

Forced Labour and Child Labour Report – 2024

INTRODUCTION

This Forced Labour and Child Labour Report (this “Report”) for the financial year ending March 31, 2024 is made pursuant to the *Fighting Against Forced Labour and Child Labour in Supply Chains Act* (Canada), also known as the Modern Slavery Act (the “Act”).

This Report applies to, and describes the reasonable steps taken by Health Shared Services Saskatchewan (“3sHealth”, “we”, “us”, or “our”) to mitigate forced labour and child labour in our operations and supply chains.

3sHealth delivers innovative change and provides province-wide shared services to support Saskatchewan’s health system. Working together with our health system partners, we find innovative solutions to complex problems so that health care will be sustainable for future generations. We place patients and their families at the centre of all that we do, working with our partners to improve quality and ensure patient safety. 3sHealth provides payroll and scheduling, employee benefits, dictation and transcription, linen, contracting, and transformational services to the Saskatchewan health system.

We acknowledge that 3sHealth works and meets on the territory covered by Treaties 2, 4, 5, 6, 7, 8, and 10, the traditional territories of the Cree, Saulteaux, Dakota, Lakota, Nakota, Stoney, and Dene, and the Homeland of the Métis/Michif. Recognizing this history and the Truth and Reconciliation Commission Calls to Action are important to our future and our efforts to close the gap in health outcomes between Indigenous and non-Indigenous peoples. As treaty people, we pay respect to the traditional caretakers of this land.

RESPECT FOR HUMAN RIGHTS

Respect and transparency are two of 3sHealth’s core values. We demonstrate integrity and honesty in all that we do, and we take responsibility for our actions. We foster a culture in which people feel empowered to discuss and address critical issues in a safe and supportive environment, and we believe engagement and the sharing of information enables good decision-making and leads to better outcomes.

As such, 3sHealth supports the objectives of the Act and opposes the use of all forms of forced labour and child labour. 3sHealth is committed to preventing, detecting, and addressing risks of forced labour and child labour in its operations and supply chains.

For the reasons described in this Report, we are of the view that the risk is low that our operations have caused or contributed to adverse human rights impacts.

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STRUCTURE, OPERATIONS, AND SUPPLY CHAINS

Our Structure

3sHealth was created by statute under *An Act to Incorporation Saskatchewan Health-Care Association*, and has since been continued as a corporation under *The Health Shared Services Saskatchewan (3sHealth) Act*. 3sHealth is a not-for-profit corporation and is also a public agency within the meaning of *The Financial Administration Act, 1993*.

The Ministry of Health sets strategic direction, establishes goals, and allocates resources for Saskatchewan's health-care system, including 3sHealth. 3sHealth is governed by its Board of Directors, and each member of the Board of Directors is appointed by the Lieutenant Governor in Council.

Currently, 3sHealth's Board of Directors consists of nine individuals, is responsible for administering the affairs and conducting the business of 3sHealth, and is responsible for ensuring 3sHealth meets its objectives and purposes as set out in its Act. 3sHealth's senior leadership team oversees 3sHealth's day-to-day activities, and is made up of eight individuals.

Our Operations

3sHealth's business is to provide shared services and other services to Saskatchewan's health sector, which are described as follows:

Provincial Linen Services

This service line manages the health system linen contract with K-Bro Linen Systems Inc. to supply 160 facilities with over 29 million pounds of linen annually. The team carries out independent quality testing and facilitates product and process improvement, as well as provincial standardization.

There are many such improvements that have resulted from Linen Services' work with its health-care partners, including:

- Transitioning to more sustainable isolation gowns during the COVID-19 pandemic, an improvement that ensures employee safety and that stockpiles last longer;
- Introducing bigger, softer, and gentler facecloths for residents in long-term care facilities; and
- Standardizing and improving the quality of fitted slider sheets, a health-care employee-led improvement that supports both employee safety and increases patient comfort.

Employee Benefit Plans administration

3sHealth administers group life insurance, extended health care, dental, and disability income plans for health system employees.

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Provincial Payroll and Scheduling Services

The Provincial Payroll and Scheduling Services (PPSS) team ensures that health system employees receive their pay accurately and on time. The team also administers the various scheduling systems that health system partners use. 3sHealth's goal is to ensure the right provider is working at the right time and in the right place to enable excellent patient care.

Provincial Contracting

Provincial Contracting engages health system clinicians, employees, and patients to procure high-quality products at the best price possible. 3sHealth works in partnership with the Saskatchewan Health Authority and the Saskatchewan Cancer Agency to pursue an integrated approach to procuring goods and services to improve the delivery of a better health system for Saskatchewan patients and families. Running competitive processes and leveraging volume consolidation within the Saskatchewan health system are some key factors in obtaining the best value for the province, including financial savings.

Application Management Services

3sHealth continued developing a new service line called Application Management Services during 2023-24. Application Management Services will support the new Administrative Information Management System (AIMS) once it is implemented through a provincially coordinated approach. In partnership with stakeholders, Application Management Services will manage the support and continued evolution of AIMS. Application Management Services is on track to be ready to support AIMS when it launches.

Provincial Dictation and Transcription Services

The transcription service significantly improves patient care by improving the availability of critical patient care information to care providers. Medical transcriptionists transcribe approximately 500,000 acute care reports annually. Service is provided to approximately 1,950 clinicians, with the turnaround time for clinician-dictated reports currently averaging 8.5 hours.

3sHealth also provides self-edit dictation software that enables clinicians to dictate into a microphone, edit the text immediately on the computer screen, approve the final report, and save it immediately to the patients' electronic medical record. This does not require a medical transcriptionist to edit the patient report, significantly reducing turnaround time to the patient's care team. For example, before self-edit, the average turnaround time for Saskatchewan Health Authority (SHA) radiology reports was 60 hours; after self-edit, 83 per cent of reports are available within 30 minutes or less.

Transformational Services

The Transformational Services team uses the tools, techniques, and experience gained in previous health system projects to make quality improvements for patients, achieve cost savings, and help create a sustainable health system. This multidisciplinary team has contributed to many projects across the health system, ranging from the development of business cases to the implementation of projects.

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Some of the activities of the Transformation Services Team include:

- Supporting the Administrative Information Management System implementation project;
- 3sHealth office move;
- Upgrade the Human Resource Information System software, application server, and infrastructure to avoid service outages;
- Finance software upgrade;
- Building infrastructure for the Application Management Services team.
- SHA lab/pharmacy/SCA transportation strategy;
- Regina Lutheran Home transition to the SHA;
- Roy Romanow Provincial Lab service delivery integration and process improvement;
- Conversion of hand sanitizer provider contract;
- Transition of long-term care facilities to the finance system;
- Computerized Maintenance Management System clinical engineering implementation;
- Provincial signage replacement program.
- Microsoft 365 modernization; and
- Managed Vulnerability Detection System.

Provincial Employee Family Assistance Program and LifeSpeak

Employees of the Saskatchewan Health Authority, 3sHealth, eHealth Saskatchewan, SAHO Inc., and the Saskatchewan Cancer Agency have access to LifeSpeak, the premier mental health and wellbeing platform which offers instant access to expert advice on all kinds of topics that matter to you. On the platform, employees have access to 864 videos on various themes such as “Building an inclusive workplace,” “Resilience strategies: Building an optimistic mindset,” and “Giving effective feedback as a leader.”

Supply Chains

3shealth’s supply chains primarily involve leading the contracting initiatives by engaging health system clinicians, employees, and patients, contracting for the provision of health system goods and services, including medical and surgical supplies, linen, professional services, travel, office supplies, communications, contracts, and equipment. These supply chains are summarized as follows:

Professional, Financial, and Administrative Services

- Law firms
- Accounting firms
- Consulting firms
- Information technology (IT) firms and consultants
- Pension plans
- Banking/Financial Institutions

Healthcare/Medical Suppliers and Partners

- Saskatchewan Health Authority (SHA)
- eHealth Saskatchewan
- Saskatchewan Cancer Agency (SCA)
- SAHO Inc.

Other Suppliers

- Linen supplier (K-Bro Linen Systems Inc.)
- Internet/Telecommunications providers
- Computers, printers, and other electronics
- Printing and office supplies
- Courier services

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- Insurance providers
- Rehabilitation service providers
- Treatment/care providers
- Medical, clinical, nutrition and food, equipment/ consumables/ services
- IT and support services

RISK OF FORCED LABOUR OR CHILD LABOUR IN OPERATIONS AND SUPPLY CHAINS

Our Operations

All 3sHealth employees are subject to 3sHealth’s Terms of Conditions of Employment (see below discussion of our Terms and Conditions of Employment). We are also committed to complying with all applicable laws and regulations, including human rights and labour laws. As a result, we have assessed the risk of forced labour or child labour within our internal operations to be very low.

Our Supply Chains

Using reasonable efforts, we did not identify any suppliers located outside of either Saskatchewan, Canada, or North America. As such, all of 3sHealth’s suppliers are subject to comprehensive human rights and labour laws, and we have incorporated contractual safeguards into agreements with our suppliers to ensure compliance with such laws (see below discussion of our Warranties in Contracts for Provincial Goods). Accordingly, we have assessed the risk of forced labour or child labour within our supply chains to be low.

FORCED LABOUR AND CHILD LABOUR PREVENTION AND REDUCTION MEASURES

Our Policies and Procedures

We have adopted and implemented the following policies and procedures to identify and address the risk of forced labour and child labour in our operations and supply chains:

3sHealth code of conduct (the “Code of Conduct”)

3sHealth is committed to conducting its business with integrity in accordance with high ethical standards and in compliance with all applicable laws, rules, regulations and policies (including those relating to forced labour and child labour). To assist 3sHealth in carrying out its responsibilities, the Code of Conduct has been established and provides a system of principles or rules which govern both an individual’s personal behaviour in the workplace as well as his or her stewardship of 3sHealth’s affairs.

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Out-of-Scope Terms and Conditions of Employment (the “Terms and Conditions of Employment”)

The Terms and Conditions of Employment serve as ready reference for all 3sHealth employees and are maintained by the Human Resources Department. It brings together, in a convenient form, human resource policies that have general application to all 3sHealth employees. The Terms and Conditions of Employment

Modern Slavery Policy

3sHealth is reviewing the introduction of a Modern Slavery Policy with the intent of ensuring that forced labour or child labour is not being used in its operations and supply chains. The policy would require 3sHealth to take reasonable steps to encourage its suppliers to comply with the Modern Slavery Policy and/or consider implementing similar policies or processes that mitigate the risk of forced labour and child labour practices being used in operations and supply chains.

Warranties in Contracts for Provincial Goods

3sHealth’s standard form contract for the purchase of goods requires suppliers and their subcontractors to comply with all applicable laws relating to sustainable procurement and to ethical and responsible standards of behaviour including, without limitation, laws dealing with human rights, sustainable development, bribery and corruption. In appropriate circumstances, 3sHealth may consider adopting additional contractual safeguards to address specific risks relating to forced labour or child labour that become apparent in the future.

Due Diligence

We are not currently aware of any forced labour or child labour practices occurring within our operations or supply chains and we believe that our operations and supply chains present a low risk of forced labour or child labour being utilized. Accordingly, aside from the aforementioned policies and procedures, we did not take any additional steps to conduct due diligence relating to forced labour or child labour during our previous financial year.

We are continuing to evaluate our existing policies and procedures to identify areas of improvement, and we may consider taking additional steps to conduct due diligence in the future.

FORCE LABOUR AND CHILD LABOUR REMEDIATION MEASURES

We are not currently aware of any forced labour or child labour practices occurring within our operations or supply chains and we believe that our operations and supply chains present a low risk of forced labour or child labour being utilized. Accordingly, we have not undertaken any measures to remediate any forced labour or child labour to date.

LOSS OF INCOME REMEDIATION MEASURES

We are not currently aware of any forced labour or child labour practices occurring within our operations

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or supply chains and we believe that our operations and supply chains present a low risk of forced labour or child labour being utilized. Accordingly, we have not undertaken any measures to remediate any loss of income relating to any forced labour or child labour to date.

TRAINING

We do not currently provide formal training to our employees on forced labour and child labour. However, our senior leadership team has alerted themselves to the requirements of the Act and the need to contribute to Canada's fight against forced labour and child labour.

ASSESSING EFFECTIVENESS

We are continuing to assess the effectiveness of our activities to identify areas of improvement in our efforts to minimize the risk of forced labour and child labour being used in our operations and supply chains. We will continue to assess the effectiveness of our actions by working with employees, staff, suppliers, and other key stakeholders.

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APPROVAL AND ATTESTATION

This Report has been approved by the Board of Directors of 3sHealth in accordance with paragraph 11(4)(a) of the Act.

In accordance with the requirements of the Act, and in particular section 11 thereof, I attest that I have reviewed the information contained in the report for the entity listed above. Based on my knowledge, and having exercised reasonable diligence, I attest that the information in the report is true, accurate and complete in all material respects for the purposes of the Act, for the reporting year listed above.

**Health Shared Services Saskatchewan
(3sHealth)**

Per:



Name: Brian Barber

Title: Board Chair

Date: June 5, 2024

I have the authority to bind 3sHealth.