



**Essential Elements**

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# Essential Elements of Occupational Health & Safety

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| Overview | The provincial Occupational Health and Safety Acts and associated regulations set a minimum standard for worker health and safety. This program outlines the essential health and safety elements required based on legislation.  DQ or OJ Franchisee is committed to continuously improving the health and safety of our employees, volunteers, visitors, suppliers, customers, workplace and environment. We believe the well-being of our company and customers is dependent on the health and safety of our workforce and promise every precaution reasonable in all circumstances will be taken for the protection of our employees.  This program provides a foundation to our health and safety system. Additional safety programs focused on risk specific programs, safe work practices and best practices will ensure we have a comprehensive program specific to our company.  We are committed to review our programs annually and make every effort to have the most up to date information for our employees. |

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| Keys | |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Communicate** |  | **Post / Display** | | |  | **Review / Update** | |  | **Link to other information** | | |  | **Information / Training** | | | |

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Glossary

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| Overview | The following terms, acronyms and job titles are used throughout this document. The descriptions reflect the interpretation used in this program rather than a legal definition.  Please note that terms in the masculine form used to designate people pertain to both women and men. |

| Term | Description |
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| Canadian Standards Association (CSA) | A not-for-profit, membership-based association serving business, industry, government and consumers in Canada to promote health and safety. |
| Certified first aider | Staff who have been trained and certified in first aid from a WCB/WSIB recognized training provider. First aider and first aid attendant are used interchangeably in this document. |
| Certified member | A member of the health and safety committee who has received special training in occupational health and safety and has been certified by the provincial health and safety association. |
| Competent person | Someone who is qualified because of knowledge, training and experience to organize the work and its performance; is familiar with the Act and the regulations that apply to the work; and has knowledge of any potential or actual danger to health and safety in the workplace. |
| Critical injury | Any injury that places life in jeopardy, causes unconsciousness, results in significant blood loss, involves the fracture or amputation of all or part of an arm or leg or more than one finger or toe, consists of burns to a major portion of the body, or causes the loss of sight in an eye. |
| Designated Substance | A biological, chemical or physical agent, or a combination thereof, that is prescribed as a designated substance. The exposure of a worker to a designated substance is prohibited, regulated, restricted, limited or controlled. |
| Franchise Owner | Individual who has controlling interest in the corporation that is the franchisee of record. |
| Employee | In this document, use of the term employee includes those who are performing work for compensation, students working under a work experience program, and volunteers working for no compensation. Worker and employee reflect the same meaning are used interchangeably. |
| Employer | A person who employs or contracts for the services of one or more workers. |
| Fatality | Death. |
| First Aid | Emergency treatment of illness or injury given before professional treatment or care is obtained. |
| Hazard | Anything that can cause injury or illness in people, or damage to property. A hazard may occur from what people do, or may occur as a result of their working conditions. |
| Hazard Assessment | The process of evaluating the level of risk associated with identified workplace hazards. |
| Health care | Services provided at a hospital or health care facility by health care practitioners such as doctors, registered nurses, chiropractors, physiotherapists or dentists. |
| Health & Safety Committee (HSC) | An advisory body that promotes awareness of safety issues and recognizes/discusses workplace hazards. Composed of worker and management representatives, at least half must exercise non-managerial functions. It is responsible to monitor health and safety, identify hazards, and recommend health and safety improvements in the workplace. *Refer to appropriate provincial appendix for applicability.* |
| Health & Safety Coordinator | A manager or someone with authority who will champion the ongoing improvement and sustainability of our health and safety program. |
| Health & Safety Representative (H&S Rep) | In workplaces where the number of workers regularly exceeds five and a joint health and safety committee is not required, employers must ensure that workers select a health and safety representative. The representative should be committed to improving health and safety conditions in the workplace. *Refer to appropriate provincial appendix for applicability.* |
| Internal Responsibility System (IRS) | A system where everyone has direct responsibility for health and safety as an essential part of their job. It does not matter who or where the person is in the organization, they achieve health and safety in a way that suits the kind of work they do. Each person takes initiative on health and safety issues and works to solve problems and make improvements on an on-going basis. They do this both individually and in conjunction with others. Successful implementation of the IRS should result in progressively longer intervals between accidents or work-related illnesses. |
| Lockout | The process of de-energizing or disengaging machinery or equipment capable of movement before cleaning, servicing, adjusting or setting up operations. |
| Lost Time | A work related injury or illness that results in the employee missing scheduled time from work resulting in a wage loss. |
| Manager | A person, appointed by the employer, who has charge of a workplace or authority over a worker. In this document, manager and supervisor reflect the same meaning and are used interchangeably. |
| Medical Aid | An “at work” injury or illness which requires the attention of an external health care practitioner. |
| Musculoskeletal Injury (MSI) or Disorder. (MSD) | An injury or disorder of the muscles, tendons, ligaments, joints, nerves, blood vessels, or related soft tissue that may be caused or aggravated by activity. |
| Near Miss | An event where no property was damaged and no personal injury was sustained, but where, given a slight shift in time or position, damage or injury easily could have occurred. |
| Occupational Health & Safety Act (OHSA) | Occupational health and safety legislation published by a government agency in each province. |
| Occupational Illness | A condition that results from exposure in a workplace to a physical, chemical or biological agent to the extent that the normal physiological mechanisms are affected and the health of the worker is impaired. |
| Prescribed | As specified in the regulations made under the Act. |
| Personal Protective Equipment (PPE) | Used as temporary or last line of protection for workers against hazards. Personal protective equipment depends on work environment, work conditions, and process being performed. |
| Provincial Health & Safety Acts | Outlines the general rights and responsibilities of the employer, the supervisor and the worker through an Act or statute and related regulations. |
| Provincial Authority | The governing body responsible to enforce the Act for health and safety in the workplace. |
| Regularly Employed | Interpreted to mean employed for at least 3 months. |
| Regulations | The regulations relate to a range of subjects including, for example, requirements for specific types of workplaces (industrial establishments, construction sites, mines and health care facilities, farming operations), designated substances, and workplace hazardous materials. |
| Safe Work Practice (SWP) | Generalized statements of what you should or should not do in order to do a job or task safely. A good reminder of the "right" way to do things, SWPs are designed to provide a simple and quick reference for both employees and manager/supervisors. |
| Supervisor | See definition of Manager. |
| WCB | Workers Compensation Board. |
| Worker | See definition of Employee. |
| Workplace | Any place in, on, or near where a worker works. It could be a building, an open field, a road, forest, vehicle etc. If the worker is being directed to work there, it is a workplace. |
| WSIA | *Workplace Safety and Insurance Act*, managed by the WSIB/WCB, it governs the no-fault insurance system for work-related injuries and diseases. |
| WSIB/WCB | Workplace Safety and Insurance Board/Worker’s Compensation Board. |
| WSPS | Workplace Safety & Prevention Services. |

# Health & Safety Policy Statement Sample

The management of DQ or OJ Franchisee is committed to preventing the accidental loss of any of our resources, including employees, volunteers, contractors, and physical assets.

In fulfilling this commitment to protect both people and property, management will provide and maintain a safe and healthy work environment that meets or exceeds all legislated and industry standards. We will apply the continuous improvement process to health and safety and will strive to eliminate or control any foreseeable hazards which may result in accidents, personal injury/illnesses, fires, security losses or other property damage.

We recognize that the responsibility for health and safety is shared. The corporation, management, employees, guests, contractors, subcontractors and volunteers are equally responsible for minimizing incidents within our facilities and on our work sites. We must be dedicated to, and demonstrate behavior that supports a strong, proactive safety improvement process. Leading by example, we must place safety ahead of everything else we do. Safe work practices and procedures will be clearly defined in our Health and Safety Program for all employees to follow.

Accidental loss can be controlled through good management in combination with active employee involvement. Safety is the direct responsibility of all managers, supervisors, employees, and contractors.

We must all work with, and support, our health and safety program, to ensure that the necessary resources are made available to the program, and to consider the safety and health impacts and opportunities in all decisions.

Management, the Health & Safety Committee/Health & Safety Representative, and all employees must join together in making health and safety an integral component of our daily activities. Health and safety is a key requirement for our success and viability.

I trust that all of you will join me in a personal commitment to make safety a way of life.

SignatureDate

**\*The safety information in this policy does not take precedence over Occupational Health and Safety legislation. All employees should be familiar with the provincial Health and Safety Act and applicable Regulations (current edition).**

# Health & Safety Policy Program

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| Overview | We believe that workplace injuries and illnesses can be prevented. The key to achieving safety at work is to identify and control all workplace health and safety hazards.  Employee health and safety are integral to productivity. Our management system integrates health and safety activities into all aspects of our operations. We believe this will achieve positive results in productivity, quality and, above all, the health and safety of our employees. |

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| Legislation | Every provincial Health & Safety Act requires employers to prepare, and review at least annually, a written occupational health and safety policy, and to develop and maintain a program to implement that policy. |

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| Purpose | We all share the goal of making our workplace safe and healthy. Our provincial health & safety Act provides us with the legal framework and the tools to achieve this goal. It sets out the rights and duties of all parties in the workplace and establishes procedures for dealing with workplace hazards. It provides for enforcement of the law where compliance has not been achieved voluntarily by workplace parties.  Our health and safety program is a definite plan of action designed to prevent accidents and occupational diseases. |

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| Scope | This program applies to all employees, including managers, supervisors, temporary employees, students, volunteers and contractors. |

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| Objective | The objective of our Health & Safety Program is to eliminate or reduce harmful and/or risky exposures, occupational injuries and/or occupational diseases in the workplace.  We have a legal obligation to provide a safe and healthy workplace to every person employed by DQ or OJ Franchisee and every person allowed access to our workplace.  In order to achieve this objective, we maintain an occupational health and safety program with the following goals:   * To promote health and safety in all organizational activities. * To identify actual or potential workplace hazards. * To eliminate and/or minimize the exposure to hazards in our workplace. * To develop and recommend work practices, procedures, policies, initiatives, programs, training, equipment and protective devices to prevent and/or reduce workplace injuries and illnesses. * To educate all employees as to their role in the occupational health and safety program and the internal responsibility system. * To comply with all workplace health and safety legislation and all associated regulations. |

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| Statement | Our occupational health and safety policy is a statement of principles and general rules that serve as our guide for action. We are committed to ensuring the policy is carried out with no exceptions. This policy statement provides a clear indication of our objectives and plans for occupational health and safety and covers the following issues:   * Our commitment to the establishment of a healthy and safe workplace and the integration of health and safety into all workplace activities. * Our commitment to protect the safety and health of employees. * The objectives of the program. * Our health and safety philosophy. * The responsibility of all personnel in maintaining a safe workplace. Unacceptable performance of health and safety duties will not be tolerated. * The accountability of all levels of management for carrying out health and safety responsibilities. * The importance of consultation and cooperation between management and employees for effective implementation of policy. * Our commitment to regular reviews of the policy and to monitor its effectiveness. * Our commitment to provide adequate funds and details of how money will be available.   This policy statement will be reviewed annually, dated and signed by the Franchise Owner, communicated to all employees, and posted in a common workplace location.  A copy of our policy statement is included at the beginning of this section. |

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| Internal Responsibility System (IRS) | The Internal Responsibility System is the underlying philosophy of occupational health and safety legislation in Canada. Its foundation is that everyone in the workplace – employees and employers – is responsible for their own safety and the safety of their coworkers.  Anyone who sees a health and safety problem in the workplace has a duty to report the situation to management. Once identified, management has a duty to look into the problem and eliminate any hazard that could injure workers.  The IRS provides the basic rights:   * Right to Know * Right to Participate * Right to Refuse Unsafe Work   For more detailed information on these basic rights, please see the section on Worker Rights later in this document.  Keys to a successful IRS include:   * Everyone has a sincere wish to prevent accidents and illnesses and accepts that accidents and illnesses have causes that can be eliminated or greatly reduced. * Everyone accepts risk can be continually reduced, so the time between accidents and illnesses gets longer and longer. * Everyone accepts health and safety is an essential part of doing their work, and has a clear understanding of their responsibilities, what they can do to change matters, and when things must be done. * Everyone understands the IRS process, believes in it, and takes steps to make it effective at all levels. * No one should be fearful of reprisals when using the IRS process. |

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| Program Elements | The Health & Safety Program is comprised of the following elements:   * Policy Statement. * Roles and Responsibilities. * Health & Safety Committee / Health & Safety Representative. * Health & Safety Training. * Emergency Procedures. * First Aid. * Injury & Illness Reporting. * Incident Investigations. * Workplace Inspections. * Hazard Identification. * Workplace specific hazards (i.e. items such as WHMIS, ergonomics, equipment safety). |

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| Evaluation | Senior management, in conjunction with the HSC/H&S Rep, will review this program on an annual basis. |

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| Communication | This program will be communicated to all employees. A copy of the policy statement will be posted in a common area. Revisions to policies and procedures will be publicized.  Employees can find information pertaining to this program through:   * Orientation / training documents. * Program manuals. * HSC/H&S Rep. * Job description. * Notice board notices and reminders. * Safety talks and meetings. |

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| Training | All employees will be trained on the contents of this program. This information is also part of the Orientation Program for new employees and newly appointed supervisors. New members of the HSC/H&S Rep will receive training on this program during their orientation.  Employees will receive training specific to their position, including on-the-job training, refresher courses, and job-specific hazard training. It will be provided in small groups or individually so that supervisors can confirm employees understand safe work practices.  Training documents will be dated, signed and kept on file. |

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| Evaluation | Senior management, in conjunction with the HSC/H&S Rep, will review this program on an annual basis. |

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| Acknowledge Success/Make Improvements | Senior management, in consultation with the HSC/H&S Rep, will determine the success of this program. Any gaps will be identified and corrected, as appropriate. Notification of the success of this program will be circulated to all departments and posted on the Health & Safety Bulletin Board. |

# Roles and Responsibilities

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| Overview | C:\Users\danielle.stewart\Pictures\iStock_000089262763_Medium.jpgThe provincial *Occupational Health & Safety Acts* are clear the employer has the greatest responsibility with respect to health and safety in the workplace. However everyone has a role to play to ensure that health and safety requirements are met.  We all have a responsibility to promote health and safety, and a role to play to help the workplace be in compliance with the statutory requirements. Everyone has both shared and unique responsibilities. They are interlocked, creating an internal responsibility system (IRS) that will allow for a positive and sustainable health and safety culture.  In addition to the legislative requirements, employers must include company specific responsibilities that demonstrate the commitment to take every precaution reasonable to protect a worker. |

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| Legislation | The employer, manager, supervisors, and workers all bear responsibility for health and safety in the workplace. These responsibilities and accountabilities are clearly outlined for all workplace parties. | | |
| General Duties of Workplace Parties | | | |
| Employer | | Manager / Supervisor | Employee |
| Develop safety rules | | Enforce safety rules | Follow safety rules |
| Train workers | | Provide written instructions | Apply training |
| Identify and control hazards | | Identify and control hazards | Identify and report hazards |
| Provide safe equipment | | Ensure equipment is used safely | Use equipment safely |
| Take every precaution reasonable | | Take every precaution reasonable | Work safely and do not engage in horseplay |
| See complete table General Duties of Workplace Parties in Resources. | | | |

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| **Employer** | The employer has the greatest responsibility with respect to health and safety in the workplace and is typically represented by senior management. At DQ or OJ Franchisee, the employer is represented by the Franchise Owner.  The Franchise Owner is responsible for ensuring that the Internal Responsibility System (IRS) is established, promoted, and functions successfully. A strong IRS is an important element of a strong health and safety culture, and a strong health and safety culture shows respect for the people in the workplace.  The Franchise Owner can delegate responsibilities, but cannot transfer overall responsibility to other workplace parties.  Responsibilities include:   * Provide equipment, materials and protective devices (e.g. guards on machines, personal protective equipment, eye wash stations) that are maintained and are in good condition. * Ensure equipment, materials and protective devices are used properly and in a safe manner. * Provide information, instruction and supervision to employees to protect the health and safety of the employee. * Appoint competent supervisors. * Provide (upon request), in a medical emergency, information in the possession of the employer, including confidential business information to a legally qualified medical practitioner, and to such other persons as may be required by law. * Acquaint an employee or a person in authority over an employee with any hazard in the workplace and in the handling, storage, use, disposal and transport of any article, device, equipment or a biological, chemical or physical agent. * Ensure that a HSC/H&S Rep is elected and maintained. * Afford assistance and cooperation to the Health & Safety Committee/Health & Safety Representative in carrying out their functions. * Only employ a worker over the prescribed age. * Not knowingly permit in or about the workplace anyone under the prescribed age. * Take every precaution reasonable in the circumstances for the protection of an employee. * Support the [Health & Safety Committee](#_Joint_Health_&) in following requirements set out in the Committee’s Terms of Reference. * Provide the results of a report respecting occupational health and safety that is in the employer’s possession to the HSC/H&S Rep as well as employees. If that report is in writing, a copy of the portions of the report that concern occupational health and safety should be provided. * Ensure all core regulatory compliance, hazard specific programs and safe work practices are implemented, maintained and followed. * Ensure all other prescribed requirements in the provincial legislation are followed. * Ensure a copy of the respective Act and pertinent regulations is posted in an accessible workplace location. * Post a copy of the health and safety policy in an accessible workplace location. This policy should be reviewed and reposted annually. * Develop and maintain a health and safety program to implement the health and safety policy. * Respond in writing, within the required timeframe, to any health and safety recommendation submitted by the HSC/H&S Rep. * Develop and implement a workplace violence and workplace harassment policy and program, if required. |

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| Manager/ Supervisor | Managers and supervisors are responsible to make sure the requirements set out by the employer are being carried out properly by the employees, that the employees are fully aware of the hazards that may be encountered on the job or in the workplace, and ensure that employees work safely.  Managers are responsibilities to ensure:   * Employees work in the manner and with the protective devices, measures and procedures required by the provincial health & safety act and regulations (e.g. wearing safety shoes, confining hair, jewelry or loose clothing around moving parts, etc.). * Employees use or wear the equipment, protective devices or clothing required to be used or worn. * Employees are advised of the existence of any potential or actual danger to their health or safety of which the supervisor is aware. * Employees are provided with written instructions as to the measures and procedures to be taken for their protection, where prescribed. * C:\Users\lorraine.stinson\Downloads\iStock_64588187_LARGE.jpgEmployees are trained in safe work practices and job safety requirements associated with a particular job process and providing written instructions where appropriate. * Every precaution reasonable in the circumstances is taken for the protection of an employee.   Additional responsibilities include:   * Supporting a safe work environment that is free from any violence or harassment. * Reinforcing and demonstrating a positive “health and safety” attitude and working climate and holding information sessions with staff on health and safety issues. * Showing interest and involvement in the organization’s health and safety performance. * Upholding safety rules and procedures and support enforcement, including disciplinary action. * Developing a collaborative relationship with the Health & Safety Committee/Health & Safety Representative and support this role. * Making every reasonable attempt to resolve any employee health and safety concerns. * Holding regular staff meetings (e.g. monthly) to reinforce safety by reviewing specific safety practices and policies. * Correcting any substandard or unsafe acts or conditions. * Reporting, investigating, and properly documenting all incidents and injuries to employees and guests, as well as any property damage or loss of process. * Ensuring a maintenance program for equipment and machinery in the workplace is carried out. * Implementing emergency plans when necessary and ensuring employees have been properly trained. * Informing superiors of any known occupational health and safety concerns. * Regularly evaluating employee performance and providing periodic feedback with respect to health and safety. * Attending all required health and safety training programs (e.g. WHMIS, orientation, basic occupational health and safety awareness), and applying the knowledge to daily operating procedures. * Ensuring all core regulatory compliance, hazard specific programs and safe work practices are implemented, maintained and followed. * Ensuring all other prescribed requirements in the provincial legislation are followed.   Managers/supervisors should be:   * Familiar with the applicable legislation and regulations. * Capable of organizing the workload in a safe manner. * Able to evaluate job performance. * Knowledgeable about actual or potential health and safety hazards. * Able to communicate effectively. |

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| **Health & Safety Coordinator** | A Health & Safety Coordinator will be appointed who will champion the ongoing improvement and sustainability of our health and safety system. The Coordinator will be a manager or someone with the authority to implement the necessary policies, procedures and interventions to ensure employees are protected against workplace injury and illness. At DQ or OJ Franchisee, the responsibilities of the Health & Safety Coordinator are assumed by the Manager.  The Coordinator will have the full confidence, commitment and support of senior management, in order to fulfill the following responsibilities:   * Develop, implement and maintain an integrated health and safety system. * Assist the senior management team: * To audit and review the health and safety system annually to ensure it continues to be effective. * To deal effectively with any health and safety-related issues or concerns. * Complete a training schedule to ensure all employees have the appropriate skills, training and knowledge to prevent work-related injury and illness. * Ensure safety-related information is communicated at management meetings and that all staff are aware of company health and safety policies. * Ensure the Health & Safety Committee is established (H&S Rep is elected) and operates according to the legislated requirements of the provincial health & safety act. Attend HSC meetings and accompany the worker member on workplace inspections. * Conduct a hazard and risk assessment at least annually to recognize and assess any and all health and safety-related hazards. * Review and monitor the injury and illness frequency annually to measure the effectiveness of the established integrated health and safety system. * Report all findings to senior management. * Act as an internal resource for health and safety matters (e.g. respond to needs of spot inspections from the provincial authority inspectors and other immediate support issues). * Develop and implement Safe Work Practices (SWPs) to minimize and control the identified health and safety hazards associated with our workplace. * Keep current with health and safety trends, industry issues, and legislative changes. * Maintain health and safety records.   The Health & Safety Coordinator should have:   * Ability to communicate verbally and in writing. * Ability to write policies, procedures, and safe work practices. * Good judgment. * Completed basic and hazard specific certification training and additional workplace specific hazard training. |

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| Employee | In order to fulfill their responsibilities, employees must know their responsibilities, have the authority to carry them out, and have received adequate training. Every employee actively contributes to the effectiveness of our health and safety program. Volunteers are entitled to the same training, information, and personal protective equipment as employees. They have the same rights and responsibilities as employees.  Employee are responsible to:   * Work in compliance with the provisions of the OHSA, regulations, and internal policies and procedures. * Report to his supervisor any: * Observed hazards. * Missing or defective equipment or protective device which could endanger workers. * Risks or potential risks of violence or harassment encountered in the workplace. * Any contravention of the OHSA, regulations, policies and procedures. * Use or wear the equipment, protective devices or clothing required. * Not remove or make ineffective any protective device without providing an adequate temporary substitute. When the work is completed, the original protective device must be replaced immediately. * Not use or operate any equipment, machine, device or thing or otherwise working in a manner that may endanger anyone. * Not engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct. * Know, understand and adhere to: * Safe work practices and procedures. * Established rules and procedures for handling materials, equipment and processes (e.g. reporting unlabeled containers, using proper lifting techniques). * Request that worn out or defective equipment be replaced. * Use: * All safety devices provided, ensuring optimum condition of devices and report any defects immediately to a supervisor. * Equipment and materials only in the manner intended. * Carry out repairs, alterations and processing changes only when authorized. * Report all injuries, incidents and unusual conditions following our Hazard Reporting and Injury Reporting Program. * Inspect work area daily and reporting any hazards immediately to your supervisor. * Attend all required health and safety training programs (e.g. WHMIS 2015, orientation, basic occupational health and safety awareness), and apply knowledge to daily operating procedures. |

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| Communication | These roles and responsibilities will be communicated to all staff through job orientation, safety talks and staff meetings. |

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| **Training** | All employees will receive training on this program. Training documents are signed, dated and put in employee file. |

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| Evaluation | Senior management, in conjunction with the HSC/H&S Rep, will review these roles and responsibilities on an annual basis. Any changes made will be communicated to all staff. |

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| Acknowledge Success/Make Improvements | Senior management, in consultation with the HSC/H&S Rep, will determine the success of this program. Any gaps will be identified and corrected, as appropriate. Notification of the success of this program will be circulated to all departments. |

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| Resources | **Resources Final.docx**  General Duties Chart (Pg. 5) |

# Worker Rights

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| Overview | The OHSA instills three basic rights for every worker:   1. *Right to Know* 2. *Right to Participate* 3. *Right to Refuse* *Unsafe Work* |

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| Right to Know | We all have the right to know the hazards in our workplace that could cause injury or illness. A comprehensive hazard assessment has identified hazards in our workplace. Every effort has been made to eliminate them, however where they cannot be eliminated, controls have been put in place to take every precaution reasonable to protect you.    Employees will receive training, orientation and other instruction based on their work areas to ensure they understand the risks, if any.  To reduce risks, engineering controls have been implemented that can include machine guarding, air exchange, noise reducing processes, etc. In each case, all workers must ensure controls are not removed and if found missing, they must be reported to a supervisor.  Personal Protective Equipment (PPE) is also a control that may be required due to the nature of the work and inability to put full engineering controls in place. Each worker must stay informed the PPE required by reviewing our PPE Program.  The WHMIS Program is another vital part of our safety program meeting the requirement to provide information to our employees. All employees will be required to successfully complete WHMIS training. |

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| Right to Participate | We have the right to be part of the process of identifying and resolving workplace health and safety concerns. This is expressed through participation on our Health and Safety Committee (HSC) or as the H&S Rep, or by bringing suggestions and concerns to HSC/H&S Rep or your supervisor.    The HSC/H&S Rep Program provides details on how you can participate. |

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| Right to Refuse | We also have the right to refuse work where we feel our own, or someone else’s health or safety is in danger (in accordance with provincial occupational health and safety legislation). We have the right to refuse work if there is a belief that our physical well-being is at risk because of actual, attempted or threatened application of physical force or workplace violence.    Under provincial occupational health and safety legislation, no employer or person acting on behalf of an employer shall dismiss, discipline, suspend, impose a penalty, intimidate or coerce a worker, nor shall they threaten a worker with such reprisals, because the worker has acted in compliance or sought reinforcement of the Act.  In the case of a refusal to work the worker must:   * Report the issue to a Manager/Supervisor and the HSC/H&S Rep, stating that this is a “work refusal” or “refusal to work” situation. The worker must give a reason why they feel the work is unsafe. * The situation is then investigated by the Manager, in the presence of the worker and worker representative (H&S Rep/HSC), to determine whether there is a health and safety issue. * If there is agreement, corrective action will be taken to fix the problem and the worker returns to work. * If there is no agreement, or if the corrective action is not sufficient, and the worker still feels he has reasonable grounds for a work refusal, then the H&S Rep/HSC worker member notifies the Provincial Authority that there is a work refusal underway. * The worker will be assigned other reasonable duties until an inspector can come in and a written decision about the situation is given. * Another worker may be assigned to do the task, but they must be informed of the current work refusal in the presence of the H&S Rep/HSC worker member. * The Inspector will investigate in consultation with the Manager, the worker, and the H&S Rep/HSC worker member. Their decision will be written and must be posted in the workplace. * Workers refusing work based on violence related risk factors must remain in a safe location reasonably close to the workplace and accessible/available pending the results of an investigation. * If there are no reasonable grounds for the work refusal, the worker will be required to return to his regular duties.   Please see the Right to Refuse Flowchart in the appropriate provincial appendix. |

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| Communication | These Worker Rights will be communicated to all employees during orientation. |

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| **Training** | All employees will receive training on this program. Training documents are signed, dated and put in employee file. |

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| Evaluation | During monthly inspections, the HSC / H&S Rep will conduct a random audit to ensure employee awareness of this policy. Results will be recorded on the workplace inspection form. |

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| Acknowledge Success/Make Improvements | Any gaps identified in the evaluation process will be corrected, as appropriate. Notification of the success of this policy, or any changes made, will be circulated to all departments. |

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| Resources | Worker Right to Refuse Flowchart by province (See Appropriate Provincial Appendix) |

# Worker Accountabilities

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| Overview | Everyone must understand and abide by their health and safety roles and responsibilities as outlined in this health and safety program.  Therefore we must have a system in place that reinforces the importance of following rules and procedures. |

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| Policy | Employees who flagrantly or willingly disregard the established policies, procedures or standards will be subject to the appropriate disciplinary measures. |

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| Scope | This program applies to all employees. |

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| Procedure | An accountability system helps to achieve:   * Improved customer satisfaction through reduced errors and the ability to get the job done right the first time. * Improved employee job satisfaction: * Detailed performance expectations are provided in writing * A formal, regularly scheduled performance review * Firm, consistent and fair discipline * Improved workplace safety: * Reduced unsafe work practices through accountability * Better management through improved processes   The Accountability System consists of the following components:   1. A regularly scheduled review:  * First review is 3 months after start date (end of probation), * Second review is 12 months after start date, * Each subsequent review is done annually, * Employees are reviewed using the Employee Performance Review Form.   Managers are responsible for scheduling these reviews. Upon hire, they will provide a New Employee Package, and schedule the first review (3 months after start date) at that time. Once each review is performed, the next review will be scheduled in the same way.   1. A detailed job description for every position in the company, full time and part time is required and must include the following elements:  * An outline of duties typical to the position, along with a statement that allows for the addition or removal of duties as required by management. (Any changes must be updated in writing). * Any specific duties or work-specific details that you may wish to review. * Health and safety responsibilities as required by the OHSA, and as outlined in our health and safety policy. * All general and specific performance expectations clearly identified. This includes performance targets, such as sales performance, customer satisfaction, and any other specific goals.   In addition, the following standard performance definitions should be included within each job description:   * Quantity of work * Quality of work * Attitude * Initiative * Dependability * Job Knowledge * Ability to work with others * Application (attention to detail) * Job cooperation (follow policies and procedures) * Attendance and punctuality * Leadership (management only)   These elements will form the basis for the employee’s scheduled review.  Discipline Policy  We have developed a two tier discipline policy. Examples of Tier 1 infractions include:   * Poor housekeeping * Improper documentation * Substandard performance of work * Failure to wear prescribed safety equipment * Horseplay * Aggressive driving * Failure to perform a specified task * Any other issues that may appear minor on the surface yet are critical to the efficient, safe and profitable operation of our business   The following discipline sequence will be used for Tier 1 offences:   |  |  |  | | --- | --- | --- | | **Step 1** | * Verbal warning and training * Are your expectations being communicated correctly? * Are there any gaps in the rolling action plan? | | | **Step 2** | * Written warning and retraining * Is the training effective? * Employee should be informed that discipline will progress in severity if behavior continues * Other options include reassignment, modification of duties, outside training * Request that employee sign this warning. If they refuse, note this on warning | | **Step 3** | * Suspension without pay – one day to one week * Upon return, provide written warning outlining expectations and consequences * Request employee sign the warning. If refused, note refusal on warning * Arrange for an interview with manager or senior manager * Possible termination if employee clearly indicates no intention of improving | | **Step 4** | * Termination of employment * Always consult first with a senior manager to ensure you have done everything possible to resolve the situation * Provide notice of termination in writing, demanding return of any keys, uniforms, etc. |   Progression is over a rolling 3 month period. This period can be increased to 6 months or more if:   * It appears that the employee’s actions are deliberate * Management believes the offence to be more serious than a typical “Tier 1” offence, but less serious than a “Tier 2” offence. Consultation with a senior manager is required.   Tier 2 offences would include more serious offences such as:   * Theft * Fighting * Death threats * Hateful words or acts * Deliberate destruction * Any other form of gross negligence * Threatening an employee/manager with physical harm * The following offences related to drugs and alcohol. (Refer to the Drugs, Alcohol and Medication Policy for more details.) * Reporting for duty or remaining on duty while being under the influence of alcohol or drugs (whether legal or illegal) * Consuming alcohol or drugs during the work day, including meals or other breaks * Possessing, distributing, offering or selling alcoholic beverages or drugs   A Tier 2 offence is almost always grounds for termination of employment. Essentially, a Tier 2 offence can be defined as any willful or reckless act that:   * Could violate another individual’s rights * Could endanger the health and safety of any other individual * Could negatively affect customer success or satisfaction * Could be construed as against the law   Whenever possible consult with a senior manager if you believe a Tier 2 offence has occurred. In their absence, consult with at least one other department manager.   |  |  | | --- | --- | | **Step 1** | * Suspension without pay – minimum 2 day. * Interview the employee with a senior manager present to obtain any relevant information or facts. * If a senior manager is not available, two managers must conduct the interview. * Depending on the outcome of the interview/consultation, a longer suspension or termination of employment may result. * If the employee is not terminated, prepare a written warning, clearly outlining your expectations and the consequences of not meeting these expectations. * Have the employee sign the written warning. If they refuse, note their refusal on the warning. | | **Step 2** | * Termination of Employment. * Always consult first with the senior manager to ensure that you have done everything possible to resolve the situation. * Provide notice of termination in writing, demanding the return of any keys, uniforms, etc. |   Thorough documentation is required.   * With every disciplinary act, managers must refer to the employee’s file * Every verbal warning must be recorded * Every written warning must be inserted into the employee file |

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| Communication | The Discipline Policy will be posted in a high traffic area in the workplace. |

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| **Training** | All employees will receive training during orientation and reviewed annually. Training documents are signed, dated and put in employee file. |

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| Evaluation | During monthly inspections, the HSC/H&S Rep will conduct a random audit to ensure employee awareness of this policy. Results will be recorded on the workplace inspection form. |

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| Acknowledge Success/Make Improvements | Any gaps identified in the evaluation process will be corrected, as appropriate. Notification of the success of this policy, or any changes made, will be circulated to all departments and posted on the Health & Safety Bulletin Board. |

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| Resources | **Resources Final.docx**  Performance Review - Employee (Pg. 17)  Performance Review - Manager/Supervisor (Pg. 19) |

# Visitor Responsibilities

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| Overview | The health and safety of everyone on our premises is important. We have a responsibility to provide protection to employees and visitors alike. Visitor activities are controlled by DQ or OJ Franchisee and they are expected to comply with our health and safety procedures. This policy applies only to visitors and does not apply to our customers. |

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| Procedure | All visitors must be under the immediate supervision and control of an employee. It is the responsibility of that employee to ensure that the visitor abides by the following:   * All visitors must be escorted by an employee. * All visitors must wear the applicable personal protective equipment as prescribed by DQ or OJ Franchisee and the Act and its regulations. * All visitors must remain in designated areas. * All visitors must immediately report any illness or injury suffered while on our premises.   If a visitor refuses to abide by these responsibilities then the employee or their supervisor will ask him to leave immediately and may bar re-entry in the future. Any infractions will be reported immediately to the Health & Safety Coordinator who will then be responsible for informing the Franchise Owner. The Coordinator and employee will complete an Incident Report. |

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| Communication | The Visitor Policy will be posted in a high traffic area in the workplace. |

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| **Training** | All employees in positions receiving visitors will receive training on this policy. Training documents are signed, dated and put in employee file. |

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| Evaluation | The Health and Safety Coordinator/HSC/H&S Rep will evaluate the effectiveness of this policy annually through Incident Reports. |

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| Acknowledge Success/Make Improvements | Any gaps identified in the evaluation process will be corrected, as appropriate. Notification of the success of this policy, or any changes made, will be circulated to all departments and posted on the Health & Safety Bulletin Board. |

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| Resources | **Resources Final.docx**  Visitor Sign In Sheet (pg. 23) |

# Posted Health & Safety Information

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| Overview | Having health and safety information available to all our employees is essential to an effective health and safety program. The law requires employers to post this information in a conspicuous area that workers have easy access to and where it is likely to come to the attention of workers.  This policy outlines what materials are posted and available to the employees. |

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| Legislation | Please see the provincial appendices for the applicable link to legislative posting requirements. |

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| Policy | In accordance with the provincial employment standards, worker’s compensation legislation, the provincial OHSA and our health and safety program, certain information will be made available to all employees. |

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| Roles & Responsibilities | The HS Coordinator is responsible to:   * Ensure the most current information is available by conducting an annual review of the health and safety board and information made available to staff. * Update the materials as outlined on the Checklist for Posted Health and Safety Material. * Update the Checklist for Posted Health and Safety Materials as necessary. * Periodically audit the health and safety board postings and information made available to ensure materials are not missing. |

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| Procedure | Please see the provincial appendices for details and links to the information that must be posted in an area that is easily accessible to all employees.  The information will be available in an easily accessible area. The content of the materials will be reviewed as outlined in the Checklist for Posted Health and Safety Material, to ensure that the information is current. Where necessary the information will be made available electronically.  Health & Safety Coordinator will be responsible for the following:   * Ensuring the most current information is available to managers. * Update the Checklist for Posted Health and Safety Materials as necessary.   Managers will be responsible for the following:   * Ensuring the most current information is available to all employees. * Posting any materials as outlined on the Checklist for Posted Health and Safety Material.   The content of the information will be reviewed and maintained to ensure that it is current. |

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| Communication | The posted health & safety information requirements will be posted in a high traffic area in the workplace and/or the Health & Safety Bulletin Board. |

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| **Training** | All employees will receive awareness of this policy during orientation. |

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| Evaluation | The HSC/H&S Rep will evaluate the effectiveness of this program annually by monitoring the Health & Safety Bulletin Board contents during monthly inspections. |

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| Acknowledge Success/Make Improvements | Any opportunities for improvement identified in the evaluation process will be corrected, as appropriate. Notification of the success of this program will be circulated to all departments and posted on the Health & Safety Bulletin Board. |

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| Resources | Posted Material Checklist Template by province (**See Appropriate Provincial Appendix**) |

# Health & Safety Training Program

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| Overview | A successful health and safety program requires the participation and support of all workplace parties. Therefore it is important to educate all workplace parties about the health and safety policy and program. This training should focus on training for workers, supervisors and the employer. |

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| Legislation | For specific provincial requirements see the Provincial Appendices. |

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| Policy | In accordance with the provincial *Occupational Health and Safety Act*, we will provide all employees with the necessary information, instruction, and supervision to ensure their health and safety on the job. We are committed to taking all reasonable precautions to protect the health and safety of its employees. |

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| Purpose | All employees will receive adequate and regular occupational health and safety training.  Training is an essential part of our health and safety program and provides employees with the knowledge and practices to stay safe in the workplace. This program outlines the types of training necessary for employees, identifies training required for various positions/tasks, and establishes expectations for delivery of training.  We deliver a variety of training to employees depending on their positions or tasks. Some training programs are delivered to everyone, while others are position or task specific. |

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| Roles & Responsibilities | For all training, senior management, with the support of the HS Coordinator, will be responsible for the following:   * Establish training objectives and method of delivering the training. * Adhere to appropriate and relevant training standards. * Create training a schedule and assigning trainers. * Ensure completion of training within two months of employment. * Provide method of evaluating training. * Keep records of training and reviewing on an annual basis. * Monitor need for training reviews or renewal of certification where applicable. * Review new/modified equipment. * Review legislation updates.   All employees are required to participate in the general training. Specific training will be determined by position and task. Members of the HSC/H&S Rep will receive training specific to that function. |

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| Procedure | Hazard and job specific safety training should be performed at the time of hire, when a significant change occurs, or when workers are transferred or promoted to a new position.  Training will be delivered using a variety of methods such as:   * In Class * One-on-One * Online * Safety Talks   All training will be recorded using the Training Attendance Record. A training checklist will be maintained for both management and employees in order to identify required training (Orientation Crew Checklist). |

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| General Training | All employees will receive general training in the following areas. This training applies to new, transferred, promoted, or returning employees and will be completed within six weeks of starting a new job. The topics covered include:  Orientation   * Legal rights and responsibilities related to workplace health and safety (including the right to refuse unsafe work, right to know and right to participate as well as the Health and Safety Policy) * Instruction on performing job tasks, including safe work practices and identifying/controlling hazards (for employees who are new, or those who have been promoted or transferred). Training will be done by a qualified person, and employees will be monitored during the probationary period to ensure they are following safe work practices as instructed. * General orientation to the health and safety program and policy, as well as related employee responsibilities (applies to new employees, student, contract, or supply employees, or employees returning after an absence). The orientation should introduce the employee to the provincial *Occupational Health and Safety Act* and also the roles, responsibilities, and functions of the HSC/H&S Rep. In addition, the employee should learn the policies and procedures for:   + - * Emergency preparedness and response, including the location and proper use of fire prevention and suppression methods.       * Our Workplace Violence and Harassment Prevention policy and procedures.       * Location and proper use of eyewash fountains.       * Reporting illness or injury.       * Reporting workplace hazards.       * Our Return to Work Program.   WHMIS  Workplace Hazardous Material Information System (WHMIS) training enables employees to recognize and safely handle hazardous materials found in the workplace. Training will conform to the following points:   * New employees must complete WHMIS training prior to beginning the job. * WHMIS training will teach employees to recognize, assess, and control hazardous materials. * Training will cover include both generic as well as workplace-specific training for any controlled substances used. * Training will be conducted by a qualified trainer who is aware of workplace-specific hazards. * The HSC/H&S Rep will be consulted on development and implementation of all WHMIS training. * Each employee will have WHMIS training reviewed annually.   Please see the WHMIS Program for further information.  Workplace Violence & Harassment Prevention  All employees, including managers at all levels, will be trained on the contents of this Program. The Franchise Owner needs to be aware of all legislation applicable to harassment and violence in the workplace in order to take appropriate steps during and after violent situations or incidents of harassment. Applicable legislation may include the provincial *Occupational Health & Safety Act*, the Criminal Code of Canada, provincial Human Rights Code, and the provincial *Workplace Safety & Insurance Act*.  Our training includes:   * Understanding what conduct is considered workplace harassment, including workplace sexual harassment, and understanding what conduct is unwelcome in the workplace. * How and to whom to report an incident of workplace harassment or violence. * How the employer will investigate and deal with an incident or complaint of workplace harassment or violence. * How the employer will report the results of the investigation to the employee who was allegedly the victim and the alleged perpetrator (if an employee). * Measures and procedures to report workplace violence or harassment if the employer or supervisor is the alleged perpetrator.   For further information please see our Workplace Violence & Harassment Program.  First Aid  A minimum of one staff member on every shift will be trained in first aid and CPR. Names and work locations of trained employees, along with their First Aid Certificates, will be posted at the First Aid Station, on the Health and Safety Bulletin Board, and provided to the HSC/H&S Rep.  Please see the First Aid Program for further information. |

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| Specific Training | The objective of training is to implement health and safety procedures into specific job practices and to raise awareness and skill levels to an acceptable standard. Employees will receive training specific to their positions or tasks and will be trained on some of the following as necessary.  **Promotion or Transfer**  New, transferred, promoted, or returning employees will complete relevant training, within six weeks of starting a new job. Training will include:   * Review of the legal rights and responsibilities related to workplace health and safety. * If the promotion or transfer involves movement into a supervisor or manager position, the employee will receive training on their additional responsibilities in that role related to workplace health and safety. * Instruction on performing job tasks, including safe operating procedures and identifying/controlling hazards. Training will be done by a qualified person, and employees will be monitored during the probationary period.   Ergonomics  Any employee that may be exposed to the risk of a Musculoskeletal Disorder (MSD) as a result of the tasks they are required to perform must be educated and trained in:   * Risk identification related to the work. * Recognition of early signs and symptoms of MSDs. * Potential health effects. * Control measures (including any safe operating procedures, mechanical aids and personal protective equipment).   Please see our Ergonomic Program for further information.  Manual Materials Handling  Manual materials handling (MMH) means moving or handling things by lifting, lowering, pushing, carrying, holding, or restraining. MMH is also the most common cause of occupational fatigue, low back pain and lower back injuries.  MMH is always hazardous but the level of hazard depends on what you are handling, what the task is, and what the conditions are.   |  |  | | --- | --- | | **Task** | **Positions Requiring Training** | | Lifting overhead and bending | All positions | | Working in awkward positions | All positions | | Lifting heavy objects | All positions |   For further information please see the Safe Work Practices for Manual Material Handling.  Personal Protective Equipment (PPE)  The provincial OHSA requires employers to provide equipment, materials and protective devices, make sure they are used as prescribed, and maintain them in good condition. The OHSA also requires workers to use or wear the equipment, protective devices or clothing that has been prescribed.  PPE is any device worn by an employee to protect against hazards. Some examples are gloves, respirators, ear plugs, hard hats, safety goggles, and safety shoes or boots. It is considered the last line of defense against a workplace hazard and is to be used only if the hazard cannot be eliminated or controlled in other ways. Training will include procedures for selection and fitting, monitoring use, and maintenance and storage.  For further information please see the Personal Protective Equipment Program.  Existing and New Equipment  Employees must be trained in the safe operation of any equipment they are required to use. This will include:   * Selection of the appropriate equipment * Limitation of equipment * Pre-use inspections * Use of equipment * Manufacturer’s specifications * Maintenance requirements * Loading and unloading (if required) * Hazards specific to the to the equipment * Requirements for lockout / tagout * Safe work practices   When new equipment is installed, all employees using the equipment are required to be trained in the safe operation and emergency features of the equipment.  For further information please see corresponding policies, procedures, and safe work practices.  Additional Education and Training  In areas where exposure may exceed legislated limits (e.g. noise, air contaminants, etc.) we will ensure testing is done and if necessary, develop an exposure control program which will include the necessary education and training of all affected employees. The HSC/H&S Rep will be consulted when developing these programs and conducting the annual review of these programs.  Health & Safety Committee/Health & Safety Representative  Employees serving on the HSC, or as H&S Reps, are required to have training on the responsibilities and functions of the role. Training will be delivered by the Health & Safety Coordinator and will be completed within two months of being appointed. Training will cover the following:   * How to prepare recommendations to senior management * Powers of the Health & Safety Committee/H&S Representative * Legal requirements of the HSC Worker Member/H&S Rep * Rights of the HSC Worker Member/H&S Rep * How to conduct monthly workplace inspections * How to conduct injury/incident investigations   Please see Health & Safety Committee or Health & Safety Representative Programs for further information. |

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| Communication | This program will be communicated to all staff during new employee orientation training. Additionally, safety bulletins, new safety requirements or other information will be provided to all employees through safety talks, staff meetings, and bulletin board notices. |

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| Evaluation | The training program will be reviewed by the HSC/H&S Rep and the HS Coordinator on an annual basis to incorporate legislative updates and address any changes to equipment or processes. The training needs for each job category will be reviewed, as will employee training records (particularly those of new employees, and transferred or promoted employees). |

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| Make Improvements / Acknowledge Success | The Health & Safety Coordinator, in consultation with the HSC/H&S Rep, will determine the success of this program. Any gaps will be identified and corrected, as appropriate. Notification of the success of this program will be circulated to all departments and posted on the Health & Safety Bulletin Board. |

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| Resources | **Resources Final.docx**  Employee Training Checklist Template (Pg. 33)  Training Attendance Record Template (Pg. 34) |

# Contractor Safety Program

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| Overview | Although workers of contractors are not our employees, provincial *Occupational Health & Safety Acts* still require us to protect these workers while they work on our property.  It is therefore our responsibility to select, hire and work with only *competent* contractors who share our views and standards on health and safety. It is further our responsibility to ensure that all external contractors are made aware of our health and safety requirements, safety standards and procedures, and any known hazards on our property.  All contractors must ensure that each of their workers at our workplace provides proof of qualification to the person-in-charge. They must also ensure that each of their workers at our workplace is made aware of, and abides by our health and safety requirements, safety standards and procedures. The contractors must ensure that their workers are made aware of any known hazards around our property, and to ensure that their workers are instructed in the safety procedures to be followed to avoid incidents. They must ensure that their workers are working safely and are taking all necessary actions and precautions to protect themselves, our employees, community and property. |

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| Legislation | Please see the provincial appendices for the applicable link to employer responsibilities. |

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| Purpose | The purpose of this program is to establish the health and safety guidelines for contractors and subcontractors to:   * Ensure compliance with duties and responsibilities under the provincial *Occupational Health & Safety Act* as well as relevant health and safety rules, standards and procedures. * Ensure all reasonable precautions are taken for the protection of all workers. * Ensure contractors and subcontractors are responsible and held accountable for health and safety while performing work or supplying services. * Minimize the likelihood and severity of incidents arising from the work of contractors and employee. * Consider the impact on the environment in every stage of the execution of the project by a contractor, from planning to completion. * Minimize the likelihood of equipment and property damage and losses created by contractors. |

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| Scope | This program applies to all contract for service projects involving contractors and subcontractors. It is important to distinguish between a “contract for service” project and “construction project”. Please refer to your provincial occupational health & safety legislation for these definitions.  The definitions for “construction” and “project” under the provincial *Occupational Health & Safety Act* must be considered together in order to determine if the project is indeed a construction project. For the purpose of this program the following definitions are provided by the Ontario OHSA:   * “Construction” includes erection, alteration, repair, dismantling, demolition, structural maintenance, painting, land clearing, earth moving, grading, excavating, trenching, digging, boring, drilling, blasting, or concreting, the installation of any machinery or plant, and any work or undertaking in connection with a project but does not include any work or undertaking underground in a mine. * “Project” means a construction project including: * The construction of a building, bridge, structure, industrial establishment, mining plant, shaft, tunnel, caisson, trench, excavation, highway, railway, street, runway, parking lot, cofferdam, conduit, sewer, watermain, service connection, telegraph, telephone or electrical cable, pipeline, duct or well, or any combination thereof. * The moving of a building or structure. * Any work or undertaking or any lands or appurtenances used in connection with construction.   A construction project would require a more comprehensive Contractor Safety Program.  This program pertains to Contract for Services projects only. |

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| Roles & Responsibilities | **Employer**  The employer generally has the following responsibilities and accountabilities in respect of our health and safety:   * Provide the conditions necessary for staff and contractors to comply with our health and safety policies and programs. * Support and promote health and safety initiatives that are consistent with our objectives. * Support and promote prevention and education around occupational injuries and illnesses. * Ensure a contractor safety program is written, and a process for implementing the program is defined and is current. * Fulfill the responsibility to implement the requirements of the provincial occupational health & safety legislation*.*   **HS Coordinator/Project Manager**  Depending on the service provided by the contractor, the employee having the primary responsibility for management of that service could be either the HS Coordinator, or an assigned Project Manager. Their responsibilities and accountabilities are:   * Ensure contractors have a good health and safety program. * Ensure, as part of the contract agreement, contractors comply with our health and safety program while working on our premises. * Ensure contractor’s employees are covered by the provincial WCB. * Verify with the contractor that every worker, supervisor, and subcontractor working here has completed mandatory training requirements (i.e. WHMIS). * Provide the contractor with information on any up-to-date known hazards. * Collect records to demonstrate that we are taking all reasonable precautions with respect to the safety of contract workers on our premises. * Monitor the health and safety practices of the contractor via spot checks. * View contractor health and safety regulatory non-compliance issues as contract non-compliance issues and address such concerns with the contractor’s designated representative.   **Contractors/Subcontractors**  All contractors must have their own health, safety and environmental systems specific to the hazards of their work as well as a method of measuring their performance to these systems. For the purpose of this Contractor Safety Program, subcontractors (and their workers) hired by the contractor are considered the employees of the contractor.  All contractors are responsible to:   * Be compliant with this Contractor Safety Program. * Ensure the health and safety of all employees. * Provide qualified, competent, trained workers for the work to be performed. * Ensure that all work that is performed is in accordance with all governing legislative and industrial standards. * Provide all equipment and tools, including PPE, used on the worksite and ensure they are in good working condition, properly maintained and certified if required by regulations. * Ensure that equipment is operated only by those workers who have been properly trained and are skilled in the operation of the equipment.   Contractors will provide:   * A copy of their Health & Safety Policy and Program. * WCB Clearance Certificate. * Proof of business interruption insurance. * Safety Data Sheets for any hazardous material brought to the workplace. * Proof of training for their employees including but not limited to:   + - * WHMIS       * Where applicable - fall protection, propane, confined space entry       * Where applicable - certified trade licenses, e.g. plumber, electrician, etc.       * Basics of Supervision, if required       * Basic Occupational Health & Safety Awareness, if applicable   Contractors and their workers will be subject to the same accountabilities as any of our workers.  Any contractor who fails to perform the work in the manner outlined in these documents will be held accountable, and if necessary, will be removed from the work site.  **Workers of the Contractor**  Workers of the contractor must at a minimum fulfill the responsibilities of the worker as defined in the provincial OHSA. Specifically workers of the contractor must:   * Not expose themselves to any condition that may endanger themselves or any other worker, visitor or guest at the worksite * Promptly report to their supervisor any unsafe act or condition or any safety incident or concern that they become aware of * For supervisory workers, act promptly on any reported unsafe conditions * Not proceed with any work, or operate any equipment they have not received training on * Conduct themselves in a safe and orderly manner at all times * Ensure they understand and comply with all relevant safety regulations, codes, procedures, standards and policies |

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| Procedures | The HS Coordinator, or the Project Manager, will ensure the following documents are reviewed and signed by the contractor or subcontractor prior to the commencement of the work:   * Contractor Safety Practices Letter * Health and Safety Policies for Contractors * Contractor General Safety Work Permit   This program, and relevant emergency response procedures, will be communicated to all contractors or subcontractors prior to the commencement of the job. The contractor will also be advised of any special hazards, toxic chemicals and/or designated substances in our workplace.  The contractor shall ensure:   * Its workers assigned to our worksite are competent and have received all necessary training. * That any of its workers showing any signs of impairment (influenced by alcohol, drugs, medication, mental/physical fatigue or anything that impairs the workers such that they are unable to safely carry out their duties) shall not be allowed to work or stay at the worksite.   The terms and conditions of this program include all policies, procedures, roles and responsibilities outlined in this document. Further, the terms and conditions also include:   * Although we will provide the contractor with information related to hazards which may be encountered, it is their responsibility to examine the area where the work will be performed to satisfy themselves of the hazards they might encounter. * The contractor shall review all hazard assessment information provided by us and take measures to ensure protection of all workers and property from any actual and potential hazards associated with the work. * The contractor will designate one or more of its employees to act as supervisor with responsibility for the work. The supervisor will meet the definition of a supervisor in the act and shall fulfill the duties of a supervisor. * The contractor will ensure that all of its supervisory personnel possess the specific competencies or qualifications required by applicable occupational health and safety laws and will provide proof of same if requested. * The supervisor will perform a health and safety inspection of the worksite prior to commencement and upon completion of the work. A copy of this inspection report will be provided to us upon request. * We reserve the right to conduct health and safety audits and inspections during the project for the purpose of evaluating contractor compliance with health and safety regulatory requirements. * The contractor shall maintain and follow a Permit System for performing any of the following work activities and shall not perform any such activity without first obtaining and displaying the applicable work permit at the project site:   + - * Hot work       * Confined space entry       * Work requiring fall protection       * Any work requiring a mechanical, electrical or fire system shut-down * The contractor shall maintain workers’ compensation coverage at all times and shall ensure that any subcontractors maintain workers’ compensation coverage at all times. * The contractor will maintain Safety Data Sheets for all hazardous materials and products taken onto the project site. * The contractor will advise us of any accident, injury, near-miss incident, fire, explosion, structural collapse or chemical spill occurring at the worksite. * The contractor will orient their workers to the safety requirements of the worksite prior to commencing the work. * The contractor will ensure that all waste, including hazardous waste generated at the worksite and unused hazardous chemicals and other material are removed, transported and disposed of in accordance with applicable legislation. |

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| Communication | An overview of this program will be communicated to all employees during orientation training or other effective means.  Employees in a position of supervision over contractors will receive this program for review.  Expectations and responsibilities will be relayed to contractors through the orientation process when they are initially hired, prior to the commencement of work and they will receive a copy of this program.  Further communication will take place through regular weekly meetings. |

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| Training | All staff will receive an overview of this procedure during their orientation training.  Project Managers/HS Coordinator will ensure that contractors and subcontractors are trained on this procedure and qualified for the contracted job.  Contractors will provide proof that their workers are trained to perform the work. |

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| Evaluation | An evaluation of this program will be conducted on an annual basis by the HS Coordinator. If corrective action is identified due to an injury, illness or incident as a result of a contractor work, an evaluation will also be performed at that time.  The HSC/H&S Rep will report any issues observed with contractors found during monthly inspections. |

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| Make Improvements/ Acknowledge Success | On an annual basis senior management will determine the success of this procedure. Any gaps will be identified and corrected as appropriate. Notification of the success of this procedure will be circulated to all departments and posted on the Health & Safety Bulletin Board. |

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| Resources | **Resources Final.docx**  Contractor Safety Practices Letter (Pg. 35)  Health & Safety Policies for Contractors and Sub-Contractors (Pg. 37)  Contractor General Safety Work Permit (Pg. 38) |

# Health & Safety Committee

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| Overview | Provincial *Occupational Health and Safety Act*s are built on the principle that both workers and employers must work together to identify and resolve health and safety problems in the workplace. This principle is called the Internal Responsibility System (IRS). It means that cooperative efforts are needed by all workplace parties who have a stake in improving health and safety. The Health & Safety Committee (HSC) is the cornerstone of this system.  HSC members represent management and non-management and have a stake in ensuring a healthy and safe work environment. Provincial health & safety acts and regulations have created a set of interlocking duties, obligations and rights on the part of employers, employees and committee members.  We believe in an open, meaningful consultation and a flow of information between all parties. This will ensure that the IRS works for the benefit of all concerned. This workplace committee is composed of elected worker and management representatives who are mutually committed to improving our health and safety conditions. It is an advisory body that helps to stimulate or raise awareness of health and safety issues, recognizes and identifies risks, and develops recommendations for the employer to address these risks.  The committee’s involvement with health and safety issues and assessing the effectiveness of the IRS, contributes to health and safety in the workplace. |

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| Legislation | Please see the provincial appendices for the applicable link to HSC legislation. |

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| Purpose | The purpose of the Health & Safety Committee is to provide a positive atmosphere in which employees and management work together to eliminate or mitigate workplace hazards.  Their mutual commitment to improving health and safety conditions can lead to greater protection against workplace injury, illness and death.  The Committee is a key element of a well-functioning workplace internal responsibility system, and an auditor of the overall health and safety system. |

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| Scope | This procedure applies to all employees identified with HSC roles and responsibilities. |

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| Objectives | The objectives of the HSC are to:   * Support and reinforce our Internal Responsibility System. * Identify, evaluate and recommend strategies that will prevent or resolve workplace health and safety concerns. * Provide ongoing dialogue between senior management and employees on health and safety issues. * Perform all functions in a manner that respects confidentiality of workplace parties and/or issues. * Assist and support the integration of health and safety in our business practices. |

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| Structure | **Composition and Term**  Our HSC is composed of 2 members; 1 management and 1 worker representative.   * The worker members represent the various departments within our company. * The committee has two (2) Co-Chairs, one (1) representing the worker members, and one (1) representing senior management. * The term of office for worker and management members is a minimum of two (2) years with some latitude and staggering of terms to ensure that continuity is preserved.   New members will receive a HSC reference and orientation binder from the Co-Chairs.  **Selection**   * Management members are appointed by senior management. * Employees who do not exercise managerial functions are responsible for the selection of their worker members through an election process. Notice of vacancies will be communicated to all staff and eligible candidate names will be forwarded to the worker co-chair for inclusion in the voting process. * Failure to select the legal minimum amount of worker members will result in an awareness campaign followed by a revote. * The worker co-chair shall be selected by the worker members. * The management co-chair shall be appointed by the Franchise Owner. * The chair term of office is a minimum of two (2) years and shall, to the extent practicable, be staggered to allow for continuity.   The names and work locations of HSC members will be posted on our Health & Safety Bulletin Board.  **Sub-Committees**  Subcommittees will be established as required.  **Alternates, Guests & Staff**   * A co-chair may invite, with the consent and approval of his counterpart, any person(s) to attend committee meetings to provide information or comment, but they shall not participate in the regular business of the meeting. * Staff are welcome to attend. Please contact a co-chair at least one week in advance of an upcoming meeting. |

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| Roles and Responsibilities | **Employer**  The OHSA places a general duty on the employer to cooperate with and help the HSC carry out its responsibilities. In particular, the Franchise Owner must:   * C:\Users\danielle.stewart\Downloads\iStock_000064804139_Medium.jpgEstablish a committee and post the names and work locations of members. * Provide any information the committee has the power to obtain (e.g. safety data sheets, supplier information on devices that emit hazardous agents, copies of any assessment reports on chemical or biological agents). * Respond to committee recommendations in writing within 21 days and include an implementation timetable, or reasons for any disagreement. * Give the committee copies of all Ministry orders and reports. * Report any workplace deaths, injuries or illnesses to the committee. * Provide training that is relevant to the operation of the HSC to members. * Post a copy of the annual summary of data from the provincial WCB on our accident experience. * Give committee members time for meeting preparation, attendance, and to carry out their duties. * Ensure HSC members are provided adequate paid work time to carry out their committee responsibilities.   The employer must also consult with the committee:   * About assessment and control programs for designated substances. * In the development and review of instruction and training for workers exposed or likely to be exposed to hazardous materials and physical agents.   **Co-Chairs**   * Jointly prepare and circulate the agenda at least one (1) week in advance of an upcoming meeting. * Ensure that a meeting schedule is developed and accessible to all employees. * Arrange for special speakers/resource specialists. * Ensure that the responsible/appropriate manager follows up on action items identified in workplace inspections and tracks completed actions in the management log. If follow-up is not successful the action item will be raised with the management team.   **All Members**   * Attend at least 75% of meetings on an annual basis, and endeavour to stay apprised of proceedings from any meetings missed. * Review minutes and complete requested assignments within the identified timelines. * Review monthly inspection reports, checklists, employee comments and concerns. * Identify and evaluate any potential hazards. * Recommend corrective action and follow up on implemented recommendations. * Ensure steps are in place for future hazard prevention. * Ensure co-chairs are elected and meeting minutes are maintained.   **Worker Member**   * Participate in workplace inspections on a rotational basis. * Investigate accidents where there is a critical injury or death. * Represent workers during work refusals. * Accompany a Ministry inspector during an inspection of the workplace. * Be present at the start of a safety or industrial hygiene test.   **Secretary**   * Record and prepare meeting minutes to be shared among committee members for three (3) consecutive meetings. This does not apply to co-chairs. The committee will schedule the timetable. * A standard format for the minutes will be used, listing items, brief discussion notes and action points. * Posting of names and work locations of HSC members (accessible to all employees).   **Health & Safety Coordinator**   * Maintain HSC Bulletin Board, including posting of minutes and inspection reports, and responding to questions within two business days. |

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| Procedures | **Meetings**   * Meetings will be held on a monthly/quarterly basis and occasionally at other times as recommended by the committee. * A schedule of meetings will be drawn up annually and communicated to all staff. * Quorum of two members, (minimum of one representing management and one representing workers) is required to conduct business and/or review and approve minutes. * Members may participate by teleconference. Co-chairs will send teleconference numbers and passwords with the agenda. * Minutes will be kept of all meetings and maintained on file for at least three years.   **Approval and Posting of Minutes**  The minutes will be reviewed and approved prior to posting on the Health and Safety Bulletin Board. The approval process is as follows:   * Draft minutes are prepared by the recording secretary and e-mailed to all committee members within five working days of the meeting. * The minutes will contain details of all matters discussed, as well as a full description of issues raised, any action recommended by the committee, and the employer response to the recommendations. The minutes will identify members by title, member names will only be used for attendance purposes. * Each member will review the minutes and provide feedback, comments, corrections or suggestions, and return them to the recording secretary within three working days. If there is no response, then it is deemed that they have accepted the minutes as drafted. * Any outstanding unresolved items will be noted from the minutes and deferred to the next meeting for resolution. * The current secretary will revise the minutes if necessary, post a copy of the minutes and the monthly workplace inspection on Health and Safety Bulletin Board, and keep a copy on file.   **Issue Resolution**  Items arising for management to address will be:   * Reflected in the HSC minutes. * Brought forward to the management team by the Management Co-Chair. * Reflected in the management team meeting minutes. * Referred back to the HSC in the form of a response. |

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| Functions | **Prevention**   * Encourage communication amongst employees and management regarding health and safety. * Promote best practices in health and safety management. * Identify trends that will proactively address emerging health and safety issues.   **Workplace Inspections**   * At least one (1) worker member accompanied by a management member (whenever possible) or the Health & Safety Coordinator, will complete a monthly inspection using the Workplace Inspection Report. * The previous month's inspection report will be used as a tool to follow up on previously identified items. * Serious hazards requiring immediate action will be brought to the attention of management at the time of the inspection. * The completed report will be reviewed and discussed during each HSC meeting. Items requiring corrective action will be assigned to HSC members, staff and/or management as appropriate, and attached to the meeting minutes, with follow-up by the HSC. All applicable building and/or maintenance related items will automatically be forwarded to senior management by the management co-chair. * The management co-chair will ensure the responsible/appropriate manager follows up on action items and tracks completed actions in the management log. If follow up is not successful, the action item will be raised with senior management. Decisions will be provided to the HSC for discussion at the next meeting and subsequent inclusion in the minutes.   **Accident/Incident Investigation**   * Please refer to the Accident/Incident Investigation Program in this document. * Ensure all prescribed requirements of the applicable provincial *Occupational Health & Safety Act* and Regulations are carried out as required. * Review all incidents and investigate if deemed warranted by the Co-Chairs. * Review all accident/incident/investigation reports at regular HSC meetings.   **Workplace Refusal / Bilateral Work Stoppage**  The worker representative has a duty to participate in work refusal and work stoppage situations.   * In a work refusal, the designated worker representative works with the worker who is refusing and the supervisors of that worker to try and come up with a solution that is safe. * In a bilateral work stoppage situation, if two designated certified members – one management and one worker – decide a 'dangerous circumstance' exists, work can be stopped.   **Recommendations**  The committee has the power to make recommendations on ways to improve workplace health and safety.  Written recommendations inform the Franchise Owner in a formal way of potential or existing health and safety issues that have been identified. Formal recommendations can be issued at any time using the "HSC Recommendation Form".  Although formal recommendations should be submitted by the co-chairs as soon as possible after a potential issue has been identified, it is recommended submissions should be within three (3) business days.  If the committee has failed to reach a consensus about making a recommendation, either co-chair has the power to submit the written recommendation.  **Other**   * Consult on and review all information pertaining to our workplace health and safety, including methods and results of any evaluations or tests. * Accompany Ministry Inspectors on workplace inspections, review reports and recommend appropriate actions. * Consult on workplace industrial hygiene testing strategies and have the option to be present at the commencement of such testing. * Review all pertinent reports (WSIB, hygiene, ergonomic, etc.). * Review the WHMIS information binder including Safety Data Sheets. * Address any occupational health and safety matters the HSC deems appropriate. * Develop, review annually and amend the Terms of Reference as required. * Establish terms of reference for subcommittees or task forces as required. * Annually review and recommend enhancements to the health and safety program. |

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| Communication | * The names and work locations of all HSC members will be posted on the Health & Safety Bulletin Board. * Minutes of each meeting, workplace inspection reports, and inspection schedules will be posted after approval by co-chairs. * This procedure will be provided to all members of the HSC. |

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| Training | * All new members of the HSC will receive orientation by a using this procedure. * HSC members will complete the training requirements as per the applicable provincial OHSA. |

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| Evaluation | The HSC program will be evaluated for effectiveness and accomplishment of objectives on an annual basis by senior management. |

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| Make Improvements / Acknowledge Success | Senior management, in consultation with the HSC, will determine the success of this procedure. Any gaps will be identified and corrected as appropriate. Notification of the success of this procedure will be circulated to all departments and posted on the Health & Safety Bulletin Board. |

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| Resources | **Resources Final.docx**  HSC Member List (Pg. 40)  HSC Minutes/Meeting Record Template (Pg. 41)  HSC Recommendations Template (Pg. 44)  **Appropriate Provincial Appendix**  Health & Safety Committee/Representative Section |

# Health & Safety Representative

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| Overview | We all share the goal of making our workplace safe and healthy. One way to do that is through the election of a health & safety representative (H&S Rep).  The Health & Safety Representative (H&S Rep) is selected by employees who do not exercise managerial functions or appointed by the union. The Health & Safety Representative should be committed to improving our health and safety conditions.  As part of our commitment, we support the selection of a non-management employee to fulfill the role and duties of a Health & Safety Representative. |

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| Legislation | Workplaces with more than 5 workers but less than 20 do not require a Health & Safety Committee, unless a regulation concerning a designated substance applies. However a Health & Safety Representative is required.  Please see the provincial appendices for the applicable link to Health & Safety Representative legislation. |

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| Purpose | The purpose of the Health & Safety Representative (H&S Rep) is to act as an advisory resource to promote a safe work environment for all employees. Selected by their peers, the H&S Rep acts as an auditor of the overall health and safety system.  Their commitment to improving health and safety conditions can lead to greater protection against workplace injury, illness and death |

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| Scope | This program applies to all employees fulfilling the role of the Health & Safety Representative. |

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| Objective | The objectives of the H&S Rep are:   * Support and reinforce the IRS. * Identify, evaluate and recommend strategies to prevent or resolve workplace health and safety concerns. * Provide ongoing dialogue between management and employees on health and safety issues. * Perform all functions in a manner that respects confidentiality of workplace parties and/or issues. * Assist and support the integration of health and safety in our business practices. |

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| Structure | **Term**  The term of office is a minimum of two (2) years. New H&S Reps will receive an orientation from the previous representative.  **Selection**   * Employees who do not exercise managerial functions are responsible for the selection of their representative through an election process. * The union will select the H&S Representative. * Notice of a vacancy will be communicated to all staff and eligible candidates’ names will be forwarded to the HS Coordinator for inclusion in the voting process. * Upon completion of the election, we will notify all staff of the results and post the successful candidate’s name on the Health & Safety Bulletin Board. |

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| Roles & Responsibilities | **Employer**  Employers have a general duty under the OHSA to cooperate with the Health & Safety Representative to carry out their legislative functions. In particular, employers are required to:   * Provide any information that the H&S Rep has the power to obtain from the employer. * Respond to H&S Rep recommendations in writing. * Give the H&S Rep copies of all written orders and reports issued by the Ministry inspector. * Report any workplace deaths, injuries and illnesses to the H&S Rep. * Pay the H&S Rep while they are performing their H&S Rep duties.   **Health & Safety Representative**   * Support and reinforce the IRS. * Identify actual and potential workplace hazards. * Inspect the workplace on a monthly basis. * Be consulted about and be present at the beginning of health and safety related testing in the workplace. * Make recommendations to the employer about health and safety in the workplace. * Participate in the investigation of work refusals. * Inspect the site of a critical injury or fatality at a workplace. * Obtain health and safety related information from the employer. |

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| Procedures | **Workplace Inspections**  The H&S Rep will complete monthly workplace inspections using the Workplace Inspection Report.   * The previous month's inspection report will be used as a tool to follow up on previously identified items. * Serious hazards requiring immediate action will be brought to the attention of the department head at the time of the inspection.   The previous report will be reviewed prior to each inspection to ensure action has been taken. Any outstanding issues should be revisited with the department head, the H&S Coordinator, or the Franchise Owner.  **Work Refusal**  The H&S Rep must be present during the supervisor’s investigation of a work refusal. If the issue is not resolved, either the employer, the H&S Rep, or the employee, must notify the provincial authority. The Ministry Inspector conducting the investigation will consult with the H&S Rep.  Please see the section on Worker Rights for more information on work refusals. The Work Refusal Flowchart is included in the appropriate provincial appendix.  **Investigation of Critical Injuries or Fatalities**  The H&S Rep has the power to inspect the site where the incident occurred as well as any relevant machinery, device or thing and report their findings in writing to the Ministry. The H&S Rep can make specific recommendations in respect of the hazard which led to the injury or fatality. Please see the Glossary for the definition of a critical injury.  The H&S Rep will also:   * Review all incident investigation reports. * Review all incidents and investigate if deemed warranted by the HS Coordinator or the Franchise Owner.   **Hazard Reporting**  Employees should alert the H&S Rep when they report observed hazards to their supervisor, or if the matter was not resolved to their satisfaction.  **Recommendations**  The H&S Rep can issue a formal recommendation to the employer at any time utilizing the Recommendations form.  Written recommendations inform the employer in a formal way of potential or existing health and safety issues that have been identified.  Although formal recommendations should be submitted as soon as possible after a potential issue has been identified, it is recommended submissions should be within three (3) business days. |

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| Communication | The name and work location of the H&S Rep will be posted on the Health & Safety Bulletin Board. Workplace inspection reports will be posted on the H&S Bulletin Board after they are reviewed/approved by the employer. |

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| Training | The H&S Rep will receive training enabling him to effectively exercise the powers and perform the duties of this role. Training should cover the following topics:   * Occupational health and safety. * Rights, duties and responsibilities of the workplace parties. * Duties and responsibilities of the H&S Rep under the OHSA. * Common workplace hazards. * Hazard recognition, assessment, control and evaluation (RACE methodology) of hazard controls. * Applying the RACE methodology to a workplace hazard. * Health and safety resources available.   Training will be documented. The H&S Rep is entitled to paid leave to attend training that is relevant to this role, subject to the approval of the Franchise Owner. |

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| Evaluation | The HS Coordinator, in conjunction with the H&S Rep, will annually review and recommend enhancements to the H&S Rep Program. |

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| Make Improvements/ Acknowledge Success | Any gaps identified in the evaluation process will be corrected, as appropriate. Notification of the success of this policy, or any changes made, will be circulated to all departments and posted on the Health & Safety Bulletin Board. |

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| Resources | **Resources Final.docx**  Injury Incident Investigation Report Template (Pg. 63)  Inspection Schedule Template (Pg. 45)  Recommendation Template (Pg. 46)  Workplace Inspection Report Pg. 39)  **Appropriate Provincial Appendix**  Health & Safety Committee/Representative Section |

# Violence & Harassment Prevention Policy Statement

DQ or OJ Franchisee is committed to the prevention of workplace violence and is ultimately responsible for employee health and safety. We will take whatever steps are reasonable to protect our employees from workplace violence from all sources and are committed to providing a work environment in which everyone is treated with respect and dignity.

Workplace violence or harassment will not be tolerated. Everyone must be dedicated to preventing workplace violence and harassment. Supervisors and employees are expected to uphold this policy, and will be held accountable.

Workplace harassment, including sexual harassment, means engaging in a course of vexatious comment or conduct against an employee in a workplace. A comment or conduct that is known, or ought reasonably to be known, to be unwelcome. Harassment may also relate to a form of discrimination as set out in the provincial Human Rights Code.

Workplace violence is defined as the exercise of physical force by a person against an employee, in the workplace, that causes or could cause physical injury to the employee. This also includes attempts of violence and statements or behaviours that could be interpreted as a threat of violence.

This policy is not intended to limit or constrain the reasonable exercise of management functions in the workplace such as changes in work assignments, scheduling, job assessment and evaluation, workplace inspections, implementation of dress code or disciplinary action.

We will ensure this policy, and the supporting program, are implemented and maintained and that all employees and supervisors have the appropriate information and instruction to protect them from violence and harassment. Supervisors are responsible for ensuring that measures and procedures are followed and that employees have the information they need to protect themselves.

Employees are encouraged to raise any concerns and to report any incidents of workplace violence or harassment to their supervisor. If the supervisor is involved in the incident, it should be reported to the Franchise Owner. Incidents can be reported verbally or in writing by completing the Violence & Harassment Reporting Form. There will be no reprisal for an employee making a genuine complaint. However, it if is determined that a false accusation has been made in bad faith, appropriate measures will be taken.

Any employee who observes, or is a victim of workplace violence, should immediately go to a safe location and report it to their supervisor. Witnesses to workplace violence should ensure their own safety and report it to their supervisor. We will take every precaution reasonable to protect the safety of the complainant(s) during the investigation. If the investigation reveals the existence of any hazard to employees, we will advise the potentially affected employees and take every precaution reasonable in the circumstances to protect them.

The employer will deal with all concerns, complaints or incidents of workplace harassment in a fair, respectful and timely manner while respecting employee privacy as much as possible. Information provided about an incident or about a complaint will not be disclosed except as necessary to protect employees, to investigate the complaint or incident, to take corrective action, or as otherwise required by law. Our Controller is responsible to conduct investigations into reported incidents of harassment in the workplace.

Nothing in this policy prevents or discourages an employee from filing an application with the provincial Human Rights Tribunal on a matter related to province’s Human Rights Code within one year of the last alleged incident. An employee also retains the right to exercise any other legal avenues that may be available.

If further assistance is needed, the employee can contact the Health & Safety Committee/H&S Representative, or the Human Rights Legal Support Centre.

Franchise Owner Date

# Workplace Violence & Harassment Prevention Program

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| Overview | DQ or OJ Franchiseewill not tolerate workplace violence or harassment of any kind and will be proactive in its prevention. We are committed to providing a work environment in which all workers are treated with respect and dignity.  We will investigate all reported incidents of violence and harassment in an objective and timely manner, take necessary action, and provide appropriate support for victims. |

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| Legislation | See the provincial appendices for additional information. |

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| Policy | This policy applies to all workers which includes employees, managers, supervisors, temporary employees, students, volunteers and contractors.  It ensures that:   * Individuals are aware of and understand that acts of violence or harassment are considered a serious offence for which necessary action will be imposed. * Those subjected to acts of violence or harassment are encouraged to access any assistance they require in order to pursue a complaint.   Individuals are advised of available recourse if they are subjected to, or become aware of, situations involving violence or harassment. |

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| Purpose | This policy ensures that our workers have a work environment that is free of violence and harassment of any kind, whether it arises from other workers or any other person visiting our workplace or interacting with staff. |

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| Definitions | **Workplace Harassment**  Workplace harassment is:  *Engaging in a course of vexatious comment or conduct against a worker in a workplace – behavior that is known or ought reasonably to be known to be unwelcome*  or  *Workplace sexual harassment*  Workplace sexual harassment is:  *Engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome*  or  *Making sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome*  The comment or conduct typically happens more than once. It could occur over a relatively short period of time (i.e. during the course of one day) or over a longer period (weeks, months, or years). However certain forms of harassment may be serious enough to require action to be taken even if they have only occurred once, i.e. sexual harassment.  Workplace harassment can involve unwelcome words or actions that are known or should be known to be offensive, embarrassing, humiliating or demeaning to a worker or group of workers. It can also include behavior that intimidates, isolates or even discriminates against the targeted individual.  Workplace harassment may include:   * Making remarks, jokes or innuendos that demean, ridicule, intimidate or offend * Displaying or circulating offensive pictures or materials in print or electronic form * Bullying or aggressive behavior * Inappropriate staring * Repeated offensive or intimidating phone calls or emails * Inappropriate sexual touching, advances, suggestions or requests * Isolating or making fun of a worker because of gender identity * A person in authority making unwanted sexual advances to a subordinate   The definition of workplace harassment is broad enough to include harassment prohibited under the Provincial Human Rights Code as well as what is often called “psychological harassment” or “personal harassment”.  Workplace harassment may escalate over time into threats or acts of physical violence. In some cases, a targeted worker may react violently to prolonged harassment. It is important to recognize these behaviours and to deal with them promptly before they lead to workplace violence.  Workplace harassment is not**:**   * Reasonable action that is part of the normal work function, even if the consequences are unpleasant for the worker. Examples include changes in work assignments, scheduling, job assessment and evaluation, workplace inspections, implementation of dress codes and disciplinary action. * Differences of opinion or minor disagreements between coworkers. * Any behavior that meets the definition of workplace violence.   **Workplace Violence**  Workplace violence is the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker. It also includes:   * An attempt to exercise physical force against a worker in a workplace that could cause physical injury to the worker * A statement or behavior that a worker could reasonably interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker   This definition is broad enough to include acts that would constitute offences under Canada’s Criminal Code.  Examples of workplace violence include:   * Verbally threatening to attack a worker * Shaking a fist in a worker’s face * Wielding a weapon at work * Hitting or trying to hit a worker * Leaving threatening notes at, or sending threatening emails to, a workplace * Throwing an object at a worker * Sexual violence against a worker * Kicking an object the worker is standing on, such as a ladder * Trying to run down a worker using a vehicle or equipment   Accidental situations – such as a worker tripping over an object and pushing a coworker as a result – are not meant to be included.  For workplace violence to occur, a person must apply or attempt to apply physical force against a worker whether or not they have the capacity to appreciate these actions could cause physical harm. For example, a person may have a medical condition that causes them to act out physically in response to a stimulus in their environment. This would still be considered workplace violence.  Additionally, workplace violence includes situations where two non-workers are fighting and a worker is injured trying to intervene. Even though the non-workers may not have intended their violence to spill over to anyone else, they used physical force which could ultimately cause physical injury to a worker.  Types of violence are defined as:   |  |  | | --- | --- | | *Criminal Intent* | Involves a person with no relationship to the workplace who commits a violent act (i.e. theft, hostage taking, kidnapping, physical assault) | | *Customer* | A customer with willful intent to cause harm to the employee | | *Employee Related* | Employee who engages in repeated and persistent negative acts towards one or more employees resulting in the creation of a toxic or unhealthy work environment | | *Personal Relationship* | Relationship violence that occurs at the workplace (i.e. family member that commits a violent act against a worker within the workplace) | |
|  | **Domestic Violence**  Domestic violence is considered to be any form of abuse, mistreatment or neglect that a person experiences from a family member, or from someone with whom they have an intimate relationship.  Domestic violence is considered workplace violence when the abuse happens in the workplace. |

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| Roles & Responsibilities | **Employer**  It is the responsibility of the Franchise Owner to ensure:   * All reasonable measures have been taken to protect employees and others from workplace violence and harassment * A policy on workplace violence and harassment has been prepared and reviewed annually * A workplace violence risk assessment is conducted and the results communicated in writing to the Health & Safety Committee * Controls are developed based on the risk assessment including:   + - * Establish procedures, policies and work environment arrangements to eliminate or minimize the risk to employees from violence       * Proper maintenance and testing of all security systems (including but not limited to surveillance cameras, lighting, panic button, intercom, etc.)       * Reporting procedures are established with respect to workplace violence and harassment       * Process is in place for responding to incidents of workplace violence * Appropriate information and instruction has been provided to all workers on the contents of the workplace violence policy and program * Workers receive training on what conduct is considered workplace harassment, including workplace sexual harassment * The policy and program are posted in the workplace * Workers have been provided with information, including personal information, related to a risk of workplace violence from a person with a history of violent behavior if:   + - * The worker can be expected to encounter the violent person in the course of his work       * The risk of workplace violence is likely to expose the worker to physical injury * Not to disclose more information than is reasonably necessary for the protection of the worker from physical injury * An investigation appropriate in the circumstances is conducted when:   + - * The employer or a supervisor becomes aware of an incident of workplace violence or harassment       * A complaint of workplace violence or harassment is made to the employer, supervisor or the employer’s designated person * The investigator, whether internal or external to the workplace, is not directly involved in the incident or complaint and must not be under the direct control of the alleged perpetrator.   **Managers/Supervisors**  It is the responsibility of all managers and supervisors to ensure:   * This policy is properly enforced and communicated to all employees * All employees within their department are adequately trained in procedures addressing workplace violence and harassment risk factors * Employees are encouraged to report complaints or incidents of workplace violence or harassment * All reports, complaints, and incidents of workplace violence or harassment will be addressed in an appropriate and timely manner, and reported promptly to senior management * They have received specific instruction and information on how to recognize and handle a workplace harassment incident so that it does not go unaddressed.   **Investigator**  A manager, supervisor, human resource representative or a person assigned by the employer may be designated to investigate incidents of workplace violence or harassment. They must:   * Have no direct involvement in the incident or complaint * Not be under direct control of the alleged perpetrator * Be trained on how to conduct an investigation appropriate in the circumstances * Ensure the investigation is kept confidential and that identifying information is not disclosed unless necessary to conduct the investigation or protect workers   Ensure a written report is prepared summarizing the steps taken, findings of fact, and a conclusion.  **Employees**  It is the responsibility of all employees, volunteers and contract personnel to:   * Comply with this policy and related procedures at all times for their own protection and the protection of others within the workplace * Report any violent or potentially violent incident immediately to their supervisor. In the event of an extreme or imminent threat of physical harm to themselves or any person, the worker should contact Emergency Services and may exercise their right to refuse work * Cooperate with any investigation of complaints or incidents of workplace violence or harassment as indicated in this policy. |

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| Procedure | **Statement**  A policy statement demonstrating our commitment to addressing workplace violence and harassment has been prepared, communicated to all staff, and posted in a common location.  This statement:   * Indicates this policy applies to all workers and that it addresses workplace violence and harassment from all sources such as customers, clients, employers, supervisors, workers, temporary workers, volunteers, contract workers, temporary workers, and members of the public. * Encourages workers to report workplace harassment or violence to the appropriate person. * Promises we will investigate and deal with all complaints or incidents of workplace harassment or violence in a fair and timely manner. It specifies that information about a complaint will not be disclosed except to the extent necessary to investigate, take correction action, protect workers, or as required by law.   Assures that a worker will not be penalized for reporting an incident or participating in a workplace harassment or violence investigation.  **Assessment**  In conjunction with the Health & Safety Committee/H&S Rep, an assessment to identify relevant risk factors violence has been completed.  A cross-section of employees have completed the Risk Assessment Questionnaire. Based on results of the assessment and questionnaire, written controls have been developed.   * Control measures associated with workplace emergency response and refusal to work procedures have been reviewed to ensure compatibility with workplace violence reporting and response procedures. * The Violence Risk Assessment has been reviewed by the Health & Safety Committee/H&S Rep and their input, recommendations and approval was documented in the Health & Safety Committee meeting minutes. * Any unforeseen violent incident that occurs will be incorporated into the existing assessment and appropriate measures will be taken to control the hazard. Re-assessment will ensure continued protection of our workers. * Senior management, in consultation with the Health & Safety Committee/H&S Rep will review the violence assessment on an annual basis and approve or make improvements as deemed necessary.   **Domestic Violence**  Any employee experiencing domestic violence that may create a risk of danger to themselves or others in the workplace is encouraged to inform their manager so that necessary preventive precautions may be taken to protect all workers.  **Tolerance**  We do not tolerate incidents of workplace violence or harassment perpetrated against or by an employee, customer, vendor, contractor, visitor, or any other person. Any contravention may result in the following:   * Removal from the property * Discipline or dismissal * Police involvement   All physical assaults involving an employee or occurring at our workplace will be reported to the police. Threats of physical violence will be reported to the authorities as appropriate.  **Reporting Incidents of Harassment or Violence**  Reporting Workplace Violence  Any employee who observes, or is a victim of workplace violence, should immediately go to a safe location and report it to their supervisor/manager. Witnesses to workplace violence should ensure their own safety and report it to their manager/supervisor.  Reporting Workplace Harassment  Any employee who observes, or is a victim of workplace harassment, should immediately report it to their supervisor/manager. If your supervisor is involved in the incident, then you should report it to senior level management.  In incidents of workplace violence or harassment, the police may need to be contacted. The Franchise Owner will be informed immediately of all incidents.  The Manager will ensure an investigation is conducted that is appropriate in the circumstances.  Workers can report incidents or complaints of workplace violence or harassment verbally or in writing. When submitting a written complaint, please complete the Violence and Harassment Reporting Form. When reporting verbally, the reporting contact, along with the worker making the complaint, will complete the form. The report should include the following information:   * Name of worker making complaint, and contact information * Name of alleged perpetrator, and contact information * Names of witness(es) or anyone with relevant information, and contact information * Details of what happened including dates, frequency and location(s) of alleged incident(s) * Any supporting documentation relevant to the complaint * Any documents a witness, another person, or the alleged perpetrator may have that is relevant to the complaint   All employees who are subject to workplace violence or harassment also have the option of pursuing recourse through other avenues including the Provincial Human Rights Commission, the Criminal Code of Canada and/or the Health & Safety Authority and Workers Compensation Boards.  **Work Refusals**  Under provincial *Occupational Health & Safety Acts* a worker can refuse to work if he or she has reason to believe they may be endangered by workplace violence. However, work cannot be refused on the grounds of workplace harassment.  There is a specific procedure that must be followed in a work refusal. It is important that all parties understand and follow this procedure.  (See Worker Right to Refuse Flowcharts in the Provincial Appendices.)  **Investigation**  Management will ensure an investigation, appropriate in the circumstances, is conducted whenever the employer, human resources, a manager, or supervisor becomes aware of an incident or receives a complaint of workplace violence or harassment. We will take every precaution reasonable to protect the safety of the complainant(s) during the investigation. If the investigation reveals the existence of any actual or potential hazard to worker(s), we will advise the potentially affected workers(s) and take every precaution reasonable in the circumstances to protect them.  We will determine who will conduct the investigation. If the alleged perpetrator is the employer, an independent investigator will be assigned who is not under the direct control of the employer.  All reports will be investigated and the information will be kept confidential, to the extent possible.  The investigation will include:   * Documented interview with the complainant or victim * Documented interview with alleged perpetrator(s) * Documented interview with any witnesses with relevant information * Any other step the investigator deems relevant   At the conclusion of the investigation a written report of the findings, including recommendations to prevent a recurrence, will be issued. The report will include the information on the Violence & Harassment Reporting Form, and indicate steps taken to prevent a recurrence, including advising workers of any potential hazardous behaviours and protections.  Appropriate corrective action will be determined by senior management and managers of the employees involved. There will be no reprisal for any employee making a genuine complaint. However, it if is determined that a false accusation has been made in bad faith, appropriate measures will be taken.  The investigation will be completed in a timely manner, generally within 90 days or less unless there are extenuating circumstances. The results of the investigation will be provided to the complainant and the accused within ten days of the completion of the investigation.  **Notices**  When an incident of workplace violence occurs, the police or emergency responders will be notified for immediate assistance. In addition, under the Provincial Health & Safety Act(s), if the workplace violence incident results in a person being killed or critically injured, we must:   * Immediately notify, by direct means such as a telephone, the Provincial Authority and the Health & Safety Committee/H&S Rep. * Within 48 hours, notify, in writing, a director of the Provincial Authority, giving the circumstances of the occurrence and any information that may be prescribed. * If a worker is disabled or requires medical attention as the result of a workplace incident, we must notify the Health & Safety Committee, within four days of the incident.   It is not the role of the inspectors to resolve or mediate specific allegations of harassment in the workplace. Senior management is responsible for investigating and dealing with incidents and complaints of harassment as outlined in this program. Failure to do so may lead the Provincial Authority Inspector to issue an order to have an impartial investigation conducted at the employer expense. A copy of that investigation findings and report would be submitted to the inspector under this order.  **Record Keeping**  Records of the investigation will be kept including:   * A copy of the complaint or details about the incident * A record of the investigation including notes * A copy of the investigation report * A summary of the results of the investigation that was provided to the alleged victim and perpetrator * A copy of the corrective action taken to address the complaint or incident of workplace violence or harassment, and the steps taken to protect workers and prevent a recurrence   All records of the investigation will be kept confidential. The investigation documents should not be disclosed unless necessary to investigate an incident or complaint of workplace harassment or violence, take corrective action, or otherwise as required by law.  Records will be kept for at least one year.  **Emergency Telephone Numbers**  Emergency telephone numbers are posted at various locations in the workplace. In the event the list of numbers is missing, employees are required to notify their supervisor.  **Risk Factors**   | *Contact with clients* | Workers required to provide a product or service to clients in a fixed location. | | --- | --- | | *Handling cash* | Workers required to handle cash in a fixed location who might become a target for theft or loss. |  | *Transporting people and/or goods* | Workers required to transfer goods of all kinds in trucks or mid-sized vehicles or people by shuttle service. | | --- | --- | | *Securing/protecting valuables* | Workers required to secure or protect valuable goods in transport and/or in a fixed location which, if left unprotected or unsecured, might become a target for theft or loss. | | *Working with unstable or volatile clients* | Workers are providing service or products to persons with physiological, psychological, psychiatric condition or substance abuse issues. | | *Working alone or in small numbers* | Workers required to work alone or with very few other workers at a fixed location. | | *Working in a community based setting* | Workers are expected to work in the community and provide services in private homes and dwellings. | | *Working in a high crime area* | Workers required to perform services in a fixed location that is located in a high crime area. |   The following risk factors have been identified as high risk:   * Dealing with aggressive customers or coworkers * Handling cash * Working alone or in isolation  |  | | --- | | For tips on how to deal with these situations, please see Resource | |

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| Communication | The Workplace Violence & Harassment Policy Statement will be posted in a common area. The Workplace Violence & Harassment Prevention program will be communicated to all employees during the Health & Safety Orientation session.  The results of the workplace violence risk assessment will be provided to the Health & Safety Committee/H&S Rep. |

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| Training | All employees, including managers at all levels, will be trained on the contents of this Workplace Violence & Harassment Prevention Program. Senior managers need to make themselves aware of all legislation applicable to harassment and violence in the workplace in order to take appropriate steps during and after violent situations or incidents of harassment. Applicable legislation may include the provincial *Occupational Health & Safety Act*, the *Criminal Code of Canada*, the Provincial *Human Rights Code*, and the provincial *Workplace Safety & Insurance Act*.  Training will include:   * What conduct is considered workplace harassment, including workplace sexual harassment, and understand what conduct is unwelcome in the workplace. * How and to whom to report an incident of workplace harassment or violence. * How the employer will investigate and deal with an incident or complaint of workplace harassment or violence. * How the employer will report the results of the investigation to the worker who was allegedly the victim and the alleged perpetrator (if an employee). * Measures and procedures to report workplace violence or harassment if the employer or supervisor is the alleged perpetrator.   Training programs must take into consideration the literacy and demographics of our workforce. Training is documented and attendance records for all employees are kept. |

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| Evaluation | This program will be reviewed after any violent event takes place to determine if changes need to be made. At a minimum, the policy and program must be reviewed and updated annually, or as changes are made through provincial legislation, by the management team, in consultation with the Health & Safety Committee/H&S Rep. The implementation of the program, as well as its effectiveness, will be reviewed. Program deficiencies will be noted in the review. |

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| Make Improvements / Acknowledge Success | The Health & Safety Coordinator, in consultation with the HSC/H&S Rep, will determine the success of this Program. Any opportunities for improvement will be identified and corrected as appropriate. Notification of the success of this Program will be circulated to all departments and posted on the Health & Safety Bulletin Board. |

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| Resources | **Current Document**  Workplace Violence & Harassment Policy Statement (Pg. 55)  **Resources Final.docx**  Dealing with Identified High Risk Situations (Pg. 47)  Employee Risk Assessment Questionnaire (Pg. 51)  Workplace Violence & Harassment Inspection Checklist (Pg. 52)  Workplace Violence & Harassment Reporting Form (Pg. 57)  Workplace Violence & Harassment Investigation Form (Pg. 58)  **Provincial Appendices**  Workplace Violence and Harassment Section |

# Emergency Preparedness

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| Overview | Every year emergencies take their toll on businesses – in lives and dollars. We can limit injuries and damages and return to normal operations quickly by planning ahead.  The actions taken in the initial minutes of an emergency are critical. Developing an emergency plan to protect our employees, visitors, and anyone else in our workplace, as well as our store, just makes good sense.  Our first priority will always be life safety which includes plans for evacuation, sheltering from severe weather, shelter-in-place from an exterior airborne hazard, and lockdown when faced with an act of violence. |

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| Purpose | Emergency Preparedness is being ready for an unexpected disaster. This can be a natural disaster or a man-made one. Whether it’s an earthquake or hurricane, a deadly influenza outbreak, or an employee’s estranged spouse entering our workplace with a weapon, we want to be prepared.  The purpose of this policy is to establish and maintain procedures to respond to incidents and other emergency situations and minimize the losses associated with them. |

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| Scope | This policy applies to all employees, visitors, customers and contractors present in our locations.  The scope of this policy will include the protection of our assets - primarily personnel, physical structures, equipment, and processes. Emergency situations can be classified as technological or natural hazards.  Technological hazards include:   * Fire and evacuation. * Medical and first aid emergencies. * Telephone and bomb threats. * Suspicious packages. * Biological/chemical threats. * Explosions. * Power failures. * Workplace violence (civil disturbances, violent/aggressive people, robbery and personal attacks, hostage taking/imminent danger, offsite or after hours).   Natural hazards include:   * Flood and water damage. * Severe weather/natural disasters (tornadoes, thunderstorms, hurricanes, winter storms, earthquakes). * Pandemic diseases like influenza. |

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| Objectives | The objective is to be prepared to:   * Prevent fatalities and injuries. * Reduce damage to buildings, stock and equipment. * Protect the environment and the community. * Accelerate the resumption of normal operations. |

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| Roles & Responsibilities | **Employer**  Senior Management will assign personnel for the development, implementation, modification and delivery of the emergency response plan. This Emergency Response Team will include:   * Incident Commander - authorized to coordinate all activity and take all necessary actions to deal with an emergency. * Alternate Incident Commander - authorized to act on behalf of the Incident Commander if he/she is unavailable or incapacitated. * First Aid Response Team - employees with First Aid training as designated by Provincial First Aid Regulations. * Fire/Area Wardens - responsible for the area in which their employees primarily work, includes a Chief Warden.   **Incident Commander**   * Attend required training. * Order evacuation. * Invoke emergency response plan. * Assume overall command. * Coordinate activities of various groups during emergency. * Sound all clear. * Advise media. * Following an emergency or false alarm, meet with Emergency Response Team within 3 days to review any recommendations for improvements to the Emergency Response Plan.   **Emergency Response Team**  The Emergency Response Team will include the Incident Commander, Alternate Incident Commander, First Aid Response Team, and the Fire/Area Wardens.   * Alert emergency situation via alarm, PA system, or verbally. * Alert external agencies. * Request assistance from external agencies. * Provide medical assistance. * Ensure emergency shut offs are closed (if trained and safe to do so). * Review maps and floor plans. * Confirm evacuation is complete.   **Human Resources**   * Ensure the Incident Commander has an up-to-date staff list including home phone numbers, duties and responsibilities.   **Managers and Supervisors**   * Assign appropriate tasks during emergency situation.   **Employees**   * Report all emergencies situations. * Follow emergency procedures. * Upon activation of alarm, evacuate to the nearest exit and report to designated evacuation location. * Obtain medical assistance when needed. * Be familiar with evacuation routes and alternate means of escape. |

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| Procedures | Based on the emergency situation, the manager on duty will determine the required actions:   * Declare emergency. * Sound the alert. * Evacuate danger zone. * Call for external aid. * Initiate rescue operations. * Attend to casualties. * Fight fire with fire extinguishers (if trained on how to do so).   Fire/Explosion Emergencies  Because a fire frequently follows an explosion, the same procedures will be used to evacuate the building/site for both a fire and an explosion.  Please note that the Emergency Procedures for fire must coincide with the facility’s approved Fire Safety Plan required by the provincial Fire Code.  The management functions may be assigned to safety and security staff as required.  Emergency Procedures for the Incident Commander or Alternate   * When the fire alarm is activated or you become aware of a fire emergency contact the Fire Department at 911. * If you become aware of a fire emergency and the fire alarm is not sounding, activate the fire alarm. * If the fire alarm has been activated announce the evacuation instructions on the voice communications (P.A.) system. * Establish a command post. * Ensure that all emergency systems (sprinkler system, pressurization fans, etc.) are operating properly. * Ensure that the fire route is clear and unobstructed. * Ensure that the floor/area wardens follow their evacuation procedures and report any persons remaining in the building or missing. * Persons investigating the origin of the fire alarm must follow the procedures that are outlined in the facility’s approved Fire Safety Plan.  They should proceed to the alarm floor/area and report the conditions using the radio. * Ensure that machinery or processes are shut down if this can be done without endangering personnel. * Liaise with the Fire Department to provide any assistance that they require and ensure that the emergency operation centre is staffed. * Once the emergency is over take the necessary actions to return the facility emergency systems to service as quickly as possible.   Emergency Procedures for Floor/Area Wardens  When the alarm sounds, or verbal instructions are given over the voice communication (P.A.) system to evacuate their floor, Floor/Area Wardens shall:   * Direct all staff and visitors to leave the building or area by the safest route available. * Inspect their assigned area to ensure that all staff and visitors have evacuated. * Make a note of anyone not able to evacuate and ensure that they are at the designated location so that firefighters can find and assist them with evacuation if necessary. * Ensure that they are reported to the Incident Commander.   Once outside:   * Ensure employees are assembling at the designated employee meeting area. * Floor/Area Wardens will report on the status of their section to the Incident Commander. * The Incident Commander will advise the Fire Department of any individuals remaining in the building and their location.   Emergency Procedures for All Occupants  Upon discovery of fire or smoke:   * Leave the affected area immediately. * Close all doors behind you. * Activate the Fire Alarm. * Leave the building via the nearest exit. * Do not attempt to use the elevators. * Use the EXIT stairwell(s) to evacuate the building. * Report the fire to safety/security. * Call the Fire Department at 911 (from a safe location). * Report to the designated employee meeting area.   Upon hearing the alarm:   * Begin to evacuate immediately. * Close all doors behind you. * Leave the building via the nearest EXIT. * Do not attempt to use the elevators. * Use the stairwell(s) to evacuate the building. * Follow instructions broadcast over the Voice Communication (P.A.) system. * Remain calm. * Report to the designated employee meeting area.   The Fire Department will respond to investigate the cause of the alarm.  When evacuating the building:   * Listen to announcements provided over the voice communication (P.A.) system. * Follow instructions given over the voice communication (P.A.) system, by Emergency Floor/Area Warden Team members, Building and the Fire Department. * Provide help to people needing assistance to exit.   If you are unable to evacuate, advise a floor/area warden of your situation.  Building staff will be notified and firefighters will assist you during the emergency, if they deem it necessary.  Bomb Threat Emergencies  Bomb threats are usually made by telephone.  Few of these threats are real. Bombers that go to the trouble of manufacturing and placing a device typically will not call in a warning.  The principal aim of a bomb threat is to disrupt operations, discredit the company, or undermine the morale of our employees. The majority of bomb threats are simply hoaxes. Good housekeeping simplifies the task of identifying suspicious packages.  Security measures make it more difficult to plant a bomb.  Locking cabinets, rooms, offices, etc. also limits unauthorized access and reduces the areas that need to be searched.  There are three options available depending on the situation:   * Complete evacuation of the premises. * Partial evacuation to a safe outside area or another internal area. * No evacuation.   Initiating a search after a threat is received and evacuating a building after a suspicious package or device is found is perhaps the most desired approach. It is not as disruptive as an immediate evacuation and will satisfy the requirement to do something when a threat is received. If a device is found, the evacuation can be accomplished expeditiously while at the same time avoiding the potential danger areas of the bomb. Public safety should always be the foremost consideration when deciding whether or not to evacuate.  However, under provincial health and safety legislation, workers cannot be forced to take part in any activity which could be hazardous to their health or safety. Therefore, any employees who engage in bomb searching activities must be volunteers and must be provided with appropriate training in searching for bombs.  Emergency Procedures for the Incident Commander or Alternate   * The Incident Commander or Alternate have been appointed to coordinate all activities related to a bomb threat. * The Incident Commander will coordinate operations from the Emergency Operations Centre. * Any and all bomb threats received by Management will be reported immediately to the Incident Commander or Alternate.  It is their responsibility to notify the:   + - * Police Department (call 911).       * Floor/Area Wardens. * If the Police call with information relating to a bomb threat, they shall be directed to the Incident Commander or Alternate. On receiving such information from the Police, Management will follow instructions given by the Police. * In the absence of any instruction from the police the Incident Commander or Alternate will make the decision of whether or not to evacuate based on the information received. * Reception shall be notified that no one other than emergency personnel is to be allowed into the building/site until further notice. * While the information is being evaluated, floor/area wardens should be instructed to begin searching the exits for suspicious objects in anticipation that an evacuation may be necessary. * If it is decided that an evacuation is necessary, it should not be initiated until staff has determined that the evacuation route has been searched and confirmed to be safe. * When the Incident Commander or Alternate determines that an evacuation or partial evacuation is necessary the Floor/Area Wardens shall be instructed to initiate evacuation procedures.   Emergency Procedures for Floor/Area Wardens   * Upon receiving instructions to begin searching the exits, proceed to search the exit paths they have been assigned. * Upon completion of the search report to the Incident Commander that their search is complete. * If a suspicious object is found, immediately report this information to the Incident Commander. Do not touch any suspicious objects under any circumstances. * If an evacuation is ordered, ensure this information is communicated to all of the occupants in their assigned area and assistance is provided to evacuate by using the closest exit (provided it has been determined that it is clear). * Make a note if anyone is unable to evacuate and ensure they are at the designated location so that the appropriate authorities can find them and assist them with evacuation if necessary. * Ensure all occupants move immediately to their designated meeting area.   Emergency Procedures for All Occupants   * All bomb threats will be reported immediately to their direct supervisor. The supervisor will immediately report the matter to the Incident Commander or Alternate. * Anyone receiving a bomb threat call must follow the following procedures:   + - * Be calm and courteous.       * Do not interrupt the caller.       * Keep caller on line as long as possible.       * Obtain as much information as you can by completing the Threatening Call Information Report. A copy of this report should be kept at all workstations.       * After the caller hangs up, initiate call trace action by initiating call trace in your area.       * Notify your supervisor and provide him with the completed Threatening Call Information Report. If your supervisor is not immediately available notify the Incident Commander or Alternate.   If you are notified that a bomb threat has been made:   * Quickly but thoroughly check your work area for the presence of any bag, box, parcel or letter that cannot be accounted for. * If you find a suspicious object, notify your Floor/Area Warden and/or the Incident Commander or Alternate. * *Do Not Touch The Object.* * Wait for instructions to evacuate from your Floor/Area Wardens. * If instructed to evacuate, follow the evacuation procedures unless instructed to do otherwise by the Floor/Area Warden. * Upon evacuating the building, go immediately to your designated meeting area.   If you are unable to evacuate, advise a floor/area warden of your situation.  Remain adjacent to an exit.  Personnel will assist you during the emergency.  Biological or Chemical Threat  Characteristics of A Chemical Agent   * Generally in liquid form and often aerosolized (fine mist). * Has a unique odour and colour.  Common odours for chemical agents include bitter almonds, peach kernels, fresh mown hay, mustard, onion, garlic, geraniums or green grass. * Most result in immediate symptoms or are delayed for a few hours at most. * Inhalation is the most likely route of attacking your body. * Attack routes may also be through food/water contamination or skin absorption. * Many likely agents are heavier than air and tend to stay close to ground. * Some will break down fairly rapidly when exposed to sun, diluted with water, or dissipated in high winds.   Characteristics of A Biological Agent   * Generally in liquid or powder form. * No odour or colour. * Symptoms may be delayed for days. * Inhalation most likely and effective attack route. * Attack routes may also be through food/water contamination or skin absorption. * Many likely agents are heavier than air and tend to stay close to ground. * Most will break down fairly rapidly when exposed to sun, diluted with water, or dissipated in high winds.   Warning Signs That a Biological/Chemical Attack Has Occurred   * Droplets of oily film on surfaces. * Unusual dead or dying animals in the area. * Unusual liquid sprays or vapours. * Unexplained odours. * Unusual or unauthorized spraying in the area. * Multiple victims displaying symptoms of nausea, difficulty breathing, convulsions, disorientation, or patterns of illness inconsistent with natural disease. * Low-lying clouds or fog unrelated to weather, clouds of dust, suspended or coloured particles. * People dressed unusually (long-sleeved shirts or overcoats in the summertime) or wearing breathing protection particularly where large numbers of people tend to congregate, such as subways or stadiums).   Emergency Procedures for Management   * Any management personnel that has reason to believe that a biological/chemical attack may have occurred shall immediately ensure that all persons evacuate the area where the release occurred. * Persons without proper training and equipment shall not attempt to rescue victims who have been overcome by the biological/chemical agent. They will only become another victim. * Ensure that machinery or processes are shut down if this can be done without endangering personnel. * If evacuation to the outside is not possible, occupants shall be moved upwards to an interior room on a higher floor (since many agents are heavier than air) Measures for “Shelter in Place” should be taken (see below). * When everyone possible has been evacuated the area shall be sealed off as much as possible by closing doors and shutting down HVAC equipment. * The Incident Commander or Alternate shall be notified immediately of the incident. * Activate the Emergency Operations Centre. * The Incident Commander shall immediately phone 911 and inform them of the nature of the incident. They must stress that they think a biological/chemical attack has occurred. * No one other than emergency personnel are to be allowed into the building until further notice. * Record the names of everyone in the area who may have been in contact with the agent. This list shall be given to the Incident Commander to ensure everyone receives appropriate follow-up treatment. * Ensure that anyone who has been in contact with the agent washes it off with soap and water immediately.   “Shelter In Place” Procedures  If it is not possible or advisable to evacuate the building the following procedures shall be implemented. The Shelter In Place location will be communicated to all employees.   * Move occupants upwards to an interior room on a higher floor since many agents are heavier than air. * Seal building or room so contaminants cannot enter. * Close windows and doors. Check the inventory of openings to ensure that no openings have been overlooked. An inventory of openings should be made and incorporated into these procedures. * Seal gaps under doorways, windows, and other building openings. Sufficient sealing materials should be kept on hand in designated locations to perform this task. * Turn off heating, air conditioning and ventilation systems. * Monitor radio or television stations for further updates and remain in the shelter until authorities indicate it is safe to come out.   Emergency Procedures for All Occupants   * If you have reason to believe that a biological/chemical attack may have occurred immediately protect your breathing airways (distance yourself from contamination source, cover mouth and nose with handkerchief, clothing, etc.). * Leave the area of attack immediately and move outside and upwind from the source of attack. * If evacuation to the outside is not possible, move upwards to an interior room on a higher floor since many agents are heavier than air. * Notify your supervisor immediately. If they are not available, notify the Incident Commander or Alternate. * If splashed with an agent, immediately wash it off using warm soapy water. Do not use bleach. * Inform responding emergency personnel that you may have been in contact with a biological/chemical agent.   Physical Threat Emergencies  Emergency Procedures for Management  Any management person who becomes aware of an intrusion by an armed person, a violent act (shooting, stabbing or physical assault) or a hostage taking incident shall take the following actions:   * Immediately evacuate as many people as possible from the area. * Cordon off the area or otherwise prevent people from entering the area. * Call 911. Tell them if people have already been injured, how many intruders there are and what weapons they have. * Advise the Incident Commander or Alternate of the situation. * Ensure that any victims receive first aid treatment, if this can be provided without putting anyone else in danger.   The police will take command of the situation when they arrive. Management will provide the police with any information they require, including floor plans of the area in question.  If the police determine that an evacuation of the building is required, the exit routes described in the Fire Safety Plan will be utilized by occupants without the activation of the Fire Alarm signals but rather using the Voice Communication System or by Police Officers visiting each area and verbally advising occupants to evacuate.  Emergency Procedures for All Occupants  If your area is invaded by an armed person, or if a violent act (shooting, stabbing or physical assault) or a hostage taking incident occurs in your area all occupants shall take the following actions:   * Leave the area immediately. * Warn others in the immediate area of the danger and prevent anyone from entering the area. * If you are unable to leave the area, barricade yourself in the most secure room available. Keep calm and do nothing that will attract the intruder’s attention. * Call 911. Tell them how many intruders there are and what weapons they have. * Advise the Incident Commander or Alternate of the situation. * Provide first aid to any victims if this can be done without putting yourself in danger. * Follow the instructions of the police, security or your supervisors.   Hazardous Materials Spill or Release Emergencies  Emergency Procedures for Management   * Any spill or leak of a chemical must be treated as being a potential hazardous material incident until the chemical can be identified. * If the magnitude of the incident is determined to be of serious concern, the Incident Commander will activate the Emergency Operations Centre. * Immediately evacuate all persons from the danger area(s) * Determine the name of the spilled or leaking chemical or material from the label on the container or from the shipping manifest or invoice. * Note: If the type of spilled/leaked substance cannot be determined, then it must be assumed to be the most dangerous substance used/stored in the building. * If anyone is, or appears to be, injured or ill as a result of the spill:   + - * Call 911.   Ensure that emergency responders are informed of the name of the chemical or material involved.       * Provide any first aid treatment specified in the Safety Data Sheets (SDS). * Determine if the chemical or material is one of the following:   + - * Explosive material       * Flammable gas       * Poisonous gas       * Corrosive gas       * Flammable or combustible liquid:       * Flammable solid       * Oxidizer       * Poisonous or infectious substance       * Reactive material       * Corrosive material   If necessary, consult the SDS to determine the characteristics of the material.   * If the chemical or material is not one of the above, you do not have a hazardous material incident and the material can be cleaned up using normal housekeeping procedures. * If the chemical or material is one of the above, you are dealing with a hazardous material and the Fire Department HazMat Team should be called to contain and control the spill following their standard operating procedures. * If necessary, ensure that machinery or processes are shut down if this can be done without endangering personnel. * Immediately after all safety matters have been addressed, if any substance has entered, or is believed to have entered, a drain or water course, the Incident Commander shall notify the following:   + The Ministry of the Environment.   + The Local Spills Coordinator.   + The Local Public Works Department. * All spills, no matter how small, are to be documented.  A record shall be kept of:   + The name of the spilled material.   + The quantity involved.   + The names of persons involved in the spill and clean-up.   + The names of anyone requiring medical treatment.   + Any outside agencies or contractors that were involved.   + How the spilled material was disposed of.   Emergency Procedures for All Occupants   * Any spill or leak of a chemical or other material must be treated as being a potential hazardous material incident until the material can be identified. * Evacuate from the danger area(s). * If anyone is, or appears to be, injured or ill as a result of the spill:   + Call 911. Ensure that emergency responders are informed of the name of the chemical or material involved.   + Provide any first aid treatment specified in the SDS. * Notify your supervisor. The supervisor will advise the Incident Commander or Alternate of the situation. * Eliminate ignition sources. * Prevent all non-emergency persons from entering the spill area. * Follow the instructions of your supervisor, incident commander and the Fire Department’s HazMat Team.   Natural Gas Leak Emergencies  Emergency Procedures for Management  If management believes that a natural gas leak has occurred they shall:   * Inform the Incident Commander or Alternate. * Instruct building maintenance to immediately shut off the gas at the main valve and any secondary valves if necessary. * Evacuate the building following the fire evacuation procedures. * Instruct occupants to not smoke or use any electrical devices, including cell phones. * Call 911 from a phone located well away from the source of the leak. * Call your gas company from a phone located well away from the source of the leak.   Building management should retain a list or drawings that identify the locations of all gas shut-off valves, not just the main shut-off valve locations.  Emergency Procedures for All Occupants   * If you smell natural gas inform your supervisor. * Wait for instructions to evacuate the building. * Do not light matches or lighters. * Do not turn on or turn off electrical power.   Severe Storm Emergencies  Emergency Procedures for Management  Severe weather conditions such as tornadoes, hurricanes, hail, blizzards, ice storms and heavy rain are monitored by Environment Canada 24 hours a day, 7 days a week.  If a severe weather storm is on the horizon, the weather service issues watches, advisories and warnings through the media, thus allowing time for preparation to safe guard against property damage, personal injuries and loss of life.  Upon receiving information from weather forecasters that a severe weather condition is imminent, the Incident Commander or designate, will make the decision to:   * Initiate procedures to shut down operations or processes that may pose a hazard or where associated equipment may be damaged. * Close the building and allow all employees to go home, provide safe accommodations for employees in the building, or give employees the choice of going home or staying in the building.   If severe weather conditions occur while the building is occupied:   * Instruct occupant to seek shelter within the building. * Where applicable, shut down operations or processes in accordance with established procedures.   If the building is affected by a severe weather condition:   * Identify persons with injuries and call emergency services as appropriate. * Check exit stairwells to ensure they are safe and available to use in the event of a building evacuation. * Where applicable, shut down operations or processes in accordance with established procedures. * The Incident Commander or designate will make the decision as to the requirement to evacuate the building.  Evacuation may be required if the building is determined to be unsafe or there is danger to the occupants due to severe weather damage. * Before authorizing reentry the Incident Commander or designate, will have determined (from advice received from experts) that the building is safe to occupy.   Emergency Procedures for All Occupants  If a severe weather condition occurs while the building is occupied those in the building will:   * Stay calm and do not run outdoors. * Take shelter under tables, desks or other objects that will offer protection against flying glass and debris. Alternatively, step under a doorway or into a narrow hall or corridor or to an inside office (away from the outer walls of the building) or meeting room. Keep at least 15 ft. away from windows to avoid flying glass.  Keep away from skylights and large overhead light fixtures.  Protect face and head with arms. * Stay under cover until the severe weather condition has subsided.   If the building is affected by a severe weather conditions:   * Identify persons with injuries and call emergency services as appropriate. * If instructed to evacuate, watch for falling debris, or electrical wires upon leaving the building.  Follow the evacuation procedures for fire emergencies.  Proceed to a safe area, away from the danger of being struck by falling glass, bricks, electrical wires, or other hazardous objects.   Major Electrical Power Failure Emergencies  Electrical power failures often result from uncontrolled events such as severe storm conditions, earthquakes, and floods.  Emergency Procedures for Management   * Advise occupants of the situation through voice communication (P.A.) system. * Contact local hydro utility to inform them of the situation.   Emergency Procedures for All Occupants  In the event of a power failure:   * Notify building management. * Specify the location where the power failure occurred and details of the power failure. * If it is safe to do so, remain on your floor and wait for further instructions from building management.   Roof Collapse  Buildings may experience roof collapse due to environmental conditions such as high winds, severe storms, and in particular, snow loading.  A cubic foot of snow can weigh from 7 pounds for new and dry snow to 30 pounds for old, compacted snow.  Drifting snow may put excessive loads on the areas where it piles up.  Emergency Procedures for Management  To mitigate the risk of roof collapse:   * Have roof assessed by a professional engineer to determine whether the snow load is significant or there are any visible signs of structural distress (twisting, bending or cracking). * Implement a safe snow removal procedure that will not result in producing any uneven or concentrated loading on the roof.   Emergency Procedures for All Occupants  In the event of a roof collapse:   * Evacuate the building immediately following the evacuation procedures for fire emergencies. |

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| Communication | All employees, contractors, and visitors need to be aware of our emergency procedures, as well as their role and responsibility during an emergency.  Locations of fire extinguishers and emergency exits will be clearly marked.  Information on emergency procedures and the emergency response team will be posted on the Health & Safety Bulletin Board. |

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| Training | The Incident Commander and the Emergency Response Team will receive appropriate training to provide effective leadership during an emergency as well as training on managing an emergency preparedness program.  First Aid responders will receive training from an approved First Aid provider. Please see the First Aid Program for more information.  All employees will be formally trained on our emergency procedures. New hires will also receive awareness training during their orientation. Sign-in sheets for all training will be maintained by the Health & Safety Coordinator.  Evacuation drills will be held annually to ensure employees are aware how to evacuate the building during an emergency situation. |

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| Evaluation | Any gaps or deficiencies identified during evacuation drills will be reviewed and procedures will be updated as required. |

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| Make Improvements/ Acknowledge Success | Any performance improvements identified through the evaluation procedure will be addressed within three months and communicated to employees through an email issued by senior management. |

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| Additional Resources | **Resources Final.docx**  Emergencies (Pg. 61)  **Provincial Appendices**  [Emergency Preparedness – Government of Canada](https://www.canada.ca/en/health-canada/services/health-concerns/emergencies-disasters/emergency-preparedness.html) |

# First Aid

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| Overview | All employers covered by the provincial occupational health and safety legislation are required to have first aid equipment, facilities and trained workers in all workplaces. The First Aid Requirements state what the employer is required to provide.  We will protect the health, safety and well-being of our employees, volunteers, guests and customers. Anyone injured or ill in the workplace shall be provided with the utmost care. |

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| Legislation | Specific detailed information can be found in the First Aid Requirements – Provincial Appendices. |

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| Purpose | C:\Users\lorraine.stinson\Downloads\iStock_78925861_MEDIUM (2).jpgFirst aid is an essential part of any health and safety system. Although we strive to eliminate workplace injuries and illnesses, we recognize the potential exists for these to occur.  Prompt and proper first aid will be administered by a certified first aid attendant. Properly stocked first aid kits will be provided and a record of all first aid treatment and advice will be maintained.  This First Aid Program complies with the provincial First Aid Regulation. |

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| Scope | This program applies to all employees and includes first aid treatment, first aid reporting, training, materials, and maintenance of first aid facilities/equipment.  It outlines the types of training necessary for first aid attendants, and the equipment and procedures that everyone must follow to ensure employees are cared for in the event they are injured or become ill in the workplace. |

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| Roles & Responsibilities | **Employer**   * Provide adequate resources for staff to be trained in first aid as required. * Maintain first aid stations at all worksites containing:   + - * A first aid kit (containing the items required by the First Aid Regulation).       * Valid first aid certificates of trained first aid attendants.       * An inspection card recording the date of the most recent inspection of the first aid kit and the signature of person doing the inspection. * Ensure first aid is given immediately. * Provide immediate transportation to a medical facility or the worker’s home, as appropriate. * Complete and submit applicable provincial WCB reporting requirements:   + - * If the worker gets healthcare.       * If the injury causes the worker to:   Be absent from regular work.  Require modified duties at less than regular pay.  Require modified work at regular pay for more than 7 calendar days after the day of the accident.  Earn less than regular pay at regular work.   * Send a copy of the report to the supervisor and the injured employee. * Submit all information pertaining to the claim to the WCB. * Pay full wages and benefits for the day of injury. * Cooperate in the work reintegration process. * Monitor and evaluate this program on a scheduled basis.   **First Aid Attendants**   * Provide first aid to injured persons and ensure that such injuries are recorded in a First Aid Logbook. * Work in close proximity to a first aid station or kit. * When travelling with the injured person, continue to administer first aid if required. * Ensure injured person receives an Accident/Incident Reporting Package. * Attend formal first aid training and refresher courses from WCB approved First Aid Regulation providers. * Complete an Injury/Incident Reporting Form.   **Manager/Supervisor**   * Proceed to accident scene when notified of an injury and ensure first aid is administered, if required. * Arrange transportation to hospital if medical aid is required. * Ensure employee has an Accident/Incident Reporting Package. * Ensure employee has completed all required forms. * Completes an Injury/Incident Analysis Report. * Forward all forms to the Health & Safety Coordinator with 24 hours of the accident/incident. * Review employee’s Injury/Incident Reporting form and, if required, conduct an investigation of the accident with the assistance of the HSC/H&S Rep and Health & Safety Coordinator.   **Health & Safety Coordinator**   * Identify first aid training requirements. * Ensure that sufficient staff is trained and holds a valid first aid certificate. * Monitor compliance of this Program. * Review the employee’s Accident/Incident Report form. * Assist the supervisor and HSC/H&S Rep if an investigation is required.   **Employees**   * Get first aid immediately. * Inform your manager/supervisor of any injury or the possible onset of work-related disease/condition. * Obtain an Accident/Incident Reporting Package. * Cooperate in health care treatment. * Cooperate in safe return to work. |

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| Procedure | **General**   * There will be at least one first aider per shift, working in close proximity to the first aid kit. * The first aid station will be equipped as per the First Aid Regulation. * Absolutely no medication will be included in the first aid kits or first aid room. * A list of current certified first aid attendants will be posted at the first aid station. * First aid kits will be inspected monthly and restocked as needed. A record of the inspections will be kept with the first aid kit. * A log book of all treatment will be maintained.   C:\Users\danielle.stewart\Downloads\iStock_000068446627_Medium.jpg**First Aid Kits**  First aid kits will be located within quick and easy access for all employees in all workplace environments. Each first aid kit/station has its own treatment record logbook.  The first aid kits will be adequately stocked, as per the applicable provincial First Aid Regulation. A required items checklist is included in the Resources section.  Eye wash stations, if required, are located in areas where accidental chemical exposures can occur.  **Accident/Incident Reporting Package**  Each location will have a supply of Accident/Incident Reporting Packages. The package contains:   * Injury/Incident Reporting Form. * Worker’s report of injury/disease. * Health professional’s report. * Functional Abilities Form for Planning Early and Safe Return to Work.   **Inspection Requirements**  The HSC will include First Aid Kits in their monthly inspection to ensure they are adequately stocked with supplies and that a sufficient number of Injury/Illness Incident Report forms are included. The inspection record attached to the First Aid Kit should be initialed after each inspection.  If there are any supplies or deficiencies identified, it will be noted on the First Aid Kit Monthly Inventory Form and the kit will be restocked within a reasonable time period (no later than one week).  **Reporting Requirements**  The first aid attendant will record all treatment given to an employee in the First Aid Logbook. Should the injury/illness be serious enough that medical attention is required, an Injury/Incident Reporting Form shall be completed and sent to the Franchise Owner/HS Coordinator.  The Injury/Incident Reporting Form will record the circumstances surrounding the incident as described by the injured employee. Specifically, the report must include:   * The date and time of the injury * The names of witnesses * The nature and location of injury   First aid reports must be kept confidential and on file for 5 years. A copy of the record pertaining to a worker must be provided to only that worker upon request.  **First Aid Treatment**  Access to a first aid kit is not intended to be a substitute for medical attention.  In order to alert the first aid attendant that help is required, workers requiring assistance must tell a co-worker that they require a first aid attendant or call out for help.   * In the event of an injury or incident requiring first aid treatment, the employee should: * Inform your manager. * Have first aid treatment to the injury or wound * If a first aid kit is used, indicate usage on the incident report * Provide details for the completion of the incident report   Should anyone become injured or ill on the premises, the nearest first aider should be notified immediately. After assessing the situation, the first aider must decide whether to:   * Treat the person * C:\Users\lorraine.stinson\Downloads\iStock_75681237_MEDIUM (2).jpgContact management * Use a taxi to transport the person to their desired destination (home or family doctor’s office). * Call emergency medical services (911)   Treatment given by the first aider will be in accordance with the current standards of the most recent training provided.  *General First Aid Instructions*   |  |  | | --- | --- | | Injury | First Aid Instructions | | Wounds – Minor (cuts, lacerations, abrasions or punctures) | * Wash the wound using soap and water; rinse it well. * Cover the wound using clean dressing. | | Wounds – Major (large, deep and bleeding) | * Stop the bleeding by pressing directly on the wound, using a bandage or clean cloth. * Keep pressure on the wound until medical help arrives. | | Broken Bones | * Do not move the victim unless it is absolutely necessary * If the victim must be moved, "splint" the injured area. Use a board, cardboard, or rolled newspaper as a splint | | Burns – Thermal (Heat) | * Rinse the burned area, without scrubbing it, and immerse it in cold water; do not use ice water * dry the area and cover it using sterile gauze or a clean cloth | | Burns – Chemical | * Flush the exposed area with cool water immediately for 15 to 20 minutes. | | Eye Injury – Small Particles | * Do not rub eyes * Use the corner of a soft clean cloth to draw particles out, or hold the eyelids open and flush the eyes continuously with water | | Eye Injury – Large or Stuck Particles | * If a particle is stuck in the eye, do not attempt to remove it * Cover both eyes with bandage | | Eye Injury – Chemical | * Immediately irrigate the eyes and under the eyelids, with water, for 30 minutes. | | Neck and Spine Injury | * If the victim appears to have injured his or her neck or spine, or is unable to move his or her arm or leg, do not attempt to move the victim unless it is absolutely necessary | | Heat Exhaustion | * Loosen the victim’s tight clothing * Give the victim “sips” of cool water * Make the victim lie down in a cooler place with feet raised |   *First Aid Instructions for Injuries Involving Blood*   * When providing first aid for a bleeding injury the precautions listed below must be followed: * Avoid being splashed by blood. * Place a barrier between you and the victim’s blood. This can be done by wearing disposable gloves when covering the wound with a dressing. * Cover any cuts, scrapes or skin conditions you have before giving care. * Wash your hands immediately after providing care, even if you wore gloves. Use warm running water and soap. * Avoid eating, drinking and touching your mouth, eyes or nose while providing care or before you wash your hands. * Avoid touching objects that may have been contaminated with blood. * Avoid handling any of your personal items, such as pens or combs while providing care or before washing your hands. * These safety precautions can greatly reduce the risk of infection. Always give first aid in ways that protect both you and the victim from disease transmission.   *Workplace Assessment*   * As part of the Hazard Assessment process, we will conduct an annual workplace assessment, or sooner if a significant change affecting the assessment occurs at the workplace, in order to determine: * Number of workers who may require first aid at any time. * Risks and hazards in the workplace. * Types of injuries likely to occur. * Any barriers to first aid being provided to an injured worker. * Time to obtain transportation and to transport an injured worker to medical treatment.   **Transportation of Injured Worker**  The following procedure will be followed to ensure that the person is safely transported to their desired destination:   1. C:\Users\lorraine.stinson\Downloads\iStock_73146091_MEDIUM (2).jpgIf the injury/illness is serious enough that the person must be transported to a hospital or medical centre, an ambulance must be summoned by dialing 9-1-1. The certified first aid attendant will be responsible for stabilizing the health and safety of the injured/ill person until the ambulance arrives. 2. If the person is injured or becomes ill, but does not require immediate medical attention, he will be offered transportation via taxi service to their desired destination (home or family doctor’s office). Individuals required to accompany the injured person as specified in the Provincial Appendices will accompany the person to their desired destination. The company will be responsible for any related transportation fees (i.e., cab fare or ambulance fees).   Those individuals accompanying the injured/ill person will be responsible to ensure the person reaches their desired destination safely and ensure that any required forms or paperwork accompany the person.   1. If the injured/ill person refuses assistance or transportation, they must make this clear to the manager and on the injury/illness incident form. The manager should make note of this and the injured/ill person will initial where they have stated that they do not require the offered assistance/transportation. |

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| Communication | This program will be communicated to all employees. First aid inspection cards will be posted in the first aid kits/station.  The following documents will also be posted:   * First aid content requirement list in or near first aid station. * First Aid Regulation. * Provincial first aid poster at the first aid station and at other conspicuous places in the workplace. * List of designated first aiders and a copy of their valid first aid certificates. |

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| Training | We will offer first aid training as outlined in this program. At a minimum, we will ensure that at least one certified first aid attendant will be available during every shift.  Upon successful completion of the First Aid Training Course, the participant must be provided with a certificate recognized by the applicable province. |

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| Evaluation | The First Aid program will be evaluated on an annual basis by the HS Coordinator to ensure compliance with provincial legislation.  The Health & Safety Committee will inspect the kits during regular monthly inspections. |

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| Make Improvements/ Acknowledge Success | Any substandard condition or substandard first aid practice will be addressed/corrected within a week by senior management. Notification of the success of this program will be circulated to all locations. |

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| Resources | **Resources Final.docx**  First Aid (Pg. 62)  **Provincial Appendices**  First Aid Requirements Section |

# Injury & Illness Reporting

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| Overview | There are legal requirements for employers to record and report:   * Where a person is killed or critically injured at a workplace * Where a person is disabled from performing his or her work or requires medical attention because of an accident, explosion, fire or incident of workplace violence * If an employer is told that a worker has an occupational illness or that a claim for an occupational illness has been filed with the provincial WCB. |

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| Legislation | See the provincial Appendices for legislative links. |

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| Definitions | For the purpose of this policy, the following definitions apply.  **Fatality or Critical Injury**  A critical injury is any injury that:   * Places life in jeopardy * Causes unconsciousness * Results in significant blood loss * Involves the fracture of a leg or arm (including wrist, hand, ankle or foot), or more than one finger or a toe * Involves amputation of all or part of an arm or leg (including wrist, hand, ankle or foot), or more than one finger or a toe * Consists of burns to a major portion of the body * Causes the loss of sight in an eye   A fatality is a death.  **Health Care or Medical Aid**  *Non-critical injuries* include those requiring health care and first aid. This is any injury other than a death or critical injury.  Examples of covered health care costs include the following:   * Visits to doctors, physiotherapists, or chiropractors * Prescription drugs * Care provided by hospitals or other health facilities * Eye glasses and prostheses   **Occupational Illness**  Occupational illness is a health problem caused by exposure to a health hazard at work. It affects normal body mechanisms and changes a worker’s health. Many health hazards have long-term effects. |

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| Procedure | If a fatality or critical injury occurs, the following steps will be taken:   * The manager will contain the incident area to prevent further injury or damage and also to maintain it for investigation purposes. * Emergency Response/Ambulance will be contacted and first aid treatment will take place as appropriate. * Calls will be made immediately to the local Ministry inspector, the HS Coordinator, the Health & Safety Committee/H&S Rep, police and the family. * Staff will receive support as needed through counseling or other means. * If requested, the provincial authority will receive notification in the form of a written report describing what happened and giving any information that may be prescribed by the Authority. * C:\Users\lorraine.stinson\Downloads\iStock_92443525_LARGE.jpgA WCB Employer’s Report on Injury and Disease will be completed and submitted within the required timeframe. * A record of the incident will be kept on file including all investigation information, first aid information, and copies of the completed Employer Form. The manager responsible for the injury/incident investigation will be responsible for keeping the report on file.   The Manager should follow up with the employee regarding their return to work.  **Responding to an Injury or Illness**  In the event of a health care or medical aid incident or occupation illness the following steps will be taken:   * Emergency Response/Ambulance will be contacted and/or first aid treatment will take place as appropriate. * The Manager will contain the incident area to prevent further injury or damage and also to maintain it for investigation purposes. * Within four days the Franchise Owner will prepare and deliver to the Health & Safety Committee/H&S Rep a written description of the circumstances surrounding the injury/illness as prescribed by provincial regulation. * If requested, a copy of this report will be delivered to the Provincial Authority within four days of the injury/illness occurrence. * An Employer Report must be completed and submitted within three days. * C:\Users\lorraine.stinson\Downloads\iStock_53966626_LARGE.jpgA record of the incident will be kept on file including all investigation information, first aid information, and copies of the completed Employer Report. The Manager responsible for Injury/Incident Investigation will be responsible for keeping the report on file. * The Manager should follow up with the employee regarding their return to work.   A claim must be filed with the WCB for an injury that required only first aid, but resulted in the employee having to perform modified work for more than 7 calendar days. Prior to 7 calendar days it is not necessary to file a report. See the Provincial Appendices for more information. |

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| Communication | This program is communicated to all employees through:   * New employee orientation * Postings on bulletin boards * Safety talks * Coaching of employees found to have contravened this program |

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| Training | The members of the HSC/H&S Rep, supervisors and managers will receive training on this program. |

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| Evaluation | Senior management, in consultation with the HSC/H&S Rep, will review this program on an annual basis. |

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| Acknowledge Success/Make Improvements | Senior management, in consultation with the HSC/H&S Rep, will determine the success of this program. Any gaps will be identified and corrected, as appropriate. Notification of the success of this program will be circulated to all departments. |

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| Resources | **Resources Final.docx**  Injury/Incident Reporting Form (Pg. 63)  Injury/Incident Investigation Report (Pg. 65)  Injury/Incident Action Plan (Pg. 64)  Notice of Accident – Critical Injury/Fatality Report (Pg. 68)  Notice of Incident – Incident, Explosion, Fire, Workplace Violence (Pg. 69)  **Provincial Appendices -** Injury/Incident Reporting and Investigation Requirements Section |

# Incident Investigations

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| Overview | The prime objective of an accident/incident investigation is prevention. Finding the cause and taking steps to control or eliminate it can help prevent similar accidents from happening in the future. Accidents can rarely be attributed to a single cause – work environment, job constraints, and supervisory or worker experience can all play a part. These factors must be examined to determine what role each had in causing the accident. |

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| Legislation | See the provincial Appendices for legislative links. |

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| Policy | It is our policy that incidents, injuries or illnesses in the workplace, whether to an employee, visitor or contractor, will be investigated by the employer or designate. The incident will be resolved with corrective action and communication with the goal of preventing similar occurrences in the workplace. |

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| Purpose | The purpose of this program is to ensure that incidents are investigated in compliance with the provincial OHSA and our company policy. The outcomes of the investigation should identify contributing factors which can assist with the prevention of further incidents. |

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| Roles & Responsibilities | **Employer**   * Provide the necessary forms to the investigator(s). * Assist in the investigation if requested. * Review all investigations for completion and thoroughness. * Review all recommendations for corrective actions. * Implement all appropriate recommendations, respond to any other recommendations with alternative or explanation. * Ensure all required reports are submitted to the Ministry as per the applicable regulation. * Ensure all corrective actions are completed.   **Management Team**  On a quarterly basis, review all injury/illness reports and related data to examine the number of incidents requiring first aid, health care, or time off, as well as the number of near misses.  **Manager/Supervisor**   * Provide/obtain first aid or medical aid for injured worker as necessary. * Obtain assistance from any other person deemed necessary and appropriate. * Participate in the investigation using the procedure contained in this standard. * Implement/schedule any corrective actions that are determined to eliminate a recurrence. * Follow up on corrective actions and forward completed copies of forms to Senior Management. * Communicate details of the incident and any corrective actions taken to all applicable workers. * Monitor situation to ensure corrective actions have achieved desired result.   **Joint Health and Safety Committee/Health & Safety Representative**   * Complete investigation of any critical injury or fatality. * Assist in other workplace investigations as required.   **Employees**   * Report all injuries, illnesses, incidents and/or property damage occurrences to their manager/supervisor. |

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| Procedure | The following injuries or incidents must be investigated immediately:   * Fatalities * Critical Injuries * Incidents of harassment * Complaints or incidents of violence * Hazardous occurrences and near misses * Lost time Injuries * Occupational Illnesses * Property/Merchandise damage * Fires * Environmental releases   All incidents causing injury, however minor, must be reported to a manager, the HS Coordinator and to the Health & Safety Committee/H&S Rep.  If a person, whether a worker or not, has been critically injured or killed at the workplace, the Provincial Authority must be notified immediately by direct means (telephone). Additionally an injury report, describing the circumstances, must be submitted to the Ministry within 48 hours of the occurrence. No one must disturb the site of such an accident until permitted to do so by a Ministry Inspector, except as outlined in the Act.  Once permission is given, the HSC worker member/H&S Rep and the manager will investigate the incident scene and report the findings in writing to the Franchise Owner and the Ministry.  **Investigation Steps**   1. Immediate Action    * See Injury & Illness Reporting Procedure.    * Secure the area to ensure no one else is injured and that evidence is preserved.    * Identify potential information sources/witnesses.    * Assess the site of the incident:      + Inspect area where the incident took place, especially equipment and materials involved.      + Record the incident scene using photos or sketches. Include locations, sizes, and distances of people and objects.      + Look for factors that may have caused or contributed to the incident (i.e. people, equipment, materials, working environment, processes).   People: not following policies and procedures, inadequate skills and ability to perform job, lack of training, carelessness performing job tasks.  Equipment: inadequate guarding, defective or incorrect tools or equipment, inadequate warning system, repair and maintenance.  Material: incorrect or improper handling of raw materials, products, or hazardous chemicals.  Environment: noise, temperature, air quality, lighting, physical layout, housekeeping.  Process: work design, flow, reporting requirements, work practices, policies, procedures.   1. Gather Evidence    * Gather evidence that gives a complete picture of what happened from the beginning of the incident inclusive of what contributed to the final event.    * Ensure that the evidence is factual about actions that were seen, heard or done.    * Factual information is the key to determining the cause of an incident. Witnesses are an important source of information, and must be interviewed in a respectful manner. The manager and HSC Worker Member/H&S Rep generally interview witnesses. The following should be considered when interviewing witnesses:      + Explain that you are trying to find facts, not assign blame      + Conduct the interview as soon as possible so that memories are fresh.      + Interview the witnesses separately in a non-threatening environment.      + Ask permission to take notes and ask the witness to describe what happened in their own words.      + Read back your notes and ask witness to confirm they are correct.      + Have injured employee (if possible) and any witnesses complete a Description of Incident form in their own words. 2. Reporting    * Put all facts gathered in the order they occurred.    * Make sure that there is enough evidence and no gaps.    * Analyze the findings using the Description of Incident form and Injury/Incident Investigation Report to determine the immediate and root causes of the injury/incident. 3. Recommendations for Corrective Action    * Make recommendations for corrective action based on the root causes.    * Focus on what, why and how.    * Look ahead to see how the risk of similar incidents can be reduced.    * Distribute report to the employer. 4. Corrective Actions and Follow Up    * Assign responsibility for the corrective action.    * Record corrective actions and who is responsible on Injury/Incident Investigation Report and Action Plan. Keep notes on what action was taken, by whom, and when it was completed.    * Ensure recommendations and corrective actions are communicated to all staff and the HSC/H&S Rep.    * Ensure incident, recommendations and corrective actions are communicated to external parties as necessary.      + Provincial Authority – critical and fatal injuries, fire and explosion.      + WCB/WSIB – incidents requiring medical attention.      + Federal agency – spills of dangerous goods and hazardous occurrences.      + Ministry of Environment – chemical releases.    * Determine whether corrective actions were implemented and whether they were effective.   **Written Notification Requirements**   1. Fatality or Critical Injury    * Written report includes:      + Name and address of employer.      + Nature and circumstances of the occurrence and injury sustained.      + Description of machinery or equipment involved.      + Time and place of the occurrence.      + Name and address of person killed or critically injured.      + Names and addresses of all witnesses.      + Name and address of physician, if any, attending the victim. 2. Accident, Explosion, Fire, or Incident of Workplace Violence Causing Lost Time    * Written report includes:      + Name and address of employer.      + Nature and circumstances of the occurrence and injury or illness sustained.      + Description of machinery or equipment involved.      + Time and place of the occurrence.      + Name and address of person suffering the injury or illness.      + Names and addresses of all witnesses.      + Name and address of physician, if any, attending the victim.      + Steps taken to prevent a recurrence. |

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| Communication | This procedure will be communicated to all employees and a current copy of the provincial *Occupational Health & Safety Act* and the provincial WCB Injury at Work Poster(s) will be posted on the Health & Safety Bulletin Board. |

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| Training | Supervisors, managers and HSC members/H&S Rep will be trained on Incident Investigation procedures outlined in this document. Documentation of this training will be kept on file. |

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| Evaluation | The requirements of this procedure will receive an annual review by the HS Coordinator. Gaps will be identified and corrected as necessary. |

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| Make Improvements / Acknowledge Success | Senior management, in consultation with the HS Coordinator, will determine the success of this procedure. Any gaps will be identified and corrected, as appropriate. Notification of the success of this procedure will be circulated to all departments. |

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| Resources | **Resources Final.docx**  Injury/Incident (pg. 63)  **Provincial Appendix**  Injury/Incident Reporting and Investigation Requirements |

# Risk Assessment and Hazard Recognition

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| Overview | Managing hazards is essential to preventing injuries and illnesses and contributes to a healthy and productive workplace. A comprehensive risk assessment to identify hazards associated with all occupations and jobs and common hazards has been conducted.  Each hazard was assessed to determine the level of risk. Controls have been put in place to reduce or eliminate the risk to our employees.  For risks identified as High (Major), we have specific programs, safe work practices and/or training to ensure you are made aware of the risks and controls that have been put in place.  The hazard reporting system is an employee-oriented process. Employees are in the best position to identify the hazards in the workplace because they are the ones who perform the work. |

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| Legislation | See the provincial Appendices for legislative links. |

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| Scope | This procedure outlining the hazard reporting process applies to all:   * + Employees (management and non-management).   + Supplied labour and temporary workers.   + Contractors, sub-contractors and constructors.   + Visitors. |

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| Policy | DQ or OJ Franchisee will identify hazards associated with all occupations and jobs or common hazards in the workplace.  Anyone performing work on our property that recognizes a hazard of any risk level is required to notify a member of management immediately. Identified hazards must be documented on a hazard reporting form and controlled. |

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| Roles & Responsibilities | * + All employees are responsible for reporting any hazardous conditions that may exist in the workplace to their manager/supervisor by completing the Hazard Reporting Form.   + The manager/supervisor is responsible to respond to the employee’s concern, ensuring the hazardous condition is resolved and completing the hazard reporting form with the assistance of the worker. Follow up on any actions/responses must be completed within the appropriate time.   + The manager/supervisor will complete Part 1 of the Hazard Response Form indicating the following:     - Hazard rating of minor (low), moderate (medium) or major (high).     - Exact location of the hazard.     - Factors contributing to the hazard.     - Any immediate action taken to remove or reduce the hazard.     - Any other relevant information.   + HSC/H&S Rep will complete Part 2, commenting on the actions taken and making recommendations for further corrective actions if required. Once the hazard has been controlled, the date is noted on the Hazard Response Form. |

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| Risk Assessment | Risk assessment is a term used to describe the overall process or method where you:   * + Identify hazards and risk factors that have the potential to cause harm (hazard identification)   + Analyze and evaluate the risk associated with that hazard (risk analysis and risk evaluation)   + Determine appropriate ways to eliminate the hazard or control the risk when the hazard cannot be eliminated (risk control)   It is a thorough look at your workplace to identify those things, situations, processes, etc. that may cause harm, particularly to people. After identification is made, analyze and evaluate how likely and severe the risk is. When this determination is made, decide what measures should be in place to effectively eliminate or control the harm from happening.  The following terms are associated with hazard identification and risk assessment:  *Risk assessment*: the overall process of hazard identification, risk analysis, and risk evaluation  *Hazard identification*: the process of finding, listing, and characterizing hazards  *Risk analysis*: the process for comprehending the nature of hazards and determining the level of risk. It provides a basis for risk evaluation and decisions about risk control. Information can include current and historical data, theoretical analysis, informed opinions, and the concerns of stakeholders. Risk analysis includes risk estimation  *Risk evaluation*: the process of comparing an estimated risk against given risk criteria to determine the significance of the risk  *Risk control*: the actions implementing risk evaluation decisions. It can involve monitoring, re-evaluation, and compliance with decisions  Risk assessments form an integral part of our occupational health and safety management plan. They help to:   * + Create awareness of hazards and risk.   + Identify who may be at risk (e.g. employees, visitors, contractors, the public).   + Determine whether a control program is required for a particular hazard.   + Determine if existing control measures are adequate or if more should be done.   + Prevent injuries or illnesses, especially when done at the design or planning stage.   + Prioritize hazards and control measures.   + Meet legal requirements where applicable.   Risk assessments should be completed:   * + Before new processes or activities are introduced.   + Before changes are introduced to existing processes or activities, including when products, machinery, tools, equipment change or new information concerning harm becomes available.   + When hazards are identified. |

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| Procedure | For the purpose of this policy, the following definitions apply:  *Hazard:* anything that can cause injury or illness to people or damage to property.  *Hazardous Act:* any behavior which could lead to an accident/incident. Examples include – using equipment in an unsafe or careless manner or not using personal protective equipment as required.  *Hazardous Condition:* any circumstance which could allow an accident to occur. Examples include – inadequate, improper or lack of guarding, slippery work surfaces, electrical grounding requirements not observed, containers that are not labeled.  Hazards can be grouped in the following categories:  *Biological*: Living organisms, or products of living organisms, that can be toxic, resulting in illness or disease to humans. For example bacteria, viruses, insects, plants, birds, animals, and humans.  *Chemical*: Inanimate toxic substances that can cause bodily hard. Chemical hazards take many forms such as liquids, gases, vapours, dust and fumes.  *MSD*: An injury to any part of the musculoskeletal system (muscle, tendons, ligaments, nerves, joints, etc.) caused by repetitive movements, improper workstation set-up, etc.  *Physical*: Forms of energy that can harm the body when not controlled. Examples include electricity, extreme temperatures, noise, vibration, radiation, magnetic fields, etc.  *Psychosocial*: Conditions or activities that adversely affect physical, mental and/or emotional wellbeing. For example workplace harassment, stress, violence, etc.  *Safety*: anything that may cause injury or loss of life. Examples include slipping/tripping hazards, inappropriate machine guarding, equipment malfunctions, etc.  It is the duty of all employees to report hazards to their manager/supervisor immediately. All hazards will be identified as minor, moderate or major and will be dealt with in a priority sequence.  *Major (high) hazard:* those with a high risk potential. They are serious or significant hazards and should receive high priority for immediate controls or elimination.  *Moderate (medium) hazard:* those with medium risk potential and require controls as soon as possible.  *Minor (low) hazard:* those with low risk potential and require controls after any higher priority hazards have been addressed.  Some hazards and their controls will be specifically outlined in legislation. In all cases, the employer has a duty of due diligence and is responsible for taking all reasonable precautions, under the circumstances, to prevent injuries or accidents. The main ways to control a hazard are:  *Elimination (including substitution)*: remove the hazard from the workplace or substitute (replace) hazardous materials or machines with less hazardous ones.  *Engineering*: designs or modifications to plants, equipment, ventilation systems and processes that reduce the source of exposure.  *Administrative*: controls that alter the way the work is done, including timing of work, policies and other rules, and work practices such as standards and operating procedures (including training, housekeeping, equipment maintenance, and personal hygiene practices).  *Personal Protective Equipment*: equipment worn by individuals to reduce exposure such as contact with chemical or exposure to noise.  Controls are usually placed:   * + At the source (where the hazard “comes from”).   + Along the path (where the hazard “travels”).   + At the worker.   **Discovery of a Hazard**  Upon discovery of a hazard, the following steps should be followed:   1. Report safety hazard/concern immediately to supervisor. 2. Complete the Hazard Reporting Form indicating whether the hazard is minor, moderate or major. 3. If the hazard is minor and can be corrected in a safe and healthy manner by the employee and supervisor, they should do so as soon as possible (i.e. moving boxes that are blocking a doorway). Record the action taken on the Hazard Reporting Form. 4. Distribute the completed forms to the Health & Safety Coordinator and the HSC/H&S Rep. The above actions will be completed by the end of the day the hazard was identified. 5. The Manager/Supervisor, with the assistance of the Health & Safety Coordinator, will assess and rate the hazard. 6. All incidents of violence and harassment will also be documented using the Hazard Reporting Form. The Health & Safety Coordinator will conduct an investigation with regard to all violence and/or harassment incidents. 7. If the hazard is moderate or major, or requires expertise, it should be dealt with by Senior Management or the Supervisor with the assistance of the Health & Safety Coordinator and the Health & Safety Committee. 8. Senior Management, the Health & Safety Coordinator, or the supervisor will respond to the Hazard Reporting Form within 21 days of receiving the report using the Hazard Response Form. It may include development and implementation of health and safety controls and safe work practices. It should also include what action was initiated, by whom, and when. 9. The Hazard Response Form will be distributed to the employee reporting the hazard, the HSC/H&S Rep, senior management and the HS Coordinator. Record-keeping will be maintained by the HS Coordinator. 10. If the control to be implemented will take longer than the 21 day response period, a response should still be provided on the Hazard Response Form, indicating what will happen and management must follow up to ensure controls have been effectively implemented within a reasonable amount of time 11. If the hazard is not satisfactorily controlled, further investigation will be conducted by senior management, the supervisor or the HS Coordinator. 12. The HSC/H&S Rep and employee’s supervisor are responsible for ensuring the employee is informed of the progress of the resolution of the concern. 13. If the concern remains unresolved, the HSC/H&S Rep may contact the Provincial Authority for assistance. |

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| Communication | This hazard reporting procedure will be communicated to all employees at new worker orientation, staff training sessions and/or meetings. Any changes of this procedure will be communicated to all employees on an annual basis by their manager.  A record of communications will be kept on file. |

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| Training | Training on this program will be provided to each employee. Employees will sign a dated attendance sheet indicating they understand the information. Training can be conducted during department meetings, orientation, staff training sessions or tool box sessions. Training records will be kept on file.  The HS Coordinator will monitor the use of the Hazard Reporting Form and if needed provide training in its use. |

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| Evaluation | This procedure will be evaluated annually. A review of the submitted Hazard Reporting Form and Hazard Response Form will form the basis of the evaluation. A representative sample of each of the forms will be used for the evaluation. Each form will be reviewed for completeness and closure of the reported hazard. The review will be conducted by the Health & Safety Coordinator. |

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| Make Improvements/ Acknowledge Success | The Health & Safety Coordinator will determine the success of this procedure. Any gaps will be identified and corrected, as appropriate. Notification of the success of this procedure will be circulated to all departments. |

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| Resources | **Resources Final.docx**  Hazard Analysis Report (Pg. 79)  Hazard Reporting Form (Pg. 75)  Hazard Response Form (Pg. 76) |

# Health & Safety Inspections

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| Overview | We are required by the provincial *Occupational Health and Safety Act* to perform regular workplace inspections. That aside, workplace inspections make good business sense as they allow us the opportunity to spot hazards before they cause an illness or injury. |

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| Legislation | See the provincial Appendices for legislative links. |

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| Scope | This program applies to any employee involved in the workplace inspection process. |

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| Roles & Responsibilities | Senior Management, Managers/Supervisors, and the Health & Safety Committee/H&S Rep are responsible for conducting scheduled workplace inspections.  **Senior Management**   * + Ensure the HSC inspection report is reviewed after each inspection.   + Ensure that all inspections include:     - Health and safety hazards     - Equipment maintenance issues     - Completion of previous issues noted on past inspection forms     - Hazard control effectiveness     - Training needs and housekeeping issues   **Managers/Supervisors**  Managers/supervisors will complete a daily visual inspection to:   * + Identify health and safety hazards, equipment maintenance issues, hazard control effectiveness and housekeeping problems.   + Record any issues found and remedial action taken.   **Health & Safety Committee Representative/H&S Rep**   * + Inspections will be completed on a monthly basis by a worker representative and a management representative   + Develop a schedule of inspections for the year and post on the Health & Safety Bulletin Board. Schedule will indicate inspection dates, areas to be inspected, and assigned inspectors   + Record all observations on Workplace Inspection Report and distribute to designated recipients   + Please see the HSC/H&S Rep program for more detailed information on inspections |

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| Procedure | Prepare for the inspection by reviewing previous reports. Be familiar with the work processes and work areas.   * + Wear required personal protective equipment.   + Use Workplace Inspection Report as a guide to ensure a thorough inspection.   + Document all substandard or unsatisfactory conditions. Include the following information:     - Description of hazard, including location     - Rating for identified hazards as major, moderate, or minor     - Identify corrective actions for observed problems or hazards     - Assign responsibility for corrective actions     - Set target dates for completion of the corrective actions     - Sign and date report   + Document suggestions for resolving issues on Workplace Inspection Recording Form.   + Check to see if previous actions are complete.   + Walk around the area under inspection. Check the working environment and equipment using the applicable department Inspection Checklist.   + Inspect areas subject to repeated injuries or health/illness complaints.   + Make sure all required provincial OHSA and WCB materials are posted.   + Ensure employee contact/observation is made with at least one worker during each inspection. Ask if there are any hazards in their work area to report. Record their input as applicable. Ensure they are operating and maintaining equipment according to their safety training.   + Recognize good practices and note when procedures are followed.   + Use your senses to detect hazards. Watch for wet floors, listen for unusual sounds coming from equipment, note any chemical odours, be aware of extreme temperature changes, etc.   + Note any new hazards, including undesirable housekeeping, poor job practices, or any other unsatisfactory or substandard conditions.   + Take corrective action immediately when possible/necessary.   + Submit report to Senior Management.   + Senior management will review report and initiate/plan appropriate corrective action where necessary within one week.   + Senior management will post a copy of the completed report identifying action taken to resolve hazards noted during inspection.   **Follow Up**  After taking action to correct problems or hazards identified, the person responsible for the inspection should:   * + Inform employees who will be affected and instruct them on any necessary changes to operating procedures or other controls they should be aware of   + Ensure person assigned to control the identified hazard has done so within the agreed upon timeframe. If not, a report will be provided to senior management stating the safety concern has not been controlled and the reason why. Senior management will follow up.   + Check that the corrective action is effective and has not resulted in a new hazard or problem. If a new hazard has resulted, it must be rated and a corrective action recommended. |

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| Communication | The results of inspections will be reported using the Workplace Inspection Report and will be distributed to the designated recipients. This report will be:   * + Completed within one week, including recommended corrective actions.   + Distributed to all HSC members/H&S Rep, Health & Safety Coordinator, all managers, and senior management.   + Posted on Health & Safety Bulletin Board.   + Maintained in a dedicated binder.   This program will be communicated to all employees at new worker orientation, staff training sessions, and/or meetings. Any changes to the inspection procedure will be communicated to employees at staff training sessions and/or staff meetings. |

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| Training | The HS Coordinator will arrange training on the requirements of this procedure for all employees. A record of training will be maintained and employees will sign the training record, acknowledging they understand the information.  The HS Coordinator will also arrange training on how to conduct a proper workplace inspection for supervisors and members of the HSC/H&S Rep. Training records will be maintained. |

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| Evaluation | The HS Coordinator will review compliance and effectiveness of this inspection procedure bi-annually by examining inspection records to look for trends, asking employees for feedback and walking around to see that inspection procedures are being followed. All workers will be evaluated on their understanding of the workplace inspection procedure.  HSC/H&S Rep will check to ensure that the following items were completed from the previous month’s inspection:   * + HS Coordinator sign-off indicating they have reviewed the inspection report.   + Management’s response to the recommended actions within 21 days.   + Assign responsibility for corrective actions.   + Set target dates for completion of the corrective actions.   + Follow-up by the Health & Safety Coordinator to ensure corrective actions have been completed in a reasonable amount of time.   + Resolution process for unresolved issues. |

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| Make Improvements/ Acknowledge Success | The Health & Safety Coordinator, in consultation with the HSC/H&S Rep, will determine the success of this procedure. Any gaps will be identified and corrected as appropriate. Notification of the success of this procedure will be circulated to all departments and posted on the Health & Safety Bulletin Board. |

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| Resources | **Resources Final.docx**  Workplace Inspection Report (Pg. 39)  Inspection Checklists (Pg. 81 – 85) |

# Personal Protective Equipment (PPE)

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| Overview | Personal Protective Equipment (PPE) is the last line of defense for protecting workers. The best way to manage hazards in the workplace is to find ways to eliminate them. Sometimes, however, the use of personal protective equipment becomes the only option to prevent injury or illness and to protect workers from those hazards. |

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| Legislation | The *Occupational Health & Safety Act* in each province requires employers to provide equipment, materials and protective devices, to make sure they are used as prescribed, and maintain them in good condition. |

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| Policy | In accordance with the provincial *Occupational Health & Safety Act*, we will provide all employees with the necessary equipment, materials and protective devices to ensure their health and safety on the job. We will ensure they are used as prescribed and maintain them in good condition. We are committed to taking all reasonable precautions to protect the health and safety of our employees. |

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| Purpose | We will ensure that all employees are aware of the requirements for PPE and to ensure such equipment meets legislated requirements and current applicable standards.  PPE is considered the last line of defense against a workplace hazard and is to be used only if the hazard cannot be eliminated or controlled in other ways. This program will consider the hazards that require PPE, procedures for selection and fitting, maintenance and storage, and monitoring use and training. |

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| Roles & Responsibilities | **Employer**  The employer will have the prime responsibility of providing and enforcing PPE requirements.  **HS Coordinator**  The HS Coordinator is responsible for assisting in the selection of PPE and maintaining training records.  **Manager**  The manager is responsible to ensure:   * Employees are wearing the proper PPE related to their role. * Employees are educated on the proper selection, fit and care of the protective devices along with its limitations. * Employees are aware of the PPE requirements. * PPE purchased meets current applicable standards. * PPE requirements are monitored and enforced as necessary.   **Employees**  Employees are responsible to:   * Use or wear the equipment as required by the job task/area. * Maintain the equipment as stated in this program. * Report lost or damaged equipment to your supervisor. |

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| Procedure | We will ensure that:   * PPE is appropriate, comfortable, proper fitting and meets current Canadian Standards Association (CSA) standards. * PPE is cleaned and maintained properly. * PPE is stored properly. * Workers are trained in use and care of PPE. * Supervisors are regularly monitoring and enforcing PPE requirements.   **Current PPE Requirements**   | **PPE** | **Description** | **Positions Requiring PPE** | | --- | --- | --- | |  | Apron | Grill | |  | Goggles | Grill | |  | Gloves | All positions (chemicals) | |  | Non-slip shoes | All positions | |  | Oven mitts | Grill | |  | Shield | Grill |   **Replacement Process**  The following steps should be taken to ensure that the appropriate PPE is always available:   * Managers will check PPE inventory during regular inspections and order replacements when supplies are low. * Employees are to inform supervisors when supplies are low and PPE is needed. |

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| Communication | This program will be communicated to all employees, contractors and subcontractors. It will be posted on the Health & Safety Bulletin Board or in areas where PPE is required. |

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| Training | Personal protective equipment is discussed as an integral part of orientation training. Specific training will be provided to employees required to wear personal protective equipment. Training will be provided on the care, use and cleaning of the equipment prior to wearing it. Other training will include:   * On the job training of PPE specific to tasks performed. * Safety talks and staff meetings to remind staff of importance of PPE.   Training records will be maintained by the location manager. |

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| Evaluation | The Health & Safety Committee/Health & Safety Representative will audit PPE use, maintenance, storage and enforcement during monthly inspections. Record will be made on the Workplace Inspection Report. |

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| Evaluation | The HS Coordinator, in consultation with the managers, will determine the success of this program. Any gaps will be identified and corrected as appropriate. Notification of the success of this procedure will be circulated to all locations. |

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| Resources | [CCOHS – Personal Protective Equipment](https://www.ccohs.ca/oshanswers/prevention/ppe/) |

# Hazardous Energy Control

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| Overview | A hazardous energy control or lockout program provides a comprehensive process to manage hazardous energy. The written program and how it is applied in practice can vary during every day work.  The purpose of this program is to ensure hazards are regularly identified and controlled to avoid exposure to the worker and to outline the required steps to ensure everyone is protected against the unexpected release of hazardous energy associated with the startup, maintenance, and servicing of equipment or machines.  While this program is typically known as lockout tagout (LOTO), the terminology referred to in the CSA standard is more accurately referenced by the term hazardous energy control.  Employees are responsible for identifying and reporting defective equipment in the workplace. The safety of everyone who works in the proximity of hazardous energy can only be achieved through effective controls. Identification and reporting is the first step in controlling potential hazards.  This policy is to ensure and verify that any mechanical or electrical equipment is properly disconnected from any and all power sources during periods of malfunction, repair and preventive maintenance. |

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| Legislation | Provincial Health & Safety Regulations, CSA Standards and the National Fire Protection Association outline the requirements and standards necessary for employers to have an effective Hazardous Control Energy Program. |

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| Scope | This policy applies to:   * + All staff (Management and non-management).   + Supplied labour and temporary workers.   + Contractors, sub-contractors and constructors.   Our lockout procedures include the following elements:   * + Identification of equipment requiring lockout.   + List of all energy isolating devices and their location within the facility.   + Procedural steps for shutting down and isolating all forms of hazardous energy. |

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| Policy | All mechanical and/or electrical equipment is to be safely locked out and/or tagged out when a hazard associated with the operation of the equipment is identified. This includes provisions for preventive maintenance performed by in-house maintenance staff and/or outsourced to service providers.  Every person who provides service to any equipment must follow this process to ensure energy is controlled so that it does not place anyone at risk. Affected associates will be trained on the proper LOTO process and will ensure enforcement of this policy with all staff and contractors on our premises. |

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| Definitions | **Affected Employees**   * Need to be aware of the fact that there is a Lock-Out Tag-Out Program. * DO NOT participate in the program and are NOT AUTHORIZED to perform lockouts. * Required to operate or use a machine, a piece of equipment, or process on which servicing or maintenance is being performed under lockout.   **Authorized Employees**   * Employees trained on the equipment and on the LOTO Policy and Procedures. These employees ARE AUTHORIZED to perform lockouts. * Qualified to engage in hazardous energy control because of knowledge, training, and experience and has been assigned to engage in such control. * Currently only qualified maintenance staff, contractors and third-party service providers are authorized to complete LOTO.   **De-Energized**   * Disconnected from all energy sources and not containing residual or stored energy.   **Energized**   * Connected to an energy source or containing residual or stored energy.   **Energy Isolating Device**   * A mechanical device that physically prevents the transmission or release of energy, including but not limited to the following:   + A manually operated electrical circuit breaker   + A disconnect switch   + A manually operated switch by which the conductors of a circuit can be disconnected from all undergrounded supply connectors and, in addition, no pole can be operated independently   + A slide gate   + A slip blind   + A line valve   + A block   + Any similar device used to block or isolate energy. * The term does not include a push button, selector switches, and other control circuit type devices.   **Hazardous Energy**   * Any electrical, mechanical, hydraulic, pneumatic, chemical, nuclear, thermal, gravitational, or other energy that can harm personnel.   **Lock Out**   * The placement of a lockout device on an energy isolating device according to established procedure to ensure that the energy isolating device and the equipment being controlled cannot be operated until the lockout device is removed.   **Lock Out Device**   * A mechanical means of locking that uses an individually keyed lock to secure an energy-isolating device in a position that prevents energy from being restored to a machine, equipment, or a process * Any device attached to a switch, valve, or any other energy source control to prevent it from being activated.   **Tag Out (Information Tag)**   * A warning means and a means of attachment used in conjunction with the application of a lockout device to an energy-isolating device. * Indicates the nature, purpose, and time of application of the lockout, as well as the identity of the authorized individual who performed the lockout. * Label identifies the Authorized Employee and their department. * Tags are affixed to the lock at the lockout disconnect point.   **Zero Energy State**   * A state where equipment and machinery have been completely neutralized with respect to supplied or stored energy. * Units in such a state are incapable of an unexpected release of harmful energy. |

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| Roles & Responsibilities | **Senior Management**   * Ensure the LOTO Policy is written and available. * Review, update and enforce the LOTO Policy. * Ensure new and modified equipment are capable of energy isolation and lockout.   **Managers**   * Ensure adequate preventive maintenance for all equipment on site. * Ensure only qualified staff, contractors and third-party service providers are authorized to perform lockouts. * Ensure that all machines or equipment are:   + Identified and listed on the LOTO Master List   + Capable of being lockout out   + Have machine/equipment specific procedures posted at each machine * Enforce the LOTO Policy. * Participate in the annual review of the LOTO Policy. * Ensure new or modified equipment is capable of being locked out and is added to the LOTO Master List. * If equipment is malfunctioning and presenting a hazard to employee safety, lock out the device. * Verify effectiveness of lockout. * Ensure the safety of all associates during return to service. * Document and apply/remove tags. * Document all information in the lockout tagout log book.   **Health & Safety Coordinator**   * Maintain a current master list of all equipment requiring LOTO. * Monitor the policy to ensure that any required legislative changes are implemented. * Verify stores are following lockout/tagout policy during auditing process.   **Affected Employees**   * Do not perform lockouts. * Do not remove or otherwise tamper with any lockout or tag out hardware. * Do not attempt to start or re-energize equipment that is locked out. * Report any safety hazards to your supervisor and the HSC/H&S Rep.   **Health & Safety Committee/H&S Representative**   * Identify existing or new situations where LOTO is required. * Report hazards to management and provide recommendations for control. * Review the LOTO Policy with management on an annual basis to ensure it is up to date and that all hazards have been identified. |

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| Procedure | **Master List**   * A LOTO Master List must be kept of all machines/equipment that require LOTO Procedures. * The LOTO Master List will identify:   + All equipment requiring LOTO   + Energy isolation point location(s)   + Energy isolation device(s)   + List of authorized contractors and third-party service providers, capable and qualified to perform LOTO   **Lock Out Devices**  All LOTO devices must be capable of completely and positively blocking all energy to the equipment or machine. An E-stop, on-off switch or other manual switching device is not a method of LOTO. However, there may be instances where lockout affects tasks that are vital to the production process by design, or traditional lockout prohibits the completion of specific tasks. In those cases, each task must be evaluated to provide safeguarding techniques to protect employees from machine, equipment or process exposures.  The following positive energy isolating devices must be made available in the electrical room as determined by the type of energy source and energy supply method to machines and equipment at our workplace. It is recognized that not all of these devices may be required.   * + Ball Valve Lockout Device – for air or fluids   + Gate Valve Lockout Device – for fluids   + Electrical Switch Lockout Device – for wall mounted electrical switches   + Single and Double Pole Lockout Device – for single or double pole breakers   + Plug Lockout Device – for cord and plug lockouts   + Scissors / Cable Lockout Device * Locks used for the LOTO procedures will NOT BE USED FOR ANY OTHER PURPOSE. It is recommended that these locks be colour-coded so that it is very easy to tell that the lock is to be used for lockouts only. * There will be one single key for any one lock. * Information tags accompanying the locks show who applied the lock. The tags will have:   + The authorized employee’s name   + Date the lock and tag was applied   + The reason for application of lock and tag   + The authorized employee’s department   **Handling Contractors on Site**   * All contractors performing work on site are required to be informed about the LOTO Policy. The representative from DQ or OJ Franchisee who is responsible for the contractor must provide this information. * Contractors performing maintenance or repair work on any equipment must follow a LOTO procedure. This can be clarified during the pre-work job safety discussion with the Contractor.   Please see our Contractor Safety Program for further information. |

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| Communication | This procedure will be communicated to all employees through:   * Awareness training. * Procedure training for designated members of management. * Lockout/tagout tags. * Lockout/tagout log book. * Verbal communication (refreshers, morning huddles, agenda items, etc.). * Visitor rules. |

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| Training | |  | | --- | | All employees will receive training on the contents of this program.  Employees required to perform work requiring LOTO will receive training specific to their position, including on-the-job training, refresher courses, and job-specific hazard training. It will be provided in small groups or individually so that supervisors can confirm employee understanding of the LOTO process and our safe work practices. | | Retraining of employees to machine specific equipment procedures is required whenever:   * An employee changes jobs. * An employee works with a new piece of equipment/machinery or the existing equipment/machinery is modified. * A change in machinery, equipment or process that presents a new hazard. * A change in energy control procedures. * Additional retraining shall be conducted whenever deviations in the policy are encountered.   Training and retraining records will be dated, signed and kept on file for a period of three years. | | |

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| Evaluation | The Health & Safety Coordinator, in consultation with the Franchise Owner, will review the LOTO Policy annually or sooner if new equipment is introduced into the workplace. It will also be subject to periodic review of current legislative requirements as defined within provincial health and safety legislation. |

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| Make Improvements/ Acknowledge Success | The Health & Safety Coordinator will determine the success of this procedure. Any gaps will be identified and corrected as appropriate. Notification of the success of this procedure will be circulated to all stores and posted on the Health & Safety Bulletin Board. |

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| Resources | [CSA Z462-15](http://shop.csa.ca/en/canada/c221-canadian-electrical-code/z462-15/invt/27029372015) - Workplace electrical safety  [NFPA 70E](http://www.nfpa.org/codes-and-standards/all-codes-and-standards/list-of-codes-and-standards?mode=code&code=70E) - Standard for Electrical Safety in the Workplace  **Resources Final.docx**  LOTO Master List (Pg. 91)  LOTO Tag Form (Pg. 92) |

# Ergonomics

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| Overview | Ergonomics is about working smarter not harder, by matching the demands of the job to the capabilities and limitations of employees. When organizations do not consider ergonomics they increase the risk of musculoskeletal disorders (MSDs) and adversely affect their productivity and quality effectiveness. Having an ergonomics program in place enables DQ or OJ Franchisee to enhance worker health, safety and well-being as well as to optimize system performance to prevent and/or reduce MSDs. |  |

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| Policy | We will review tasks that have ergonomic stressors during the workplace hazard analysis process and in monthly inspections. The ergonomic stressors like those mentioned in the definitions listed below will be assessed, and controls will be put into place to ensure that activities are as employee-friendly as possible. |

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| Purpose | This policy outlines the process that our company uses to recognize, assess and control ergonomics-related hazards in the workplace. |

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| Definitions | **Ergonomics** - the science that fits the job to the worker. It aims to design jobs and workstations to fit within the size and limits of the people doing the job.  **Ergonomic Stressors** - risk factors that can be caused by poor workplace designs. These stressors include but are not limited to repetition, force, extreme postures, static postures, quick motions, contact pressure, vibration, and cold temperatures.  **Repetition** - number of motions or movements that are performed per cycle or per shift. Force - The muscular effort exerted to produce force in order to perform necessary activities such as lifting, grasping, pinching, pushing, etc.  **Extreme Postures** - posture that is not ideal or within normal resting position.  **Static Postures** - special type of posture which occurs when a body part is not moving, but is still doing work. Examples include sitting in a chair or holding an object.  **Contact Pressure** - the pressure from resting a part of the body against a sharp edge or corner. Resting the wrists or forearms on an edge of a desk while typing is one example.  **Vibration** - Exposure to local vibration occurs when a specific part of the body comes in contact with a vibrating object, such as a power hand tool. Exposure to whole-body vibration can occur while standing or sitting in vibrating environments or objects. This kind of exposure can occur during operation of large machinery.  **Cold Temperatures** - Reduces the natural elasticity of the body; reduces the sensation of touch (tactile feedback), and can reduce blood flow to the extremities. In order to get the same amount of tactile feedback, an employee may exert more force than is necessary.  **Musculoskeletal Disorders (MSD) -** injuries of the muscles, nerves, tendons, ligaments, joints, cartilage, spinal discs, blood vessels or related soft tissue including a sprain, strain and inflammation. Examples of MSDs include:   * carpal tunnel syndrome * rotator cuff syndrome * trigger finger * tarsal tunnel syndrome * sciatica * epicondylitis * tendinitis * Raynaud's phenomenon * carpet layers knee * herniated spinal disc * low back pain |

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| Roles & Responsibilities | **Senior Management**   * Ensure ergonomic hazards relating to poor design of tools, equipment, work station or work practices are identified and the associated risks controlled. * Ensure all employees have been provided with appropriate equipment and personal protective equipment. * Ensure employees are instructed or trained on the risks associated with poor workstation design and work practices. * Ensure proper enforcement of this policy. * Identify factors in the workplace that may expose workers to a risk of musculoskeletal disorder (MSD). * Annually review measures to ensure effectiveness. |
|  | **Managers**   * Enforce this policy. * Model safe work habits. * Reinforce safe lifting procedures. * Participate in the annual review of this policy.   **Health & Safety Committee/H&S Rep**  The HSC/H&S Rep will be consulted on the following:   * Risk identification, assessment and control. * The content and provision of worker education and training. * The evaluation of the compliance measures taken.   **Employees**  Employees, contract personnel and supplied workers are responsible to:   * Participate in training as provided. * Correctly use equipment provided. * Follow proper safe operating procedures and work practices. * Report hazards, stressors and/or MSD symptoms to their manager as soon as they are recognized. |

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| Procedure | **Recognize Hazards**   * Tasks with the potential to cause MSDs will be identified as part of the hazard analysis process. These tasks will then be further evaluated to determine if risks are significant and if ergonomic controls are warranted. * In addition, ergonomics-related hazards will be identified through employee reporting of discomfort or a MSD occurring at the workplace. * Tasks identified as significant risks from the hazard analysis, ergonomic inspection or through employee reports will be recorded on monthly inspections. This inspection process will look at the ergonomic stressors and assist in determining which operations can be modified or eliminated to reduce risk.   **Assess Hazards**   * The ergonomic stressors will be compared to provincial ergonomic standards, if one exists, industry best practice, professional standards, manufacturer’s and suppliers’ recommendations to determine if controls are needed. * DQ or OJ Franchisee will consult with workers exhibiting signs or symptoms of MSD as well as consult with a representative sample of the workers who are required to carry out the work being assessed.   **Control Hazards**   * The primary method of control will be to eliminate/minimize the ergonomic stressor(s) causing discomfort by altering the task or by introducing engineering controls. * If the above is not possible, secondary controls such as administrative controls will be undertaken. An example of this would be job rotation. * Interim control measures will be implemented when the introduction of permanent control measures is delayed. |
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| Communication | An overview of this policy will be communicated to all employees at new worker orientation, training sessions, and/or meetings. |

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| Training | * All workers will be trained on the contents of this policy. New employees, newly appointed managers, and new members of the Health & Safety Committee will also receive orientation on this policy. * Employees working at desks will be provided assistance with proper workstation set up. * Employees will be provided safe lifting training. * Training documents will be dated, signed and kept on file. * Retraining of our employees for proper workstation set up will occur if: * An employee changes jobs. * An employee works with a new piece of equipment or the existing equipment is modified. * A change in equipment or process that present a new hazard. * A change in energy control procedures.   Additional retraining will be conducted whenever deviations in the policy are encountered. |

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| Record Keeping Requirements | All assessments are to be kept for at least one year or the period that is necessary to ensure that at least the two most recent records are retained. |

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| Evaluation | This Ergonomics Policy will be reviewed annually by the Health & Safety Committee/H&S Rep and Senior Management or sooner if new equipment or process is introduced into the workplace. This will ensure it is up to date and all hazards have been identified. |

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| Make Improvements/ Acknowledge Success | Notification of the success of this procedure will be circulated to all store locations and posted on the Health & Safety Bulletin Board. |

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| Resources | [CCOHS - Ergonomics](http://search.ccinfoweb.ccohs.ca/ccohs/jsp/search/ccohs.jsp?QueryText=ergonomics&MaxDocs=500&ResultStart=1&SortSpec=Score+desc&hTab=0&searchScope=oshanswers) |

# Working Alone

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| Overview | Any employee who works alone at any time for DQ or OJ Franchisee shall adhere to the Occupational Health and Safety Regulations required in that province as well as policies and procedures outlined in this policy. |

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| Legislation | See Working Alone Requirements – Provincial Appendices. |

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| Policy | This policy has been developed to ensure that anyone working alone or in isolation has the ability to summon assistance if needed. |

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| Purpose | To ensure that all workers follow these procedures when working alone or in isolation, and cannot be seen or heard by another person. The degree of risk is determined by the type of work being performed, work location and the time of day. |

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| Roles & Responsibilities | **Management**  Management will ensure that:   * All employees required to work alone do so in a safe and consistent manner. * All employees are aware of specific hazards when working alone and what duties are not permitted to be performed due to being high risk. * All employees have a method of communication in the event of emergency. * All employees are accounted for i.e. ‘check-ins’ are completed. * Conduct a risk assessment as per provincial regulations. * Proper enforcement of this policy is followed.   **Employees**  Employees will:   * Follow all working alone procedures. * Advise managers/supervisors when they are working alone or in an isolated environment. * Ensure communication devices are in good working condition (i.e. batteries are charged). |

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| Procedure | Where employees are working after hours or in a remote location, employees must:   * Notify their Supervisor of the expected dates and times of work commencement and completion. * Undertake all personal security measures e.g. lock doors, walk in well-lit areas. * Request security personal escort if available. * Establish check-in time intervals with Supervisor prior to starting the work. * Contact Supervisor once the work has been completed (final check– in).   Where staff travel in isolation or alone they must:   * Provide detailed information regarding their proposed location and expected time of return to their Supervisor. * Should staff be delayed beyond the expected return time, they will call their Supervisor to indicate their expected return time. * If staff has not returned at the expected time and the Supervisor is not called, then the Supervisor will try to locate the individual, first by telephone, then by other means. * Emergency personnel (police, fire and/or ambulance) will be contacted if deemed necessary by the Supervisor. * Employees that work alone as part of their daily job will be provided an adequate and reliable communication system (e.g. two-way radio, mobile phone or other mobile communication device). * Higher risk tasks may be best performed when another worker is present who can assist in the event of an emergency. * For employees working alone as a non-routine task - their Supervisor will communicate on a regular basis with them for the duration of the task (check ins). Check-in intervals will be established prior to the work commencing, with a final check-in once the work has been completed. |

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| Communication | This policy will be communicated to all employees during new worker orientation training. Additionally safety bulletins, new safety requirements or other information will be provided to all employees through safety talks, staff meetings, and bulletin board notices. |

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| Training | Employees will receive training during orientation and reviewed annually. Training documents are signed, dated and put in the employees file. |

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| Evaluation | The requirements of this procedure will receive an annual review by the Health & Safety Coordinator. Gaps will be identified and corrected as necessary. |

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| Make Improvements/ Acknowledge Success | Senior management, in consultation with the Health & Safety Coordinator, will determine the success of this procedure. Any gaps will be identified and corrected, as appropriate. Notification of the success of this procedure will be circulated to all locations. |

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| Resources | Working Alone Requirements – See Provincial Appendices |

# Workplace Hazardous Materials Information System (WHMIS)

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| Overview | The Workplace Hazardous Materials Information System (WHMIS) became law through a series of complementary federal, provincial and territorial legislation that became effective October 31, 1988.  On February 11, 2015, the Hazardous Products Regulations (HPR) was published along with amendments to the Hazardous Products Act (HPA) which modified WHMIS 1988 to incorporate the Globally Harmonized System of Classification and Labelling of Chemicals (GHS). This modified WHMIS is referred to as WHMIS 2015.  Although WHMIS 2015 includes new harmonized criteria for hazard classification and requirements of labels and safety data sheets (SDS), the roles and responsibilities for suppliers, employers and employees have not changed.  These new international standards are being phased in across Canada between February 2015 and December 2018.  By December 1, 2018, the transition to WHMIS 2015 must be complete for all parties. There should not be any hazardous products in the workplace with WHMIS 1988 labels and safety data sheets by the end of the transition period.  This program is intended to ensure, at a minimum, compliance with the requirements of the WHMIS regulation.  We are committed to the protection of our employees and the environment. We will continue to maintain a safe work environment in order to prevent occupational injuries and illness. |

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| Legislation | WHMIS is implemented by a combination of federal and provincial legislation. The federal legislation:   1. The [Hazardous Products Act](http://laws-lois.justice.gc.ca/eng/acts/H-3/) and [Hazardous Products Regulations](http://laws.justice.gc.ca/eng/regulations/SOR-2015-17/) places duties on suppliers, who sell or import a hazardous material for use in a Canadian workplace, to provide labels and (M)SDS to customers 2. The [Hazardous Materials Information Review Act](http://laws-lois.justice.gc.ca/eng/acts/H-2.7/page-1.html) which defines the type of information that a supplier or employer may withhold from a label or (M)SDS   The provincial *Occupational Health & Safety Act* places duties on employers to obtain labels and SDS from their suppliers and to provide worker education programs. |

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| Policy | We fully support all legislation regarding hazardous materials and are committed to ensuring the safety of all employees who are exposed to these materials at our workplaces. Safety will be ensured by maintaining an SDS inventory of hazardous chemicals and providing each location with the information and resources needed to handle, control and dispose of any controlled products/hazardous materials they may be exposed to in the workplace. |

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| Purpose | This program outlines the procedures that our employees must follow in order to ensure the criteria set out under provincial regulations for Workplace Hazardous Materials Information System (WHMIS) are implemented and maintained. The policy is designed for the safety of all company personnel working with or near hazardous substances. It is the responsibility of each person and supervisor to make sure that these guidelines are followed. |

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| Scope | This program applies to all employees, supplied labour, temporary workers, professional and consulting services, casual and contract employees, contractors and subcontractors, and visitors. |

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| Objectives | The main objective of this program is to ensure all employees are familiar with WHMIS and its implication in the workplace.  Our WHMIS program is intended to:   * Give all employees consistent information about hazardous materials and products in the workplace * Provide awareness of the hazardous materials in the workplace and their necessary handling procedures * Prevent occupational illness and injuries resulting from overexposure to controlled products |

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| Roles & Responsibilities | **Employer**  In general, an employer is required to:   * Ensure they are familiar with the hazardous materials program and application. * Ensure that all hazardous products in the workplace are identified. * Obtain current SDS for all hazardous products in the workplace SDS must be made: * Available to all workers * Readily available to those who may be exposed to the hazardous product to which an SDS relates * Available to the HSC/H&S Rep * Ensure a program for employee education is developed and implemented that results, as far as reasonably practicable, in the employee being able to use the information to protect their health and safety. * Ensure all employees exposed or likely to be exposed to a hazardous product receives and participates in prescribed instruction and training. * Review the training and instruction provided to employees, in consultation with the HSC/H&S Rep, at least annually. * Ensure a hazardous product is not used, handled or stored at a workplace unless prescribed requirements concerning identification, SDS and worker instruction and training have all been met. * Ensure every hazardous product received from a supplier has a supplier label affixed. If the label is removed, destroyed or becomes illegible, it must be replaced with either a new supplier label or a workplace label. * Be familiar with the hazardous materials procedures and application. * Consult with the HSC/H&S Rep on how to best make SDS available in the workplace. * **Manager** * Maintain an inventory of all hazardous materials in the location. * Ensure current SDS are readily available wherever hazardous materials are used or stored. * Coordinate and maintain records of all WHMIS training. This includes WHMIS training during new employee orientation and refresher training. * Supervise work requiring hazardous materials. * If required, ensure that engineered systems are regularly maintained and in working order. Report any concerns relating to these engineered systems to the HS Coordinator. * Records of testing and maintenance will be kept on file. * **Employee** * It is the responsibility of every employee to: * Participate in instruction and training. * Read and follow instructions on product labels and safety data sheets. * Follow procedures established for the workplace, including the use of appropriate equipment, personal protective devices and measures provided for working with hazardous materials. * Ask a manager/supervisor if unsure about how to use or handle a particular product. * Report any known or suspected chemical exposure incidents, unsafe conditions or unsafe procedures to your supervisor. * Report any contraventions of the legislation or hazards, such as the absence of a SDS for a new product, or a label that can no longer be read. * **Health & Safety Committee/Health & Safety Representative** * As part of monthly workplace inspection, randomly verify that all WHMIS-controlled products are appropriately labelled and that SDS are available and current.   **Suppliers**   * Classify hazardous materials into a WHMIS class. * Provide supplier labels on their hazardous material. * Provide SDS for each hazardous material. |

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| Procedure | **Purchasing and Inventory**  An inventory will be maintained of all chemicals in the workplace. This inventory will help to:   * Ensure the supplier has provided the correct and most current label and SDS for the product. * Make the workplace safer by knowing exactly what products are present, in what quantities, and where they are stored. * Maintain an up-to-date list of all products in the workplace. * Identify (and remove) any excess, unused, or unnecessary products. * Implement proper storage and handling techniques, including any specific requirements. * Isolate and store the most hazardous products securely. * Comply with regulatory requirements. * Managers/supervisors are responsible to maintain a current list of hazardous material in their area. This list will be reviewed annually. The written record will be submitted to Health & Safety Coordinator and the HSC/H&S Rep. The complete list will be posted on the Health & Safety Bulletin Board.   **Hazard Identification**   * Whenever a product is brought into the workplace, a review of the SDS will be done by the HS Coordinator, or designate, to ensure the information is complete and accurate. * Make informed decisions about use, storage, disposal, education, training and emergency response. * A spill kit appropriate for the area will be maintained wherever hazardous materials are used or stored. * Hazardous material storage areas will be inspected regularly. Inspections will be recorded.   **SDS Information**  Safety Data Sheets are summary documents, written by the manufacturer or supplier, providing information about the hazards of the product and advice about safety precautions, including:   * How to use the product safely. * How to store the product safely. * What could happen if recommendations are not followed. * How to recognize symptoms of exposure. * What to do if emergencies occur. * SDS must accompany all shipments of WHMIS controlled products and be turned over to the HS Coordinator for review, distribution and filing. * All departments will have access to relevant SDS sheets. A copy of SDS is located in each manager’s office. * A master set of SDS will be kept on file in the HS Coordinator’s office. * The department manager is responsible for ensuring that the SDS in their area are up-to-date. * SDS must precede new product shipments and be reviewed by the HS Coordinator to ensure appropriate safe handling procedures and workplace controls are identified and implemented. * SDS have no expiry. If there is a change to a product that impacts the information on the SDS, the supplier is responsible to update the SDS. * There are 16 sections to the WHMIS 2015 SDS.  |  |  |  | | --- | --- | --- | | **WHMIS 2015 – SDS (16 Sections)** | | | | 1. | Identification | Product identifier (i.e. product name), use, manufacturer and/or supplier information, date | | 2. | Hazard Identification | Quick reference for emergency responders, health effects, route of entry | | 3. | Composition/Information on Ingredients | Hazardous ingredients, CAS number, LD50 and LC50 exposure limits | | 4. | First Aid Measures | Specific first aid measures | | 5. | Fire Fighting Measures | Conditions of flammability, means of extinction, flammable limits, explosion data, other | | 6. | Accidental Release Measures | Procedures to follow if a leak or spill occurs | | 7. | Handling and Storage | Handling procedures, storage requirements | | 8. | Exposure Controls/ Personal Protection | Engineering controls to be used, personal protective equipment to be used | | 9. | Physical and Chemical Properties | Physical state, odour, specific gravity, boiling point, many others | | 10. | Stability and Reactivity | When unstable - incompatible chemicals; when active - hazardous decomposition products | | 11. | Toxicological Information | Irritancy/sensitization, carcinogenicity, reproductive toxicity, teratogenicity, mutagenicity, synergistic products | | 12. | Ecological Information | Effect on animals and birds | | 13. | Disposal Considerations | Information on safe handling for disposal and methods of disposal, including any contaminated packaging | | 14. | Transport Information | UN number, UN proper shipping name, transport hazard class(es), packing group, environmental hazards, transport in bulk, if applicable, special precautions | | 15. | Regulatory Information | WHMIS Classification | | 16. | Other Information | Date of the latest revision of the SDS | | \*Note: Sections 12-15 are optional for the supplier to complete. | | |   **Supplier Labels**   * All hazardous material must be labeled in compliance with WHMIS requirements. Do not use hazardous products if the correct label is not attached. * The supplier must determine if the product contains any hazardous ingredients. If so the supplier is responsible to attach a supplier label to the product prior to shipping. * If at any time the supplier label becomes illegible or is missing, it must be immediately reported to your supervisor.   The supplier label is the first source of information about the hazards of a product and how to protect ourselves.   * All hazardous products must be labelled. * Suppliers are responsible for labelling the products indicating major hazards associated and basic precautions or safety steps when using product.   **Workplace Labels**   * Workplace labels are required when product is transferred from the supplier container to another container or when the supplier label becomes illegible or is missing. * It is the employer/employee’s responsibility to attach a workplace label to the new container. * Workplace labels will contain the following information: * Product Identifier - name of the product * Safety Precautions * Statement saying more information available from the Safety Data Sheet * Employees must read and follow the instructions.   **Inspections**   * Ensure all hazardous products are labelled appropriately and that SDS are available. * Verify: * Containers are in good condition. * Labels are in good condition. * There are no hazardous products present without a label. * All employees know to read the label before using the product. * All employees know they must not use a product that is not labelled. * All decanted products are labelled with a workplace label. * All SDS are available and accessible to all employees. * SDS and label information matches. * All vessels, pipelines, etc. are labelled according to WHMIS requirements.   **Documentation and Record Keeping**  The HS Coordinator will maintain records on:   * Education and training. * Inventory lists. * Annual reviews.   The HSC/H&S Rep will maintain records on:   * Inspection Checklists. * Workplace Inspection Reports. * Documents should be signed and dated. |

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| Communication | This WHMIS program will be communicated to all employees upon hiring and during orientation. The need for re-training will be reviewed and communicated on an annual basis.  The following WHMIS documents are readily available to all staff and are posted in the workplace:   * Any legislated documents. * An up-to-date controlled product inventory list. * WHMIS pictograms and classes posted by all chemical storage areas, as well as on the Health & Safety Bulletin Board.   Management is responsible for communicating any revisions of this program to their employees as soon as reasonably practical. |

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| Training | All employees will receive both generic and task specific WHMIS training. The location manager will be responsible for coordinating and recording participation details of generic WHMIS training. Managers/supervisors will be responsible for coordinating and recording participation in specific WHMIS training.  Employee education and training must be completed at the following times:   * Prior to the introduction of a new chemical to the workplace (specific). * Prior to starting work as a new work assignment (specific). * Prior to starting work as an employee (generic and specific). * Whenever there is a change to legislation, standards, or codes of practice (generic and specific). * When a new hazard is identified (specific). * When an incident, injury, or illness is associated with the job task or activity (specific). * As determined upon annual review or if there is a change in work conditions, new hazard information, or new information about safe use, handling, storage or disposal. * Refresher education and training is required as needed to protect our health and safety.   WHMIS training must cover the following:   * Information contained on SDS. * Information on supplier and workplace labels. * WHMIS legislation and pictograms. * Protective equipment for each particular task. * The safe handling, storage, disposal and spill control of chemicals and biological agents. * Procedures to follow in an emergency involving a controlled product.   Upon completion of training employees should be able to answer the following questions for each hazardous product worked with:   * What are the hazards of the product? * How do I protect myself from those hazards? * What do I do in an emergency? * Where can I get further information?   On an annual basis employees must be able to demonstrate competency in WHMIS information used to protect their health and safety.  All training will be documented and the record maintained by the HS Coordinator. Copies of all training documents will be kept for a period of two years. |

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| Evaluation | This WHMIS program will be reviewed annually in consultation with the HS Coordinator:   * Whenever the job task or activity changes. * Whenever a new chemical is introduced in the workplace. * When a new hazard is identified. * An incident, injury or illness is associated with the job task or activity. * Whenever there is a change to legislation, standards or codes of practice. |

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| Make Improvements/ Acknowledge Success | The HS Coordinator will determine the success of this program. Any opportunities for improvement will be identified and corrected as appropriate.  Notification of the success of this program will be circulated to all departments. |  |

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| Resources | [WHMIS 2015](http://whmis.org/) (WHMIS.org)  [WHMIS 2015 - CCOHS](http://www.ccohs.ca/oshanswers/chemicals/whmis_ghs/general.html) (ccohs.ca)  **Resources Final.docx**  WHMIS (Pg. 97) |

