

# DMC NEWSLETTER

## ISSUE 2 - JULY 2023



### DMC'S LATEST COURSE OFFERINGS

#### PSYCHOLOGICAL SAFETY COURSES

DMC has recently expanded our training offering and launched a three course certificate program: **"Fostering Psychologically Safe Workplaces: How to lead and transform organizational health & culture."**

The courses are available online but can also be delivered in person or by a virtual facilitated session led by Erin Ryan, DMC's Organizational Health Consultant. Individuals completing the course receive a "Psychological Safety Workplace Leader" certification. Learn more on our [website](#).

**Course 1: Understanding Psychological Safety**

**Course 2: Connecting Psychological Safety with Organizational Health & Culture**

**Course 3: Implementing Psychological Safety**

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Additional courses below facilitated by Pamela MacLean, DMC's Psychological Health Consultant. [Contact us](#) for more details.



Courageous Leadership Conversations

Navigating Boundaries for Leaders

Compassion Fatigue

Trauma Informed Care - Person Centered Approach



Erin Ryan  
Organizational Health Consultant



Pamela MacLean  
Psychological Health Consultant

## SAFETY TRAINING SCHEDULE



**Emergency & Standard First Aid**  
July 5th & 6th  
August 7th & 8th



**Respectful Workplace**  
July 18th



View a full list of our training schedule [here](#).

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## DMC SERVICES

### JOB SITE ANALYSES AND ERGONOMIC ASSESSMENTS

DMC offers both Job Site Analyses and Ergonomic Assessments in NB, NS and NL. The assessments are completed by a Physiotherapist, Occupational Therapist or Kinesiologist. A report is provided with findings and recommendations. Virtual options are available for both. [Learn more](#).

**Ergonomic Assessments:** The workspace is assessed to gather information regarding job demands, job design, the physical environment and the organization of job tasks. Potential ergonomic risk factors are identified along with recommendations aimed at reducing the risk of pain or injury by adapting the work environment to meet the physical needs of the worker.



**Job Site Analyses:** A JSA is an important tool used in rehabilitation and return to work planning. The JSA can be used to determine if the employee is safe to return to work and can also be used to identify modified/transitional duties.



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### SICK LEAVE & ABSENCE MANAGEMENT

Absenteeism can be costly and disruptive to organizations. According to Statistics Canada, the 2022 average lost days in the public sector is 16.7 and 10.9 in the private sector. The average absentee rates for employees on any given week is 8.1%. Unplanned absences cost employers over \$16.6 billion annually.

Studies suggest that absences account for up to 5% of payroll in the private sector and more in the public sector.

DMC's team has extensive experience in sick leave and absence management services including, but not limited to:

- Assisting with creating and implementing policies & procedures
- Adjudication of sick leave requests
- Determining if work absence is supported on a continuous basis
- Implementing an appeal process for sick leave denials
- Facilitating Return to Work and Accommodation plans



[Contact us](#) to see how we can help.

## HEY! DO YOU KNOW WHAT INDUSTRIAL HYGIENE IS?



*I am an Industrial Hygienist, so while it's possible that I could be wrong, it's highly unlikely!*

Sean Casey has brought a wealth of knowledge and experience to DMC's clients since joining the team in 2021. While he has been primarily supporting our mining clients, as a certified industrial hygienist, he is also involved in many other projects. Sean brings over 30 years' experience from a regulatory perspective, educational institutions and Transportation/Infrastructure.

Industrial Hygiene (IH) focuses on identifying, evaluating and controlling real or potential workplace environmental stressors or hazards that can affect the well-being of workers and community members. The most common IH services DMC provides are: noise and lighting assessments, dust and chemical sampling (including IAQ), radiation assessments including radon, asbestos/lead/mold sampling and assessments, as well as Industrial Hygiene related training. [Visit our website to learn more.](#)

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## THE ART OF RESILIENCE - LEANING INTO THE HARD

"The Art of Resilience – Leaning into the Hard" is a cohort model aimed at supporting mental health and well-being. The project was delivered by DMC and conducted in the Long Term Care (LTC) sector in Nova Scotia but the unique approach to mental health is relevant to many other sectors facing similar challenges. The program was evaluated and analyzed by Mount Saint Vincent University.

The activities within the program aimed to create a psychologically safe workplace and provided a first step to driving change. The findings identified there is need for ongoing support and education, especially given the constant changes in staffing and evolving challenges employers are facing in recent years.

The program addressed change on three levels: individual, organizational, and sector. Participants came together one day a month for nine months. Each month covered a different topic and throughout the month, participants had access to DMC's psychological health consultant. This way, participants had time between topics to digest the information and put it into practice. There was also a peer group developed over the nine months that was a support to participants.

This approach recognizes support is essential at all levels, for individual direct care staff and leaders. With increasing and ongoing engagement, workplaces will become more psychologically safe and have increased organizational capacity to support staff mental health and well-being. More information on the program is available [here](#).



## DMC CLIENTS UPDATE

### EMPLOYEE STAY-AT-WORK, RETURN TO WORK PROGRAM



Current WCB NS rates for Nursing Homes is \$6.13, Home Care \$9.98, Homes for people with disabilities \$4.46 - which are among the highest in Canada. DMC is delighted to announce that we have been selected as the service provider for the Province of Nova Scotia Departments of Seniors and Long-Term Care and Community Services for the Employee Stay-at-Work, Return-to-Work program. DMC will be working with homes and agencies across the province to deliver workplace injury/illness case management services for absences and accommodations resulting from WCB compensable workplace injuries/illnesses. We are excited to bring our services and results to these industries in Nova Scotia.



### DMC & MARINE ATLANTIC

DMC was recently awarded the contract to provide Workplace Claims Management Services for Marine Atlantic (MAI). Marine Atlantic has over 1300 employees based in Newfoundland and Nova Scotia. Drawing on our extensive experience in marine transportation, transportation and hospitality industries, DMC looks forward to working closely with MAI with the goal of returning employees to timely safe work.

### WSCC NUNAVUT

DMC recently completed a successful 10 month contract with WSCC Nunavut managing legacy claims. This experience has given us valuable insight into the adjudication of Workers' compensation claims as well as an understanding of the challenges faced by employers navigating the system. This knowledge combined with over 20 years of Disability Management experience makes DMC knowledgeable and effective in providing claims management and adjudication for Workers' Compensation Boards across the country.



# DMC OUT & ABOUT

## DALLAS GOES TO HARVARD

Dallas recently spent a week on campus at Harvard Business School Executive Education, completing the program, "Leading Business and Personal Transitions".

It was an empowering, intense and inspirational week. Dallas was grateful to have met so many powerful women business owners who provided thought provoking, energizing, and motivating conversations. Remember, "You can't grow staying in your comfort zone!" - Dallas



## DMC OFFSHORE

Kim Rose, DMC Health and Safety Manager & Industrial Hygiene Technician, recently went offshore in Newfoundland to complete an assignment on a drilling rig. Some of the more common tasks she completes while offshore are ventilation assessments, noise assessments, air quality assessments and life boat air quality assessments. She will be returning to Las Palmas for a second time in July to complete similar work on another rig.



## NBANH AND CPHR ATLANTIC CONFERENCES



DMC was happy to participate in the 2023 New Brunswick Association of Nursing Homes conference in Fredericton, NB and the Chartered Professional in Human Resources Atlantic conference in Halifax, NS. It was great to connect with some of our current clients and meet new ones.

## ATLANTIC CANADA'S TOP 50 CEO AWARDS

Each year, Atlantic Business Magazine's Top 50 CEO award winners are chosen by a panel comprised of Top 50 CEO Hall of Fame inductees who volunteer their time to select the honourees. Dallas was honored to take part as a judge for the 2023 event and recently traveled to Halifax to celebrate the winners.

