1.3 Safety Moment (Pick a topic that is important to the clinic)	4. New items



Administration:		
Time:	HH : MM	Recorder:

Standing items:			
Item # (yy/mm-#)	Topic description	Discussion/recommendation	Responsibility and date for completion

New items:			
Item # (yy/mm-#)	Topic description	Discussion/recommendation	Responsibility and date for completion

Next Meeting:	Date: DD / MM / YYYY
Meeting location:	Time: HH : MM

REQUIREMENT: Meeting records must be maintained.

It is advisable to keep meeting records for at least two years and make sure they are easily accessible to clinic staff and WorkSafeBC officers. The clinic may consider creating a health and safety folder to store these minutes and other documents.



Download at
cphs.switchbc.ca

Health and Safety Meeting Agenda and Minutes



Safety, Wellbeing, Innovation, Training & Collaboration in Healthcare

Poll Question 4:

In your experience, what is the greatest challenge to holding regular health and safety meetings in clinical settings?

- A. Finding a time that works for all staff.
- B. Ensuring meaningful participation and engagement.
- C. Managing documentation and follow-up actions.
- D. Lack of clarity on roles and responsibilities (e.g., JOHSC, worker reps).
- E. Competing priorities in a busy clinic environment.

Worker Representative and Joint Occupational Health and Safety Committee (JOHSC)

Learning Objectives

1. *Define the roles and functions of Workers Representatives and the JOHSC.*
2. *Illustrate how these entities support worker participation in the health and safety process.*

When are they required?

< 10 workers	10-19 workers	20 or more workers
Not required	Worker Representative required	Joint Health and Safety Committee required



Only staff directly employed by the clinic count.



What do they do?

Committee / Representative Duties

- **Discuss** health and safety issues with staff and employer (participate in safety meetings).
- **Recommend** safety and workplace improvements.
- **Join** regular inspections and identify hazards.
- **Review** incidents and corrective actions.
- **Advise** on workplace or equipment changes affecting safety
- **Help** implement solutions to safety issues.



Training and Rules of Procedure



Check out
cphs.switchbc.ca

Insert Clinic Name

Insert Month, Year

Committee

Joint Occupational

Worker Representative(s)

Worker Representative(s)

Worker Representative(s)

Worker Representative(s)

Worker Representative(s)

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nd resolve workplace health and safety

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Each member of the joint committee is entitled to an annual educational leave totalling eight hours for attending occupational health and safety training courses.
The employer must provide the educational leave without loss of pay or other benefits and must pay for, or reimburse the worker for, the costs of the training course and the reasonable costs of attending the course.

V2.0

Joint Occupational Health and Safety Committee Terms of Reference | 2

Poll Question 5:

What are the main responsibilities of a Worker Representative or Joint Occupational Health and Safety Committee?

- A. Participate in the workplace health and safety program by identifying unsafe conditions, making recommendations for improvement, and taking part in workplace inspections and incident investigations.
- B. Provide protective equipment to staff.
- C. Enforce safety rules for workers.

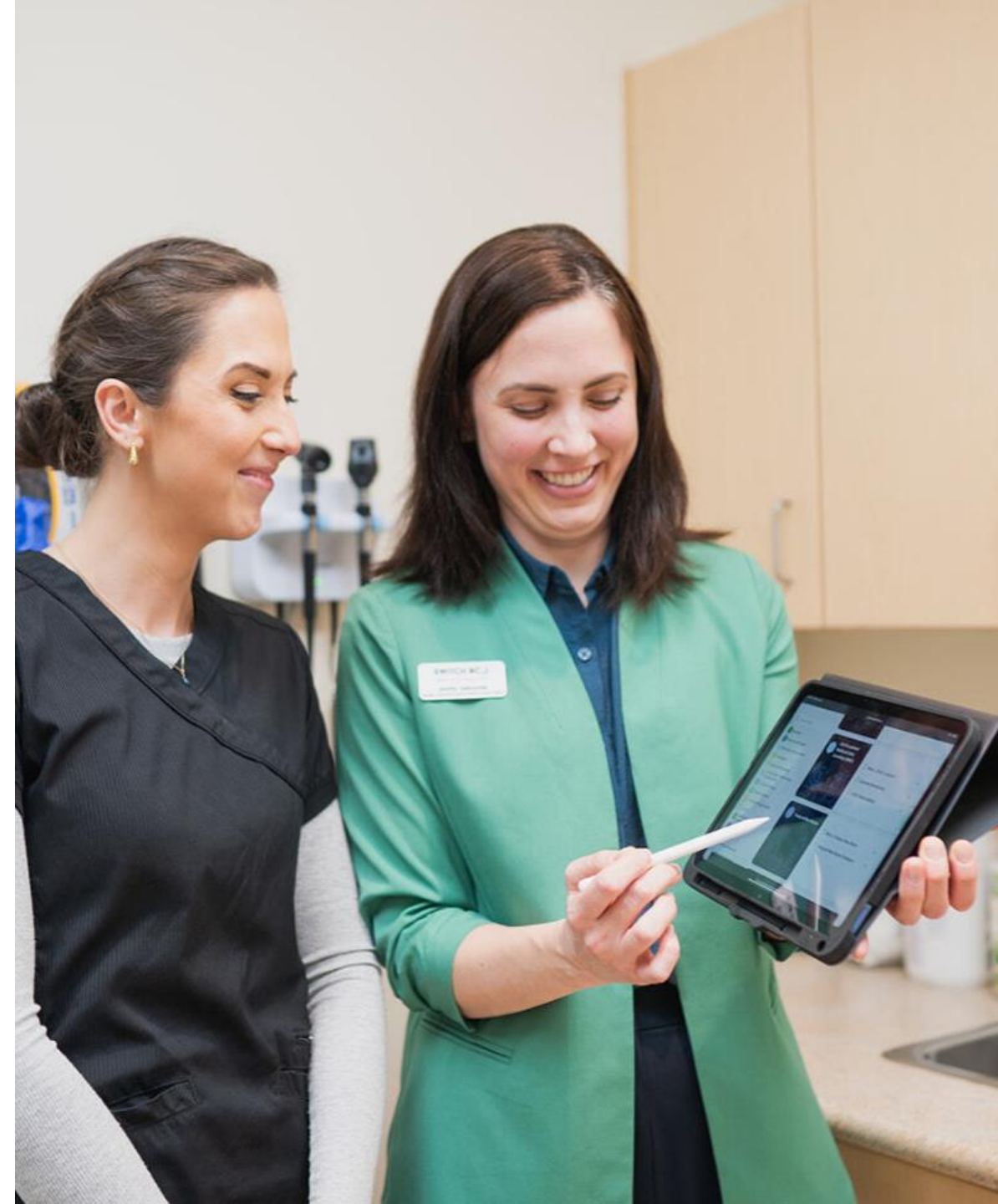
Young and New Worker Orientation

Learning Objectives

1. *Identify the specific orientation requirements for young and new workers.*
2. *Explain the employer's obligation to provide training, supervision, and monitoring for these workers.*

A young worker is anyone under 25 years of age.

A new worker can be any age and is defined as anyone (e.g., physicians, medical office staff, residents, locums, PCN clinicians, temporary staff, graduates) who is either new to the workplace, returning after workplace hazards have changed, or relocating to a new workplace with different hazards.



Poll Question 6:

Why is it important to ensure young and new workers are properly trained?

- A. Inexperience.
- B. Lack of training.
- C. Misunderstanding their job.
- D. Hesitancy to ask questions.
- E. All of the above.

Orientation Topics:



- ✓ The name and contact information of the worker's supervisor.
- ✓ The legal rights and responsibilities of both the employer and worker.
- ✓ Workplace health and safety rules.
- ✓ Potential hazards the worker may face at work.
- ✓ Procedures for working alone or in isolation, if applicable.
- ✓ Policies regarding violence in the workplace.
- ✓ The use of personal protective equipment (PPE).
- ✓ The location of the first aid kit and procedures for summoning first aid, as well as reporting illnesses and injuries.
- ✓ Emergency procedures.
- ✓ Instruction and demonstration of the worker's tasks or work processes.
- ✓ WHMIS (Workplace Hazardous Materials Information System) information relevant to the workplace.
- ✓ Contact information for the occupational health and safety committee or the worker health and safety representative, as applicable.

Young and New Worker Orientation Checklist

All employers in British Columbia are required to provide young (25 years or younger) or new workers with workplace training and orientation in accordance with Occupational Health and Safety Regulation 3.23.

This checklist has been designed to help plan and implement orientation for young or new workers in medical clinics. Proper orientation is the most effective way to prevent workplace injuries and illnesses.

Worker name		Position (tasks)	
Person providing orientation (name and position)		Clinic name	
Date hired	DD / MM / YYYY	Date of orientation	DD / MM / YYYY

Health and Safety Topics for Orientation:	Initials (Trainer)	Initials (Worker)
1. Supervisor and contact information.		
2. Roles, rights, and responsibilities:		
a. General duties of employer, supervisor, and worker.		
b. Worker's right to refuse unsafe work and the procedure for doing so.		
c. Worker's responsibility to report hazards and the procedure for doing so.		
3. Known hazards in the clinic and how to manage them:		
a. Violence.		
b. Hazardous chemicals.		
c. Biological hazards.		
d. Needlestick or sharps injuries.		
e. Sharp and non-sharp medical waste.		
f. Ergonomic concerns.		
g. Unsafe patient handling.		
h. Radiation (if applicable).		

Build Your Program

Search all Topics

- Registration
- Health and Safety Program
- Roles, Rights, and Responsibilities
- Managing Risk
- Health and Safety Meetings
- Worker Representative / Joint Occupational Health and Safety Committee (JOHSC)
- Young and New Workers
- Workplace Inspections
- Chemical, Biological and Radiation Hazards
- First Aid
- Incident and Injury Reporting and Investigation
- Violence Prevention
- Ergonomics
- Bullying and Harassment
- Working Alone or In Isolation
- Emergency Preparedness and Response

RESOURCE LIBRARY

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- Web Portal Instruction Manual
- Web Portal Demonstration Videos

Registration



Progress

0/2

- ☐ Why Register →
- ☐ Registration Requirements →

Health and Safety Program



Progress

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- ☐ Program Requirements →
- ☐ Program Policy →

Roles, Rights, and Responsibilities



Progress

0/3

- ☐ Community Physicians →
- ☐ Supervisors →
- ☐ Workers →

Managing Risk



Progress

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- ☐ Managing Risk Steps →



Next Step: Book an Assessment

Questions?



Thank you!

Next Webinars:

- **December 2nd**
- **February 10th**

Our email: CPHS@switchbc.ca

Evaluation: Getting Started with Safety: Foundations, Rights, and Roles in the Workplace



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