

Recommended Practices in Health + Safety

A guide for

BUILDING OWNERS + MANAGERS

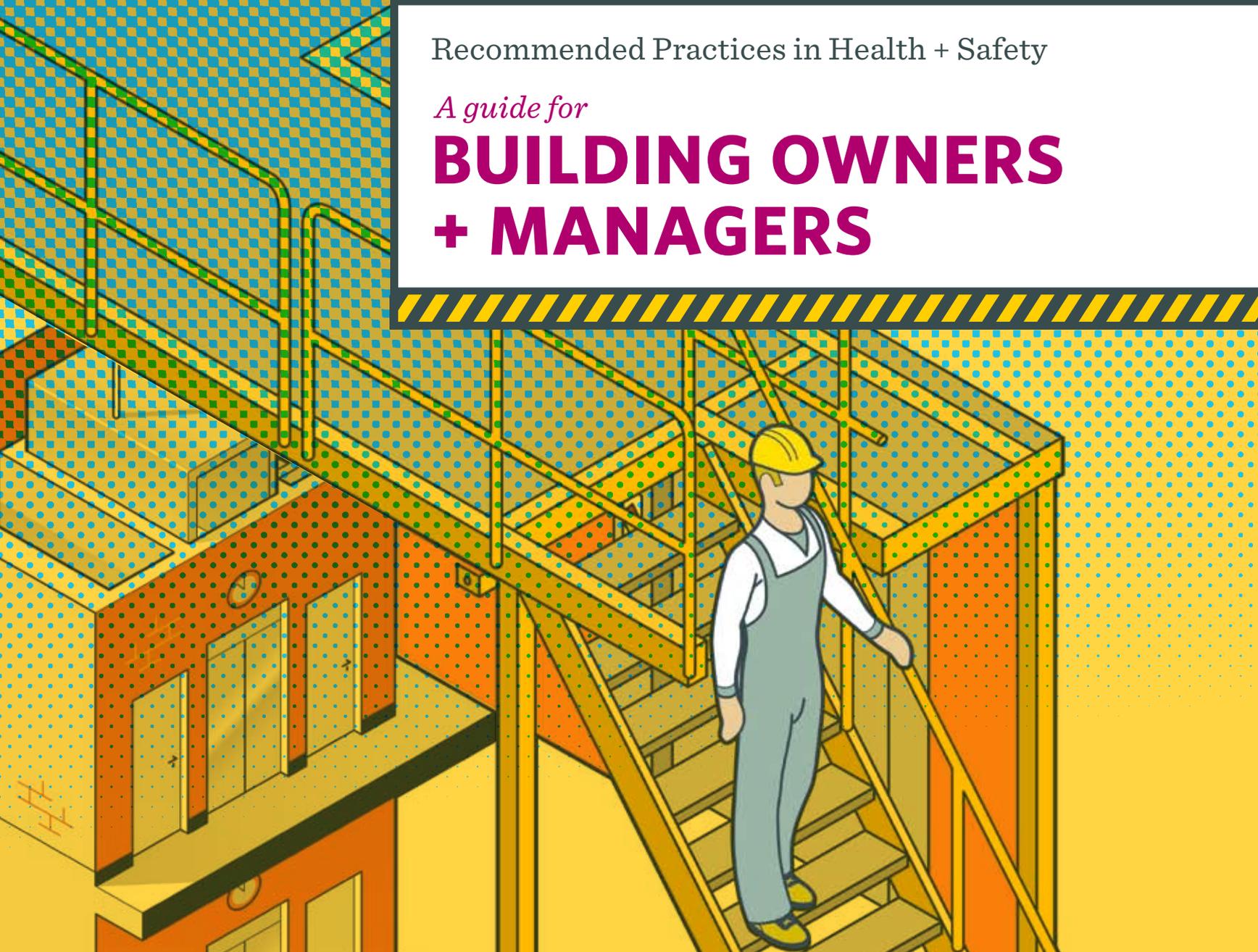


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KEY MESSAGES

Section 1

Management commitment is critical for developing a work site culture that allows your health and safety management system to succeed.

Section 2

There are minimum legislated requirements that employers and workers need to comply with. Know your responsibilities.

Section 3

It is important to define your work sites and determine if you need to designate a prime contractor where there is more than one employer working at the work site at the same time.

Section 4

A health and safety management system is a formal process to help you achieve compliance and ensure you have a safe workplace.

Section 5

The best way for management to show they are committed to health and safety is to develop and display a health and safety policy statement.

Section 6

Conducting a detailed hazard identification, assessment and control process is critical to ensuring worker safety.

Section 7

Work site inspections are one way to ensure you haven't overlooked any hazards at your worksite.

Section 8

Workers must be trained and competent to deal with the harmful substances and chemicals they work with or are near.

Section 9

Employers must provide training to ensure they have competent staff. Workers must use this training to accomplish tasks safely.

Section 10

Emergency planning is critical to everyone's safety when the unthinkable happens.

Section 11

Training workers in first aid is the first step to ensuring prompt medical treatment.

Section 12

Identifying situations where workers may be exposed to violence, training them and putting in appropriate controls can minimize the risk to workers.

Section 13

Employers must consider working alone as a workplace hazard and ensure an effective system is in place to provide assistance to employees working alone if there is an emergency, injury or illness.

Section 14

Prompt reporting and thorough investigation of all incidents allows an employer to identify root causes and implement controls aimed at preventing the incident from recurring.

Section 15

Safety management system evaluation will help employers ensure that the system elements in place are effective and identify areas where improvement is required.

ABOUT THIS DOCUMENT

This document was developed with the unique needs of building owners and managers in Alberta in mind. *Recommended Practices in Health and Safety: A Guide for Building Owners and Managers* includes the information most commercial building owners or managers need to begin to create a safe and healthy workplace for their staff, including:

- an overview of their legal obligations under the *Occupational Health and Safety (OHS) Act, Regulation and Code*
- the importance of management and organizational commitment to health and safety including promotion of the Partnerships Certificate of Recognition (COR) Program
- the need for employee involvement in health and safety planning
- sources of information and support to help them set up a successful health and safety plan for their specific needs.

The users of this document are intended to be, but not limited to:

- Employers and workers of property management companies
 - Including members of Building Owners and Managers Association (BOMA) and Building Operators Association (BOA) Calgary and others in the building management industry
- Service provider companies which may include, but are not limited to:
 - Construction contractors
 - Custodial companies
 - Vendors and suppliers
 - Electrical contractors
 - Mechanical contractors
 - Materials suppliers
 - Environmental consultants
- Property tenants

Not all requirements under the *OHS Act, Regulations and Code* are discussed in this resource. This resource is not intended to be legal advice nor is it a definitive guide to the legislation. You are advised to review the legislation thoroughly and to consult a lawyer if you have any specific legal issues. In case of inconsistency between this resource and the occupational health and safety legislation or any other legislation, the legislation will always prevail. For more detailed information, refer to the *OHS Act, Regulation or Code*, and explanation guide.

LEGISLATED REQUIREMENTS

The Alberta OHS legislation referenced in this document is highlighted inside yellow boxes. These boxes contain the minimum requirements every work site must meet, although many businesses do exceed these.



LEGISLATED REQUIREMENTS

Other pieces of legislation that relate to work site health and safety are highlighted inside blue boxes.



LEGISLATED REQUIREMENTS

Other legislation that may apply to your worksite

- Employment Standards Code:
<http://www.employment.alberta.ca/SFW/1698.html>
- Alberta Human Rights Legislation:
www.albertahumanrights.ab.ca/
- Workers' Compensation Board:
www.wcb.ab.ca
- Alberta Building Code:
<http://www.lrc.education.gov.ab.ca/pro/resources/item.htm?item-no=683161>



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Disclaimer

The information provided in this Recommended Practices Guide is solely for the user's information and convenience and, while thought to be accurate and functional, it is provided without warranty of any kind. If in doubt, please refer to the current edition of the Act, Regulation and Code. The Crown, its agents, employees or contractors will not be liable to you for any damages, direct or indirect, arising out of your use of the information contained in this Guide.

This Recommended Practices Guide is current to July 1, 2009.

- All references to the *Occupational Health and Safety Act* refer to the *Occupational Health and Safety Act*, Chapter O-2, R.S.A. 2000.
- All references to the *Occupational Health and Safety Regulation* refer to the *Occupational Health and Safety Regulation*, AR 62/2003.
- All references to the *Occupational Health and Safety Code* refer to the *Occupational Health and Safety Code*, 2009.
- All references to the *Criminal Code of Canada* refer to the *Criminal Code of Canada*, (R.S., 1985, c. C-46)
- All references to the *Canada Labour Code Part II* refer to the *Canada Labour Code* (R.S., 1985, c. L-2)

Acknowledgements

This Recommended Practices in Health and Safety: A Guide for Building Owners and Managers has been developed in consultation with The Building Owners and Managers Association of Calgary (BOMA Calgary), the Building Operators Association of Calgary (BOA Calgary), the Alberta Association for Safety Partnerships (AASP) and the Alberta Government - Employment and Immigration (AEI), Occupational Health and Safety and Alberta Infrastructure.

We acknowledge the valuable contributions of the organizations and their representatives who participated in this project.

- 20 VIC Management
- BGE Service and Supply Limited
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- Realex Property Management
- Siemens
- Tillyard Management
- Tonko Realty Advisors Ltd.

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ORGANIZATIONAL COMMITMENT TO HEALTH + SAFETY

Why should we pay attention to health and safety?

It is the right thing to do.

Protecting workers from injury and illness is the right thing to do.

It's the law.

Occupational health and safety is about the prevention of workplace injury or illness. Because it is such an important issue, there are laws in place to ensure that Albertans have a safe and healthy place to work.

Breaching the obligations set out in the *OHS Act* can result in a fine of up to \$500 000 for a first offense, six months in jail or both. For subsequent offences the penalty can rise to a fine of \$1 000 000, a one year jail sentence or both.

Reference: *OHS Act, section 41*



LEGISLATED REQUIREMENTS

Every one who undertakes, or has the authority, to direct how another person does work or performs a task is under a legal duty to take reasonable steps to prevent bodily harm to that person, or any other person, arising from that work or task.

Reference: *Criminal Code of Canada, section 217 (1)*



LEGISLATED REQUIREMENTS

Health and Safety is also good business.

Informed employers also realize that health and safety is good business – and that health and safety pays in more ways than one.

More Business, Better Business

A safe and healthy business is a well-managed business. That's why:

- many companies check to ensure that suppliers have a good health and safety record before they contract them for work or to provide services
- financial institutions are interested in a firm's health and safety record when considering a loan application
- a good health and safety record shows that your building is a desirable place to work and can increase your tenancy rates
- a Certificate of Recognition (COR) is a pre-bid requirement on many contracts

An unsafe business exposes you to liabilities that others don't want to assume.

More Motivated Workers

An active commitment to health and safety lets workers know that they matter most. You have already invested in your workers through training and on-the-job experience. It makes sense to keep them in their jobs by preventing injury and illness.

Better Quality

Many businesses, large and small, have found that the quality of their products and services improved.

Many factors contribute to improved quality, such as

- training
- effective communication
- worker involvement
- a system for ensuring standards are met

Like quality, health and safety has to start at the top with management commitment.

This document is meant to provide information and strategies to help building owners and managers meet the requirements of the legislation and provide for the health and safety of their workers.

DID YOU KNOW?

The lost time claims costs for our industry was \$1 431 248 in 2008 in Alberta. This is an **increase** of more than 200% from 2007. Those are only the direct costs related to compensation, treatment and rehabilitation of the workers. This doesn't include the costs to their family or the business. It all adds up.

4403 days of work were lost to our workers in 2008 because of workplace injuries. We can do better for our workers. The average cost per claim was \$7 228.53 (2008). Some were less, but some were much more; eleven claims cost more than \$25 000.

Reference: *WCB Alberta Industry Synopsis*. Industry: 89702 Property Management. Run date: 7/7/2009.



Health and Safety in Our Industry

The most frequently compensated mechanisms¹ of disabling injury to workers employed in property management over the past five years (2004 – 2008) have been:

Type of Incident	Percentage of Disabling Injuries
Falls	23.5%
Overexertion	22.3%
Bodily reaction and exertion	17.0%
Struck by an object	9.0%
Slipping	6.4%

These injuries occurred most commonly to the following areas of the body:

Part of Body	Percentage of Disabling Injuries
Back, including spine, spinal cord	25.4%
Wrist(s)/Hand(s)/Finger(s)	16.3%
Leg(s)	12.8%
Trunk	12.5%
Ankle(s) and Foot (Feet) except toes	10.4%

The most common natures of injury for these workers are:

Nature of Injury	Percentage of Disabling Injuries
Sprains, strains and tears	50.3%
Other traumatic injuries and diseases	11.0%
Surface wounds and bruises	10.5%
Fractures and Dislocations	9.1%
Open wound	8.8%

Measuring Your Commitment and Involvement

As an employer, you should take every possible opportunity to show your workers that you are committed to health and safety practices by becoming actively involved. Talk to your workers about your health and safety practices. Offer your suggestions for improvements, and solicit theirs. Make your workers feel comfortable coming to you to discuss their concerns. At meetings, make sure health and safety is discussed and take an active role.

¹ Reference: *WCB Alberta Industry Synopsis*. Industry: 89702 Property Management. Run date: 7/7/2009.

Take this quiz to see how committed you really are.

To determine the extent of your commitment to, and involvement in, health and safety, read the questions in the following list:	Yes	No
Do you set realistic health and safety goals, assign responsibilities and hold people accountable for them?		
Do you hold yourself accountable for all your health and safety responsibilities?		
Do you have a joint worksite health and safety committee?		
Is health and safety discussed at all your meetings?		
Are your workers given the opportunity to express their concerns?		
Do they feel comfortable about doing this?		
Do you follow up on the concerns raised by your workers?		
Do you do regular maintenance of equipment or machinery?		
Do you enforce proper work procedures regardless of the work schedule?		
Do you ensure that proper safety procedures are reviewed before the job starts?		
Are health and safety concerns considered in budget planning?		
Do you take an active role in all aspects of your health and safety system?		
Total		
<i>This is not a comprehensive list. It should only be considered an indicator of your commitment to good health and safety practices.</i>		

If you answered:

Yes to all of these questions - you are probably very committed and involved in your program.

Yes to only some of them - you may need to reassess your commitment in the specific areas where you did not answer yes.

You need to be fully committed and demonstrate that by being involved in all aspects of your health and safety program. **This publication will help you answer yes.**

This form is for example purposes only. Completing this form alone will not necessarily put you in compliance with the legislation. It is important and necessary that you customize this document to meet the unique circumstances of your worksite. Further, it is essential that this document is not only complete, but is used, communicated, and implemented in accordance with the legislation. The Crown, its agents, employees or contractors will not be liable to you for any damages, direct or indirect, arising out of your use of this form.

RESOURCES

Resources for a Improving Organizational Commitment

Alberta Association for Safety Partnerships:

http://www.safetypartnershipsasp.com/aasp_tmpl.php?content=home



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RESPONSIBILITIES UNDER OHS LEGISLATION

What are my Responsibilities under the OHS Legislation?

Whether your management company is big or small, based at one location or many, you are legally responsible to make sure that the working environment is a safe and healthy place to work.

Availability of Legislation

A current paper or electronic copy of the *OHS Act*, *OHS Regulation* and *OHS Code* must be readily available to all workers.

Reference: *OHS Code*, section 2.1



LEGISLATED REQUIREMENTS

In Alberta, the requirements for workplace health and safety are outlined in the *Occupational Health and Safety Act (OHS Act)*, *Regulation (OHS Regulation)*, and *Code (OHS Code)*. These documents are available for viewing or downloading on the Alberta Employment and Immigration (AEI), Occupational Health and Safety (OHS) web site at: www.worksafely.org. Printed copies may be purchased from the Queen's Printer at: www.qp.gov.ab.ca or at:

Main Floor, Park Plaza
10611 – 98 Avenue
Edmonton, AB
T5K 2P7

Phone: 780-427-4952

Fax: 780-452-0668

Call any Government of Alberta office toll-free
Dial 310-0000, then the area code and telephone
number you want to reach

What if I have questions about the legislation?

If you have questions about the legislation, check the Work Safe Alberta website at: www.employment.alberta.ca or call the Occupational Health and Safety Contact Centre at 1-866-415-8690 (Toll free in Alberta), 780-415-8690 (Edmonton and surrounding area).

Employer Obligations

Under the *OHS Act* and *OHS Regulation*, employers are responsible for ensuring the health and safety of all workers at the work site. There are also more specific requirements of employers depending on the hazards and the work that is to be done, in the *OHS Code*.

Who is an Employer?

LEGISLATED REQUIREMENTS

Employer means

- a person who is self employed in an occupation
- a person who employs one or more workers
- a person designated by an employer as the employer's representative
- a director or officer of a corporation who oversees the occupational health and safety of the workers employed by the corporation.

Reference: *OHS Act, section 1(k)*



Employer Responsibilities

Under the *OHS Act*, employers are responsible for ensuring the health and safety of all workers at the work site. There are also specific requirements of employers depending on the hazards and the work that is to be done. These include, but are not limited to:

LEGISLATED REQUIREMENTS

Every employer shall ensure, as far as it is reasonably practicable for the employer to do so, the health and safety of

- workers engaged in the work of that employer, and
- those workers not engaged in the work of that employer but present at the work site at which that work is being carried out, and

that the workers engaged in the work of that employer are aware of their responsibilities and duties under this Act, the regulations and the adopted code.

Reference: *OHS Act, section 2(1)*



Under the *OHS Regulation*, there are more specific requirements of employers that include but are not limited to:

LEGISLATED REQUIREMENTS

Equipment

An employer must ensure that all equipment used at a work site

- is maintained in a condition that will not compromise the health or safety of workers using or transporting it,
- will safely perform the function for which it is intended or was designed,
- is of adequate strength for its purpose, and
- is free from obvious defects.

If a worker is required under the Act to use or wear specific equipment, the employer must ensure that the worker uses or wears the equipment at the work site.

Reference: *OHS Regulation section 12*



General Protection of Workers



If work is to be done that may endanger a worker, the employer must ensure that the work is done

- by a worker who is competent to do the work, or
- by a worker who is working under the direct supervision of a worker who is competent to do the work.

An employer who develops or implements a procedure or other measure respecting the work at a work site must ensure that all workers who are affected by the procedure or measure are familiar with it before the work is begun.

An employer must ensure that workers who may be required to use safety equipment or protective equipment are competent in the application, care, use, maintenance and limitations of that equipment.

If a regulation or an adopted code imposes a duty on a worker, the worker's employer must ensure that the worker performs that duty.

Reference: *OHS Regulation, section 13(1-3)*

Safety training

An employer must ensure that a worker is trained in the safe operation of the equipment the worker is required to operate.

An employer must ensure that the training includes the following

- the selection of the appropriate equipment
- the limitations of the equipment
- an operator's pre use inspection
- the use of the equipment
- the operator skills required by the manufacturer's specifications for the equipment
- the basic mechanical and maintenance requirements of the equipment
- loading and unloading the equipment if doing so is a job requirement
- the hazards specific to the operation of the equipment at the work site.

If a worker may be exposed to a harmful substance at a work site, an employer must

- establish procedures that minimize the worker's exposure to the harmful substance, and
- ensure that a worker who may be exposed to the harmful substance
 - is trained in the procedures,
 - applies the training, and
 - is informed of the health hazards associated with exposure to the harmful substance.

Reference: *OHS Regulation, section 15*

Employers are required by the Alberta OHS legislation to ensure, as far as *reasonably practicable/reasonably achievable*, the health and safety of both the workers engaged in the work of that employer and those workers not engaged in the work of that employer, but present at the employer's work site at which that work is being carried out.

What do “reasonably practicable and reasonably achievable” mean?



“Reasonably practicable” is a legally defined term that is assessed using the “reasonable person test”. *What would a dozen of your peers consider reasonable in a similar set of circumstances?* Your peers would likely review what you did and compare it against what they do in their own operations. Some of them might do more, others less. The result would be a balanced and wise judgment that could be defended to others.

Reasonably Practicable is an OHS legal term that has been tested in the Canadian Courts and has supported a high standard for effective workplace protection. Understanding of the term reasonably achievable comes from the Canadian Nuclear Safety Commission Regulatory Guide (2004), for “Keeping Radiation Exposures and Doses As Low as Reasonably Achievable (ALARA)”. Though the term reasonably achievable has not been given definite meaning by the Canadian Court system, it is generally accepted in industry and by regulators to encompass the same considerations as the concept of “reasonably practicable”.

Refer to http://employment.alberta.ca/documents/WHS/WHS-PUB_li015.pdf

Worker Responsibilities

Safety is not just the employer’s job. Workers have many responsibilities as well. These may include but are not limited to:

LEGISLATED REQUIREMENTS

Workers must

- take reasonable care to protect the health and safety of themselves and other workers
- cooperate with the employer for the purposes of protecting health and safety
- immediately report to their employer any equipment that is in a condition that will compromise the health or safety of workers using or transporting it, will not perform the function for which it is intended or was designed, is not strong enough for its purpose, or has an obvious defect
- follow health and safety work procedures developed by their employer
- participate in and apply training provided by the employer regarding safe operations of equipment or harmful substances they may be exposed to
- wear personal protective equipment required by their employer
- refuse to do work that may put them or another worker in “imminent danger”.

Reference: *OHS Act, sections 2(2), 35. OHS Regulation, sections 14, 15*



Imminent Danger

Both the employers and workers have specific roles in regard to the workers’ **responsibility** to refuse work where an imminent danger exists.

LEGISLATED REQUIREMENTS

Imminent danger means “a danger that is not normal for that occupation, or a danger under which a person engaged in that occupation would not normally carry out the person’s work”.

Reference: *OHS Act, section 35 (2)*



Worker Responsibilities

No worker shall

- carry out any work, if on reasonable and probable grounds, the worker believes that there exists an imminent danger to the health or safety of that worker
- carry out any work if, on reasonable and probable grounds, the worker believes that it will cause to exist an imminent danger to the health or safety of that worker or another worker present at the work site
- operate any tool, appliance or equipment if, on reasonable and probable grounds, the worker believes that it will cause to exist an imminent danger to the health or safety of that worker or another worker present at the work site

A worker who refuses to carry out work or operate a tool, appliance or equipment shall, as soon as practicable, notify the employer at the work site of the worker's refusal and the reason for refusal.

Reference: *OHS Act, section 35*



LEGISLATED REQUIREMENTS

Employer Responsibilities

On being notified of refusal to work under imminent danger, the employer shall

- investigate and take action to eliminate the imminent danger
- ensure that no worker is assigned to use or operate the tool, appliance or equipment or perform the work for which a worker has made notification of refusal to work unless
 - the worker to be assigned is not exposed to imminent danger or
 - the imminent danger has been eliminated
- prepare a written record of the worker's notification, the investigation and action taken
- give the worker who gave the notification a copy of the record.

Workers cannot be disciplined for refusing this work.

Reference: *OHS Act, sections 35 (4), 36*



LEGISLATED REQUIREMENTS

During a workplace inspection, it is determined that some piping needs to be replaced.

The maintenance supervisor assigns a junior technician to remove all the insulation on the pipe so contractors can come in and replace the piping on the weekend. The junior technician, having recently seen a television program on the dangers of asbestos, wonders if the insulation could contain some asbestos. He knows removing asbestos requires a lot of technical knowledge, which he doesn't have and asbestos insulation removal is not a part of his normal duties.

Because the danger of asbestos is not normal for this occupation, the maintenance worker informs the employer of his refusal to do the work and why. The employer hadn't considered the possibility of there being asbestos so he investigates and take action to eliminate the imminent danger.



EXAMPLE: IMMINENT DANGER

**EXAMPLE:
IMMINENT DANGER**

One morning, a building manager is startled by an alarm coming from the refrigerant room. He goes down and checks through the window in the door and it appears that there has been some sort of mechanical failure. He contacts the building owner who tells him to go in and fix it before the problem gets worse.

Although the building manager is competent at inspection of the cooling unit, fixing the leak could present imminent danger to the worker as it could pose a danger not normal for the occupation.

The maintenance worker refuses to carry out the work and informs the employer of the refusal and the reason for the refusal. Upon consideration of this information, the building owner realizes the potential danger of what he has asked and hires a hazardous materials response team to come and assess the situation and make any required repairs.



Legal Consequences of Non-Compliance

Provincial Legislation

Under Alberta's *OHS Act* the following penalties can be applied:

LEGISLATED REQUIREMENTS

A person who fails to comply with the Act, an order made under the Act, Regulation or Code, or an acceptance, is guilty of an offence and liable

- The first time
 - to a fine of not more than \$500 000, and further fine of not more than \$30 000 for each day during which the offence continues or
 - to imprisonment for a term not exceeding 6 months, or to both fines and imprisonment
- The second time
 - to a fine of not more than \$1 000 000, and further fine of not more than \$60 000 for each day during which the offence continues after the first day or
 - to imprisonment for a term not exceeding 12 months, or to both fines and imprisonment.

A person who fails to comply with an order is guilty of an offence and liable to a fine of not more than \$1 000 000 or imprisonment for a term not exceeding 12 months or to both fine and imprisonment.

A person who knowingly makes any false statement or knowingly gives false information to an officer or a peace officer engaged in an inspection or investigation is guilty of an offence and liable to a fine of not more than \$1000 or to imprisonment for a term not exceeding 6 months or to both fine and imprisonment.

A prosecution under this Act may be started within 2 years after the action of non-compliance.

Reference: *OHS Act, section 41*



The court also has powers to apply alternate penalties where appropriate.

Federal Legislation

The *Criminal Code of Canada* was amended in 2004 by **Bill C-45** to allow criminal charges to be laid in specific circumstances where a workplace injury or fatality has occurred and focuses to:

- Establish criminal liability to organizations for the acts of their representatives
- Establish a legal duty for all persons “directing the work of others” to take reasonable steps to ensure their safety
- Set factors considered in sentencing and provide optional conditions of probation.

The Criminal Code holds organizations responsible for *acts or omissions* which result in workplace fatalities. Organizations are defined in the Criminal Code as:

- (a) a public body, body corporate, society, company, firm, partnership, trade union or municipality, or
- (b) an association of persons that
 - (i) is created for a common purpose,
 - (ii) has an operational structure, and
 - (iii) holds itself out to the public as an association of persons.

Every one who undertakes, or has the authority, to direct how another person does work or performs a task is under a legal duty to take reasonable steps to prevent bodily harm to that person, or any other person, arising from that work or task.

Reference: *Criminal Code of Canada, section 217 (1)*



LEGISLATED REQUIREMENTS

Charges can be laid against senior officers or other representatives of the organization. It is not necessary for a single person to have carried out the offense for it to be considered one; the actions of several representatives, acting independently of one another, can be combined and treated as an offence by the organization.

Three employees each disable one of three linked safety switches without informing anyone of their activities. These three employees each think there is no danger because they think the other two switches are on. The individual employees would not likely be held criminally responsible for any injuries because they lack the guilty mindset.

The organization, however, could be held criminally responsible because it was three of their representatives who disabled the switches. If it was found that the organization had not properly trained these employees, or that they maintained a workplace culture which encouraged unsafe behaviour, a conviction could result.



EXAMPLE

Sections of the Occupational Health and Safety Code

Specific requirements for health and safety are included throughout the *OHS Act, Regulations* and *Code*. Parts of the *OHS Code* that can apply to **all** industries include, but are not limited to:

For more detail and explanation of each part of the legislation, refer to the *OHS Code* and the OHS Code Explanation Guide available at: <http://employment.alberta.ca/SFW/307.html>

Part	Topic
1	Definitions and General Application
2	Hazard Assessment, Elimination and Control (see Section 6 of this document)
3	Specifications and Certifications
4	Chemical Hazards, Biological Hazards and Harmful Substances (see Section 8 of this document)
5	Confined Spaces
6	Cranes, Hoists and Lifting Devices
7	Emergency Preparedness and Response (see Section 10 of this document)
8	Entrances, Walkways, Stairways
9	Fall Protection
10	Fire and Explosion Hazards
11	First Aid (see Section 11 of this document)
12	General Safety Precautions
13	Joint Work Site Health and Safety Committee
14	Lifting and Handling Loads
15	Managing the Control of Hazardous Energy
16	Noise Exposure
17	Overhead Power Lines
18	Personal Protective Equipment
19	Powered Mobile Equipment
20	Radiation Exposure
21	Rigging
22	Safeguards
23	Scaffolds and Temporary Work Platforms
24	Toilets and Washing Facilities
25	Tools, Equipment and Machinery
26	Ventilation Systems
27	Violence (see Section 12 of this document)
28	Working Alone (see Section 13 of this document)
29	Workplace Hazardous Materials Information System (WHMIS) (see Section 8 of this document)
30	Demolition

Parts of the *OHS Code* that apply to specific industries include, but are not limited to:

Part	Topic
31	Diving Operations
32	Excavating and Tunnelling
33	Explosives
34	Forestry
35	Health Care and Industries with Biological Hazards
36	Mining
37	Oil and Gas Wells
39	Tree Care Operations
40	Utility Workers - Electrical
41	Work Requiring Rope Access

What is the role of an Occupational Health and Safety (OHS) Officer?

The role of an OHS Officer is to ensure that employers are meeting the minimum legislated standards required in the *OHS Act, Regulation* and *Code*. Officers typically do this through a combination of education and inspection at worksites.

OHS Officers may visit work sites for a variety of reasons, including but not limited to:

- To address complaints received about possible health and safety concerns
- To investigate a serious incident or worker fatality
- To respond to a reportable incident under Section 18 of the *OHS Act*
- To meet with an employer as part of the Occupational Health and Safety Employer Injury and Illness Prevention Program
- To conduct a presentation to provide information on the legislation
- To conduct an inspection as a part of a strategic inspection initiative
- To conduct an unannounced inspection of a worksite.

An officer may

- at any reasonable hour enter into any work site and inspect that work site
- require the production of any documents that relate to the health and safety of workers; examine them, make copies of them or remove them temporarily for the purpose of making copies
- inspect, seize or take samples of any material, product, tool, appliance or equipment being produced, used or on the work site that is being inspected
- make tests and take photographs or recordings in respect of any work site
- interview and obtain statements from persons at the work site.

Reference: *OHS Act, section 8*



LEGISLATED REQUIREMENTS

The Officer may write orders to the employer to correct any deficiencies related to the legislation and follow-up at a later date to ensure compliance. If an OHS Officer sees something at a work site that could immediately be dangerous to workers, they can write a stop work order or stop use order for a particular piece of equipment.

LEGISLATED REQUIREMENTS

When an officer believes that the work is unsafe or unhealthy at a work site, the officer may write an order for the person responsible for the work

- to stop the work that is specified in the order, and
- to take measures to ensure that the work will be carried out in a healthy and safe manner.

Reference: *OHS Act, section 9*



OHS Officers do have authority to enforce the *OHS Act, Regulation and Code*, **they cannot:**

- Assist employers in writing or comment on the quality of health and safety policies and procedures. This is the employer's responsibility.
- Grant acceptances to legislated requirements. This must be done by making written application to the Workplace Policy and Legislation Branch.
- Assist employers in conducting investigations.
- Have any involvement or influence with the Workers' Compensation Board.

If you would like another person to speak to about the requirements of an OHS Officer that has contacted you, please call the Occupational Health and Safety Contact Centre (1-866-415-8690). After hours, please call the same number. The Officer on call can connect you with a Compliance Program Manager.

RESOURCES

Resources for OHS Laws

- eLearning tool on the legislation at:
<http://employment.alberta.ca/whs/learning/Legislation/Legislation.htm>
- *OHS Act*: http://www.qp.alberta.ca/574.cfm?page=002.cfm&leg_type=Acts&isbncIn=0779749200
- *OHS Regulation*: http://www.qp.alberta.ca/574.cfm?page=2003_062.cfm&leg_type=Regs&isbncIn=077971752X
- *OHS Code*:
http://www.employment.alberta.ca/documents/WHS/WHS-LEG_ohsc_2009.pdf
- *OHS Code Explanation Guide*:
<http://www.employment.alberta.ca/SFW/3969.html>
- Employer's Guide: *Occupational Health and Safety Act*:
http://employment.alberta.ca/documents/WHS/WHS-PUB_li009.pdf
- Worker's Guide: *Occupational Health and Safety Act*:
http://employment.alberta.ca/documents/WHS/WHS-PUB_li008.pdf
- Due Diligence:
http://employment.alberta.ca/documents/WHS/WHS-PUB_li015.pdf
- Reporting Injuries and Incidents:
http://employment.alberta.ca/documents/WHS/WHS-PUB_li016.pdf
- Bill C-45: The Westray Bill: <http://www.ccohs.ca/oshanswers/legisl/billc45.html>
- A Plain Language Guide to Bill C-45: Amendments to the Criminal Code Affecting the Criminal Liability of Organizations:
<http://www.justice.gc.ca/eng/dept-min/pub/c45/index.html#toc>



3

MULTIPLE EMPLOYER ENVIRONMENTS

It can become quite confusing as to who is in charge where there are several employers working close to each other at the same time such as in a shopping mall or office tower. If in doubt, ensure you consult all your legal contracts such as leases and your legal representation, in addition to the applicable legislation.

How do I know if I need a Prime Contractor?

A work site with only one employer present does not require a prime contractor.

A work site having multiple employers engaged in work at the same time **must** have a *single* prime contractor for the site.

If there are 2 or more employers involved in work at a work site at the same time, there must be a **prime contractor**. The prime contractor for a work site is:

- The contractor, employer or other person who enters into an agreement with the owner of the work site to be the prime contractor, or
- If no agreement has been made or is in force, the owner of the work site.

Reference: *OHS Act, section 3*



LEGISLATED REQUIREMENTS

To prove that an agreement has been made between the parties, AEI recommends that the agreement be in writing. In transferring this responsibility, the owner should be sure that the other party is capable of, and likely to, fulfill the prime contractor responsibilities. This is necessary because prime contractor responsibilities originate with the owner and the owner must be diligent in transferring these responsibilities.

What is a work site?

It is important to remember to define your work site when determining if you need a prime contractor or not. This may need to be re-evaluated if changes are made to the work site.

Work site "means a location where a worker is, or is likely to be, engaged in any occupation and includes any vehicle or mobile equipment used by a worker in an occupation".

Reference: *OHS Act, section 1(cc)*



LEGISLATED REQUIREMENTS

This table provides some work site examples of when a prime contractor is required.

Work Scenario	Prime Contractor Required?
One employer performing work at the work site	No
Two or more employers performing work at the work site but at different times	No
Two or more employers performing work at the work site at the same time	Yes
A contractor at the work site directing one or more self-employed workers at the work site	Yes —the contractor counts as the first employer, the self-employed worker counts as the second employer
A tenant of a shopping mall hires a contractor	Yes —if they are present at the same time; the tenant is the first employer, the contractor is the second No —if the contractor is only present after the tenants leave
Two or more employers working at neighboring work sites at the same time	No —they are on separate work sites

A work site within a work site

Situations may arise on very large work sites where there is some advantage to creating one or more smaller work sites within the larger work site. Doing so allows the owner of the larger site to transfer prime contractor responsibilities for the smaller site to someone else, yet the owner or the owner’s designate continues to be responsible for the remainder of the larger site. Such a transfer of responsibility forms the basis of an agreement. AEI recommends that the agreement be in writing.

Two conditions should be met when partitioning a work site:

- **The hazards at one work site should not impose a danger to workers at the other work site(s).** This means that in some cases the perimeter of the partitioned work site will need to be clearly defined and effectively marked to prevent movement of workers, equipment and materials between sites.
- There should be **no work-related interaction** between workers of the partitioned work sites.

A floor in an office tower is being renovated. During this time the workers in the suite have been relocated to another floor. The building owner, signs over prime contractor for this floor, to the construction contractor. The prime contractor can then hire their own sub contractors (i.e. electricians, plumbers, carpet layers, etc.) to conduct the appropriate work. Even though the prime contractor is not performing the work themselves, while the contractors are on their site, they are responsible for ensuring they are complying with the OHS legislation.

Although this office tower could be considered one work site, it is appropriate to partition this site because the hazards created by construction will not affect workers on the other floors. The building owner retains the prime contractor responsibility for the rest of the office tower.



EXAMPLE

Fulfilling prime contractor responsibilities

The prime contractor has the overall responsibility for health and safety at the work site. In fulfilling this responsibility, the prime contractor must ensure that each of the employers at the work site complies with the legislation.

The prime contractor is responsible for ensuring all reasonable measures have been taken to ensure the *OHS Act, Regulation* and *Code* are being complied with on the work site.

Reference: *OHS Act, section 3(3)*



LEGISLATED REQUIREMENTS

One way a prime contractor can ensure health and safety requirements, is to establish and maintain a system or process that ensures compliance with the *OHS Act, Regulation* and *Code*.

Reference: *OHS Act, section 3(4)*



LEGISLATED REQUIREMENTS

An effective health and safety management system (see section 4 of this document) is one way of meeting this requirement although other equally effective alternatives may also be used. The purpose of the system or process is to have employers cooperate with one another to ensure the health and safety of workers at the work site. Having a prime contractor also helps to make clear who is accountable for what.

The prime contractor is required to monitor activities at the work site to ensure that the health and safety system is functioning properly. This is intended to be high level oversight or auditing. The employer is responsible for the details of their workers health and safety. The prime contractor is not required to be present at the work site.

First Aid

LEGISLATED REQUIREMENTS

A prime contractor must ensure that in accordance with the applicable requirements of Schedule 2, Tables 3 to 7, first aid services, supplies and equipment and a first aid room, are available at the work site suitable for the type of work site and the total number of workers at the work site.



Reference: *OHS Code, section 178(2)*

The required services, equipment and supplies vary depending on the location of the work site, the number of workers at the site and whether the work being performed is considered to be of a low, medium or high hazard. More information can be found in the First Aid section of this document, section 11.

Erecting or Installing Equipment

LEGISLATED REQUIREMENTS

If a requirement of this Code imposes a duty on an employer with respect to the design, construction, erection or installation of equipment, and the equipment is erected or installed by or on behalf of a prime contractor, the prime contractor must comply with the requirement as if the requirement were directly imposed on the prime contractor.



Reference: *OHS Code, section 2(1)*

This applies in those situations where a prime contractor erects or installs equipment that is shared among multiple employers. Sharing equipment in this way may have safety, logistical and economic advantages. It also avoids confusion as to who is responsible for the initial and ongoing safety of the installed equipment.

Equipment that may be erected by or on behalf of a prime contractor and for which the prime contractor has responsibility can include:

- **toilet facilities** – the prime contractor can have these installed for use by all workers at the site rather than having individual employers supply toilet facilities. For example, in most shopping malls, there are washrooms all workers and the public can use; each store doesn't have their own.
- **scaffolds** – erected by or on behalf of the prime contractor, many employers may use the scaffolds throughout the project. The prime contractor retains responsibility for inspecting and maintaining the scaffolds.
- **guardrails** – once installed by or on behalf of the prime contractor, the guardrails remain in place for the duration of the project.
- **garbage collection and waste disposal** – in many cases it may be more efficient if the use and removal of waste bins is coordinated through the prime contractor and then employers can share.
- **propane tanks for site heating** – this is a shared resource that may best be looked after by the prime contractor.
- **entry and exit ramps** – used at construction sites by workers entering and leaving the premises, this is a shared resource that may be best maintained by the prime contractor.
- **fall protection anchors** – if used by multiple trades and employers during a project, installation of anchorages by a prime contractor may be a preferred option.

Hazard Assessment

The prime contractors must ensure the communication of hazards at their work site to all the employers. One of the ways to accomplish this may be to have a site meeting at the start of each day, often called a “toolbox talk”, to ensure all contractors are aware of each others activities and the hazards they may pose to each other.

The prime contractor must ensure that any employer at a work site is made aware of existing or potential hazards that may affect their workers.

Reference: *OHS Code, section 7(5)*



LEGISLATED REQUIREMENTS

Sometimes, work conducted by a neighbouring employer can affect the health and safety of workers at another business. It is important to remember that the person or company that employs a worker is the one responsible for their health and safety.

Music Metropolis moves into the local shopping mall. This store hosts concerts with local bands on Friday evenings. The workers at the nearby book store, Rapid Readers, are concerned about the noise as they often have to shout to hear each other during the concerts. These workers approach their manager and discuss how to proceed. The manager refers to their hazard assessments on site and realized they need to be revised to include noise. The manager and workers evaluate potential engineering, administrative and personal protective equipment options before settling on a course of action to ensure their workers hearing is being protected.



EXAMPLE

Resources for Multiple Employer Environments

- Due Diligence:
http://employment.alberta.ca/documents/WHS/WHS-PUB_li015.pdf
- Prime Contractor:
http://employment.alberta.ca/documents/WHS/WHS-PUB_li018.pdf
- *Occupational Health and Safety Code* Explanation Guide:
<http://employment.alberta.ca/SFW/3969.html>
- *Occupational Health and Safety Act* Amended in 2002 — Highlights:
http://employment.alberta.ca/documents/WHS/WHS-PUB_li020.pdf



RESOURCES

4

HEALTH + SAFETY MANAGEMENT SYSTEMS

What is a Health and Safety Management System?

A health and safety management system is a process to minimize the incidence of injury and illness at the workplace. The scope and complexity of a health and safety management system varies, depending on the type of workplace and the nature of the work performed.

The AEI Partnerships in Injury Reduction Program is based on the premise that when employers and workers voluntarily build effective health and safety programs in their own workplaces, the human and financial costs of workplace injuries and illnesses will be reduced. Supporting health and safety programs leads to larger reductions in injuries than regulatory compliance alone.

The purpose of a health and safety management system is to identify, assess and control workplace hazards. To be effective and form the foundation of the health and safety management system, the following components are considered in the Partnerships in Injury Reduction Program².

- Management leadership (see section 5 of this document) and organizational commitment (see section 1 of this document)
- Hazard identification and assessment (see section 6 of this document)
- Hazard control (see section 6 of this document)
- Ongoing worksite inspections (see section 7 of this document)
- Qualifications, orientations and training (see section 9 of this document)
- Emergency response plan (see section 10 of this document)
- Incident investigation (see section 14 of this document)
- Program administration

² Building an Effective Health and Safety Management System. Partnerships in Injury Reduction. Accessed from: http://employment.alberta.ca/documents/WHS/WHS-PS_building.pdf on 12 August 2009.

Where Can I Get Help with Developing a Health and Safety Management System?

Training and courses on building health and safety systems and health and safety system auditing are available from several sources. AEI works with groups and associations called Certifying Partners who provide training for the Partnerships in Injury Reduction – Certificate of Recognition (COR) Program and will provide training and assistance in developing health and safety management systems.

Detailed contact information for the Partnerships in Injury Reduction Program and the Certifying Partners is available on the AEI website under Partnerships at <http://employment.alberta.ca/SFW/277.html>. Employers can choose any Certifying Partner to work with; BOMA Calgary recommends the Alberta Association for Safety Partnerships, for the building management industry sector.

Certifying Partners

Certifying Partner	Website
Alberta Association for Safety Partnerships (AASP)	www.safetypartnershipsaaasp.com
Alberta Construction Safety Association (ACSA)	www.acsa-safety.org
Alberta Corporate Human Resources (CHR)	www.chr.alberta.ca
Alberta Food Processors Association (AFPA)	www.afpa.com/main.shtml
Alberta Forest Products Association (AFPA)	www.albertaforestproducts.ca
Alberta Hotel Safety Association (AHSA)	www.albertahotelsafety.com
Alberta Motor Transport Association (AMTA)	www.amta.ca
Alberta Municipal Health & Safety Association (AMHSA)	www.amhsa.net
Alberta Safety Council (ASC)	www.safetycouncil.ab.ca
Continuing Care Safety Association	www.continuingcaresafety.ca
ENFORM	www.enform.ca
Manufacturers' Health and Safety Association (MHSA)	www.mhsa.ab.ca
Western Wood Truss Association of Alberta	www.wwta.ab.ca

Other Health and Safety Management Systems

There are numerous health and safety management systems that have been developed and that are in use throughout the world. Some are industry specific and developed by companies for internal use. Others are developed by jurisdictions including Alberta's COR program. Although the health and safety management systems may vary in their content, application and evaluation, their goal is the same – to minimize the incidence and severity of injuries and illnesses.

Canada has a standard for health and safety programs known as the Canadian Standards Association (CSA) Z1000. The Standards Council of Canada (SCC) encourages the use of CSA Z1000 by Canadian jurisdictions and industries. Some of Alberta's Certifying Partners are interested in becoming accredited by the SCC to offer CSA Z1000 to employers. Partnerships in Injury Reduction is working with the SCC and CSA in pursuing mutual recognition between the Alberta COR and CSA Z1000. The SCC also works with other countries including the United States and Britain to encourage mutual recognition of other health and safety management systems. The United States has developed ANSI Z10 and Britain BSI 18001.

At an international level the International Standards Organization (ISO) appears to have adopted OHSAS 18001 as its health and safety management standard. Having a health and safety management system standard that is recognized internationally may benefit employers that conduct international trade.

Resources for Health and Safety Management Systems

- eLearning tool on the Health and Safety Management Systems:
<http://employment.alberta.ca/whs/learning/HealthAndSafety/HandS/HealthAndSafety.html>
- Partnerships in Injury Reduction:
<http://www.employment.alberta.ca/SFW/277.html>
- Building an Effective Health and Safety Management System. Partnerships in Injury Reduction: http://employment.alberta.ca/documents/WHS/WHS-PS_building.pdf
- Alberta Association for Safety Partnerships:
<http://www.safetypartnershipsasp.com/>
- CSA Z1000 Occupational Health and Safety Management:
<http://www.shopcsa.ca/onlinestore/GetCatalogDrillDown.asp?Parent=4321>
- ANSI Z10: <http://webstore.ansi.org>
- OHSAS 18001: <http://www.ohsas-18001-occupational-health-and-safety.com/>



RESOURCES

5

COMPANY HEALTH + SAFETY POLICY

Establishing a Company Health and Safety Policy

A written health and safety policy is an important part of managing health and safety in your workplace and an important step in demonstrating management commitment.

A health and safety policy states:

- employer's commitment to health and safety
- overall goals and objectives for health and safety
 - many employers set zero incidents as their ultimate goal
 - to achieve their goals, employers must also have adequate systems of incident tracking, reporting and investigation
 - the requirements set out in the *OHS Act* can serve as baseline goals for employers
- responsibilities of management, workers, as well as visitors and contractors, if applicable

Process

1. Draft your company health and safety policy and have it signed by the owner or CEO of the company.
2. Communicate the policy in prominent places at the work site such as health and safety meetings and also post it for reference (i.e. bulletin boards, lunch rooms).
3. Include the health and safety policy as a part of new worker orientation.
4. Include the health and safety policy in the health and safety manual.
5. Ensure everyone commits to health and safety. Build it into performance reviews at all levels.
6. Senior management should tour the worksite at least annually to communicate and reinforce health and safety practices and behaviours.
7. Develop a process for addressing health and safety for contractors and visitors at your site.

Reference: From: *Partnerships, Building an Effective Health and Safety Management System* pg. 8
http://employment.alberta.ca/documents/WHS/WHS-PS_building.pdf

RESOURCES

Resources for a Health and Safety Policy

- CCOHS Guide to Writing an OHS Policy Statement:
http://www.ccohs.ca/oshanswers/hsprograms/osh_policy.html
- How to prepare an Occupational Health and Safety Policy:
http://www.labour.gov.on.ca/english/hs/ohsaguide/ohsag_appa.html
- Alberta Association for Safety Partnerships training courses:
http://www.safetypartnershipsaasp.com/aasp_tmpl.php?content=calendar



Sample Health and Safety Policy

Health and Safety Policy



This company is committed to providing a safe and healthy work environment that meets or exceeds the standards of the Provincial *Occupational Health and Safety Act, Regulation and Code* with a purpose of protecting employees, visitors, contractors, clients, company property and the environment.

Everyone employed by this company (management, employees, contractors, and sub-contractors) is responsible for maintaining the safety management system by setting a good example as well as understanding their assigned responsibilities and the legislative requirements as they apply to their work site and job tasks.

It is the responsibility of **management** to provide leadership and the required resources to promote the safety management system. Management will:

- establish and maintain acceptable standards for the worksite
- ensure that safety and health hazards are identified, controlled or eliminated
- develop work procedures that will achieve operational targets without incidents or illness
- provide training and required personal protective equipment where necessary
- monitor worker health and safety performance.

It is the responsibility of **every supervisor** to set an example and provide leadership in the health and safety management system. Supervisors will:

- ensure that work site inspections are completed
- employees receive appropriate training in safe work procedures
- monitor worker health and safety performance
- correct unsafe practices or conditions
- enforce site safety rules and legislation
- investigate all work site incidents.

It is the responsibility of every **worker** to:

- Refuse unsafe work
- Follow all safe work procedures
- Perform all duties in a safe manner
- Report any identified hazards
- Observe all site safety rules and legislation
- Cooperate in creating a safe and healthy working environment.

It is the responsibility of every **contractor** to:

- Follow safe work procedures
- Perform duties in a safe manner
- Report any identified hazards
- Observe all site safety rules and legislation
- Cooperate in creating a safe and healthy working environment.

Our company's goal is a healthy, injury-free workplace. Through everyone's personal commitment and active participation, we can achieve this goal.

SIGNED

DATE

This form is for example purposes only. Completing this form alone will not necessarily put you in compliance with the legislation. It is important and necessary that you customize this document to meet the unique circumstances of your worksite. Further, it is essential that this document is not only complete, but is used, communicated, and implemented in accordance with the legislation. The Crown, its agents, employees or contractors will not be liable to you for any damages, direct or indirect, arising out of your use of this form.

6

HAZARD IDENTIFICATION, ASSESSMENT + CONTROL

Hazard identification, assessment and control are at the foundation of occupational health and safety, and are an important requirement under the Alberta *OHS Code*.

Why Conduct a Hazard Assessment?

Assessing hazards means taking a careful look at what could harm workers at the work site. The purpose of hazard assessment is to prevent work-related injury or illness to workers.

In its simplest form, a hazard assessment answers the question “What if...”

- ...there is no guardrail around that elevated work platform?
- ...seat belts are not worn in all company vehicles?
- ...workers do not wear eye protection while grinding?
- ...workers do not test the atmosphere before entering a vessel?
- ...one of our workers becomes injured or dies because...?

Benefits of performing a hazard assessment may include:

- Reducing the number and severity of workplace injuries
- Identifying the need for worker training
- Identifying poor or missing procedures
- Increasing worker participation and ownership of workplace health and safety
- Reducing production losses and damage to equipment and property
- Providing a useful tool when investigating incidents.

Employer Responsibilities

Employers must:

- Assess a work site and identify existing and potential hazards before work begins at the site or prior to the construction of a new work site
- Involve affected workers in the hazard assessment process and ensure they are informed of the hazards and the control or elimination of the hazards identified
- Prepare a written and dated hazard assessment, including the methods used to control or eliminate the hazards.

Reference: *OHS Code, sections 7(1 – 3) and 8*



LEGISLATED REQUIREMENTS

A properly completed hazard assessment checklist is acceptable as long as it identifies the appropriate control measures for each hazard.

When to Repeat the Hazard Assessment

LEGISLATED REQUIREMENTS

An employer must make sure that a hazard assessment is repeated:

- At reasonably practicable intervals to prevent the development of unsafe and unhealthy working conditions
- When a new work process is introduced
- When a work process or operation changes, or
- Before the construction of significant additions or alterations at a new work site.

Reference: *OHS Code, section 7(4)*



Mobile Work Sites

For work where an employer may send workers out to different sites several times a day, such as for service or repair work, a general written hazard assessment, instead of an assessment at each site, may be done on the tasks that workers will be doing, and respective control measures identified provided the conditions at the work sites do not differ significantly.

One of the hazards identified on the hazard assessment may be “working in an unfamiliar area,” and the appropriate control may be “contact the prime contractor/site foreman to discuss site hazards and do a worksite walk around before starting work.”

Multiple Work Sites

If an employer has several work sites with similar hazards, and the safe work practices to be followed at each work site are identical, a single hazard assessment applicable to all work sites is acceptable. The employer must ensure that there are no unusual circumstances present at any of the worksites that differ significantly from the others.

Field Level Hazard Assessment

At work locations where the activities and conditions change frequently, employers and workers often rely on a field level hazard assessment. These assessments are done on the spot at the beginning of a work day or when a new job is started. The sample template at the end of this section can be used for these hazard assessments as well.

What is a Hazard?

LEGISLATED REQUIREMENTS

A hazard is any situation, condition or thing that may be dangerous to the safety or health of workers.

Reference: *OHS Code, Part 1*



Step 1: Identifying and Assessing Hazards

Hazards may be grouped into four categories. They may include but are not limited to:

Physical Hazards	<ul style="list-style-type: none">▪ Lifting and handling loads e.g. manual materials handling▪ Repetitive motions▪ Slipping and tripping hazards e.g. poorly maintained floors▪ Moving parts of machinery▪ Sharp objects and tools e.g. knives, needles, box cutters▪ Working at heights e.g. elevated platforms, roofs▪ Pressurized systems e.g. piping, vessels, boilers▪ Vehicles e.g. forklift trucks, trucks, pavers▪ Fire▪ Electricity e.g. poor wiring, frayed cords▪ Excess noise e.g. portable hand held tools, engines▪ Inadequate lighting▪ Extreme temperatures▪ Vibration▪ Ionizing radiation▪ Workplace violence▪ Working alone▪ Confined or restricted spaces
Chemical Hazards	<ul style="list-style-type: none">▪ Chemicals e.g. solvents, cleaners, water treatment chemicals▪ Dusts e.g. from grinding, sandblasting▪ Fumes e.g. welding▪ Mists and vapors e.g. spray paint▪ Gases e.g. Carbon monoxide, refrigerants
Biological Hazards	<ul style="list-style-type: none">▪ Viruses, fungi, bacteria▪ Moulds▪ Blood and body fluids▪ Sewage
Psychosocial Hazards	<ul style="list-style-type: none">▪ Working conditions▪ Stress▪ Fatigue▪ Violence



See *Hazard Assessment Form*,
page 43

Who Should Conduct a Hazard Assessment?

It is best to have a few trained people with different perspectives involved to ensure all the hazards are identified and the most appropriate control measures for the situations are found. At a minimum, the employer and an affected worker must be involved. Where possible, it can be beneficial to have a representative from the work site health and safety committee.

How to Conduct a Hazard Assessment

There are a number of ways to find hazards in the workplace including:

- Walk around and look at your workplace and observe how work is done. Ask your workers what they consider unsafe.
- Think about what could possibly go wrong and do not overlook the things that people may have ‘worked around’ for years. Ask yourself “what if....?”
- Review any information you may have on a particular piece of equipment (manufacturer’s specifications) or a chemical [Material Safety Data Sheets (MSDS)] to see what it says about safety precautions.
- Talk to others in similar industries to find out what sort of incidents they have had.

More formal processes for conducting a hazard assessment may include:

- Physical inspections - using a checklist (see Section 7 of this document)
- Task or job hazard analysis – breaking jobs down into tasks or a series of events and identifying the hazards involved with each task
- Manufacturing process analysis – following a process from start to finish and identifying the hazards involved at each stage
- Incident investigation – results of incident investigation may identify the hazards involved (see Section 14 of this document)

Considerations when Looking for Hazards

- What is your work site? E.g. an office, vehicle, etc.
- How suitable are the tools you use for the task? Are they easy to access?
- How might people be hurt directly by equipment, machinery and tools?
- How might people be hurt indirectly through noise, fumes, radiation, etc?
- How might people be hurt by using chemicals and/or other materials (paints, solvents, fuels, toner, oils, plastics, acids, pesticides, gases, biological samples, wastes)?
- Are workers using equipment and materials correctly?
- Who are the neighboring employers? Do they pose a risk?

Step 2: Eliminating and Controlling Hazards

There are many different ways to control workers' exposures to hazards:

1st Choice	<ul style="list-style-type: none"> ▪ First try to eliminate the hazard completely. This could mean removing trip hazards on the floor or disposing of unwanted chemicals, etc. ▪ If it is not practical to eliminate the hazard completely, try to substitute it with something safer, such as using smaller packages to reduce the weight of items that have to be manually handled; using a less toxic chemical, etc. ▪ Isolate the hazard: for example, use sound proof barriers to reduce noise levels, use an enclosed spray booth for spray painting, use remote control systems to operate machinery ▪ Use trolleys or hoists to move heavy loads, place guards around moving parts of machinery ▪ Ventilation 	Engineering Controls
2nd Choice	<ul style="list-style-type: none"> ▪ Use safe work procedures ▪ Provide training and supervision for workers ▪ Ensure regular maintenance of machinery and equipment ▪ Limit exposure times by using job rotation 	Administrative Controls
3rd Choice	<ul style="list-style-type: none"> ▪ Includes gloves, hard hats, hearing and eye protection, safety harnesses, protective clothing, respirators, CSA approved footwear ▪ Ensure that <ul style="list-style-type: none"> · The right type of PPE is selected for the job · PPE fits properly and is comfortable under working conditions · Workers are trained in the need for PPE, its use and maintenance · PPE is stored in a clean and fully operational condition 	Personal Protective Equipment (PPE)
4th Choice	<ul style="list-style-type: none"> ▪ Engineering ▪ Administrative ▪ PPE 	Combination of the Above

Reference: *OHS Code, Section 9*



See *Hazard Assessment Form*, page 43

Samples of a completed hazard assessment and a blank template are included at the end of this section. It is important that whatever layout you use addresses all existing and potential hazards at your work site.

Standard templates that meet your needs may be available through:

- Industry health and safety associations or private health and safety consultants.
- Access a list of resources on the Information Sharing Network web site at:
<http://employment.alberta.ca/whs/network/>
- Your Certifying Partner: <http://www.employment.alberta.ca/SFW/337.html>

RESOURCES

Resources for Hazard Assessment and Control

- Hazard Assessment eLearning tool at:
<http://employment.alberta.ca/whs/learning/hazard/Hazard.htm>
- Canadian Centre for Occupational Health and Safety:
<http://www.ccohs.ca/oshanswers/>
- Reference: OHS Explanation Guide: Part 2:
<http://www.employment.alberta.ca/SFW/3969.html>



Hazard Assessment Form *(Completed Sample)*

On the Hazard Identification checklist, check off all the hazards or potential hazards that are present at your work site. Add any identified hazards specific to your work site to the list:



ABC Property Management Company
 COMPANY
 Stony Creek, Alberta
 LOCATION
 Joe Smith
 DATE OF ASSESSMENT

December 20, 2008
 COMPLETED BY
 Will. B Safe
 WORKER'S REPRESENTATIVE
 Jane Doe
 EMPLOYER'S REPRESENTATIVE

HAZARD IDENTIFICATION	
Physical Hazards	Chemical Hazards
<input checked="" type="checkbox"/> Lifting and handling loads <input type="checkbox"/> Repetitive motion <input checked="" type="checkbox"/> Slipping and tripping <input type="checkbox"/> Moving parts of machinery <input type="checkbox"/> Working at heights <input type="checkbox"/> Pressurized systems <input type="checkbox"/> Vehicles <input type="checkbox"/> Fire <input type="checkbox"/> Electricity <input type="checkbox"/> Noise <input type="checkbox"/> Lighting <input type="checkbox"/> Temperature – heat or cold <input type="checkbox"/> Vibration <input type="checkbox"/> Ionizing Radiation <input type="checkbox"/> Workplace Violence <input checked="" type="checkbox"/> Working Alone <input type="checkbox"/> Other: _____ <input type="checkbox"/> Other: _____ <input type="checkbox"/> Other: _____	<input type="checkbox"/> Chemicals (identify types) Type: _____ Type: _____ Type: _____ Type: _____ <input type="checkbox"/> Dusts <input type="checkbox"/> Fumes (identify types) Type: _____ Type: _____ Type: _____ <input type="checkbox"/> Mists and Vapors (identify types) Type: _____ Type: _____ Type: _____ <input type="checkbox"/> Other: _____ <input type="checkbox"/> Other: _____ <input type="checkbox"/> Other: _____ <input type="checkbox"/> Other: _____
Biological Hazards	Psychosocial Hazards
<input type="checkbox"/> Viruses <input type="checkbox"/> Fungi (mould) <input type="checkbox"/> Bacteria <input type="checkbox"/> Blood and Body Fluids <input type="checkbox"/> Sewage <input type="checkbox"/> Other: _____ <input type="checkbox"/> Other: _____	<input type="checkbox"/> Working conditions <input type="checkbox"/> Fatigue <input type="checkbox"/> Stress <input type="checkbox"/> Other: _____ <input type="checkbox"/> Other: _____ <input type="checkbox"/> Other: _____ <input type="checkbox"/> Other: _____

Check off all hazards or potential hazards at your work site.

Add any additional identified hazards specific to your worksite that are not already listed.

Hazard Assessment Form *(Completed Sample)*



- Take the hazards identified on the checklist and list them on this sheet
- Identify the controls that are in place: engineering, administrative, PPE or a combination for each hazard
- Where controls are identified that are not in place, develop an action plan to ensure they are completed.

HAZARD	CONTROLS IN PLACE (LIST)			Priority to Implement Controls (Low, Medium, High)	Follow-up Action(s) For Controls Not in Place	Due Date/Person Responsible
	Engineering	Administrative	PPE			
Lifting and handling loads	Mechanical lift	Safe work procedures Worker training	None	Medium	Worker training program needs to be repeated in 1 month	September 15, 2009 Will B. Safe
Slipping and tripping	Use high visibility cord guards or route cords above doorways	Safe work procedures for housekeeping	Non-slip footwear	Medium	Conduct a work site inspection to ensure cords have been managed appropriately	September 15, 2009 Will B. Safe
Working alone	Panic button	Contact supervisor when leaving work site No unauthorized overtime	Cellular phone	Medium	Ensure all staff are trained on the working alone procedure	September 15, 2009 Will B. Safe

SIGNATURE

SIGNATURE

SIGNATURE

SIGNATURE

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Hazard Assessment Form

On the Hazard Identification checklist, check off all the hazards or potential hazards that are present at your work site. Add any identified hazards specific to your work site to the list:



COMPANY _____

COMPLETED BY _____

LOCATION _____

WORKER'S REPRESENTATIVE _____

DATE OF ASSESSMENT _____

EMPLOYER'S REPRESENTATIVE _____

HAZARD IDENTIFICATION

Physical Hazards

- Lifting and handling loads
- Repetitive motion
- Slipping and tripping
- Moving parts of machinery
- Working at heights
- Pressurized systems
- Vehicles
- Fire
- Electricity
- Noise
- Lighting
- Temperature – heat or cold
- Vibration
- Ionizing Radiation
- Workplace Violence
- Working Alone
- Other: _____
- Other: _____
- Other: _____

Chemical Hazards

- Chemicals (identify types)
Type: _____
Type: _____
Type: _____
Type: _____
- Dusts
- Fumes (identify types)
Type: _____
Type: _____
Type: _____
- Mists and Vapors (identify types)
Type: _____
Type: _____
Type: _____
- Other: _____
- Other: _____
- Other: _____
- Other: _____

Biological Hazards

- Viruses
- Fungi (mould)
- Bacteria
- Blood and Body Fluids
- Sewage
- Other: _____
- Other: _____

Psychosocial Hazards

- Working conditions
- Fatigue
- Stress
- Other: _____
- Other: _____
- Other: _____
- Other: _____

Hazard Assessment Form



- Take the hazards identified on the checklist and list them on this sheet
- Identify the controls that are in place: engineering, administrative, PPE or a combination for each hazard
- Where controls are identified that are not in place, develop an action plan to ensure they are completed.

HAZARD	CONTROLS IN PLACE (LIST)			Priority to Implement Controls (Low, Medium, High)	Follow-up Action(s) For Controls Not in Place	Due Date/Person Responsible
	Engineering	Administrative	PPE			

SIGNATURE

SIGNATURE

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WORKSITE INSPECTION

Worksite Inspection is a type of Hazard Identification

One of the most important ways to ensure the health and safety of your workplace is to regularly inspect your work site to identify hazards, and then eliminate or control the hazards. Inspection is an ongoing task as the workplace is constantly changing. Systems of inspections that are both scheduled and unscheduled make identifying and controlling hazards a normal part of everyday work. Formal inspections should be conducted by a supervisor and a worker whenever possible.

Inspections provide two important pieces of information about the work site:

1. Information about hazards or potential hazards that have not previously been noted; and
2. The effectiveness of controls for eliminating or reducing the risk of known hazards is confirmed.

During the inspection

- look at how work is performed
- identify unsafe or unhealthy conditions and acts that can cause injury or illness, so you can take corrective measures.

Observe workers to ensure they are using proper lifting procedures for moving heavy materials.



EXAMPLE

After the inspection

- develop ways to eliminate or control all hazards you've found
 - remedy serious hazards or unsafe work practices *immediately*
 - control other hazards as soon as possible.

If you find that a ladder has a loose or damaged rung, immediately remove it from service by taking it out of service yourself or notifying a supervisor who can do it. This ladder can then be repaired or replaced with a new ladder.



EXAMPLE

RESOURCES

Resources for Work Site Inspection



- CCOHS Prevention & Control of Hazards: Effective Workplace Inspections:
<http://www.ccohs.ca/oshanswers/prevention/effectiv.html>
- CCOHS Health & Safety Programs: Workplace Housekeeping – Sample Checklist for
- General Inspection: <http://www.ccohs.ca/oshanswers/hsprograms/cklstgen.html>
- CCOHS Health & Safety Programs: Inspection Checklists – Sample Checklist for Offices:
http://www.ccohs.ca/oshanswers/hsprograms/list_off.html

Work Site Inspection

COMPANY _____

INSPECTOR NAME _____

LOCATION _____

INSPECTOR NAME _____

DATE _____

INSPECTOR NAME _____

Describe Hazard & Precise Location	Recommended Corrective Action(s)	Person Responsible	Priority To Implement Controls (Low, Medium, High)	Due Date	Completed?



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8

HARMFUL SUBSTANCES + W.H.M.I.S. (Workplace Hazardous Materials Information System)

Many building operators, through the course of their work, will encounter harmful substances. It may be cleaning chemicals, a biocide used to condition water, pesticides or even asbestos in a building. Having basic knowledge about how to deal with these situations will help to ensure worker safety. **For more information please see Parts 4 and 29 of the OHS Code and OHS Code Explanation Guide.**

Employer Responsibilities

If a worker may be exposed to a harmful substance at a work site, the employer must

- establish procedures that minimize the worker's exposure to the harmful substance
- ensure that a worker who may be exposed to the harmful substance
 - is trained in the procedures
 - applies the training, and
 - is informed of the health hazards associated with exposure to the harmful substance.

Reference: *OHS Regulation, section 15*



LEGISLATED REQUIREMENTS

What is a harmful substance?

A harmful substance means a substance that, because of its properties, application or presence, creates or could create a danger, including a chemical or biological hazard, to the health and safety of a worker exposed to it.

Reference: *OHS Code, Part 1*



LEGISLATED REQUIREMENTS

Worker Exposure

If a worker may be exposed to a harmful substance at a work site, the employer must

- ensure the worker's exposure is kept as low as reasonably achievable, and
- the worker's exposure does not exceed the occupational exposure limit.

Reference: *OHS Code, section 16 (1) and (2)*



LEGISLATED REQUIREMENTS

What is an Occupational Exposure Limit?

An occupational exposure limit is the concentration of a chemical in the workplace to which most people can be exposed without experiencing harmful effects³. There are three different types of exposure limits but the one most commonly used is a **Time-weighted average (TWA) exposure limit**. This is average concentration of a chemical in air for a normal 8-hour work day and 40-hour work week. In this way, higher and lower exposures are averaged over the day or week. Although this level is legislated (for a list of the substances with an occupational exposure limit in Alberta, please refer to Table 2 of Schedule 1 in the *OHS Code*) employers are still required to ensure the exposure levels are kept as low as reasonably practicable/reasonably achievable. For a refresher on the meaning of reasonably practicable/reasonably achievable, go back to section 2 of this document.

Training

LEGISLATED REQUIREMENTS

Employer's must ensure that workers working with or near a controlled product has training that includes information on

- product labeling requirements
- material safety data sheets (MSDS), their significance and information contained on them
- storage, use and handling procedures
- how to transfer products between containers
- how to deal with emergencies, spills and fugitive emissions.

Reference: OHS Code, *section 397*



RESOURCES

Resources for Harmful Substances and Workplace Hazardous Materials Information System

- Asbestos at the Work Site: http://www.employment.alberta.ca/documents/WHS/WHS-PUB_ch019.pdf
- Asbestos notification form: http://www.employment.alberta.ca/documents/WHS/WHS-PUB_whs3910.pdf
- Guidelines for workers applying insecticides: http://www.employment.alberta.ca/documents/WHS/WHS-PUB_ch056.pdf
- Health and Safety Issues Associated with the Refrigerant HCFC-123: http://www.employment.alberta.ca/documents/WHS/WHS-PUB_ch043.pdf
- Alberta Asbestos Abatement Manual: http://www.employment.alberta.ca/documents/WHS/WHS-PUB_asbestos_manual.pdf
- Transportation of Dangerous Goods: <http://www.transportation.alberta.ca/740.htm>
- Alberta Environment: <http://environment.gov.ab.ca/info/topics.asp>
- PCBs in Light Ballasts: <http://www.publications.gov.sk.ca/details.cfm?p=23829>
- OHS Code Explanation Guide: <http://employment.alberta.ca/SFW/3969.html>
- Due Diligence: http://employment.alberta.ca/documents/WHS/WHS-PUB_li015.pdf



³ Summarized from MSDS Glossary of Terms: A-G. Canadian Centre for Occupational Health and Safety. Accessed on 28 September 2009 from: http://www.ccohs.ca/oshanswers/chemicals/glossary/msds_gloss_a.html#_1.65.

9

WORKER COMPETENCY + TRAINING

The general requirements for worker training are included in the *OHS Regulation*. Specific requirements for different types of worker training are identified throughout the *OHS Code*. Training is only part of becoming competent at a particular task.

Employer Responsibilities

Employers must ensure that a worker is trained in the safe operation of the equipment the worker needs to operate. This training must include:

- selection of the appropriate equipment
- limitations of the equipment
- operator's pre-use inspection
- use of the equipment
- operator skills required by the manufacturer's specifications for the equipment
- mechanical and maintenance requirements of the equipment
- loading and unloading the equipment if doing so is a job requirement
- the hazards specific to the operation of the equipment at the work site.

Reference: *OHS Regulation, section 15*



LEGISLATED REQUIREMENTS

What is equipment?

Equipment means a thing used to equip workers at a work site and includes tools, supplies, machinery and sanitary facilities.

Reference: *OHS Regulation, section 1*



LEGISLATED REQUIREMENTS

Worker Responsibilities

LEGISLATED REQUIREMENTS

Workers must

- participate in the training provided by an employer, and
- apply the training.

Reference: *OHS Regulation, section 15*



Competent Workers

Employers must be able to demonstrate their workers are competent. A competent worker must be:

LEGISLATED REQUIREMENTS

"...adequately qualified, suitably trained, and with sufficient experience to safely perform work without supervision or with only a minimal degree of supervision."

Reference: *OHS Regulation, section 1*



A worker must demonstrate competency whenever undertaking a new task, or whenever a task which was performed in the past has changed to include new hazards. Note that training and competency are not the same things.

Trained Worker	Competent Worker
<ul style="list-style-type: none"> • Training is a formal process of instruction • Trained workers need mentoring or supervision to ensure they can complete work assigned. This continues until the supervisor is comfortable with their skills to complete the tasks alone or with minimal supervision <p><i>Example</i> A worker attends an eight hour training course for the operation of a scissor lift in the training company's warehouse.</p>	<ul style="list-style-type: none"> • Requires the appropriate application of training to their work • Has sufficient experience to be able to complete a task safely and properly without supervision or only minimal supervision <p><i>Example</i> A worker has attended a training course for the model of scissor lift they use at their work site and has experience operating it in the many different site conditions he encounters in his work.</p>

LEGISLATED REQUIREMENTS

If work is to be done that may endanger a worker, the employer must ensure that the work is done

- by a worker who is competent to do the work, or
- by a worker who is working under the direct supervision of a worker who is competent to do the work.

Reference: *OHS Regulation, section 13*



Resources for Worker Competency and Training

- 40 Questions on Labour Competency:
<http://www.ilo.org/public/english/region/ampro/cinterfor/temas/complab/xxxx/index.htm#a>
- Competency-based Training Manual:
http://www.inwent.org/imperia/md/content/bereich4-intranet/abteilung4-01/1_competency_based_training.pdf
- Effective Health and Safety Training:
<http://www.edp-uk.com/newsletters/training+competence.htm#ARTICLE>



RESOURCES

Worker Orientation Record



This is an example of a checklist you may wish to use when training new workers on health and safety in your workplace. Ensure you include any topics that are relevant to your specific job site.

WORKER'S NAME

SUPERVISOR'S NAME

DATE OF HIRE

JOB TITLE

DATE OF ORIENTATION

Orientation Topics Covered?	Yes	No	Supervisor's Initials
Health and safety responsibilities			
Health and safety rules			
How to get first aid			
Location of first aid kit(s)			
Emergency procedures			
How to report unsafe conditions			
Responsibility to refuse unsafe work			
WHMIS			
Location of MSDSs			
Use of personal protective equipment			
Violence policies and procedures			
Working alone procedures			
Job specific orientation (<i>list below</i>):			
Other topics covered (<i>list here</i>):			

Comments:

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Training Attendance



COMPANY

LOCATION

NAME OF COURSE

NAME OF TRAINER

DATE(S) OF TRAINING

AGENDA / CONTENT COVERED

--

Date	Printed Name	Signature

TRAINER'S SIGNATURE

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10

EMERGENCY PREPAREDNESS + RESPONSE PLAN

An emergency may be defined as “*any situation or occurrence of a serious nature, developing suddenly and unexpectedly, and demanding immediate attention.*”⁴

There are many types of emergencies including, but not limited to:

- Fires
- Spills
- Critical injuries
- Explosions
- Medical emergencies
- Vehicle collisions
- Social unrest/rioting
- Power or fuel loss
- Workplace violence
- Bomb threats
- Natural disasters such as: ice storms, tornados or severe storms, floods

Planning and preparing in advance for emergencies is important. An emergency response plan will protect the health, safety and lives of people at your work site. It will also minimize business losses related to damage to the environment and property. The *OHS Code*, Part 7 requires employers to establish an emergency response plan for response to an emergency **that may require rescue or evacuation.**

⁴ Canadian Centre for Occupational Health and Safety. (2004) *Emergency Response Planning Guide*. First Edition. p. 2.

Emergency Response Plans

LEGISLATED REQUIREMENTS

The emergency response plan must be written, and affected workers must be consulted in the development of the plan.

The emergency response plan must include:

- The identification of potential emergencies (based on the hazard assessment)
- Procedures for dealing with the identified emergencies
- The identification of, location of and operational procedures for emergency equipment
- The emergency response training requirements
- The location and use of emergency facilities
- The fire protection requirements
- The alarm and emergency communication requirements
- The first aid services required
- Procedures for rescue and evacuation
- The designated rescue and evacuation workers

Reference: *OHS Code, sections 115, 116*



Coordinating Emergency Response Plans

Although every employer in a multi-tenant building will have their own emergency preparedness and response plan, the *Alberta Fire Code* requires a coordinated response to ensure everyone's safety in the following situations:

LEGISLATED REQUIREMENTS

Emergency planning is required for occupancies that include:

- Assembly, daycares or detention occupancy
- Every building required by the Alberta Building Code to have a fire alarm system
- Demolition and construction sites
- Storage areas required to have a fire safety plan - examples include indoor rack storage facilities, outdoor storage of hazardous materials
- Areas where flammable and combustible liquids are stored or handled
- Areas where hazardous processes or operations occur.

Reference: *Section 2.8.1.1, Division B, Alberta Fire Code 2006*



The requirements of a fire safety plan and for fire drills are specified in the Alberta Fire Code. Take the time to ensure your plan is the appropriate one for your work site and that you are conducting fire drills at the appropriate intervals. Conducting fire drills will show you if it is really the best plan for your staff and business. Reviewing the things that worked and those that didn't after a drill will allow you to revise the plan and to ensure staff is familiar with their roles.

This legislation is enforced by municipal Safety Codes Officers in many communities or the Provincial Government under Alberta Emergency Management Agency.

How do I develop an emergency response plan?

A very simple plan will be appropriate in offices, small retail shops and small manufacturing settings where there are few or no hazardous materials or processes and workers evacuate when alarms sound or when notified by public address systems. More complex plans are required in workplaces containing hazardous materials or workplaces that must delay evacuation after alarms sound to shut down critical equipment, for example.

It is essential that the emergency response plan be site specific. To assist you in your planning, a sample of a completed response plan is provided. A sample blank plan is provided at the end of this section. You may use this or develop your own format, as long as all components outlined in the *OHS Code* are addressed.

Resources for Emergency Preparedness and Response Planning

- Canadian Centre for Occupational Health and Safety:
<http://www.ccohs.ca/oshanswers/hsprograms/planning.html>
- Canadian Centre for Occupational Health and Safety, Emergency Planning Response:
Guide: <http://www.ccohs.ca/products/publications/emergency.html>
- How to prepare an Emergency Response Plan for your Small Business:
http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/emergency_response_guide.pdf
- Centers for Disease Control and Prevention Emergency Preparedness and Response Site:
<http://www.bt.cdc.gov/>
- Alberta Fire Code - Alberta Government Learning Resources Centre:
<http://www.lrc.education.gov.ab.ca/pro/resources/item-title.htm>
- Best Practice Guideline for Workplace Health & Safety During Pandemic Influenza:
http://www.employment.alberta.ca/documents/WHS/WHS-PUB_bp002.pdf



RESOURCES

Emergency Response Plan *(Completed Sample)*



Joe's Property Management - Head Office

COMPANY

50 Elm Street, Small Town, Alberta

ADDRESS OR LOCATION

September 1, 2009

DATE OF ASSESSMENT

Joe Smith, Owner

COMPLETED BY

For rural sites, put the legal land description - this is the address you will give to emergency services.

POTENTIAL EMERGENCIES <i>(refer to your hazard assessment to determine which hazards could require rescue or evacuation)</i>	The following are identified as potential emergencies: <ul style="list-style-type: none"> ▪ Fire 											
EMERGENCY PROCEDURES <i>(detail procedures to be followed for each identified emergency)</i>	In the event of a fire occurring within or affecting the work site <ul style="list-style-type: none"> ▪ The office manager is the Fire Warden ▪ Pull the fire alarm to initiate an evacuation and alert the fire station ▪ All staff to calmly exit the buildings via the stairs and meet at the muster point or alternate muster point as determined by the Fire Warden ▪ Fire Warden is to ensure all staff, clients and visitors are accounted for and provide this information to emergency services personnel ▪ No one may enter the building until the Fire Warden allows it 											
LOCATIONS OF EMERGENCY EQUIPMENT	<ul style="list-style-type: none"> ▪ Fire Alarm <ul style="list-style-type: none"> · 1 at the reception desk · 1 by the back door ▪ Fire Extinguisher <ul style="list-style-type: none"> · 1 in the office hallway ▪ Fire Hose <ul style="list-style-type: none"> · 1 in the office hallway next to the fire extinguisher ▪ Panic Alarm <ul style="list-style-type: none"> · 1 at the main reception under the computer desk 											
EMERGENCY RESPONSE EQUIPMENT TRAINING & REQUIREMENTS <i>(List the names of workers trained to use each type of emergency equipment)</i>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; padding: 5px;">NAME</th> <th style="text-align: left; padding: 5px;">TRAINING RECEIVED</th> <th style="text-align: left; padding: 5px;">FREQUENCY</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">Jane Doe</td> <td style="padding: 5px;">Fire extinguisher Fire Warden training</td> <td style="padding: 5px;">Orientation and annual refresher training</td> </tr> <tr> <td style="padding: 5px;">Will B. Safe</td> <td style="padding: 5px;">Standard First Aid</td> <td style="padding: 5px;">Every 3 years, with annual CPR retaining</td> </tr> </tbody> </table>	NAME	TRAINING RECEIVED	FREQUENCY	Jane Doe	Fire extinguisher Fire Warden training	Orientation and annual refresher training	Will B. Safe	Standard First Aid	Every 3 years, with annual CPR retaining		
NAME	TRAINING RECEIVED	FREQUENCY										
Jane Doe	Fire extinguisher Fire Warden training	Orientation and annual refresher training										
Will B. Safe	Standard First Aid	Every 3 years, with annual CPR retaining										

This information could also be shown on a site diagram and posted at various locations through out the work site.

LOCATION AND USE OF EMERGENCY FACILITIES	<p>The nearest emergency services are located at:</p> <ul style="list-style-type: none"> • Fire Station: 10 Fir Street – 2 blocks east: 780-555-1234 • Ambulance: 40 Sun Street – 10 blocks south : 780-555-4567 • Police: 1 Police Plaza – 20 blocks west: 780-555-3456 • Hospital: 101 Hospital Avenue – 4 blocks east : 780-555-2345
FIRE PROTECTION REQUIREMENTS	<ul style="list-style-type: none"> • Sprinkler systems are located in all rooms of the work site • Appropriate fire extinguishers at various locations • Fire hose – only for use by emergency services personnel
ALARM AND EMERGENCY COMMUNICATION REQUIREMENTS	<ul style="list-style-type: none"> • Pulling the fire alarm will automatically alert the fire department and initiate an alarm within the building • The fire alarm signal is intermittent sharp beeps
FIRST AID	<p>First Aid Supplies are located at:</p> <ul style="list-style-type: none"> • No. 2 First Aid Kit at the main reception desk • Blankets in the storage room <p>First Aiders are:</p> <ul style="list-style-type: none"> • Jane Doe – Reception <p>Transportation for ill or injured workers is by ambulance - Call 911.</p>
PROCEDURES FOR RESCUE AND EVACUATION	<ul style="list-style-type: none"> • Evacuate and direct all persons to the safe designated gathering point via stairs in the staff parking lot and account for staff, visitors and clients • Assist ill or injured workers to evacuate the building • Provide first aid to injured workers if required • Call 911 to arrange for transportation of ill or injured workers to the nearest health care facility if required.
DESIGNATED RESCUE AND EVACUATION WORKERS	<p>The following workers are trained in rescue and evacuation:</p> <ul style="list-style-type: none"> • Jane Doe – Fire Warden • Will B. Safe – Standard First Aider.

If there is more than 1 shift per day, ensure there are enough trained first aiders for each shift.

Emergency Response Plan Template



COMPANY

DATE OF ASSESSMENT

ADDRESS OR LOCATION

COMPLETED BY

<p>POTENTIAL EMERGENCIES <i>(refer to your hazard assessment to determine which hazards could require rescue or evacuation)</i></p>	<p>The following are identified as potential emergencies:</p>						
<p>EMERGENCY PROCEDURES <i>(detail procedures to be followed for each identified emergency)</i></p>	<p>If an emergency identifies above occurs, these steps need to be taken by the assigned personnel:</p>						
<p>LOCATIONS OF EMERGENCY EQUIPMENT</p>	<ul style="list-style-type: none"> ▪ Fire Alarm ▪ Fire Extinguisher ▪ Fire Hose ▪ Panic Alarm 						
<p>EMERGENCY RESPONSE EQUIPMENT TRAINING & REQUIREMENTS <i>(List the names of workers trained to use each type of emergency equipment)</i></p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; padding: 5px;">NAME</th> <th style="text-align: left; padding: 5px;">TRAINING RECEIVED</th> <th style="text-align: left; padding: 5px;">FREQUENCY</th> </tr> </thead> <tbody> <tr> <td style="height: 40px;"> </td> <td> </td> <td> </td> </tr> </tbody> </table>	NAME	TRAINING RECEIVED	FREQUENCY			
NAME	TRAINING RECEIVED	FREQUENCY					

LOCATION AND USE OF EMERGENCY FACILITIES	<p>The nearest emergency services are located:</p> <ul style="list-style-type: none"> ▪ Fire Station: ▪ Ambulance: ▪ Police: ▪ Hospital:
FIRE PROTECTION REQUIREMENTS	<p>Fire protection equipment listed below can be accessed by trained personnel at the following locations</p>
ALARM AND EMERGENCY COMMUNICATION REQUIREMENTS	
FIRST AID	<ul style="list-style-type: none"> ▪ First Aid Kit Type: ▪ Location: ▪ Other Supplies: ▪ First Aiders are: ▪ Work Station & Shift: ▪ Transportation arrangements:
PROCEDURES FOR RESCUE AND EVACUATION	<ul style="list-style-type: none"> ▪ ▪ ▪ ▪
DESIGNATED RESCUE AND EVACUATION WORKERS	<ul style="list-style-type: none"> ▪ Name: ▪ Work Station/Area: ▪ Name: ▪ Work Station/Area:

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11

FIRST AID

No one wants to hurt workers at their work site. Just in case it happens though, first aid arrangements need to be established.

What is first aid?

First Aid - means the immediate and temporary care given to an injured or ill person at a work site using available equipment, supplies, facilities, or services, including treatment to sustain life, to prevent a condition from becoming worse, or to promote recovery.

Reference: *OHS Code, Part 1*



LEGISLATED REQUIREMENTS

Who is a first aider?

First Aider - means an emergency first aider, standard first aider or advanced first aider designated by an employer to provide first aid to workers at a work site.

Reference: *OHS Code, Part 1*



LEGISLATED REQUIREMENTS

Each level of first aid training can provide specific skills summarized below:

Emergency First Aid	The purpose of emergency first aid is to provide basic first aid for life threatening situations. It covers the essentials of maintaining an airway, effective breathing and cardiopulmonary resuscitation (CPR), control of bleeding and how to prevent further injury until medical care is available.
Standard First Aid	The standard first aid course covers the basic areas of preserving life, preventing further injury and providing first aid care until medical aid is available.
Advanced First Aid	The advanced first aid course provides a more in-depth coverage of basic first aid and also includes triage, rescue, transportation of casualties and oxygen administration.

LEGISLATED REQUIREMENTS

First aiders must be trained by an approved training agency that meets the standards of the AEI Director of Medical Services.

Reference: *OHS Code, section 177*



A list of approved first aid training agencies is available at:

<http://employment.alberta.ca/SFW/1348.html>

Employer Responsibilities

Employers must ensure adequate first aid training, supplies and equipment for their workers.

LEGISLATED REQUIREMENTS

Employers are responsible for:

- Providing first aid services, supplies and equipment in accordance with Schedule 2, Tables 3 to 7 of the *OHS Code*
- Ensuring that the services, supplies and equipment are located near the work site they serve and are maintained, available and accessible during all working hours
- Ensure workers know the location of or post signs directing people to the location of first aid services, supplies and equipment
- Ensure an emergency communication system is in place for workers to summon first aid services
- Ensuring arrangements are in place to transport injured or ill workers from the work site to the nearest health care facility
- Ensuring that first aiders are trained
- Ensuring that injuries and acute illnesses are reported to the employer and recorded, and that records are kept confidential.

Reference: *OHS Code, Part 11*



In a multi-tenant facility, it may be more effective for the prime contractor, owner or facility manager to coordinate these services for all work sites.

LEGISLATED REQUIREMENTS

The employers and prime contractor for a work site may enter into a written agreement to collectively provide first aid services, supplies and equipment and first aid room (if required).

Reference: *OHS Code, section 178(3)*



First Aid Records

Workers

If a worker has been injured, it needs to be reported to the employer, even if it may seem minor at that time.

Workers must report any acute illness or injury⁵ at the work site to the employer as soon as possible.

Reference: *OHS Code, section 182*



LEGISLATED REQUIREMENTS

Employers

Employers must record, on a first aid record, every acute illness or injury that occurs at the work site as soon as possible after it is reported to them.

The first aid record must contain:

- Name of worker
- Name and qualifications of the person giving first aid
- Description of the illness or injury
- Type of first aid given to the worker
- Date and time of the illness or injury
- Date and time the illness or injury was reported
- Where at the work site the incident occurred
- Work-related cause of the incident, if any.

Reference: *OHS Code, section 183*



LEGISLATED REQUIREMENTS

The person in charge of first aid records must ensure they are kept confidential.

Access to first aid records is limited to the worker, the Director of Medical Services or a person authorized by the Director of Medical Services, except where written permission of the worker is obtained. First aid records must be kept for 3 years from the date of the incident.

Reference: *OHS Code, sections 183, 184*



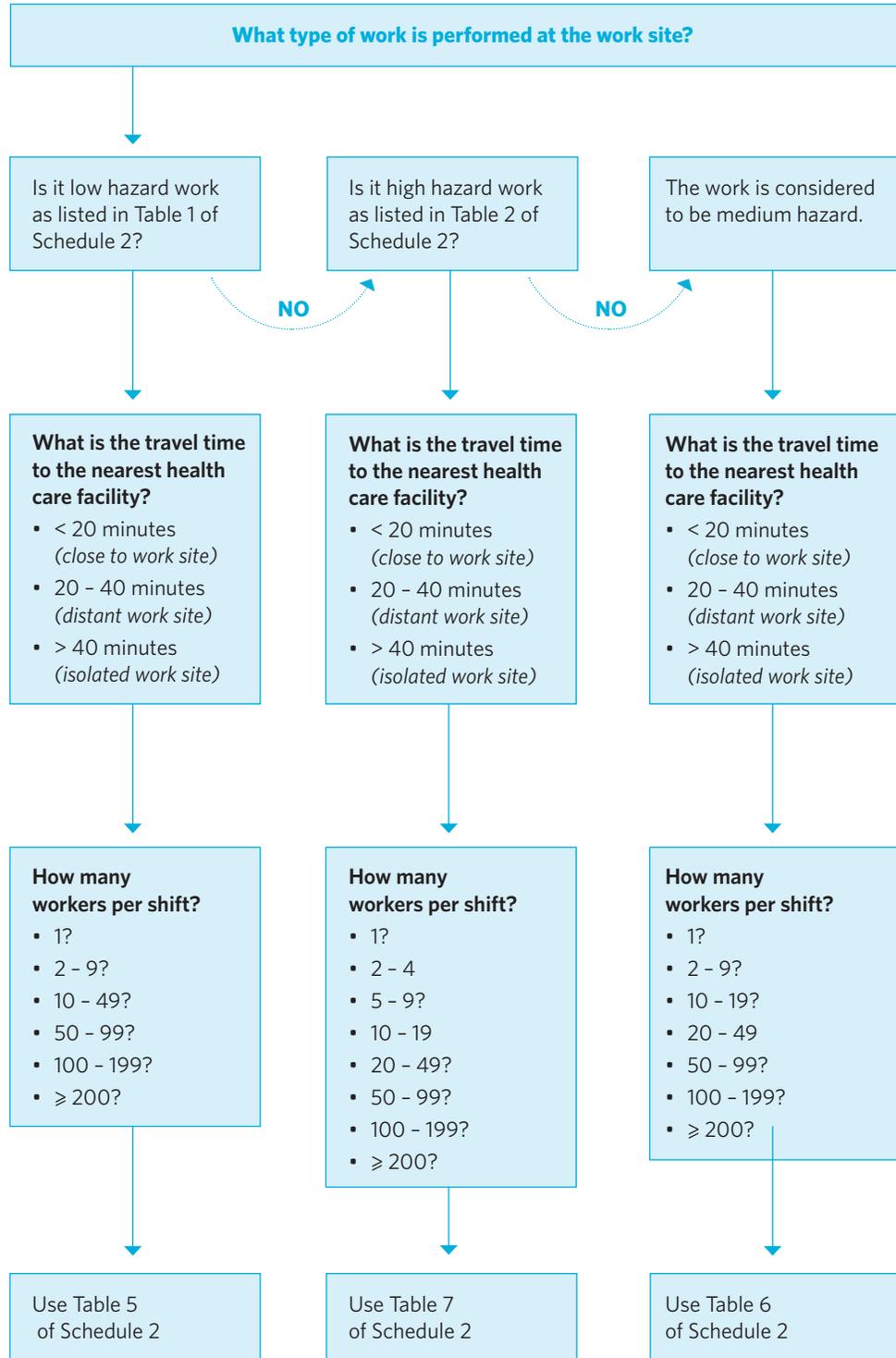
LEGISLATED REQUIREMENTS

⁵ Acute illness or injury means a physical injury or sudden occurrence of an illness that results in the need for immediate care.

Reference: *OHS Code, Part 1.*

Determining your first aid requirements

Use the following process to ensure the appropriate first aid is available at your work site:



Note: Number of first aiders indicated is for a shift at all times.

For example only, the medium hazard work site table is shown here (Table 6). For the low hazard (Table 5) and high hazard (Table 7) tables, as well as the definitions of low and high hazard, please refer to the Schedule 2 of the *OHS Code*.

Number of workers at work site per shift	Close work site (up to 20 minutes)	Distant work site (20 - 40 minutes)	Isolated work site (more than 40 minutes)
1	Type P First Aid Kit	Type P First Aid Kit	Type P First Aid Kit
2 - 9	1 Emergency First Aider No. 1 First Aid Kit	1 Standard First Aider No. 2 First Aid Kit 3 blankets	1 Standard First Aider No. 2 First Aid Kit 3 blankets
10 - 19	1 Emergency First Aider 1 Standard First Aider No. 2 First Aid Kit	1 Emergency First Aider 1 Standard First Aider No. 2 First Aid Kit 3 blankets	2 Standard First Aiders No. 2 First Aid Kit 3 blankets
20 - 49	1 Emergency First Aider 1 Standard First Aider No. 2 First Aid Kit	1 Emergency First Aider 1 Standard First Aider No. 2 First Aid Kit 3 blankets	2 Standard First Aiders No. 2 First Aid Kit 3 blankets
50 - 99	2 Emergency First Aiders 1 Standard First Aiders No. 3 First Aid Kit	2 Emergency First Aiders 1 Standard First Aider No. 3 First Aid Kit 3 blankets	3 Standard First Aiders No. 3 First Aid Kit 3 blankets
100 - 199	2 Emergency First Aiders 2 Standard First Aiders No. 3 First Aid Kit Designated area for first aid services	2 Emergency First Aiders 2 Standard First Aider No. 3 First Aid Kit 3 blankets, stretcher, splints Designated area for first aid services	3 Emergency First Aiders 1 Advanced First Aider No. 3 First Aid Kit 3 blankets, stretcher, splints Designated area for first aid services
200 or more	2 Emergency First Aiders 2 Standard First Aiders 1 Nurse or 1 EMT-P <i>PLUS</i> 1 Standard First Aider for each additional increment of 1 to 100 workers First Aid Room	2 Emergency First Aider 2 Standard First Aiders 1 Nurse or 1 EMT-P <i>PLUS</i> 1 Standard First Aider for each additional increment of 1 to 100 workers First Aid Room	4 Standard First Aiders 1 Nurse or 1 EMT-P <i>PLUS</i> 1 Standard First Aider for each additional increment of 1 to 100 workers First Aid Room

Note: Number of first aiders indicated is for a shift at all times.

What is a health care facility?

LEGISLATED REQUIREMENTS

A health care facility means a hospital, medical clinic or physician's office that can dispense *emergency* medical treatment during the time the workers are at the work site.

Reference: *OHS Code, Part 1*



First Aid Kits

The contents of first aid kits are standardized and are available at many safety supply stores. Ask for an Alberta First Aid Kit and specify the number of the kit required.

Kits for Vehicles

There is not a specific first aid kit for a vehicle. It is still based on the hazard level of the work site (driving would generally be considered medium hazard) and how many workers there are. It is best to use the kit for the maximum number of people the vehicle can safely hold.

RESOURCES

Resources for First Aid

- List of approved first aid training agencies is available at:
http://employment.alberta.ca/documents/WHS/WHS-EP_firstaid_courses.pdf
- Publication on First Aid Records:
http://employment.alberta.ca/documents/WHS/WHS-PUB_fa009.pdf
- Developing a First Aid Plan:
http://employment.alberta.ca/documents/WHS/WHS-PUB_fa012.pdf
- Workplace First Aiders and Legal Requirements:
http://employment.alberta.ca/documents/WHS/WHS-PUB_fa011.pdf
- First Aid in the Workplace: Trade, Investment and Labour Mobility Agreement & Agreement on Internal Trade:
http://www.employment.alberta.ca/documents/WHS/WHS-PUB_fa016.pdf
- Quality Management Plan Requirements for First Aid Training in Alberta Workplaces:
http://www.employment.alberta.ca/documents/WHS/WHS-PUB_fa010.pdf



First Aid Record *(Completed Sample)*



XYZ Property Management

09 / 01 / 2009
DATE OF INJURY OR ILLNESS (M/D/Y)

10:00
TIME AM
 PM

09 / 01 / 2009
DATE OF INJURY OR ILLNESS REPORTED TO FIRST AIDER (M/D/Y)

10:02
TIME AM
 PM

Jane Doe
FULL NAME OF INJURED OR ILL WORKER

Description of the injury or illness:

Worker tripped and fell in the mechanical room. When she fell she cut her left hand on a tool left on the floor.

Description of where the injury or illness occurred/began:

Incident occurred in the mechanical room of XYZ Property Management.

Causes of the injury or illness:

DIRECT CAUSE(S)

Worker fell over debris while carrying tools.

CONTRIBUTING CAUSE(S)

Poor lighting
Poor housekeeping
Poor tool storage

Look for all the possible causes of the incident.

First aid provided?

No Yes (If yes, complete the rest of this page)

Name of first aider:

Bill Jones

First aid qualifications:

- | | |
|--|---|
| <input type="checkbox"/> Emergency First Aider | <input type="checkbox"/> Emergency Medical Technician - Paramedic |
| <input checked="" type="checkbox"/> Standard First Aider | <input type="checkbox"/> Emergency Medical Technician - Ambulance |
| <input type="checkbox"/> Advanced First Aider | <input type="checkbox"/> Emergency Medical Technician |
| <input type="checkbox"/> Registered Nurse | <input type="checkbox"/> Emergency Medical Responder |

First aid provided:

Cut cleaned with water and gauze dressing applied. Worker returned to work.

CONFIDENTIAL Keep this record for at least 3 years from the date of injury or illness.

First Aid Record Template



DATE OF INJURY OR ILLNESS (M/D/Y)	TIME	<input type="checkbox"/> AM <input type="checkbox"/> PM
DATE OF INJURY OR ILLNESS REPORTED TO FIRST AIDER (M/D/Y)	TIME	<input type="checkbox"/> AM <input type="checkbox"/> PM
FULL NAME OF INJURED OR ILL WORKER		

Description of the injury or illness:

Description of where the injury or illness occurred/began:

Causes of the injury or illness:

DIRECT CAUSE(S)

CONTRIBUTING CAUSE(S)

First aid provided?

No Yes (If yes, complete the rest of this page)

Name of first aider:

First aid qualifications:

- | | |
|--|---|
| <input type="checkbox"/> Emergency First Aider | <input type="checkbox"/> Emergency Medical Technician – Paramedic |
| <input type="checkbox"/> Standard First Aider | <input type="checkbox"/> Emergency Medical Technician – Ambulance |
| <input type="checkbox"/> Advanced First Aider | <input type="checkbox"/> Emergency Medical Technician |
| <input type="checkbox"/> Registered Nurse | <input type="checkbox"/> Emergency Medical Responder |

First aid provided:

CONFIDENTIAL Keep this record for at least 3 years from the date of injury or illness.

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12

WORKPLACE VIOLENCE

Violence in the Workplace

The potential for violence in the workplace is a hazard. Identifying situations where workers may be exposed to violence assists the employer in implementing controls to improve worker safety.

Assessing your risk of workplace violence

When assessing the potential for violence, ask yourself if your work could include any of the following: look at the day-to-day concerns for routine operations, and consider other things such as controversial gatherings – G8 summit, Petroleum Conferences – that may disrupt your business and could impact your workers' safety.

Industry-Related Risks	Location-Related Risks
<ul style="list-style-type: none">• Working alone or in small numbers• Working in retail, especially with<ul style="list-style-type: none">· money· prescription drugs· jewelry· other valuables• Working between 11 pm and 6 am• Working where alcohol is sold or consumed• Providing social assistance or emergency interventions• Working with patients in a healthcare facility• Working in law enforcement, corrections, security or any other inspection or regulatory occupation• Working with unstable or violent individuals• Employers targeted by protestors or action groups	<ul style="list-style-type: none">• Working near businesses that experience an elevated risk from any of the industry-related risks• Working in or near high crime areas• Working in isolated or remote areas• Working in community based settings such as social work or home care• Working during peak business cycles such as the holiday shopping rush; lunch or dinner hours• Working during a time of significant organizational change• Working in a business to which the public has access

Be aware of your workers safety when coming to or leaving the work site, for example, when they are waiting for public transit or in parking lots.

Prevention of Workplace Violence



Policy Statement

The management of _____ recognizes the potential for workplace violence and other aggressive behavior directed at our employees. We will not tolerate behavior from anyone that intimidates, threatens, harasses, abuses, injures or otherwise victimizes our employees and will take whatever steps are appropriate to protect our employees from the potential hazards associated with workplace violence. We are committed to providing our employees with an appropriate level of protection from the hazards associated with workplace violence.

Management Responsibilities

Management will:

- Inform employees if they are working in an area where there is a potential for violence and identify any risks that are specific to that area.
- Ensure that appropriate procedures are in place to minimize the risk to our employees from violence.
- Ensure that employees are trained in recognizing and responding to situations involving workplace violence.
- Ensure that every reported incident of workplace violence is investigated, and potential areas for improvement are identified.

Employee Responsibilities

- Employees of _____ are required to be familiar with and follow the procedures that are in place to protect them from workplace violence.
- All employees must participate in the instruction of workplace violence prevention.
- Employees are required to immediately report all incidents of workplace violence to their supervisor or alternate _____ e.g. manager, foreman, security.
- Employees are also responsible for participating in work site hazard assessments and implementing controls and procedures to eliminate or control the associated hazards.

No employee can be penalized, reprimanded or in any way criticized when acting in good faith while following the procedures for addressing situations involving workplace violence.

SIGNATURE OF COMPANY OWNER/PRESIDENT

DATE

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Reference: Alberta WCB: Preventing Violence at Work. Order from: http://www.wcb.ab.ca/webforms/violence_materials.asp

Employer Responsibilities

Employers must:

- Ensure that workplace violence is considered a hazard for the purposes of conducting a hazard assessment
- Develop a policy and procedures for potential workplace violence
- Ensure workers are instructed in
 - recognition of workplace violence
 - the policy, procedures and arrangements that effectively minimize or eliminate workplace violence
 - the appropriate response to workplace violence, including how to obtain assistance
 - procedures for reporting, investigating and documenting incidents of workplace violence.
- Investigate an incident of workplace violence according to the OHS Act
- Ensure a worker is advised to consult a health professional for treatment or referral if the worker
 - reports an injury or adverse symptom resulting from workplace violence, or
 - is exposed to workplace violence.

Reference: *OHS Code, Part 27*



LEGISLATED REQUIREMENTS

Workplace Violence Procedures

In addition to a policy, procedures need to be developed and communicated to all workers. The procedures⁶ should address the following areas:

How potential hazards will be identified and communicated to staff

Ask yourself if your hazards could affect other neighbouring tenants. If so, you may need to ensure the property manager is aware of this so they can work it into their emergency preparedness and response procedures.

Hazard assessments regarding workplace violence will be completed as part of the regular hazard assessment program. The results of the hazard assessment will be communicated to workers at the regular staff meetings.



EXAMPLE

How to respond to workplace violence

All workers who are exposed to potential or real situations of workplace violence should leave the immediate area if possible and call for assistance from co-workers or 911 immediately.



EXAMPLE

How to report workplace violence

Employees are required to immediately report all incidents of workplace violence to their supervisor.



EXAMPLE

⁶ Reference: Alberta WCB (2001). Preventing Violence at Work.
Order from: http://www.wcb.ab.ca/webforms/violence_materials.asp

How to investigate and document incidents of workplace violence

EXAMPLE

All incidents of workplace violence will be documented on the Incident Investigation Report and the supervisor is responsible for investigating the incident to determine the causes and to identify how to prevent future occurrences.



For more information on conducting an incident investigation and sample incident investigation forms access the AEI eLearning program on incident investigation at: <http://employment.alberta.ca/whs/learning/Incident/Incident.htm>. A sample Incident Investigation Report template is included at the end of section 14 of this document.

The support available for victims of workplace violence

EXAMPLE

All workers exposed to workplace violence will be advised to consult with a health care professional for counseling.



Training of workers

EXAMPLE

All workers will be instructed in the workplace violence policy and procedures in orientation and a review will be done annually or as new related work processes or hazards arise.



The WCB offers half day courses on preventing workplace violence. More information can be found at: http://www.wcb.ab.ca/public/preventing_violence.asp

RESOURCES

Resources for Workplace Violence

- Preventing Violence and Harassment at the Workplace (Bulletin vah001):
http://employment.alberta.ca/documents/WHS/WHS-PUB_vah001.pdf
- CCOHS Health Promotion/Wellness/Psychosocial Resources:
<http://www.ccohs.ca/oshanswers/psychosocial/>
- Alberta WCB Preventing Violence at Work:
<http://www.wcb.ab.ca/workingsafely/violence.asp>
- eLearning program on incident investigation:
<http://employment.alberta.ca/whs/learning/Incident/Incident.htm>



Workplace Violence Procedures Template

The procedures for dealing with workplace violence are as stated below.



How potential hazards will be identified and communicated to staff

How to respond to workplace violence

How to report workplace violence

How to investigate and document incidents of workplace violence

The support available for victims of workplace violence

Training of workers

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13

WORKING ALONE

A worker is working alone if they are alone at a work site *and* assistance is not readily available in case of emergency, injury, or illness. This does not apply if there are two workers of different employers working together. It is reasonable to expect that the workers will assist one another if needed.

Employer Responsibilities

Employers must provide for any worker working alone, an effective communication system consisting of

- radio communication
- landline or cellular phone, or
- some other effective means of communication

that includes regular contact by the *employer* or their designate at intervals appropriate to the nature of the hazard associated with the worker's work.

If electronic communication is not practical at that work site, the employer must ensure that

- the employer or designate visits the worker, or
- the worker contacts the employer or designate at intervals appropriate to the nature of the hazard associated with the worker's work.

Reference: *OHS Code, section 394*



LEGISLATED REQUIREMENTS

Specific Situations

When determining if assistance is readily available to your workers, assess these three factors:

- **Awareness** – will someone capable of providing assistance be aware of the worker's needs?
- **Willingness** – is it reasonable to expect other people will provide helpful assistance?
- **Timeliness** – will assistance be provided within a reasonable period of time? This must take into account the type of injuries that person could incur based on their work and their environment.

Consider these three factors in your hazards identification, assessment and control for working alone.

Consider these examples:

- Travel on a busy roadway during the day – it is reasonable to expect that other road users will be able to help and provide assistance in a timely manner and the working alone requirements do not apply.
- Travel on a remote road and/or at night – working alone requirements may apply as assistance may not be readily available.

RESOURCES

Resources for Working Alone

- Working Alone: <http://www.employment.alberta.ca/SFW/355.html>
- Work Safe Alberta: Working Alone Safely: a Guide for Employers and Employees: http://www.employment.alberta.ca/documents/WHS/WHS-PUB_workingalone.pdf
- Canadian Centre for Occupational Health and Safety: Working Alone FAQ: <http://www.ccohs.ca/oshanswers/hsprograms/workingalone.html>
- Canadian Centre for Occupational Health and Safety: Working Alone Off-Site: http://www.ccohs.ca/oshanswers/hsprograms/workingalone_offsite.html



14

INCIDENT MANAGEMENT + INVESTIGATION

Incidents are any occurrence at a work site that has the potential to cause injury or illness to a worker.

Now that you have developed a health and safety management system, you should not have as many incidents at your work sites. It is important to remember that the incidents you do have can be an indicator of things to come (Figure 1), if you don't deal with them appropriately.



Figure 1. Incident Pyramid

Reference: *Practical Control Leadership*. Frank E. Bird and George L. Germain, 1990.

It must be everyone's first priority to ensure the worker gets prompt and appropriate medical care. After this, by investigating the incident and implementing corrective measures, it is possible to prevent it from happening again or to even prevent a more serious incident.

Employer Responsibilities

LEGISLATED REQUIREMENTS

Employers must report to AEI Occupational Health and Safety:

- An injury or accident that results in death
- An injury or accident that results in a worker being admitted to a hospital for more than 2 days
- An unplanned or uncontrolled explosion, fire or flood that causes a serious injury or that has the potential of causing a serious injury
- The collapse or upset of a crane, derrick or hoist
- The collapse or failure of any component of a building or structure necessary for the structural integrity of the building or structure.

Reference: *OHS Act, section 18*



Investigation

All incidents that occur at a work site must be investigated, not just the ones that need to be reported to Occupational Health and Safety.

LEGISLATED REQUIREMENTS

If a worker is injured or any other incident that has the potential of causing serious injury occurs, the prime contractor, the contractor or employer responsible for that work site shall

- carry out an investigation into the circumstances surrounding the serious injury,
- prepare a report outlining the circumstances of the serious injury and the corrective action(s) put in place, if any, to prevent a recurrence of the serious injury, and
- ensure that a copy of the report is readily available for inspection by an officer.

Reference: *OHS Act, section 18*



Near Miss

Near misses are the most common incidents. They cause no visible injury or damage but could cause serious injuries or property damage under slightly different circumstances. Near misses identify conditions or work practices that must be changed to prevent future incidents. Making the most of these early warnings will help to keep your workers as safe as possible.

EXAMPLE

A worker is below some scaffolding with workers above him. One of the workers unintentionally drops his hammer off the side of the scaffold and it falls to the ground near where the other worker is. If the worker on the ground had been below that, it could have caused him serious injury.

The workers report this to their supervisor. Both work crews discuss this and look at falling objects now as a part of their hazard assessment. They determine they will not both work at the same time and they will tether tools to the upper scaffold to prevent them from hitting the ground below. Now both groups of workers are prepared to finish the job safely.



Goals of Incident Investigation

A successful incident investigation will determine the root cause(s) of the incident and find ways to prevent similar and more serious incidents.

Conducting an Incident Investigation

It is important to use people with appropriate training in the applicable fields to ensure you will get the most complete incident investigation possible. By following a standardized process, you should be able to gather enough information to answer these questions:

- **WHO** was involved or injured?
- **WHAT** occurred?
- **WHERE** did the incident occur?
- **WHEN** did the incident occur?
- **WHY** was the unsafe act or condition allowed?
- **HOW** can a similar incident be prevented?

Sources of Information

There are many places to find information during an incident investigation. The kind of information you will need will vary based on the situation. The following sources of information may include, but are not limited to:

- Observations i.e. weather conditions
- Interview witnesses
- Training records of injured worker
- Interview supervisor or person directing work even if they didn't witness the incident
- Work permits (if applicable)
- Safety meeting minutes if that issue was discussed
- Inspection and maintenance records for equipment
- Engineering analysis
- Pictures of the area, the work conditions, equipment
- First aid record form

Incident Causation

Usually there are several factors that cause or contribute to an incident. It is important not to focus only on the direct causes, but also look for other factors that may have contributed to the incident. If you do this, you will be better able to prevent it from happening again.

- Direct Cause – action, event or force that is the immediate, initiating or primary agent which leads to the incident.
- Indirect Cause – this alone did not cause the incident however it contributed to the outcomes. There may be several indirect causes for an incident. For example:
 - Poorly maintained, unsafe or defective equipment
 - Unsafe environment or conditions
 - Poor housekeeping
 - Physical hazards
 - Poor planning
 - Poor training
 - Unsafe work practices – for example cutting corners
 - Unusual or unfamiliar work conditions
 - Personnel and behavioural factors – for example, stress, fatigue, etc.

The **root causes** of the incident are the source of each of the direct and indirect causes; the most basic conditions that allowed them to occur. **Control measures that address the root causes are best able to prevent future incidents.**

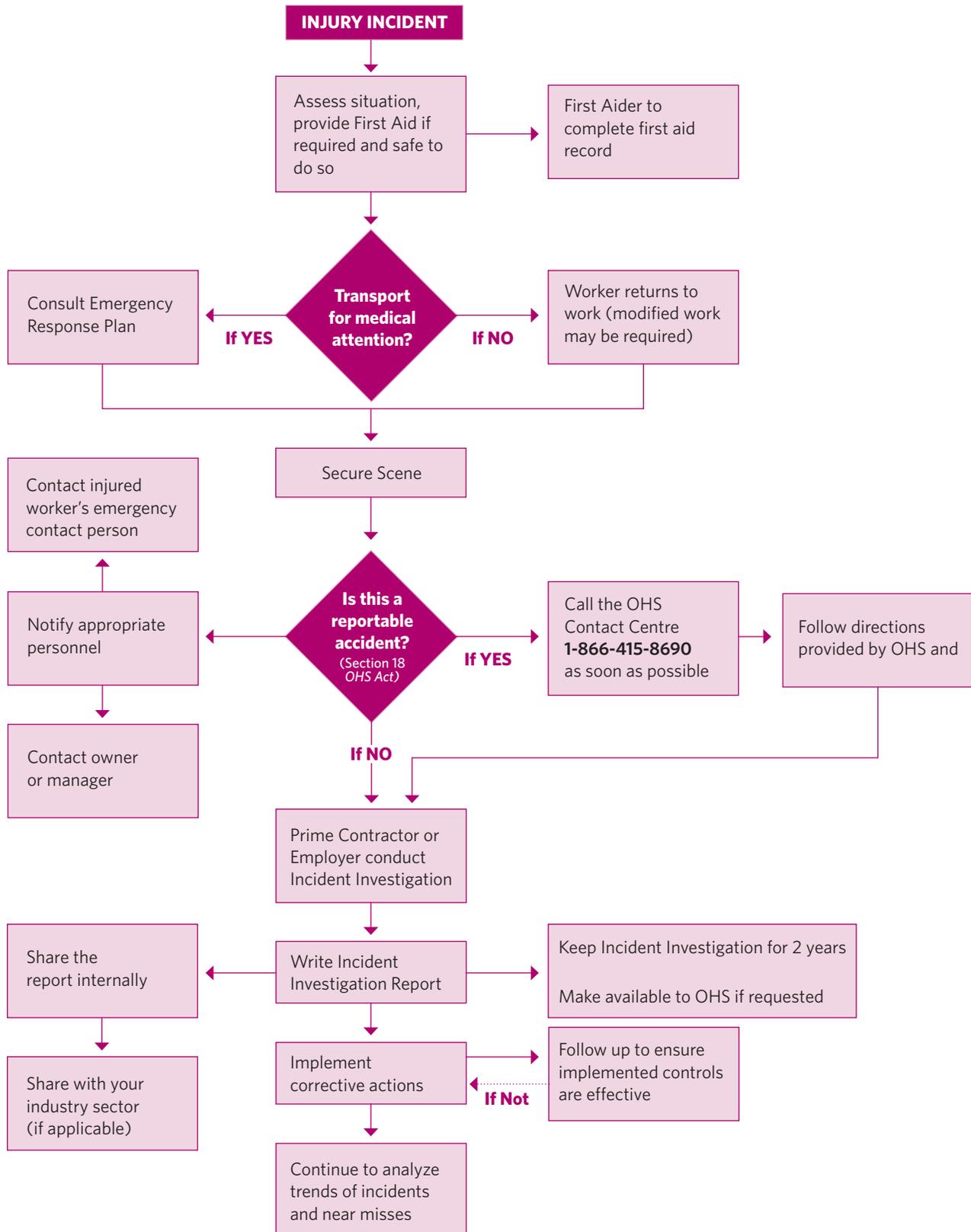
RESOURCES

Resources for Incident Management & Investigation

- Incident Investigation eLearning tool:
<http://employment.alberta.ca/whs/learning/Incident/Incident.htm>
- Reporting Injuries and Incidents:
http://employment.alberta.ca/documents/WHS/WHS-PUB_li016.pdf
- Risk-based approach to near miss:
<http://www.ccohs.ca/hscanada/contributions/RITWIKARTICLE.pdf>



Sample Injury Incident Management and Investigation



Incident Investigation Report Template



NAME OF WORKER*

JOB TITLE*

NAME OF EMPLOYER

DATE OF INCIDENT (M/D/Y)

TIME OF INJURY OR ILLNESS

AM

PM

DATE INCIDENT REPORTED (M/D/Y)

TIME REPORTED TO EMPLOYER

AM

PM

DATE INCIDENT REPORTED TO EMPLOYER (M/D/Y)

JOB TITLE

LOCATION OF INCIDENT

Type of Incident:

Near Miss

First Aid

Production Loss

Medical Aid

Property Damage

Serious Injury

Reportable Incident

Date/Time Reported to OHS: _____

(see section 18 of the *OHS Act*)

Injured/Ill Worker #1

NAME

JOB TITLE

NATURE OF INJURY/ILLNESS

Severity:

Fatal

Medical Aid

Lost Time

More than 2 days in hospital

First Aid

Permanent Disability

Injured/Ill Worker #2

NAME

JOB TITLE

NATURE OF INJURY/ILLNESS

Severity:

Fatal

Medical Aid

Lost Time

More than 2 days in hospital

First Aid

Permanent Disability

* This information must be kept confidential.

Witnesses (sample witness statement forms on CD)

NAME

JOB TITLE

Statement Attached? Yes No

NAME

JOB TITLE

Statement Attached? Yes No

Description of the injury or illness:

Describe the relevant details of what happened immediately before, during and after the incident.

Site diagram or sketch

RECOMMENDED CORRECTIVE ACTION(S)				
	Action (ensure it addresses the root cause)	Assigned to	Completed on	Follow up
Direct Causes				
Indirect Causes				

NAME OF INVESTIGATOR _____

DATE (M/D/Y) _____

NAME OF INVESTIGATOR _____

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NAME OF INVESTIGATOR _____

15

PROGRAM MONITORING + EVALUATION

Why Should I Review my Health and Safety Management System?

The purpose of reviewing your health and safety management system is to make sure it's up-to-date and being used appropriately. A review helps you identify the strengths and weaknesses of your program and allows you to focus on the areas that need improvement. It will also help you determine if your interventions have been effective. The review will be most beneficial if employees are involved in the review process as they see how it functions on a daily basis.

Program Administration

Keeping records plays a critical part in monitoring the effectiveness of your health and safety management system. Examples of records that should be maintained to assist you in evaluation include, but are not limited to:

- Employee orientation and training records
- Completed hazard assessments
- Work site inspection records
- Incident investigation reports
- Equipment maintenance records
- Meeting minutes where health and safety was discussed

Measuring your Effectiveness

Evaluating health and safety at your workplace will indicate where changes may be required to make your health safety system more effective. Common ways of measuring effectiveness include:

- Monitoring the costs of injuries
- Monitoring the number of days lost due to absenteeism
- Maintenance of paperwork
- Auditing your health and safety management system
- Peer review
- Monitor injury and illness data for your work site. This can be accessed through the Workers' Compensation Board Loss Control Reports available at: <https://ds.wcb.ab.ca/uidp/signon/content/logon.aspx>
- Comparing your company's safety record to that of other similar companies in your industry. You can download the latest version of the Occupational Diseases and Injuries reports in Alberta at: <http://www.employment.alberta.ca/SFW/129.html>

RESOURCES

Resources for Program Monitoring and Evaluation



- Government of Alberta Building an Effective Health and Safety Management System: http://www.employment.alberta.ca/documents/WHS/WHS-PS_building.pdf
- Government of Saskatchewan, Setting up an OHS Program: <http://www.labour.gov.sk.ca/Default.aspx?DN=6c991c55-55f3-4c86-89af-343b37e88ce3>

16

GLOSSARY OF TERMS

Acute Illness or Injury

means a physical injury or sudden occurrence of an illness that results in the need for immediate care.

Advanced First Aider

An Emergency Medical Responder, Emergency Medical Technician, nurse or other person who holds a certificate in advanced first aid from an approved training agency.

Competent Worker

An adequately qualified, suitably trained and sufficiently experienced worker who is capable of safely performing work without supervision or with only a minimal degree of supervision.

Direct Cause

An action, event or force that is the immediate, initiating or primary agent which leads to the incident.

Emergency First Aider

A person who holds a certificate in emergency first aid from an approved training agency.

Employer

A person who is self-employed in an occupation; a person who employs one or more workers; a person designated by an employer as the employer's representative; a director or officer of a corporation who oversees the occupational health and safety of the workers employed by the corporation.

Equipment

Equipment means a thing used to equip workers at a work site and includes tools, supplies, machinery and sanitary facilities.

Harmful Substance

A substance that, because of its properties, application or presence, creates or could create a danger, including a chemical or biological hazard, to the health and safety of a worker exposed to it.

Hazard

A situation, condition, or behavior that has the potential to cause a danger to the health or safety of a worker.

Health Hazard: a physical, chemical, biological or psychological hazard which may cause acute or chronic health effects in exposed employees (e.g. noise, dust, heat, ergonomics, etc.).

Safety Hazard: a substance, process, action or condition which may endanger the immediate safety of employees (e.g. chemical burns, shear points, slips and falls, etc.).

Hazard Assessment

A process used to identify and evaluate the health and safety hazards associated with job tasks. Provides a method for prioritizing health and safety hazards.

Imminent Danger

A danger that is not normal for an occupation, or a danger under which a person engaged in that occupation would not normally carry out the required work.

Incident

Any occurrence that has the potential to cause injury or illness. This includes “near miss” incidents.

Indirect Cause

This factor did not cause the incident however it contributed to the outcomes. There may be several indirect causes for an incident.

Near Miss

An incident in which injury did not occur but which could have caused an injury under slightly different circumstances.

Occupation

Every occupation, employment, business, calling or pursuit over which the Legislature has jurisdiction. Farming, ranching and work in, on or around a private dwelling performed by the owner or occupant of the dwelling is excluded from this definition.

Occupational Exposure Limit

The concentration of a chemical in the workplace to which most people can be exposed without experiencing harmful effects. Specific limits are defined within the *Occupational Health & Safety Code*, Schedule 1.

Officer

Someone appointed as an occupational health and safety officer under the *OHS Act*.

Owner

The person in legal possession of the work site or the person with an ownership interest in the work site who requests that the work be done.

Prime Contractor

The contractor, employer or other person who enters into an agreement with the owner of the work site to be the prime contractor, or the owner of the work site if no agreement exists.

Root Cause

The underlying or basic factors which contribute to an incident.

Safe Work Procedures

A written, step-by-step instruction of how to perform a task from beginning to end.

Standard First Aider

A first aider who holds a certificate in standard first aid from an approved training agency.

Worker

A person engaged in an occupation.

Work Site

A location where a worker is or is likely to be engaged in an occupation. This includes any vehicle used for work purposes.

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ADDITIONAL RESOURCES

Here is a summary of all the additional resources you can access for more information

- Employment Standards Code:
<http://www.employment.alberta.ca/SFW/1698.html>
- Alberta Human Rights Legislation:
www.albertahumanrights.ab.ca/
- Workers' Compensation Board:
www.wcb.ab.ca
- Alberta Building Code:
<http://www.lrc.education.gov.ab.ca/pro/resources/item.htm?item-no=683161>
- Partnerships Program:
<http://employment.alberta.ca/SFW/277.html>
- Occupational Health and Safety:
<http://employment.alberta.ca/sfw/53.html>
- eLearning tools:
<http://www.employment.alberta.ca/SFW/268.html>
- *OHS Act*:
http://www.qp.alberta.ca/574.cfm?page=002.cfm&leg_type=Acts&isbncIn=0779749200
- *OHS Regulation*:
http://www.qp.alberta.ca/574.cfm?page=2003_062.cfm&leg_type=Regs&isbncIn=077971752X
- *OHS Code*:
http://www.employment.alberta.ca/documents/WHS/WHS-LEG_ohsc_2009.pdf
- *OHS Code Explanation Guide*:
<http://www.employment.alberta.ca/SFW/3969.html>
- A Plain Language Guide to Bill C-45: Amendments to the Criminal Code Affecting the Criminal Liability of Organizations: <http://www.justice.gc.ca/eng/dept-min/pub/c45/index.html#toc>
- CSA Z1000 Occupational Health and Safety Management:
<http://www.shopcsa.ca/onlinestore/GetCatalogDrillDown.asp?Parent=4321>
- ANSI Z10:
<http://webstore.ansi.org>
- OHSAS 18001:
<http://www.ohsas-18001-occupational-health-and-safety.com/>

Continued on next page

- CCOHS:
<http://www.ccohs.ca/>
- Transportation of Dangerous Goods:
<http://www.transportation.alberta.ca/740.htm>
- Alberta Environment:
<http://environment.gov.ab.ca/info/topics.asp>
- International Labour Organization:
www.ilo.org
- WorkSafe BC:
www.worksafebc.ca
- Centers for Disease Control and Prevention Emergency Preparedness and Response Site:
<http://www.bt.cdc.gov/>
- Alberta Fire Code - Alberta Government Learning Resources Centre:
<http://www.lrc.education.gov.ab.ca/pro/resources/item-title.htm>
- Government of Saskatchewan:
<http://www.labour.gov.sk.ca/>

Evaluation Form



AEI would like your feedback on the *Recommended Practices in Health and Safety: A Guide for Building Owners and Managers*. All responses are kept confidential and will be grouped with other responses to provide an overall evaluation of the document. Please send the completed form to:

Lisa Chen

Program Development and Research
 Occupational Health and Safety
 9th Floor, 10808-99 Avenue
 Edmonton, Alberta T5K 0G5
 Fax: 1-780-422-0014 or Email to: lisa.chen@gov.ab.ca

How did you find out about the Recommended Practices in Health and Safety: A Guide for Building Owners and Managers?

- BOMEX Conference
- BUILDEX Conference
- Website:
 - Government
 - BOMA Calgary
 - BOA Calgary
- Industry Association - Specify: _____
- Other - Specify: _____

The following questions will help us determine the usefulness of the content available in the Guide. Please choose one answer.

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	No Opinion
The information was easy to find.	<input type="checkbox"/>				
The information was easy to understand.	<input type="checkbox"/>				
The information was useful.	<input type="checkbox"/>				
I will be able to apply this information to my workplace.	<input type="checkbox"/>				
There was enough information provided.	<input type="checkbox"/>				

What information, if any, would you like to see added to the document?

What information, if any, should be deleted from the document?

What information was most useful to you?

Does the company you represent have a Certificate of Recognition (COR)?

Yes, please proceed to response request

No, please proceed to next question

Why not? _____

Does your company intend to achieve a Certificate of Recognition (COR)?

Yes, less than 1 year

No - Why not? _____

Yes, 3 - 5 years

No - have a different health and safety management system

RESPONSE REQUEST

If you would like a response to your comments please provide the following information:

NAME

CONTACT E-MAIL

CONTACT PHONE NUMBER

If you have any questions or comments about the feedback form, please contact **Lisa Chen** at lisa.chen@gov.ab.ca.

Thank you for taking the time to provide us with your feedback. Alberta Employment and Immigration values everyone's opinion.



Contact Us

PROVINCE-WIDE CONTACT CENTRE

Edmonton & surrounding area

780-415-8690

Throughout Alberta

1-866-415-8690

Deaf or hearing impaired

In Edmonton: 780-427-9999 or 1-888-232-7215 throughout Alberta

Website

www.worksafely.org

Getting copies of OHS Act, Regulation, & Code

Queen's Printer

www.qp.gov.ab.ca

Edmonton 780-427-4952

Occupational Health and Safety

<http://employment.alberta.ca/SFW/295.html>

Call any Government of Alberta office toll-free

Dial 310-0000, then the area code and telephone number you want to reach

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