



CSA Z1011.1:22
National Standard of Canada



Work disability management in the paramedic service organization



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Preface

This is the first edition of CSA Z1011.1, *Work disability management in the paramedic organization*.

CSA Group acknowledges the development of this Standard was made possible, in part, by the financial support of the Canadian Safety and Security Program (CSSP), managed through the Defence Research and Development Canada, Centre for Security Science (DRDC CSS). Project partners providing support are County of Renfrew Paramedic Service, Paramedic Association of Canada, Paramedic Chiefs of Canada, the Canadian Institute for Safety, Wellness, and Performance (CISWP) at Conestoga College Institute of Technology & Advanced Learning, and the Centre for Research on Work Disability Policy (CRWDP). The views expressed in this Standard do not necessarily reflect those of DRDC CSS/CSSP.

This Standard was prepared by the Technical Committee on Work Disability in the Paramedic Service Organization under the jurisdiction of the Strategic Steering Committee on Public Safety, and has been formally approved by the Technical Committee.

This Standard has been developed in compliance with Standards Council of Canada requirements for National Standards of Canada. It has been published as a National Standard of Canada by CSA Group.

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 - c) *wording of the proposed change; and*
 - d) *rationale for the change.*

CSA Z1011.1:22

Work disability management in the paramedic service organization

0 Introduction

0.1 General

This Standard builds on CSA Z1011, *Work disability management system*.

In addition to building on CSA Z1011, this Standard is compatible with other management system standards, and the plan-do-check-act (PDCA) approach.

This Standard sets out the requirements for a work disability management (WDM) system, based on evidence-informed best practices. The objective of this Standard is to provide requirements and guidance on how to effectively manage the health needs of workers in the paramedic service organization (PSO) to minimize the possibility or impact of work disability, as well as onboard workers, specifically paramedics, with disabilities. A focus is given towards prevention and the management of work disability related to operational stress injuries (OSI) and other mental health and well-being conditions.

To facilitate its use and adoption, this Standard is intended to align with the PDCA continual improvement model found in occupational health and safety management systems (OHSMS) such as CSA Z45001, *Occupational health and safety management system — Requirements with guidance for use*, and CSA Z1011, *Work disability management system*. This Standard is also aligned with the principles and guidance specified in all other publications under CSA Group's Z1000 suite of standards, such as CSA Z1003.1, *Psychological health and safety in the paramedic service organization*.

While federal, provincial, and territorial legislation, along with human rights codes and privacy legislation, were considered during the development of this Standard, CSA Z1011.1 is designed as a management system standard. This Standard is based primarily on best available practices for PSO to achieve their goals of optimal workforce engagement, given the health needs of workers, specifically paramedics, to minimize the possibility or impact of work disability.

0.2 Overview

This Standard provides the PSO with a framework to prepare for and respond to work disability via a WDM system approach. This Standard includes policies, processes, programs, procedures, and practices informed by human rights related to the following:

- a) a voluntary framework for WDM at the organizational/system level, including recruitment, hiring, and on-boarding of workers with disabilities and the health and well-being needs of workers throughout the employment lifecycle;
- b) direction on planning, developing, implementing, and evaluating the WDM system within the framework; and
- c) requirements for competencies of persons playing key roles in the management of work disability and training appropriate to their level of involvement.