



2137402 Alberta Inc o/a Total Living Care

**HEALTH AND SAFETY PROGRAM**



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## 1.0 HEALTH, SAFETY & ENVIRONMENT POLICY

### 1.1 Policy

Total Living Care is committed to ensuring the health, safety and welfare of all their employees, contractors, customers, and visitors to **the** site. It is also committed to maintaining environmentally friendly operation practices and to comply with any relevant standards and guidelines. **All levels of employees are to acquaint themselves fully with the contents of this policy statement to ensure compliance within their area of responsibility.**

Total Living Care Occupational Health and Safety Program is the guide to safe operation for Total Living Care This Occupational Health & Safety Program and applicable policies and procedures conform to the Alberta Workers Compensation Board Occupational Health and Safety Regulations and Code, Alberta Workers Compensation Act, Alberta Workers Compensation Board OHS Guidelines and the Canadian Environmental Protection Act.

### 1.2 Responsibilities

The Total Living Care intends to provide a safe workplace by:

- Developing a comprehensive occupational health, safety, environment and welfare program;
- Assigning responsibility to all levels of management for compliance with all aspects of this program;
- Continuously identifying hazards in the workplace and either eliminating them or reducing the risk associated with them;
- Providing appropriate training, instruction and education to all employees; and
- Enforcing this policy equally among employees, contractors, customers and visitors.

Total Living Care Supervisors are responsible for:

- Providing a health and safety orientation to new workers;
- Providing ongoing training to workers;
- Taking part in inspections and investigations;
- Reporting any safety or health hazards; and
- Correcting unsafe acts and conditions.

All employees have a duty to maintain vigilance and foresight in identifying and correcting hazards to health, safety or the environment. When necessary, they are to contact their Supervisor to take the appropriate steps to eliminate or reduce mitigate hazards at work. Total Living Care, the Employee Safety Representative and Management will be contacted where doubt or uncertainty may exist with respect to appropriate actions to be taken.

### 1.3 Commitment Statement

By placing my signature below, I personally endorse this policy and expect that all employees have the same high level of commitment that I do to the health, safety and welfare of our employees, contractors, customers, visitors, clients and the general public at large.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## 2.0 RIGHTS AND RESPONSIBILITIES POLICY

### 2.1 Policy

Total Living Care is committed to ensuring the health and safety of all their employees and visitors to their sites. All levels of employees have certain responsibilities when it comes to ensuring the health, safety and welfare of themselves and their fellow employees.

### 2.2 Employer Responsibilities

1. Provide a safe and healthy workplace;
2. Develop, initiate and maintain a comprehensive Occupational Health and Safety Program;
3. Appoint a company Safety Representative;
4. Ensure that regular safety inspections are conducted, and appropriate follow up action is taken as necessary to correct all unsafe conditions;
5. Ensure accident/incident investigations are conducted and appropriate follow up action is taken as necessary to correct all unsafe conditions;
6. Ensure all employees are adequately trained and educated in all company safe work procedures, safe operating procedures and policies;
7. Ensure that regular management and safety meetings are held;
8. Provide personal protective equipment and conduct training in the use and maintenance of such equipment;
9. Maintain safety records, documents and statistics; and
10. Provide First Aid and its facilities.

### 2.3 Supervisor Responsibilities

1. Ensure that all new employees receive a safety orientation when they start employment with Total Living Care;
2. Ensure compliance by all employees and outside contractors under their supervision with the company's safe work procedures, safe operating procedures and policies;
3. Ensure that all employees under their supervision are adequately trained and are properly instructed in the safe performance of their tasks;



4. Conduct regular departmental safety inspections of their areas including both equipment and work practices;
5. Investigate all accidents and/or incidents involving their employees and complete the Total Living Care Accident Investigation Report – taking whatever corrective action is necessary to prevent future similar accidents; and
6. Investigate and correct any alleged unsafe conditions in their area and ensure that proper follow-up action is taken.

#### **2.4 Worker Responsibilities**

1. Learn, follow and comply with all company safe work procedures, safe operating procedures and policies;
2. Comply with OHS Regulation, Workers Compensation Act and Environment Canada;
3. Report any unsafe conditions to their Supervisor immediately;
4. Participate and make recommendations in correcting unsafe conditions and the overall health and safety program;
5. Ensure personal protective equipment is properly used where required; and
6. Report any injury to the First Aid Department and/or their Supervisor immediately.

#### **2.5 Contractors Responsibilities**

Each contractor shall take reasonable care to protect his worker's health and safety as well as the health and safety of other workers who may be affected by his/her acts or omissions. The basic responsibilities include, but are not limited to, the following:

1. Planning work with health and safety considerations;
2. Following a health and safety program that is structured to meet the needs of the job site as well as the pertinent Legislation;
3. Participating in the site safety systems;
4. Co-operating with the site personnel and other contractors in all matters of health and safety;
5. Advising the appropriate site personnel of all health and safety matters which may impact on the operation of the site (includes incidents and hazards);
6. Conducting regular inspections of their work area while on site;



7. Conducting an investigation in the event of an incident and to provide site personnel with a copy of the investigation report;
8. Holding regular structured crew tool box talk meetings with workers on site in addition to pre-job meetings as needed;
9. Understanding and following the Emergency Response Plan;
10. Participating in site processes such as emergency drills;
11. Promoting health and safety at all times while on site;
12. Conducting safety orientations with company employees, sub-contractors and suppliers; and
13. Maintain safety program certification requirements and audit standards required by industry or association.

## **2.6 Employee Rights**

All Employees have the following three basic rights in Canada:

### ***The Right to Know***

All employees have a right to know what hazards are present on the job, and how these hazards can affect them. You usually learn about the hazards during health and safety training sessions and through on-the-job instructions. Learning about chemical safety through WHMIS - the Workplace Hazardous Materials Information System - is also part of the "right to know" system.

### ***The Right to Participate***

All employees have a right to take part in health and safety activities. For example, you can be chosen to be a health and safety representative or a member of a committee. You also have a right to report unsafe practices and conditions without worrying that you will lose your job or be reprimanded (get in trouble).

### ***Right to Refusal Unsafe Work***

Every employee has the responsibility and right to refuse to any work or operate any tool, appliance or equipment where it is believed, based on reasonable and probable grounds, that there exists, or will cause to exist, an imminent danger to the health and safety of the worker or another worker present at the workplace.

## **2.7 Right to Refuse Unsafe Work**

1. The purpose of this policy is to ensure that every Total Living Care employee has the right to refuse work if he or she feels it is unsafe.



2. Total Living Care will continue to maintain a safe work environment for its employees in order to prevent occupational injuries and illnesses.
3. All Total Living Care employees are responsible for complying with Total Living Care 's Occupational Health & Safety Program, Alberta OH&S Regulation, and Alberta Workers Compensation Act.
4. If the investigation and remedy procedure does not solve the matter and the worker continues to refuse to carry out the work process, the supervisor and/or management must investigate the matter in the presence of the worker who made the report and in the presence of the Supervisor and/or the members of the joint safety committee.
5. If this procedure is unsatisfactory and does not remedy the unsafe condition, then the final step is for Alberta Workers Compensation Board to be contacted, without delay, to come to the facility and investigate the situation. The site Supervisor will be the person responsible for contacting the Alberta Workers Compensation Board.
6. Under this policy, no employee will be subjected to disciplinary action.
7. An employee must not carry out or cause to be carried out any work process or operate or cause to be operated any tool, appliance, or equipment if that person has reasonable cause to believe that to do so would create an undue hazard to the health and safety of themselves and of any person.
8. An employee who refuses to carry out a work process due to unsafe conditions must immediately report the circumstances of the unsafe condition to their supervisor.

## **2.8 Unsafe Work Refusal Procedures**

1. All workers must report the unsafe condition to their Supervisor immediately.
2. The Supervisor must investigate the matter and fix it if possible. If the Supervisor decides the worker's concern s not valid, report back to the worker.
3. If a worker still views work as unsafe after a supervisor or employer has said it is safe to perform a job or task, the Supervisor must investigate the problem and ensure any unsafe condition is fixed. This investigation must take place in the presence of the worker and a worker representative of the joint health and safety committee or a worker chosen by the worker's trade union.
4. If a worker still views work as unsafe, notify Alberta Workers Compensation Board. If the matter is not resolved, the worker and the supervisor or employer must contact Alberta Workers Compensation Board. A prevention officer will then investigate and take steps to find a workable solution
5. Under this policy, no employee will be subjected to disciplinary action.





### 3.0 WORKPLACE INSPECTIONS POLICY

#### 3.1 Purpose

Total Living Care shall ensure that regular safety inspections are conducted for all their retail outlets. Regular inspections of the workplace will include buildings, structures, grounds, tools, equipment, machinery, and work methods and practices; at intervals that will prevent the development of unsafe working conditions.

Regular safety inspections of the workplace are intended to:

- a. Identify conditions and unsafe acts with the potential to cause injury or disease;
- b. Determine necessary corrective measures; and
- c. Prevent unsafe work conditions from developing.

#### 3.2 Policy

1. Any unsafe or harmful condition must be reported to the Supervisor immediately and remedied without delay.
2. A workplace safety inspection can be conducted by the Supervisor, Joint Health and Safety Committee members, Safety Representative and/or employees that are familiar with the work process.
3. Employees shall be adequately trained and educated to inspect their machinery, tools, and equipment regularly, following the manufacturer's recommendations and the Occupational Health and Safety Regulation of Alberta.
4. A visual workplace inspection of tools, machinery and equipment must be conducted on a **daily basis** depending on the work process and the type of hazard(s) involved and/or might develop.
5. A workplace inspection of buildings, structures and grounds must be conducted on a **monthly basis** depending on the work process and the type of hazard(s) involved and/or might develop. Findings of all inspections must be recorded on the **Total Living Care Safety Inspection Checklist Form**. The Safety Inspection Checklist forms must be kept and filed for due diligence purposes.
6. A copy of all safety inspection records shall be made available to Supervisor, Joint Health and Safety Committee members and as well as to all Total Living Care employees, where it is easily accessible, by posting the findings on the company safety bulletin board throughout the various sites.
7. Information obtained through inspections must be reviewed by Management and decisions shall be taken as soon as possible as to the corrective action required.

### 4.0 ACCIDENT – INCIDENT INVESTIGATIONS POLICY



#### 4.1 Purpose

The purpose of this policy and investigating accidents and incidents is to prevent a recurrence of the hazardous condition causing the event. This policy presents a practicable approach to investigating workplace accidents and incidents by emphasizing how to find the root cause(s), conduct an investigation, and make effective recommendations to prevent similar occurrences from ever happening again.

Total Living Care will investigate serious accidents as well as any incidents that:

- a. Result in an injury or illness to a worker requiring medical treatment;
- b. Did not involve injury or illness to a worker, or involved only minor injury not requiring medical treatment, but had a potential for causing serious injury or illness to a worker;
- c. Occur resulting in loss or damage sustained to material, equipment or property.

Accident and Incidents in the workplace will be investigated for the following purposes:

- a. To fulfill legal requirements;
- b. Determine the cause of accidents and incidents;
- c. To ascertain compliance with applicable safety regulations;
- d. To determine the cost of an accident, and
- e. To determine what happened and why, so the steps can be taken to prevent a recurrence.

#### 4.2 Definitions

**“Accident”** means an unplanned event that interrupts the completion of an activity, and that may (or may not) include injury or property damage.

**“Incident”** means an unexpected event that did not cause injury or damage this time but had the potential. “Near miss” and “dangerous occurrence” are also terms for an event that could have caused harm but did not.

#### 4.3 Policy

1. The Supervisor, employees and/or the Safety Representative with appropriate training in conducting accident investigations must complete an accident / incident investigation.
2. The following steps shall be taken to adequately complete an incident investigation:
  - a. Report the accident and/or incident occurrence to the Supervisor immediately;
  - b. Provide first aid and medical care to injured person(s) and prevent further injuries or damage;



- c. Investigate the accident / incident;
  - d. Identify the causes of the accident / incident;
  - e. Report the findings of the investigation;
  - f. Develop a plan and recommendations for corrective action;
  - g. Implement the plan and recommendations for corrective action;
  - h. Evaluate the effectiveness of the corrective action; and
  - i. Make changes for continuous improvement.
3. The personnel conducting the investigation must prepare and complete a Total Living Care Accident & Incident Investigation Report.
  4. The incident report must include the following information:
    - a. The place, date, and time of the accident/incident;
    - b. The names and job titles of persons involved and/or injured in the accident/incident;
    - c. The names of witnesses;
    - d. A brief description of the accident/incident;
    - e. A statement of the sequence of events that led up to the accident/incident;
    - f. Identification of any unsafe conditions, acts, or procedures that contributed to the accident/incident;
    - g. Recommended corrective actions to prevent similar accidents/incidents;
    - h. The name of persons who investigated the accident/incident
  5. The Supervisor, Management team and/or the Safety Representative shall implement recommendations for corrective action immediately.
  6. Management and/or Joint Occupational Health and Safety Committee shall review and evaluate the Total Living Care Incident Investigation Report.
  7. When conducting an incident investigation, Total Living Care will ensure:
    - a. A preliminary investigation and accompanying report are completed within 48 hours of an incident;



- b. A full investigation and final investigation report are completed within 30 days of the incident; and
- c. A full investigation report with full corrective actions is submitted to Alberta Workers Compensation Board within 30 days of the incident.

8. Management shall review and evaluate the Total Living Care Incident Investigation Report.

#### **4.4 Fatal Investigations**

In the event of a fatality of a company employee or worker of another employer where Total Living Care personnel have been involved in emergency response; the following action will be taken:

- a. Alberta Workers Compensation Board will be notified immediately as per the company Emergency Response Plan.
- b. The incident employer will be responsible for contacting the family as soon as practicable following the incident.

**Reference:** Total Living Care Accident – Incident Investigation Form

## **5.0 EMPLOYEE COMMUNICATIONS SYSTEM POLICY**

### **5.1 Policy**



Total Living Care management recognizes that effective communication is an essential component of their health and safety management system. A variety of avenues will be used to ensure employees receive and understand critical information necessary to ensure their safety.

## **5.2 Safety Bulletin Information Board**

1. Appropriate safety documents and information will be posted on a safety information board which will be easily accessible by employees and discussed in meetings.
2. Documents and information may include:
  - a. Emergency response information and call numbers
  - b. Safety meeting minutes
  - c. Current concerns or hazards arising from work
  - d. First aid procedures, updates and other safety stats
  - e. Evacuation procedures
  - f. Road information for personal travel
  - g. Summary information from incident investigations
  - h. Feedback and resolutions to reported hazards or near misses
  - i. Inspection reports
  - j. Relative industry information
  - k. Alberta Workers Compensation Board inspection reports

## **5.3 Safety Meetings**

Total Living Care is committed to mandatory monthly safety meetings with their employees to discuss any issues or concerns, near miss's or experiences that the employees would like to share. As well there will be a monthly topic to be discussed and reviewed.

## **5.4 Crew ToolBox Talks**

1. Crew toolbox talk meetings will be held on a regular basis at project worksites to discuss scope of work, hazards associated with that work and control measures.
2. Records will be maintained of these meetings.

## **6.0 NO SMOKING POLICY**

### **6.1 Purpose**



Total Living Care is committed to providing a healthy, comfortable and productive work environment for our employees.

This policy is designed to prevent employee exposure to environmental tobacco and e-cigarette smoke/vapor and to provide a safe and healthy work environment by means of controlling and/or eliminating second-hand tobacco smoke.

## **6.2 Policy**

1. Smoking of tobacco containing cigarettes is prohibited inside all Total Living Care company buildings, parts of buildings and inside company vehicles.
2. Smoking of e-cigarettes and/or vapor cigarettes is prohibited inside all Total Living Care company buildings, parts of buildings and inside company vehicles.
3. All indoor “No-Smoking” signs must be adhered to at all times, including various outdoor locations around the Total Living Care site(s).
4. All employees, contractors and visitors must comply with this policy.

## **6.3 Designated Smoking Areas**

1. Smoking will only occur in the workplace at outdoor designated smoking areas located around various company sites.
2. The following criteria will be followed in determining safe outdoor designated smoking areas:

**Smoking will be restricted to a safe outdoor location that is a minimum of 10 meters from a doorway, window or air intake of an indoor place.**

3. Ensure cigarette butts are put out (extinguished) in a safe manner and discarded of in the ashtrays provided in each smoking area.

## **7.0 DRUG AND ALCOHOL USE POLICY**

### **7.1 Purpose**

Total Living Care will ensure to help provide a safe and drug-free work environment for their employees.



## 7.2 Policy

1. It is the policy of Total Living Care that employees do not consume illegal drugs or alcohol while on the company premises and before or during work hours where being under the influence of these substances could affect the safety of work being performed.
2. This policy also enforces and explains the circumstances of the consumption of drugs or alcohol may affect work performance and safety many hours after they were last consumed. This may mean that a worker may still be impaired in the morning following ingestion.
3. Total Living Care explicitly prohibits:
  - a. The use, possession, solicitation for, or sale of narcotics or other illegal drugs, alcohol, or prescription medication without a prescription on Total Living Care premises.
  - b. Being impaired or under the influence of legal or illegal drugs or alcohol at work or away from Total Living Care premises, if such impairment or influence adversely affects the employee's work performance or the safety of the employee or of others.
4. If there is a confirmation or a strong suspicion by a Supervisor that an employee is in violation of this policy - the employee will not be allowed to work and sent home **via a taxi service only and paid for by Total Living Care**
5. Such an incident will be subjected to appropriate disciplinary action, up to and possibly including discharge from employment.
6. In such a case, the employee will be given an opportunity to explain the circumstances prior to any final disciplinary or employment action becoming effective.

## 7.3 Medications

In the interest of health and safety, employees who require the use of a Medication that may result in their not being Fit for Duty shall:

- a. Investigate, where appropriate, (through their medical professional) whether the Medication can negatively impact their ability to safely and acceptably perform assigned duties.
- b. Advise the supervisor in all cases where the Medication could impact their ability to perform their duties safely.
- c. Act responsibly and use a safe alternative Medication when available (e.g., non-drowsy).

## 7.4 Prohibitions



The following are **prohibited** while on company business or at company premises:

- a. The use, possession, cultivation, manufacture, storage, distribution, offering or sale of Alcohol, Illicit Drugs or Drug Paraphernalia.
- b. The possession, storage or use of prescription Medications prescribed for another individual or the possession, storage or use of prescription Medications without being able to produce a legally, medically obtained prescription.
- c. The distribution, offering or sale of Medications.
- d. Reporting to work or being at work while not Fit for Duty.
- e. The consumption of Alcohol or Illicit Drugs or the consumption of any product containing Alcohol while on duty including during meals or breaks.
- f. **Use of cannabis regardless of its legalization in Alberta. The use of cannabis during employment hours is strictly prohibited at all Total Living Care locations.**

## 8.0 WHMIS 2015 & GHS POLICY

### 8.1 Purpose

The purpose of this procedure is to outline the Workplace Hazardous Materials Information System (WHMIS), which is a communication system on hazardous materials in the workplace from the suppliers of hazardous products to employers and to workers through the three key elements of:



- a. WHMIS Labeling (Hazard Symbols),
- b. Safety Data Sheets (SDS), and
- c. WHMIS Worker Training and Education.

WHMIS legislation exists at both the federal and provincial levels. The goal of WHMIS is to reduce injury and disease by communicating specific health and safety information about hazardous products so that the information can be used to reduce exposure to hazardous materials.

## 8.2 Globally Harmonized System of Classification and Labelling of Chemicals (GHS)

1. Canada's WHMIS standard came into effect in 1988. Since then, our trade with countries that don't have systems like WHMIS has increased, and new products (and hazards) have been introduced. There are differences in how other countries classify chemicals, develop Safety Data Sheets (SDSs), and organize their labels. This can cause confusion and make it difficult to enforce and to comply with the WHMIS standard. Ultimately, this confusion threatens the health and safety of workers both here and abroad.
2. As a result, Canada has now aligned the Workplace Hazardous Materials Information System (WHMIS) with the ***Globally Harmonized System of Classification and Labelling of Chemicals (GHS)***. The original WHMIS, developed in 1988, is not being replaced. Rather, it has been updated to reflect elements of the Globally Harmonized System. The Globally Harmonized System will now be legislated worldwide. Once updated, the system will continue to be called WHMIS in Canada (WHMIS 2015).
3. Once the 2015 WHMIS legislation is in-force, there will be approximately a ***three-year transition period*** during which suppliers can provide (material) safety data sheets and labels that comply with either system.



## 8.3 Supplier Labels (2015)

The 1988 WHMIS legislation required a minimum of 7 pieces of information required on a supplier label. The new 2015 WHMIS legislation requires a minimum of ***6 pieces of information***.

One new informational piece has been added to the 2015 WHMIS supplier label which is called "**Signal Words**". Signal words indicates the relative level of hazard i.e. "**DANGER** is used for most severe instances. **WARNING** is less severe."

A hatched border around the supplier label is no longer required. A solid-lined border will now replace the hatched border around supplier labels.

## Product K1 / Produit K1

**Danger**  
 Fatal if swallowed.  
 Causes skin irritation.

**Precautions:**  
 Wear protective gloves.  
 Wash hands thoroughly after handling.  
 Do not eat, drink or smoke when using this product.

Store locked up.  
 Dispose of contents/containers in accordance with local regulations.

IF ON SKIN: Wash with plenty of water.  
 If skin irritation occurs: Get medical advice or attention.  
 Take off contaminated clothing and wash it before reuse.  
 IF SWALLOWED: Immediately call a POISON CENTRE or doctor.  
 Rinse mouth.

**Danger**  
 Mortel en cas d'ingestion.  
 Provoque une irritation cutanée.

**Conseils :**  
 Porter des gants de protection.  
 Se laver les mains soigneusement après manipulation.  
 Ne pas manger, boire ou fumer en manipulant ce produit.

Garder sous clef.  
 Éliminer le contenu/récipient conformément aux règlements locaux en vigueur.

EN CAS DE CONTACT AVEC LA PEAU : Laver abondamment à l'eau.  
 En cas d'irritation cutanée : Demander un avis médical/consulter un médecin.  
 Enlever les vêtements contaminés et les laver avant réutilisation.  
 EN CAS D'INGESTION : Appeler immédiatement un CENTRE ANTIPOISON ou un médecin.  
 Rincer la bouche.

Compagnie XYZ, 123 rue Machin St, Mytown, ON, N0N 0N0 (123) 456-7890

*An example of a 2015 legislated supplier label*

### 8.4 Labeling: Workplace Label (2015)

Workplace labels are required on containers for each hazardous product produced and used on-site, on secondary containers after a product has been transferred from the original container, and on containers

where the supplier label is missing or not readable. The workplace label will provide a **minimum of four types of information**, which are:

1. *Product Identifier*

Often the chemical name of a product or the trade name, common name, code name, or code number.

2. *Hazard Symbols*

One or more of the eight WHMIS hazard symbols indicating the hazard classes of the hazardous product.

### 3. Safe Handling Information

Information of how to safely handle the product

### 4. Reference to SDS

A statement indicating that an SDS is available.













*An example of a workplace label*

## 8.5 Pictograms (2015)

Chemicals that fell under the 1988 WHMIS legislation were called “Hazardous products”. However, under the 2015 WHMIS legislation “Hazardous products” will now be called “**Hazardous Products**”. The 2015 hazard symbols are now called **PICTOGRAMS** and will be enclosed inside of a **RED** colored **DIAMOND** shape.

In 2015 three symbols have changed their representation/identity compared to the 1988 WHMIS legislation. These three symbols are “Exploding Bomb”, “Health Hazard” and “Exclamation Mark”. The “Biohazardous Infectious Materials” symbol will still remain the same and will still be enclosed inside of a **BLACK** colored **CIRCLE** shape.

The “Environment” symbol has been added to the 2015 WHMIS legislation which means the hazardous product may cause damage to the aquatic environment (i.e. spray painting, accidental spill, etc.)

	<b>Exploding bomb</b> (for explosion or reactivity hazards)		<b>Flame</b> (for fire hazards)		<b>Flame over circle</b> (for oxidizing hazards)
	<b>Gas cylinder</b> (for gases under pressure)		<b>Corrosion</b> (for corrosive damage to metals, as well as skin, eyes)		<b>Skull and Crossbones</b> (can cause death or toxicity with short exposure to small amounts)
	<b>Health hazard</b> (may cause or suspected of causing serious health effects)		<b>Exclamation mark</b> (may cause less serious health effects or damage the ozone layer*)		<b>Environment*</b> (may cause damage to the aquatic environment)
	<b>Biohazardous Infectious Materials</b> (for organisms or toxins that can cause diseases in people or animals)				

\* The GHS system also defines an Environmental hazards group. This group (and its classes) was not adopted in WHMIS 2015. However, you may see the environmental classes listed on labels and Safety Data Sheets (SDSs). Including information about environmental hazards is allowed by WHMIS 2015.

## 8.6 Safety Data Sheets – SDS (2015)

Under the 2015 WHMIS legislation, Safety Data Sheets will **NOT** be required to be updated every 3 years. Instead, SDS's will be updated when significant new data become available.

In the 1988 WHMIS legislation, the minimum sections required in a Safety Data Sheet were 9 sections. In the 2015 WHMIS legislation, the minimum sections required in a Safety Data Sheet will be **16 sections**.

1. Identification (product and supplier)	9. Physical and chemical properties
2. Hazard identification	10. Stability and reactivity
3. Composition/information on ingredients	11. Toxicological information
4. First-aid measures	12. Ecological information*
5. Fire-fighting measures	13. Disposal considerations*
6. Accidental release measures	14. Transport information*
7. Handling and storage	15. Regulatory information*
8. Exposure controls/ personal protection	16. Other information

\* Sections 12 to 15 require the headings to be present. The supplier has the option to not provide information in these sections.

The definition of each of the 16 sections are as follows:



### 1. *Identification*

Product identifier, recommended use and restrictions on use, supplier contact information, emergency phone number.

### 2. *Hazard Identification*

Classification (hazard class and category), label elements (including hazard pictogram, signal word, hazard statement and precautionary statements) and other hazards (e.g. thermal hazards).

### 3. *Composition/Information on Ingredients*

For a hazardous product that is a substance: the chemical name, synonyms, CAS No. and the chemical name of impurities, stabilizing solvents and stabilizing additives where classified and that contribute to the classification of the product. For a hazardous product that is a mixture: for ingredients that present a health hazard, the chemical name, synonyms, CAS No. and concentration. Note: Confidential Business Information Rules may apply.

### 4. *First-aid Measures*

First-aid measures by route of exposure as well as most important symptoms/effects.

### 5. *Fire-fighting Measures*

Suitable (and unsuitable) extinguishing media, specific hazards, special equipment and precautions for fire fighters.

### 6. *Accidental Release Measures*

Protective equipment, emergency procedures, methods and materials for containment and clean up.

### 7. *Handling and Storage*

Precautions for safe handling, conditions for storage, including any incompatibilities.

### 8. *Exposure Controls and Personal Protection*

Exposure limits, engineering controls, personal protective equipment.

### 9. *Physical Properties*

Appearance, odour, odour threshold, pH, melting/freezing point, boiling point and range, flash point, upper and lower flammable or explosive limits.

### 10. *Stability and Reactivity*

Reactivity, chemical stability, possible hazardous reactions, conditions to avoid, incompatible materials, hazardous decomposition products.

### 11. *Toxicological Information*



Description of various toxic effects by route of entry, including effects of acute or chronic exposure, carcinogenicity, reproductive effects, respiratory sensitization.

12. *Ecological Information*

Aquatic and terrestrial toxicity (if available), persistence and degradability, bio-accumulative potential, mobility in soil.

13. *Disposal Information*

Safe handling and methods of disposal, including contaminated packaging.

14. *Transport Information*

UN number and proper shipping name, hazard classes, packing group.

15. *Regulatory Information*

Safety, health and environmental regulations specific to the product.

16. *Other Information*

Other information, including date of the latest revision of the SDS.

## Safety Data Sheets Requirement Summary

1	<b>Identification</b>	Product identifier, recommended use and restrictions on use, supplier contact information, emergency phone number
2	<b>Hazard Identification</b>	Classification (hazard class and category), label elements (including hazard pictogram, signal word, hazard statement and precautionary statements) and other hazards (e.g. thermal hazards).
3	<b>Composition / Ingredients Information</b>	For a hazardous product that is a substance: the chemical name, synonyms, CAS No. and the chemical name of impurities, stabilizing solvents and stabilizing additives where classified and that contribute to the classification of the product. For a hazardous product that is a mixture: for ingredients that present a health hazard, the chemical name, synonyms, CAS No. and concentration. Note: Confidential Business Information Rules may apply.
4	<b>First Aid Measures</b>	First-aid measures by route of exposure as well as most important symptoms/effects.
5	<b>Fire Fighting Measures</b>	Suitable (and unsuitable) extinguishing media, specific hazards, special equipment and precautions for fire fighters.
6	<b>Accidental Release Measures</b>	Protective equipment, emergency procedures, methods and materials for containment and clean up.
7	<b>Handling and Storage</b>	Precautions for safe handling, conditions for storage, including any incompatibilities.
8	<b>Exposure Controls / Personal Protection</b>	Exposure limits, engineering controls, personal protective equipment.
9	<b>Physical and Chemical Properties</b>	Appearance, odour, odour threshold, pH, melting/freezing point, boiling point and range, flash point, upper and lower flammable or explosive limits.
10	<b>Stability and Reactivity</b>	Reactivity, chemical stability, possible hazardous reactions, conditions to avoid, incompatible materials, hazardous decomposition products.
11	<b>Toxicological Information</b>	Description of various toxic effects by route of entry, including effects of acute or chronic exposure, carcinogenicity, reproductive effects, respiratory sensitization.
12	<b>Ecological Information</b>	Aquatic and terrestrial toxicity (if available), persistence and degradability, bioaccumulative potential, mobility in soil
13	<b>Disposal Considerations</b>	Safe handling and methods of disposal, including contaminated packaging.
14	<b>Transport Information</b>	UN number and proper shipping name, hazard classes, packing group.
15	<b>Regulatory Information</b>	Safety, health and environmental regulations specific to the product.
16	<b>Other Information</b>	Other information, including date of the latest revision of the SDS.

### 8.7 Responsibilities



### 1. Suppliers

- a. Must provide up-to-date Safety Data Sheets for all hazardous products they sell or produce.
- b. Must supply supplier labels on all containers of hazardous products they sell or produce.

### 2. Employer

- a. Ensure that workers understand information on Safety Data Sheets, supplier labels and workplace labels by providing effective worker education.
- b. Must provide training in specific safe work procedures to workers who work with or near hazardous products.
- c. Ensure that all containers of hazardous products in the workplace have Safety Data Sheets and WHMIS labels on them.
- d. Ensure that SDS are readily accessible to all workers.

### 3. Employees

- a. Know and understand the information on labels and Safety Data Sheets (SDS).
- b. Use the information they receive through education and training to handle hazardous products safely.
- c. Inform the company if labels are eligible or missing.

## 8.8 Worker Training & Education

Total Living Care is responsible for educating and training workers about WHMIS and training workers in safe work procedures. Total Living Care will educate and train staff who are working with or in the near vicinity of hazardous products.

All staff that are in close proximity of the hazardous products including management, supervisors and first responders will also be trained.

All staff will receive their general WHMIS education on the tasks and hazards associated with those tasks when around those Hazardous products in the workplace. Staff Rights and Responsibilities will also be discussed. The WHMIS education will include the following Key Elements:

- i. Classification System, including; hazards, symbols and exempt products,
- ii. Labels, supplier labels, workplace labels and identifiers,
- iii. Materials Data Safety Sheets (SDS), their use, content, format and examples.
- iv. WHMIS Education (i) General and (ii) Specific.

All staff required to take WHMIS training will be examined at the end of the generic training session and a minimum of an 80% pass mark will be required. Staff maybe required to take WHMIS again in the event their knowledge of WHMIS is not to standard which maybe be determined by the individual, Supervisor and/or the Health and Safety Committee. Total Living Care will record and document all trained staff who take their WHMIS training on the individual's worker trainer record. The person taking the training and the Supervisor will sign the training record once the training has been successfully delivered.



## **8.9 Environmental Protection**

1. Total Living Care understands the potential hazards of workplace contaminants to workers, the public, and the environment. It is the policy of our company to show care in the safe handling, storage, and use of those products that may negatively affect people, or the surrounding land, air, or water.
2. Total Living Care will not knowingly expose workers or other persons to hazardous levels of workplace toxins, and will take steps to ensure that hazardous products or by-products are contained and not introduced to the environment.
3. Where contaminants may be released or present a hazard to workers or the environment, our company will take steps to confirm the safety of persons through the use of protective equipment, engineering controls, and environmental monitoring.
4. Where chemical overexposure to persons may occur, the company will make sure medical precautions are taken to reduce or eliminate any acute or chronic health effects.

**Reference:** Safety Data Sheets

## **9.0 OCCUPATIONAL FIRST AID POLICY**

### **9.1 Purpose**



The purpose of this policy and procedure is to provide employees with prompt, easily accessible, and appropriate first aid treatment and to keep a record of each treatment. All of the following shall be required at Total Living Care to effectively provide first aid treatment:

1. Refer to Tables 4-7 in Schedule 2 of the Occupational Health and Safety Code to determine the level of first aid services, supplies, kits and equipment they are required to provide at the work site (page 4, 5 and 6): <https://ohs-pubstore.labour.alberta.ca/lh001>
2. First Aid kits with appropriate level type and quantities of supplies.
3. First Aid record keeping system.
4. Appropriate means of transporting an injured worker to a first aid facility or a hospital.
5. Effective means of communication between First Aid Attendant(s) and workers who may need their help.

### **9.2 Requirements for Provision of First Aid**

1. First aid equipment, supplies, and services shall be readily accessible to employees during working hours and to visitors, customers and contractors through Total Living Care first aid services.
2. Signs clearly indicating the location of and how to call for first aid shall be:
  - a. Posted conspicuously throughout the workplace, and
  - b. Effectively communicated and educated to all Total Living Care employees.

### **9.3 Reporting Injuries**

1. All employees covered by Alberta Workers Compensation Board insurance are required to report all work-related injuries or disabling occupational disease immediately to their Supervisor and/or First Aid Attendant.
2. All employees who are injured on the job must report all injuries on the day of the incident regardless of the severity, unless symptoms of injury or illness is delayed due to mechanism and cause of injury.

### **9.4 Summoning First Aid in an Emergency**

1. Ensure accident scene is safe to avoid further danger to injured person or self.
2. Do not move the injured person unless there is a high risk of further injury or death. Keep calm and do not leave the injured unattended.
3. First aid can be summoned by contacting the nearest Supervisor or self (if you have been trained in OFA Level 2), where the supervisor and/or self will summon the First Aid Attendant(s).



**First Aid can also be summoned by:**

- a. Verbally,
  - b. Hand-held Radio,
  - c. Intercom System, and/or
  - d. Cellular phone.
4. Ensure all above methods of summoning first aid are **REPEATED** until successful contact with the First Aid Attendant(s) has been established.
  5. If a life-threatening condition is suspected, **CONTACT 911** immediately and then inform Supervisor and/or First Aid Attendant(s).
  6. Once a method of communication has been established and you have successfully contacted first aid you will be asked the following questions where a prompt specific answer is needed for the First Aid Attendant to assess the situation:
    - a. Where is the emergency?
    - b. What happened?
    - c. How many injured?
  7. Be prepared to assist when directed by the First Aid Attendant.
  8. Situations which require Emergency Services and **no First Aid Attendant** is available by way of intercom, phone or otherwise shall immediately call **911** for assistance.
  9. All injuries must be reported on the day of the injury regardless of the severity.

**9.5 Transporting Injured Persons**

1. The decision of how or whether to transport a patient/victim shall be the responsibility of the First Aid Attendant in charge.
2. Where possible the Supervisor and/or reception shall meet the ambulance at the entrance to the Total Living Care building or site and direct the ambulance (or other emergency services) personnel to the appropriate location and entrance.
3. If in the judgment of the First Aid Attendant in charge the ambulance service is not required, transport shall be arranged by the First Aid Attendant using a taxi service.
4. Procedures for transporting injured employees shall be posted conspicuously in the First Aid Room or in the vicinity where the first aid kits are located.
5. All occupational First Aid Attendants shall be informed of the procedures for transport.

**9.6 Total Living Care First Aid Kits**



1. Responsibility for the maintenance of the first aid kits in vehicles shall rest with the Supervisor and/or the First Aid Attendant on shift.
2. The Supervisor or First Aid Attendant shall be responsible for the locations first aid kits and/or first aid station/room.
3. Periodic inspections shall be made to ensure that the first aid kits and first aid rooms are adequately stocked.
4. These items must be kept clean and dry and must be ready to take to the scene of an accident.

### **9.7 Total Living Care First Aid Record Form**

1. First Aid Attendants are responsible for recording all injuries and manifestations of disease reported or treated on the Total Living Care First Aid Record Form.
2. All Total Living Care First Aid Record Forms will be filed and kept on record for a minimum of 3 years.
3. The following information must be recorded on each Total Living Care *First Aid Record Form*:
  - a. The full name of the injured worker.
  - b. The date and time of injury or report of illness.
  - c. The date and time the injury or illness was reported to the injured persons Supervisor or First Aid Attendant.
  - d. Name of any witness.
  - e. A description of how the injury occurred.
  - f. A description of the nature of the injury or illness.
  - g. A description of the treatment given, and any arrangements made relating to the injury.
  - h. A description of any subsequent treatment given for the same injury or illness.
  - i. The signature of the attendant or person giving first aid, and where possible, the signature of the employee, visitor, customer or contractor.

### **9.8 Total Living Care First Aid Records**

1. Access to First Aid Records shall be restricted to individuals requiring access for reasons of medical treatment, workplace inspection, accident investigation, claims processing and appeals, and for reasons relevant to the workplace health and safety program, including gathering of statistics or as otherwise required by law.
2. Persons with access to first aid records must keep confidential the information contained in the records, except as required for the legitimate purpose of their access or as otherwise required by law.



### **9.9 Alberta Employers Report of Injury or Occupational Disease**

1. If an injury or an accident has resulted in an employee to obtain medical aid or if time loss has occurred, the Supervisor shall be responsible to complete Alberta Employers Report of Injury or Occupational Disease Form.
2. The completed form must be sent into Alberta Workers Compensation Board within 72 hours of the worker's injury.

### **9.10 Authority of First Aid Attendant**

1. A First Aid Attendant is in complete charge of first aid treatment of the injured until place of medical treatment is reached, the injured is passed to an Ambulance Service, or responsibility for treatment is accepted by an attendant with a higher-level certificate, a Physician, a Registered Nurse or a person licensed as an Emergency Medical Assistant by the Ambulance Service.
2. Any personnel shall not overrule the decision of a First Aid Attendant relating to treatment or transport, except by persons listed above.
3. When an employee reports to a First Aid Attendant with an occupational illness or injury requiring first aid treatment, the attendant shall not refer the worker back to work until the attendant is satisfied that the first aid treatment is complete and the worker is physically capable of returning to work to his/her normal duties.
4. The First Aid Attendant does not have the right to overrule the injured person's decision to seek, refuse or choice of medical attention.

### **9.11 Responsibilities**

1. Occupational First Aid Attendants are responsible for:
  - a. Providing a level of care within the scope of the attendants training and the regulations,
  - b. Objectively recording observed or reported signs and symptoms on injuries and illnesses as prescribed, and
  - c. Referring to medical attention injuries and illnesses recognized as being serious or beyond the scope of the attendant's training.
2. Supervisors are responsible for:
  - a. Ensuring that employees are aware of the procedures to summon first aid,
  - b. Ensure that employees are aware of the location of the First Aid Room, and
  - c. Ensure first aid supplies are available and accessible at all times.



3. Employees are responsible for:
  - a. Utilizing the first aid procedures posted,
  - b. Knowing the procedures of how to summon first aid,
  - c. Reporting all occupational injuries and/or illnesses immediately to their Supervisor and/or First Aid Attendant, and
  - d. Participating in first aid training when requested by their supervisor.

### **9.12 Alberta First Aid Training**

1. First aid training for workers must now meet CSA Standard Z1210-17 (First aid training for the workplace – Curriculum and quality management for training agencies).
2. Workplace first aiders are not required to get new certificates or complete new first aid training before their valid first aid certificate's expiry date. For example, a worker who has a current emergency first aid training certificate from an approved training agency is considered to have basic first aid training, until the certificate expires. The first aider will recertify by taking a basic first aid course from an approved training provider.
3. Approved first aid training providers in Alberta have previously updated the curriculum of their courses as follows:
  - “Emergency first aid” equals CSA Standard Z1210-17 “basic first aid”.
  - “Standard first aid” equals CSA Standard Z1210-17 “intermediate first aid”.
  - “Advanced first aid” equals CSA Standard Z1210-17 “advanced first aid”.
  - Effective March 31, 2023, training providers must also update course names to align with the national standard.

### **9.13 Alberta First Aid Kits**

1. First aid kits must now meet CSA Standard Z1220-17 (First aid kits for the workplace). By Director Order, Alberta OHS has permitted employers to use applicable CSA standard kits since May 2022. However, if you are a prime contractor or employer with an Alberta Type P, No. 2 or No. 3 first aid kit at your work site, you may have to add additional items in order for your kit to meet the new standards.
2. To help with this, you can use the tables at the end of this resource. These tables compare the previous and current kit requirements. It may also be helpful to understand that the



3. CSA standard organizes first aid kits as follows:

- There are three types of CSA standard kits:

- Type 1 kits are for personal use.

- Type 2 are for basic first aid in low and medium risk environments.

- Type 3 are for intermediate first aid in higher risk environments.

- Type 2 and Type 3 CSA standard kits come in three sizes. If your work site requires either a Type 2 or 3 kit, you have to figure out what size is required:

- Small kits are for two to 25 workers per shift

- Medium kits are for 26 to 50 workers per shift.

- Large kits are for 51 to 100 workers per shift.

#### **9.15 Reporting and Recording Illness or Injury**

1. If a worker has an illness or injury at the work site, they must still report it as soon as possible – but now, they report to the prime contractor (or the employer, if there is no prime contractor).

2. As applicable, the prime contractor or employer must still record the illness or injury as soon as possible.

3. Note that the previous term “acute illness or injury” is changed to “illness or injury” in the current code. This aligns with the new CSA standard. It also makes it clear that prime contractors or employers must record all illnesses or injuries for which first aid is provided.

#### **9.16 First Aid Records Access**

There is no change to restrictions regarding who can access first aid records. Only the worker referenced by a first aid record can access that record, unless:

- The record does not identify the worker.

- The worker gave written permission for access.

- The record is required to be accessed, used, or disclosed as a requirement by law.



## **10.0 WORKING ALONE OR IN ISOLATION POLICY**

### **10.1 Purpose**

The purpose of this policy is to protect the health and safety of, and minimize risk to, all Total Living Care employees who are assigned to work alone or in isolation under conditions which present a risk of disabling injury and if the employee, contractor and/or sub-contractor might not be able to secure assistance in the event of an injury, ill health or emergency.

### **10.2 Definition**

***“Working Alone”*** A person is alone at work when they are on their own; when they cannot be seen or heard by another person; and when they cannot expect a visit from another employee, contractor and/or sub-contractor, customer or a member of the public.

### **10.3 Policy**



1. Supervisors must be aware of the area perimeter and location of where their employees are performing work at all times.
2. At no time shall any employee make the decision of working alone or in isolation, without the notification and consent of their Supervisor.
3. Management and/or supervisors shall review each worksite under their control to identify individuals who work alone and ensure all reasonably practicable steps are taken to protect the health and safety of those employees.
4. A hazard assessment must be conducted to identify existing or potential working alone hazards at Total Living Care. The hazard assessment and applicable safe work procedures must be reviewed with all employees who are required to work alone.
5. Employees working alone shall be equipped with a cellular phone at all times. Employees are responsible for ensuring their cellular phones are fully charged before the start of every shift.
6. A record of checks shall be maintained by the Supervisor who will be responsible for checking on the well-being of the employees.
7. Employees working alone shall be adequately trained and educated in the contents of this policy and the following:
  - a. Working Alone Safe Work Procedure
  - b. Emergency Contact Numbers
  - c. Contacts for Local Emergency Rescue Authorities (i.e. 911, fire, police, etc.)

## **11.0 DISCIPLINARY ACTION POLICY**

### **11.1 Purpose**

Total Living Care is committed to ensuring the health, safety and well-being of all their employees, contractors, clients and visitors and visitors to their sites.

Total Living Care intends to provide a safe workplace for all its employees by:

- a. Developing a comprehensive occupational health, safety and welfare program;
- b. Assigning responsibility for compliance with all aspects of that program;
- c. Continuously identifying hazards in the workplace and either eliminating them or reducing the risk associated with them;



- d. Providing appropriate training, instruction and education;
- e. Enforcing this policy equally among employees, contractors, clients and visitors and visitors.

### 11.2 Responsibilities

Total Living Care will ensure that company employees receive adequate direction, instruction and training in carrying out their duties in a safe and effective manner. Employees will be held responsible for following company rules and safety procedures and taking direction from their supervisor.

### 11.3 Policy

1. All Total Living Care employees must follow all company health and safety rules, safe work procedures and safety policies at all times. No exceptions.
2. Failure to follow company health and safety rules, safe work procedures and safety policies and any violation of these rules, procedures and policies may result in the following disciplinary action:
  - a. **First Offence:** Will result in a verbal warning which still must be logged in the employee's personal file.
  - b. **Second Offence:** Will result in a written warning from the Supervisor. This letter (written warning) will be put into your employment file.
  - c. **Third Offence:** Will result in suspension (without pay) from work. The amount of "days suspended" from work will depend on the nature of the safety infraction.
  - d. **Fourth Offence:** Will result in immediate termination from employment.

**The level of disciplinary action to be taken by Total Living Care can be decided depending on the seriousness of the safety infraction.**

## 12.0 BULLYING AND HARASSMENT POLICY

### 12.1 Purpose

The purpose of this policy is to communicate Total Living Care approach to addressing workplace bullying and harassment and to establish a **“zero tolerance”** policy for such behavior. All Total Living Care employees will be treated in a fair and respectful manner. Bullying and harassment can include verbal aggression or yelling, humiliating initiation practices or hazing, spreading malicious rumours and/or calling someone derogatory names.

### 12.2 Definition

1. **“Bullying and Harassment”** behaviour **includes** any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment.



2. **“Bullying and Harassment”** behavior **does not include:**

- a. Expressing differences in opinion.
- b. Offering constructive feedback, guidance or advice about work-related behavior.
- c. Reasonable action taken by the Employer or Supervisor relating to the management and direction of workers or the place of employment (e.g. Managing a worker’s performance, taking reasonable disciplinary actions, assigning work).

### **12.3 Responsibilities**

1. *Total Living Care* has a duty to ensure the health and safety of its workers, and as a result, Total Living Care will take all reasonable steps to prevent where possible, or otherwise minimize, workplace bullying and harassment.
2. *Total Living Care Employees* have the duty to take reasonable care to protect the health and safety of themselves and other persons, and as a result, all Total Living Care employees will take all reasonable steps to prevent where possible, or otherwise minimize, workplace bullying and harassment.
3. *Total Living Care Supervisors* have the duty to take all reasonable steps to ensure the health and safety of Total Living Care employees under their supervision, and as a result, all supervisors will take all reasonable steps to prevent where possible, or otherwise minimize, workplace bullying and harassment.

### **12.4 Policy**

1. All Total Living Care employees will not engage in the bullying and harassment of other workers at any time and must comply with this written policy at all times.
2. Total Living Care employees will report to their Supervisor immediately either in person or in writing (i.e. hand written notes or email) if bullying and harassment is observed or experienced in the workplace. If the Supervisor is not available or is the perpetrator, the employee should report the incident to the owner of Total Living Care
3. When reporting a bullying or harassment incident employees involved in the incident will be required to provide as much information as possible in the report, such as names of people involved, witnesses, where the events occurred, when they occurred, and what behaviour and/or words led to the complaint.
4. Supervisors will confidentially and immediately address and investigate any reported complaints of workplace bullying or harassment. During the initial stages of investigating reported complaints, supervisors must seek advice and assistance from owner of Total Living Care



5. Supervisors will ensure that all initial reported complaints of bullying or harassment will be kept strictly confidential between the supervisor, the complainant party(s), and the alleged bully(s).
6. Most bullying or harassment investigations at Total Living Care will be conducted internally. However, in complex or sensitive situations Total Living Care may hire the services of a third party external investigator.
7. All workers are notified and are expected to cooperate with investigators and provide any details of incidents they have experienced or witnessed.
8. Total Living Care's management team will ensure this policy is reviewed annually to determine its effectiveness. All employees will be provided with a copy of this policy and any revisions will be communicated.
9. Any persons found to be guilty of bullying or harassment will be subject to disciplinary action, up to and including termination of employment.

### **12.5 Reporting Procedures**

1. Employees at Total Living Care can report incidents or complaints of workplace bullying and harassment verbally or in writing.
2. When reporting verbally, please contact your Supervisor immediately. When reporting incidents or complaints, it should be reported as soon as possible after experiencing or witnessing an incident. This allows the incident to be investigated and addressed promptly.
3. Report any incidents or complaints to the Total Living Care Main Project Managers.
4. If the complainant's Supervisor, or the reporting contact named above in these steps is the person engaging in bullying and harassing behaviour, contact the owner of the company.
5. Provide as much information as possible in the report, such as the names of people involved, witnesses, where the events occurred, when they occurred, and what behaviour and/or words led to the complaint. Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted.

### **12.6 Investigation Procedures**



1. Most investigations at Total Living Care will be conducted internally. In complex or sensitive situations, an external investigator might be hired.
2. Investigations will:
  - a. be undertaken promptly and diligently, and be as thorough as necessary, given the circumstances;
  - b. be fair and impartial, providing both the complainant and respondent equal treatment in evaluating the allegations;
  - c. be sensitive to the interests of all parties involved, and maintain confidentiality;
  - d. be focused on finding facts and evidence, including interviews of the complainant, respondent, and any witnesses; and
  - e. incorporate, where appropriate, any need or request from the complainant or respondent for assistance during the investigation process.
3. Investigations will include interviews with the alleged target, the alleged bully, and any witnesses. If the alleged target and the alleged bully agree on what happened, then Total Living Care will not investigate any further, and will determine what corrective action to take, if necessary.
4. The investigator will also review any evidence, such as emails, handwritten notes, photographs, or physical evidence like vandalized objects.

### **12.7 Follow Up**

1. All investigations of alleged bullying and harassment will be followed up and documented.
2. Follow up will include a description of corrective actions, a time frame, and a means for dealing with adverse symptoms.
3. The complainant(s) will be advised of the outcomes and options available. These could include assistance programs, training and discipline.

### **12.8 Training**

1. Training for supervisors and workers will include the following:
  - a. How to recognize bullying and harassment.
  - b. How staff who experience or witness bullying and harassment should respond.



- c. Procedures for reporting, and how the employer follows up with incidents or complaints of bullying and harassment.
- d. Documents/form review Training will occur as required and will be included in all new and young employee safety orientations.

### **12.9 Examples of Bullying and Harassment**

1. Bullying can involve negative physical contact and usually involves repeated incidents or a pattern of behaviour that is intended to intimidate, offend, degrade, or humiliate a particular person or group of people.
2. Personal harassment is a form of discrimination. Harassment occurs when a person or group is subjected (often repeatedly) to any unsolicited, unwelcome, disrespectful or offensive behaviour that has an underlying sexual, bigoted, ethnic or racial connotation and can be typified as:
  - a. Behaviour that is hostile in nature, and/or intends to degrade an individual based on personal attributes, including age, race, nationality, CLAIMS, family status, religion, gender, sexual orientation, and/or any other human rights protected grounds.
  - b. Sexual solicitation or advance made by a person in a position to confer, grant or deny a benefit or advancement to the person where the person making the solicitation or advance knows or ought reasonably to know that it is unwelcome.
  - c. Reprisal or a threat of reprisal for the rejection of a sexual solicitation or advance where the reprisal is made or threatened by a person in a position to confer, grant or deny a benefit or advancement to the person.
  - d. Unwelcome remarks, jokes, innuendoes, propositions, or taunting about a person's body, attire, sex or sexual orientation and/or based on religion.
  - e. Suggestive or offensive remarks.
  - f. Bragging about sexual prowess.
  - g. Offensive jokes or comments of a sexual nature about an employee
  - h. Unwelcome language related to gender.
  - i. Displaying of pornographic or sexist pictures or materials.



- j. Leering (suggestive persistent staring).
  - k. Physical contact such as touching, patting, or pinching, with an underlying sexual connotation.
  - l. Sexual assault; for the most part, victims of sexual harassment are female. However, conduct directed by female employees towards males and between persons of the same sex can also be held to constitute sexual harassment.
  - m. Any actions that create a hostile, intimidating or offensive workplace. This may include physical, verbal, written, graphic, or electronic means.
  - n. Any threats of physical violence that endangers the health and safety of the employee.
3. Racial/ethnic harassment can be conduct or comment which causes humiliation to an employee because of their racial or ethnic background, their color, place of birth, citizenship or ancestry. Examples of conduct which may be racial or ethnic harassment include:
- a. Unwelcome remarks, jokes or innuendos about a person's racial or ethnic origin,
  - b. Color, place of birth, citizenship or ancestry,
  - c. Displaying racist or derogatory pictures or other offensive material,
  - d. Insulting gestures or practical jokes based on racial or ethnic grounds which create awkwardness or embarrassment,
  - e. Refusing to speak to or work with someone or treating someone differently because of their ethnic or racial background.



## **13.0 WORKPLACE VIOLENCE POLICY**

### **13.1 Purpose**

The purpose of this policy is to communicate Total Living Care approach to addressing workplace violence and to establish a “zero tolerance” policy for such behavior.

This policy requires that individuals on company premises or while representing Total Living Care conduct themselves in a professional manner consistent with good business practices and in absolute conformity with non-violence principles and standards.

### **13.2 Definition**

**“Violence”** means the attempted or actual exercise by a person, other than a worker, of any physical force so as to cause injury to a worker, and includes any threatening statement or behavior which gives a worker reasonable cause to believe that he or she is at risk of injury.

### **13.3 Policy**

1. Total Living Care will not tolerate any form of intimidation, threats and acts of violence at any time and will make every effort to prevent violence and threats of violence from occurring.



2. People who commit these acts outside the workplace but which impact the workplace are also violating this policy. The health, safety and wellbeing of our employees, is the company's foremost concern.
3. Any persons who do not comply with this policy will be subjected to disciplinary action.
4. Any employee who has a reasonable cause to believe that he or she is at risk of injury from any form of intimidation, threat and/or act of violence will report to their supervisor immediately to resolve their concern.
5. Management/supervisors (at all levels) will, in strict confidentiality, take immediate and appropriate action of all reports of intimidation, threats, and/or acts of violence.

### **13.4 Risks from Robbery Assault or Confrontation**

#### **13.5 Purpose**

1. Total Living Care' is aware that employees could be at risk from incidents in the workplace. This policy has been developed to warn employees on potential of violence and how to prevent and deal with incidents.
2. Some of these risks from incidents could be the following:
  - a. Robbery and Assault
  - b. Abusive and Difficult Clients and Visitors
  - c. Unwelcome Members of the Public

#### **13.6 Policy**

Ensure you always **DO** the following:

1. Be polite and friendly to all clients and visitors.
2. Make eye contact and greet clients and visitors as they enter the building.
3. Look for signs that clients and visitors are upset or under the influence of alcohol or drugs.
4. Encourage clients and visitors who are angry or upset to talk to the manager. If the manager is not available, give the clients and visitors a phone number to call.
5. Stay Calm. Listen to clients and visitors and respond calmly. If the clients and visitors is still verbally abusive and irritated, and it is safe to do so, move to a quieter location possibly with the help of a co-worker.
6. Make sure all important signs stay posted. (i.e. the front door might have signs that say: "Building has limited cash after dark".
7. Keep emergency numbers on hand. Post them on or beside each phone in the workplace.



8. Report to your Supervisor immediately if the situation is escalating and you feel threatened in any shape, way or form.

Ensure you **NEVER DO** the following:

1. Trade insults with clients and visitors or react to their anger.
2. Take clients and visitors complaints personally.
3. Talk down to clients and visitors.
4. Try and physically stop or hold someone (i.e. robber or shoplifter).
5. Never deal with escalating violent situations alone. Always ask for assistance.

### **13.7 Abusive and Difficult Clients / Visitors**

1. Encourage clients and visitors who are angry or upset to talk to the manager.
2. If the manager is not available, give the clients and visitors a phone number to call
3. Stay Calm. Listen to clients and visitors and respond calmly
4. If the clients and visitors is still verbally abusive and irritated, and it is safe to do so, move to a quieter location possibly with the help of a co-worker.

### **13.8 Robbery and Assault**

1. If someone tries to rob the building during working hours; don't be a hero.
2. Cooperate; give up the money and never resist.
3. Try and physically stop or hold someone (i.e. robber)
4. After the robber has left, lock the door and call the police (911) and report to your Supervisor immediately.

### **13.9 Unwelcomed Members of the Public**

If unwelcomed members such as loiterers (i.e. youth, gangs, etc.), homeless people, addicts, etc. are seen entering the building or located in front of the building premises, you should:

1. Must never attempt to deal with these situations alone;
2. Stay a safe distance away from the individual(s);
3. Report your concerns to your Supervisor immediately or ask the police to come to the building.

### **13.10 Risk Assessments**

1. Total Living Care will conduct a risk assessment of the work environment to identify any issues related to potential violence that may impact the operation and will institute measures to control any identified risks to employee safety.



2. The risk assessment may include review of records and reports i.e., security reports, employee incident reports, staff perception surveys, health and safety inspection reports, first aid records or other related records.
3. Specific areas that may contribute to risk of violence may include: contact with public, exchange of money, receiving doors, working alone or at night etc. Research may also include a review of similar workplaces with respect to their history of violence. This information will be provided to the Joint Health & Safety Committee.

### **13.11 Mutual Respect**

1. Total Living Care recognizes that to achieve its vision, the environment it provides must be one that demonstrates respect, dignity, equity, and safety for all Total Living Care employees.
2. Total Living Care promotes responsibility, respect, civility, and professional excellence in a safe work environment. Any form of discrimination or harassment is prohibited and Total Living Care considers all complaints seriously.
3. All investigations will be timely, thorough, objective and fair to all affected parties. Every person has the right to report an incident or suspected incident without fear of reprisal.
4. For complaints and further information regarding harassment or discrimination, please refer to Total Living Care Bullying and Harassment Policy.
5. The purpose of the Mutual Respect Policy is to maintain a working environment that is amenable to all, and free from acts of harassment, discrimination, and undue distraction or hardship.
6. This policy shall outline appropriate workplace conduct, including:
  - a. Personal privacy
  - b. Language
  - c. Noise
  - d. Distraction
  - e. Workplace cleanliness



## 14.0 PERSONAL PROTECTIVE EQUIPMENT (PPE) POLICY

### 14.1 Purpose

This policy is designed to outline the use and maintenance of personal protective equipment (PPE) to protect employees from exposure to workplace hazards and the risk of occupational injury and/or disease. Personal protective equipment (PPE) is not a substitute for more effective control methods and its use will be considered only when other means of protection against hazards are not adequate or feasible.

PPE will be used in conjunction with other controls unless no other means of hazard control exist.

### 14.2 Definitions

**“A.N.S.I.”** American National Standards Institute

**“C.S.A.”** Canadian Standards Association

**“N.I.O.S.H.”** National Institute for Occupational Safety and Health

**“Personal Protective Equipment”** Any equipment or clothing worn that protects the employee from work related injuries, illnesses and fatalities.

### 14.3 Policy

1. It is the policy of Total Living Care to provide and maintain safe and healthful working conditions and to follow operating practices that will safeguard all employees and result in efficient operations. It is Total Living Care policy to have all workers use the proper PPE when and where required.



2. Employees, guests, and visitor workers will wear CSA safety boots, long trousers, sleeved shirts, CSA or ANSI Standard hard hats, and any other specialty PPE required for the Total Living Care job sites. Total Living Care will provide all required PPE for employees, either directly or by providing an allowance for specific items.
3. Total Living Care will ensure that a worker who wears PPE is adequately instructed in the correct use, limitations and assigned maintenance duties for the equipment to be used.
4. PPE used by Total Living Care will be within the requirements of Alberta Workers Compensation Board OHSR regulations. PPE must comply with CSA or ANSI standards. Only Total Living Care-approved PPE shall be worn.
5. All PPE will be maintained in accordance with manufacturer's instructions and requirements. No piece of PPE will be modified or changed contrary to manufacturer's instructions or specifications.
6. Employees are required to follow the rules concerning PPE at all times, without exception. Deliberately refusing to wear PPE or removing protective equipment, such as machine guards, will be considered an act of insubordination, and subject to corrective disciplinary action.
7. Total Living Care considers deliberate safety violations that put employees or co-workers at risk very serious and penalties may include suspension or termination.
8. Company employees will be responsible for providing proper clothing (offering protection against the natural elements) and appropriate footwear (including safety footwear).

#### **14.4 Selection, Use and Maintenance**

1. Personal protective equipment must be:
  - a. selected and used in accordance with recognized standards, and provide effective protection,
  - b. not in itself create a hazard to the wearer,
  - c. be compatible, so that one item of personal protective equipment does not make another item ineffective, and
  - d. be maintained in good working order and in a sanitary condition.
2. If the use of personal protective equipment creates hazards equal to or greater than those it use is intended to prevent, alternative personal protective equipment must be used or other appropriate measures must be taken.

#### **14.5 Instruction and Training**



Total Living Care shall ensure that all workers who are required to wear personal protective equipment are adequately instructed and trained in the correct use, limitations and assigned maintenance duties for the equipment to be used.

#### **14.6 Supervisor Responsibilities**

The supervisor must ensure that appropriate personal protective equipment is:

- a. available to workers,
- b. properly worn when required, and
- c. properly cleaned, inspected, maintained and stored.

#### **14.7 Worker Responsibilities**

1. A worker who is required to use personal protective equipment must:
  - a. use the equipment in accordance with training and instruction,
  - b. inspect the equipment before use, and
  - c. report any equipment malfunction to the supervisor immediately.
2. A worker who is assigned responsibility for cleaning, maintaining, or storing personal protective equipment must do so in accordance with training and instruction provided.

#### **14.8 Foot Protection**

C.S.A approved steel-toed boots with the following symbol ( $\Omega$ ) are mandatory throughout the warehouse and outside locations throughout the site.

#### **14.9 Eye Protection**

1. A worker must wear properly fitting safety eyewear appropriate to the conditions of the workplace if handling or exposed to materials, which are likely to injure or irritate the eyes. Use the correct safety eyewear for the task being performed.
2. Proper C.S.A approved safety glasses and face-shield must be worn when exposed to chipping, working with compressed air, grinding, hammering and/or when exposed to excessive amounts of dust in the air.
3. C.S.A approved safety goggles must be worn when:
  - a. Cleaning up spills.
  - b. When working with dusty materials.

- c. When working with any chemically based liquid material.
  - d. Anytime there is visible dust in the air.
4. Proper C.S.A approved welding helmet must be worn when welding or gouging in conjunction with adequate protective lenses for protection from ultra-violet rays and splatter.
  5. Proper C.S.A approved burning glasses must be worn when burning or cutting. Worker working with or in close proximity must wear burning glasses as well or other adequately shaded lenses to prevent arc flash.

## 14.10 Respiratory Protection

1. All workers who are exposed to unhealthy air contaminants must wear proper C.S.A. or N.I.O.S.H. approved protective respiratory equipment. Respiratory protection must be worn when exposed to the following air contaminants and/or breathing hazards:
  - a. Particulate contaminants (dusts, fibers, mists, fumes, and airborne biological contaminants).
  - b. Gas and vapour contaminants (i.e. fuel or paint).
  - c. Oxygen deficiency (air low in oxygen).
  - d. Any of the above hazards in combination.
2. Workers required to wear respiratory equipment must be clean-shaven where the respirator seals with the face.
3. The company will issue the proper respiratory protection for the task being performed and will provide each worker with a fit test.

### Respiratory Protection Examples

#### *Particulate Filter Cartridge Respirator*



#### *Half Mask & Full Face Cartridge Respirators (Air Purifying)*





#### 14.11 Fit Test

1. Check for appropriate size of half-mask or full-face respirator (i.e. small, medium, large, x-large).
2. Respirator mask should be adjusted to a comfortable fit that seals with the face.
3. Use the appropriate filter cartridges for the task being performed.
4. *Check positive pressure* – by holding hand on the exhalation valve and asking the worker to exhale as they normally do and ask if they can feel any air leaking where the respirator seals with the face.
5. *Check negative pressure* – by holding hand on the inhalation valves and asking the worker to inhale as they normally do and ask if they can feel any air leaking where the respirator seals with the face.
6. *Smoke Test* – having the worker rotate their head in a circular motion while counting aloud to ten as the tester applies irritant smoke from a smoke tube in their breathing zone.
7. Any air leaks or detection of the irritant smoke will result in adjusting the respirator and repeating the step over until a proper seal has been achieved.
8. All fit tests must be recorded on the Total Living Care Fit Test Record Form.

#### 14.12 Safety Headgear

1. Proper C.S.A or A.N.S.I. approved hard hats must be worn in any work area where there is a danger of head injury from falling, flying or thrown objects or other harmful contacts.
2. *According to ANSI/ISEA Z89.1-2009 and Canadian CSA Z94.1-2005 standards, hard hat electrical performance is divided into three categories: Class E, Electrical; Class G, General, and; Class C, Conductive:*
  - a. ***Class E (Electrical) Hard Hats*** are designed to reduce exposure to high voltage conductors, and offer dielectric protection up to 20,000 volts (phase to ground). This amount of voltage protection, however, is designated to the head only, and is not an indication of voltage protection allocated to the user as a whole.
  - b. ***Class G (General) Hard Hats*** are designed to reduce exposure to low voltage conductors, and offer dielectric protection up to 2,200 volts (phase to ground). As is the case with Class E hard hats, this amount of voltage protection is designated to the head only, and does not account for voltage protection allocated to the user as a whole.
  - c. ***Class C (Conductive) Hard Hats*** differ from their counterparts in that they are not intended to provide protection against contact with electrical conductors. On the contrary, Class C hard hats may include vented options, such as the MSA V-Gard 500 Hard Hat , which not only protect the



wearer from impact, but also provide increased breathability through their conductive material (such as aluminum) or added ventilation.

### 14.13 Hand and Body Protection

1. All employees must wear appropriate skin, hand, foot or body protection if he/she is exposed to a substance or condition which is likely to puncture, abrade or otherwise adversely affect the skin, or be absorbed through it.
2. If there is danger of injury, contamination or infection to a worker's hands, arms, legs, or torso, the worker must wear properly fitting protective equipment appropriate to the work being done and the hazards involved.
3. If a glove, apron, or other protective equipment used to protect the skin against contact with a hazardous substance is rendered ineffective due to contamination with the substance; the protective equipment must be promptly replaced with clean or decontaminated equipment to maintain the required protection.
4. Choosing protective gloves and body protection that adequately protects from the hazard(s) of a specific job and adequately meets the specific tasks involved in the job, can be done by the following chart:

Hazard	Type of Protective Material
<b>Abrasion</b>	Reinforced heavy rubber, staple-reinforced heavy leather, rubber, plastic, leather, polyester, nylon, cotton
<b>Sharp Edges</b>	Metal mesh, staple-reinforced heavy leather, Kevlar, aramid-steel mesh, leather, terry cloth (aramid fiber), polyester, nylon, cotton
<b>Chemicals and Fluids</b>	Depending on chemical: natural rubber, neoprene, nitrile rubber, butyl rubber, Teflon, polytetrafluoroethylene
<b>Cold</b>	Leather, insulated plastic or rubber, wool, cotton
<b>Electricity</b>	Rubber-insulated gloves tested to appropriate voltage (CSA standard Z259.4-M1979) with leather outer glove
<b>Heat</b>	Asbestos, neoprene-coated asbestos, heat-resistant leather with lining
<b>General Duty</b>	Cotton, terry cloth, leather
<b>Product Contamination</b>	Thin-film plastic, lightweight leather, cotton, polyester, nylon
<b>Radiation</b>	Lead-lined rubber, plastic or leather

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#### **14.14 Hearing Protection**

1. Workers must wear hearing protection if the noise or sound level in the workplace exceeds 82 decibels (A-weighted) or dB(A). Many work processes will damage hearing in the long term despite no immediate symptoms.
2. A good indication that noise levels may affect your hearing is if a worker is three feet from someone and has to raise his/her voice to talk to them.
3. Workers in a posted noise hazard area must wear hearing protection.
4. The simplest form of hearing protection can be C.S.A. approved ear muffs and/or ear plugs.

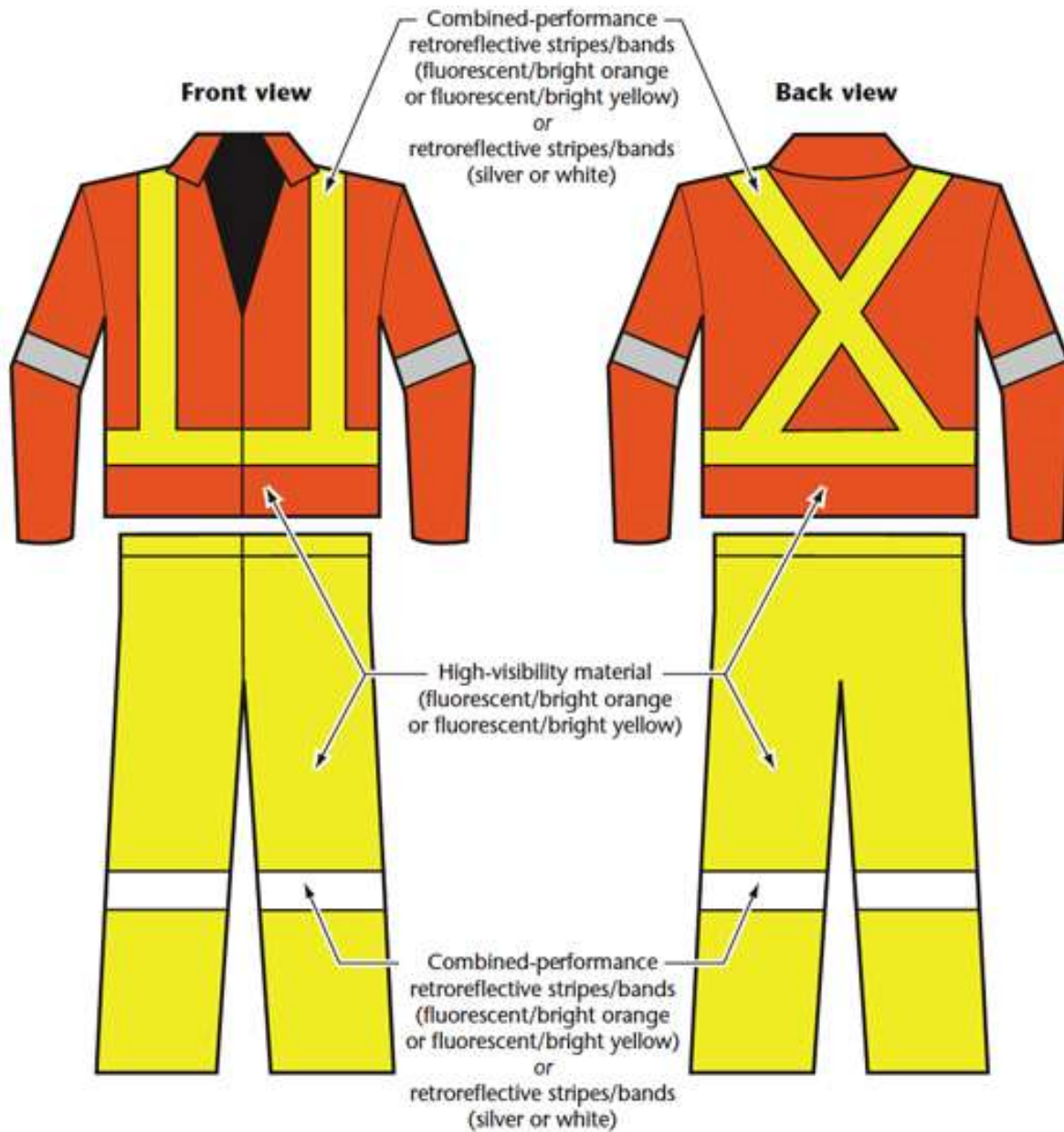
#### **14.15 FALL PROTECTION**

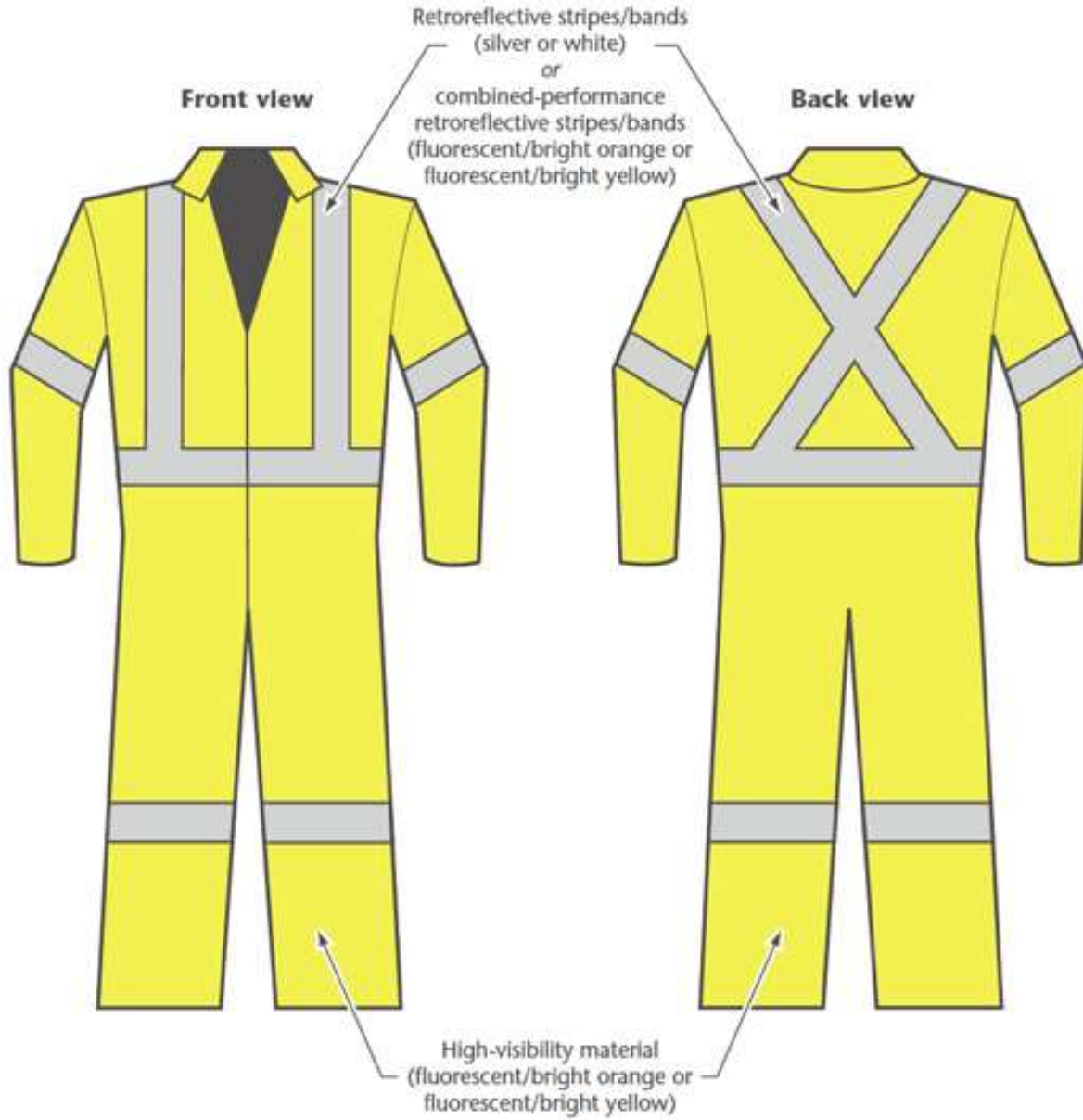
See Total Living Care fall protection policy.

#### **14.16 High Visibility Apparel**

1. High-visibility safety apparel (HVSA) is clothing (e.g., vests, bibs, or coveralls) that workers can wear to improve how well other people "see" them (their visibility). Most often, high-visibility clothing is worn to alert drivers and other vehicle operators of a worker's presence, especially in low light and dark conditions.
2. Requirements for high-visibility safety clothing for Canadian workers are found in the CSA Standard Z96-15 High-Visibility Safety Apparel.
3. CSA approved high visibility apparel must be worn by employees and contractors when working on roads or highways (i.e. traffic control).
4. High Risk: Class 2 for daytime, Class 3 for low-light conditions. Examples of situations that may be high risk:
  - a. Vehicle speeds exceeding 80 km/h (50 mph).
  - b. Workers on foot and vehicle operators with high task loads that clearly place the worker in danger.
  - c. When the wearer must be conspicuous through the full range of body motions at a minimum of 390 m (1,280 ft).
  - d. Work activities taking place in low light or at nighttime.
5. Examples of jobs include:
  - a. Roadway construction workers.
  - b. Utility workers.

- c. Survey crews.
- d. Emergency responders.
- e. Road assistance/courtesy patrols.
- f. Flagging crews.
- g. Towing operators.





## 15.0 EMERGENCY RESPONSE PLAN POLICY



### 15.1 Purpose

Emergencies and disasters can occur at any time without warning. An emergency response plan must be established and implemented at Total Living Care in case such emergencies arise.

The following are some examples of emergency situations that can occur at Total Living Care:

- Fire
- Explosion
- Accidental Release of Toxic Substances
- Major Structural Failure
- Major Chemical Spill
- Earthquake
- Floods
- Serious Injury

### 15.2 Policy

Total Living Care:

- a. Develop plans in collaboration with neighboring businesses and building owners to avoid confusion or gridlock.
- b. Locate, copy, and post building and site maps.
- c. Ensure that exits are clearly marked.
- d. Practice evacuation procedures once per year.

### 15.3 Emergency Response Coordinator (ERC)

The emergency response coordinators (ERC) are the people who serve as the main contact people for the company in an emergency. The ERC is responsible for making decisions and following the steps described in this emergency response plan. In the event of an emergency occurring within or affecting the worksite, the primary contact will serve as the ERC. If the primary contact is unable to fulfill the ERC duties, the secondary contact will take on this role.

### 15.4 Emergency Contact Numbers

- **Fire Station: 911**
- **Police: 911**
- **Emergency: 911**
- **Ambulance: 911**
- **Poison Control Center: (604) 682-5050**

### 15.5 Potential Emergencies

The following potential emergencies have been identified in hazard assessments



1. Fire
2. Major Chemical Spill
3. Explosion
4. Earthquake
5. Accidental Release of Toxic Substances
6. Floods
7. Major Structural Failure
8. Serious Injury

### **15.6 Muster Station (Assembly Point)**

In case of emergency evacuation, all employees will safely exit the building(s) through the nearest exit point and assemble at the nearest muster station. It will be the responsibility of the site Supervisor to ensure employees are educated on the location of each muster station on each different work site.

### **15.7 Muster Station Location**

1. The muster station for Total Living Care will vary depending upon each worksite.
2. All employees must be educated on the location of the muster station for each location prior to commencing work.
3. The location of the muster station is located:

[Insert Image  
Here]

### **15.8 Evacuation Procedures**

In the event of an **EMERGENCY**, all employees will adhere to the following procedure. 1 LOUD CONITNOUS AIR HORN WILL BE THE SIGNAL FOR EVCAUTION:



1. Safely turn off the machine you are working at (if applicable).
2. Follow any special instructions from your Manager, Supervisor, or Team Leader in the area that you are in. Do not attempt to return to your regular work area.
3. If no instructions are given, exit the building in a quiet, orderly manner via the nearest safe exit. Anyone with a guest(s) on site is to accompany them to the closest safe exit.

NOTE: Fire extinguishers are intended for use as a means of escape when fire is blocking all possible exits. A fire extinguisher will only extinguish the fire long enough for you to escape. Do not attempt to put out the fire with a fire extinguisher unless the fire is smaller than a waste-paper basket.

1. If you are last out of an area, close all doors behind you to help slow the spread of the fire. If you encounter heavy smoke, crawl along the floor, using the wall to guide you to the nearest safe exit.
2. Proceed to the Muster Point
3. DO NOT RE-ENTER THE BUILDING FOR ANY REASON UNTIL PERMISSION HAS BEEN GIVEN FROM EMERGENCY SERVICES AND/OR OTHER INSTRUCTIONS ARE COMMUNICATED BY THE OPERATIONS MANAGER (OR DESIGNATE).

#### **15.9 Hazardous Materials Spill Procedures**

1. Report any major spills of petroleum products to your supervisor who in turn will report to the proper provincial authorities.
2. Report any spill that could potentially result in adverse environmental effect such as oil spill into a watercourse, slope failure or wash out into a stream.
3. The Supervisor shall be notified immediately of any spill and will consult with Management to determine a course of action.
4. Spill kits shall be available on site at all times.
5. Evaluate the hazards and identify any potential problems that could be encountered during the control and clean up.
6. Identify the type and volume of the spill.
7. Refer to the SDS and ensure fire extinguishers are available for use.
8. Investigate the cause of the spill and prepare an incident report and provide a copy to the Supervisor.

### **16.0 FALL PROTECTION POLICY**

#### **16.1 Purpose**



This policy is established for the purpose of minimizing and/or eliminating the risk of fall injuries and to protect Total Living Care employees from hazards of falls when working in elevated areas of a vertical distance of more than 1.2 meters and less than 3 meters.

### **16.2 Definition**

**“Fall Protection System”** means a worker’s fall restraint system or fall arrest system composed of:

- a. guardrails,
- b. safety belt or full body harness which includes a lanyard and/or lifeline and an anchor point,
- c. safety monitor with a control zone, or
- d. work procedures that are acceptable to the Alberta Workers Compensation Board and minimize the risk of injury to a worker from a fall.

### **16.3 Policy**

1. Fall protection is required when working in elevated areas of a vertical distance of more than 1.2 meters and less than 3 meters. You must remain 6.5 feet away from any unguarded edge.
2. The hierarchy of fall protection systems is as follows:
  - a. Guardrails
  - b. Fall Restraint
  - c. Fall Arrest
  - d. Safety Monitor and Control Zone
3. Whenever guardrails, work platforms, or scaffolding of fall restraint is not practicable, a full body harness and lanyard attached to a secure anchor point is required.
4. A written fall protection plan is required when work is being done at a location where Total Living Care employees are not protected by permanent guardrails, and from which a fall of 3 meters or more may occur.

### **16.4 Guardrails**

1. Guardrails must be used as a means of fall restraint if it is practicable for the work process. Guardrails prevent a worker from going over the edge and have a top rail at 40 to 44 inches above the surface, a mid-rail 20 to 22 inches above the surface, a toe board on edge in contact with the surface and vertical supports that are within 8 feet of each other.
2. A guardrail must be able to withstand a load of 125 pounds (lbs.) applied perpendicular to the span in a horizontal or vertically downward direction at any point on the top rail.
3. Wooden top rails must be at least 2 inch x 4 inch lumber for a span of up to 2.4 meters between supports, and at least 2 inch x 6 inch lumber for a span of 2.4 meters to 3 meters between supports.



Wooden mid-rails must be 1 inch x 6 inch or 2 inch x 4 inch lumber. Wooden rails must be secured to the tops or inner sides of their vertical supports.

4. If a guardrail must be removed to accommodate work, only that portion of the guardrail necessary to allow the work to be done may be removed, and workers exposed to a fall hazard must be protected by another fall protection system when the guardrail is absent.
5. The guardrail must be replaced when the guarded area is left unattended and after the work is completed.
6. Chains or ropes are **NOT** to be used for guardrails.

### **16.5 Fall Restraint**

1. Fall restraint is a work positioning system to prevent a worker from falling from a work position, or a travel restriction system such as guardrails or a personal fall protection system that prevents a worker from falling over the edge.
2. Fall restraint anchor point must be capable of withstanding a **minimum of 800 lbs.** of force in the direction of the force being applied on it.
3. A fall restraint system can consist of a full body harness or safety belt, lanyard (shock absorber), rope-grab and lifeline.
4. Total Living Care employees must be trained thoroughly in the safe use, inspections and limitations of personal fall protection equipment, including safety belts, harnesses, lanyards and lifelines.

### **16.6 Fall Arrest**

1. Fall arrest is a system that allows a worker to move beyond the building perimeter while limiting the workers fall to a maximum of 4 feet or 7.5 feet with a shock-absorbing lanyard.
2. Fall arrest anchor point must be capable of withstanding a **minimum of 5000 lbs.** of force in the direction of the force being applied on it.
3. Roof trusses cannot be used as anchor points, because they are designed for compression not tension.
4. A fall arrest system can consist of a full body harness, lanyard (with shock absorber), rope-grab, and lifeline.
5. Total Living Care employees must be trained thoroughly in the safe use and limitations of personal fall protection equipment, including safety belts, harnesses, lanyards and lifelines.
6. All full body harnesses, lanyards (with shock absorber), rope-grabs, and lifelines must be inspected for defects or damage before every use.



7. Total Living Care employees must be trained thoroughly in the safe use, inspections and limitations of personal fall protection equipment, including safety belts, harnesses, lanyards (with shock absorber) and lifelines.

### **16.7 Safety Monitor and Control Zone**

1. A control zone means the area between an unguarded edge of a building or structure and a line which is set back a safe distance of at least 2 meters.
2. The width of a control zone is to be at least 2 meters (6.5 feet), with additional distance if any of the following conditions exists:
  - a. The working surface is slippery or sloped.
  - b. The work is carried out at an elevation relative to the unguarded edge.
  - c. The risk is increased by the use of equipment near the control zone.
3. When permitted by regulation, a safety monitor system with a control zone may be used as the means of fall protection for Total Living Care employees in the control zone.
4. The control zone method of fall protection is intended for level or low-sloped work surfaces.
5. It is not to be used on a working surface where the slope of that surface exceeds 3 vertical in 12 horizontal (3:12), or for skeletal structure work or scaffold erection and removal.
6. If Total Living Care employees will at all times remain further from the unguarded edge than the width of the control zone, no safety monitor or other fall protection system need be used.

### **16.8 Safety Monitor System**

1. A safety monitor system means a system in which a trained worker is designated to monitor work activities in a control zone to ensure that work is done in a manner that minimizes the potential for a worker to fall.
2. Only Total Living Care employees directly required for the work at hand should be inside the control zone.
3. The duty of the safety monitor is to ensure that the work activity in the control zone is performed in accordance with the fall protection plan and in a manner that minimizes the potential for a worker to fall.
4. A safety monitor is to:
  - a. Be experienced in the work overseen and trained in the role of safety monitor.
  - b. Be present at all times when a worker is in the control zone.
  - c. Have complete authority over the work as it relates to the prevention of falls.
  - d. Engage in no other duties while acting as the safety monitor.
  - e. Be located so as to have a clear and continuous view of the work.



### **16.9 Fall Protection Plan**

1. A written fall protection plan is required when work is being done at a location where Total Living Care employees are not protected by permanent guardrails, and from which a fall of 3 meters or more may occur.

### **16.10 Fall Protection Work Plan Form**

1. Total Living Care employees must review and sign the Fall Protection Work Plan Form prior to starting work in an area where a hazard of falling exists.
2. Total Living Care employees must understand this plan and be trained in fall protection and the systems and equipment that will be used.
3. This plan must be posted at the worksite for the duration of the work activities.

### **16.11 Anchor Criteria**

1. A fall protection system is made up of many parts, including anchor points, hooks, harness, connecting linkage and lanyard that must be approved and maintained. If an Total Living Care worker uses a personal fall arrest system or a fall restraint system the worker must ensure that is safely secured to an anchor.
2. If an Total Living Care worker uses a personal fall arrest system or fall restraint system, the worker must ensure that it is safely secured to an anchor and that separate anchor points are used for each worker.
3. Only separate anchor points for each worker (one anchor = one worker).
4. Fall restraint anchor point must be capable of withstanding a **minimum of 800 lbs.** of force in the direction of the force being applied on it.
5. Fall arrest anchor point must be capable of withstanding a **minimum of 5000 lbs.** of force in the direction of the force being applied on it.
6. When an aerial work platform (man-lift or scissor-lift) is used a fall restraint system must be worn by an employee(s) and used at all times while in the man basket or work platform.

### **16.12 Equipment Inspection and Maintenance**

1. Employees of Total Living Care are required to thoroughly inspect the fall protection equipment including the connecting linkage, full-body harness or lifeline before each shift or use to ensure that is functional and safe.



2. The inspection must be performed by a competent worker. The components must be inspected according to the manufacturer's specifications and maintained in good working order. The components must be re-certified as required by the manufacturer.
3. If the inspection indicates that the fall protection equipment is unsafe or damaged then it must be rejected and be removed from service.
4. All defective components of a fall protection system must be discarded safely or repaired by and outsourced provider.
5. Total Living Care employees are not allowed at any time to repair the fall arrest systems.
6. If it is determined the component cannot be repaired they must be discarded immediately.
7. After a fall protection system has arrested the fall or a worker. It must be removed from service and not be returned to service until it has been inspected and re-certified as safe for use by the manufacturer or its authorized agent, or by a professional engineer.
8. All components of the fall protection system must be protected from exposure to harsh conditions or substances that could contribute to its deterioration.

#### **16.13 Training**

1. Total Living Care employees performing work requiring fall protection require training in the fall protection plan and the safe use of the fall protection system before being allowed to work in an area where a fall protection system must be used.
2. All personnel who perform tasks that include the use of fall protection must have the proper combination of experience knowledge and education and be considered competent by their supervisor.
3. A competent worker means adequately qualified suitably trained and with sufficient experience to safety perform work without supervision or with only a minimal degree of supervision. Supervisors must make sure if the worker looks unsure to get the employees to stop and ask questions.
4. Workers are trained in their responsibilities to ensure that the lifeline or lanyard is free of imperfections, knots and splices other than end terminations, is protected by padding where the lifeline or lanyard passes over sharp edges and is protected from heat, flame or abrasive or corrosive materials during use.
5. Before using a safety belt or full body harness a worker shall ensure that the safety belt or full body harness is properly adjusted to fit the worker securely and is attached by means of a connection linkage to a fixed anchor or lifeline
6. All copies of training certificates are to be kept on record for due diligence purposes.



## **17.0 MOBILE EQUIPMENT POLICY**

### **17.1 Purpose**

This policy is designed to outline the safe operation of mobile equipment throughout Total Living Care

### **17.2 Definition**



**“Mobile Equipment”** Means a wheel or tracked vehicle, which is engine or motor powered, together with attached or towed equipment, but not a vehicle operated on fixed rails or tracks.

### **17.3 Operator’s Responsibility**

1. The operator of mobile equipment must operate the equipment safely, maintain full control of the equipment, and comply with the laws governing the operation of the equipment.
2. If mobile equipment has seatbelts required by any law in Alberta Workers Compensation Board, the operator must use the seatbelts whenever the equipment is in motion, or engaged in an operation, which could cause the equipment to become unstable. When operating a lift truck, the seatbelt must be worn.

### **17.4 Supervisor’s Responsibility**

A supervisor must not knowingly operate or permit a worker to operate mobile equipment, which is, or could create, an undue hazard to the health or safety of any person, or is in violation of Alberta Workers Compensation Board OH&S Regulation 16.6.

### **17.5 Policy**

1. All operators of mobile equipment shall possess the necessary licenses and/or certificates to operate.
2. The operator must receive adequate instruction in the safe use of mobile equipment and must demonstrate to a qualified supervisor or instructor competency in operating the equipment.
3. The operator shall be familiar with the operating instructions for the equipment and must be authorized and must have training certification to operate the equipment.
4. If operating equipment with air brakes, the operator must have a valid air brake certificate or a driver’s license with an air brake endorsement, or evidence of successful completion on air brake systems by an organization acceptable to Alberta Workers Compensation Board.
5. The operator must inspect the equipment before the start of operation on the shift and thereafter as required to ensure the safe operating condition of the equipment. Any deficiencies, defects or unsafe conditions shall be reported to the Supervisor immediately and logged on the pre-inspection safety checklist logbook.
6. Any repair or adjustment necessary for the safe operation of the equipment must be made before the equipment is used.
7. The operator of mobile equipment must not leave the controls unattended unless the equipment has been secured against inadvertent movement such as by setting the parking break, placing the transmission in the manufacturer’s specified park position, and by chocking wheels where necessary.



8. All operators of mobile equipment must ensure that they have a clear, unobstructed work area. Where vision is obstructed, the operator must not move the equipment until a spotter is in place to guide the equipment and warn other workers on site of any danger or hazard.
9. The operator shall remain in the cab of their mobile equipment while loads are elevated above the ground. Operators are not permitted to leave the mobile equipment with suspended loads for any reason.
10. When materials and equipment are being transported, they must be loaded and secured to prevent any movement of the load, which could create a hazard to workers.
11. Effective means of load restraint must be provided to protect the crew of a vehicle transporting a load, which might otherwise shift due to unstable or uneven ground.
12. Workers shall not stand or sit on the side of or tailgate of any moving vehicle.
13. The operator of the mobile equipment is the only person allowed riding the equipment, unless additional approved seating is provided by the manufacturer.
14. When any work is performed on mobile equipment all energy sources must be locked out to prevent any start up or inadvertent movement.
15. All operators of mobile equipment must ensure the windshields, side and rear windows, and rear-vision mirrors must be maintained to provide clear vision to the operator.
16. When mobile equipment is parked or stored, parking breaks shall be set, wheels shall be blocked and all elevated devices must be lowered to the ground and placed in their locked position.
17. **High visibility vests must be worn by all mobile equipment operators and all employees entering into the near vicinity of areas where mobile equipment is being operated.**

## 18.0 LADDER SAFETY POLICY

### 18.1 Purpose



This procedure is to ensure minimum guidelines are met for the proper usage, safe care and inspection of all ladders. The requirements of this procedure are applicable to the use of portable ladders, fixed ladders, and stepladders while working at Total Living Care

### 18.2 General Procedure

All ladders must meet in accordance with CSA or ANSI standards. A manufactured portable ladder must be marked for the grade of material used to construct the ladder and the use for which the ladder is constructed.

1. All ladders (including stepladders) must be inspected for defects prior to use. Ladders with loose, broken or missing rungs, split rails, painted wood or other defects are considered unsafe and must not be used.
2. All defective ladders must be removed and/or discarded from the worksite, and/or job process, and must be immediately reported to the supervisor.
3. All ladders should be kept clean and free of dirt, grease, oily substances, and any other debris that may affect the safe use of the ladder.
4. Ladders should be stored in a dry storage area after being used.
5. **Do not** work or place a ladder (stepladder):
  - a. In front of windows or doors that open towards it.
  - b. Over items that may cause impalement or other serious injury.
  - c. On uneven surfaces.
  - d. Close to an edge or surface that could result in a fall beyond the base of the ladder.
  - e. In proximity to energized power sources if the ladder is made of metal and or wooden ladders if they contain wire reinforcing on them.
6. Do not work off the top two rungs of a ladder, including stepladders.
7. Always maintain a three-point contact with the ladder when climbing and descending, do not carry items up or down the ladder.
8. Ladders may be used for short duration work. For longer duration a method of fall protection must be utilized.
9. Only one person at a time is permitted when climbing or descending a ladder.

### 18.3 Installing an Access and Egress Ladder

1. The bottom of a ladder must be placed on a firm level surface.



2. The top part of a ladder must rest on a surface that is able to support the load imposed on it.
3. The top part of a ladder (other than stepladders) must extend approximately 1 m (3 feet) above a safe landing or parapet wall.
4. The bottom of a ladder must be secured to prevent it from kicking out.
5. The top of the ladder must be secured to prevent it from being able to move in any direction.
6. The angle of a ladder must be at a 4:1 ratio. For example, if the top part of the ladder rests on a wall surface 12 feet up from the base, then the ladder should be 3 feet out from the bottom of the wall.

#### **18.4 Stepladders**

1. Use the appropriate stepladder for the job.
2. All four legs of a stepladder must be on a firm even surface.
3. The spreader arms must be fully extended and in the locked position.
4. Do not work off the top two rungs of a stepladder.

## Choose the right ladder

Make sure you choose a ladder that is tall enough for you to safely access your work area or reach your task. The ladder must also be strong enough to hold you and your tools, and suitable for your work environment. Here are some things you need to think about when choosing a ladder.

### Is the ladder tall enough?

In addition to the ladder's height, you must consider the following factors:

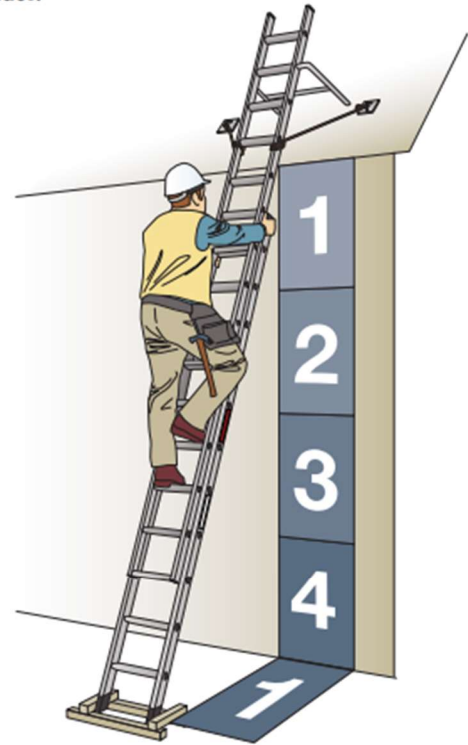
- **The highest rung or step you are allowed to step or stand on**  
Always follow the instructions on the manufacturer's label.
- **Your height**  
If you can't comfortably reach your task while standing on the highest rung or step specified by the ladder's manufacturer, you need a taller ladder.
- **Set-up requirements**
  - **Straight or extension ladders**
    - Make sure you can set up your ladder at the required angle, using the 4-to-1 Rule: For every 4 feet (1.2 metres) up, place the base of your ladder 1 foot (0.3 metres) from the wall or upper support that it rests against.
    - If you will be getting off the top of your ladder to access your work area, make sure your ladder's side rails extend at least 1 metre (3 feet) above the level or upper landing you are accessing.

#### Stepladders

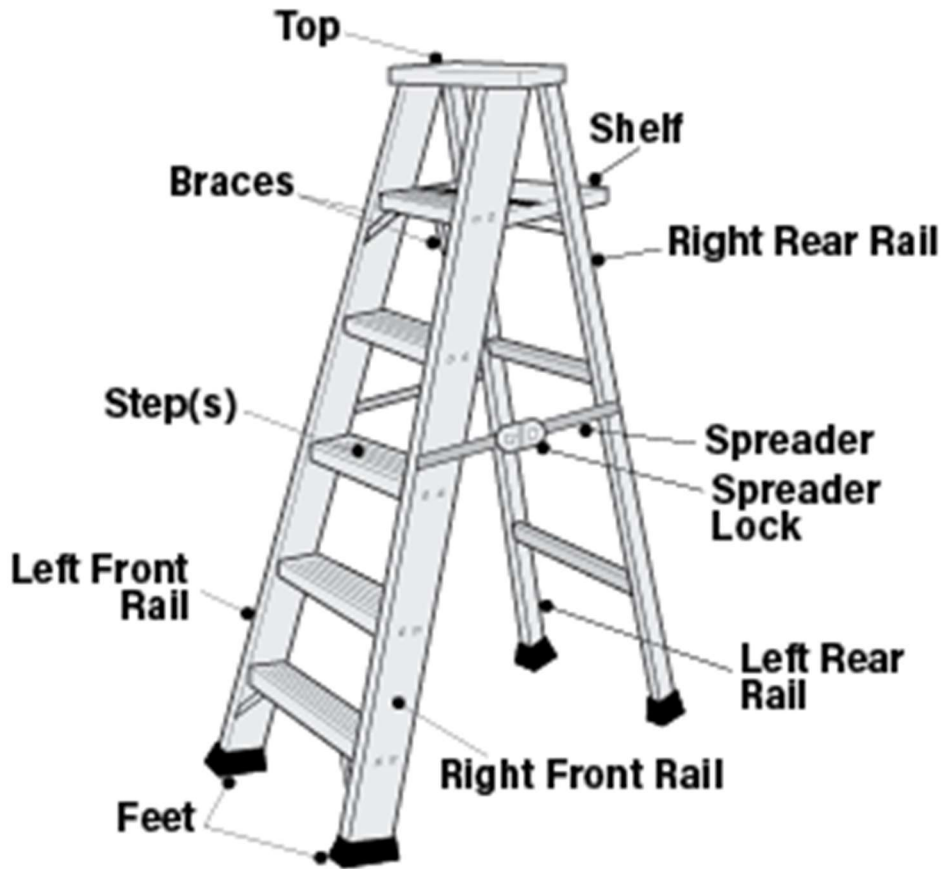
- Make sure you can reach your task when your stepladder's spreader bars are fully open and locked.

### Is the ladder suitable for your task?

- Check the load and duty ratings on the manufacturer's label. Make sure your ladder can handle the combined weight of you and your tools.
- Use a ladder made of non-conductive materials, such as fibreglass, when doing electrical work.



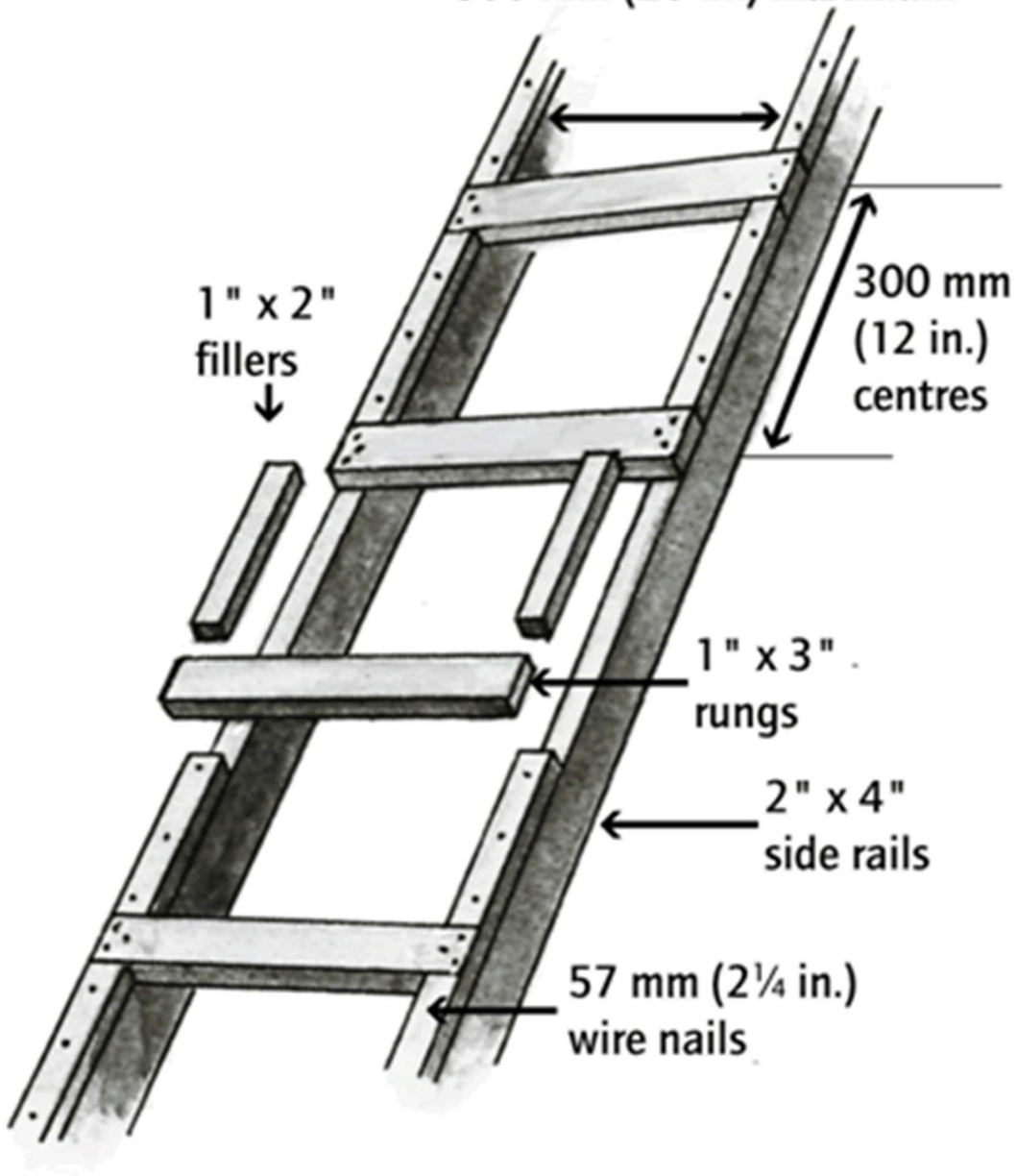
*When choosing a straight or extension ladder, make sure that its length allows you to set it up at the required angle, using the 4-to-1 Rule.*



## 18.5 Site-Constructed Ladders

All site-constructed ladders must be built in accordance with Alberta WCB OH&S Regulation.

380 mm (15 in.) minimum  
500 mm (20 in.) maximum





## 19.0 SCAFFOLDING POLICY

### 19.1 Purpose

Total Living Care must ensure that scaffolds used by workers are in a safe condition and are able to withstand the load, regardless of who erected the scaffold.

### 19.1 Policy

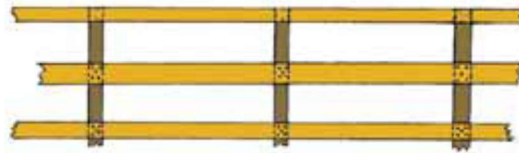
Total Living Care must ensure that scaffolds used by workers are in a safe condition and are able to withstand the load, regardless of who erected the scaffold.

### 19.2 General Procedures

1. Install, inspect, maintain and repair scaffolding in accordance with standards, regulations, and manufacturer's instructions.
2. The vertical supports of scaffolds must be placed on a firm base or sill and be capable of withstanding superimposed weight from the scaffolding and anything placed on the scaffold. Do not use pallets, boxes, concrete blocks, bricks, or other unstable material to support scaffolds.
3. Scaffold erection and dismantling must be done or supervised by qualified workers experienced in this work.
4. All scaffolding must be erected plumb and level, and be designed for the intended use.
5. Scaffolds must be secured to the building structure approximately 4.6 m (15 ft.) vertically but not to exceed 6.1 m (20 ft.) and 6.4 m (21 ft.) horizontally.
6. Note: narrow scaffolds must be secured to the structure when the platform height exceeds three times the smallest base dimension.
7. Bracing requirements for prefabricated scaffolds must be installed according to the manufacturer's instructions. Bracing for job-constructed scaffolding must meet standards acceptable to Alberta Workers Compensation Board requirements.
8. All scaffolds must be inspected before use by those who will use them, regardless of who erected them. No damaged or weakened scaffold may be used until it has been effectively repaired.
9. Check the following before using scaffolding:
  - a) Base is sound, level and adjusted.
  - b) Legs are plumb and all braces are in place.
  - c) Locking devices and ties are secured.
  - d) Cross members are level.
  - e) Planks, decks and guardrails are installed and secure.

### 19.3 Guardrails for Scaffolds

1. All scaffolds 3 m (10 ft.) or more above grade must have standard guardrails on their open sides. A standard guardrail consists of:
  - a. A top rail approximately 1.1 m (19 in.) above the platform
  - b. An intermediate rail centered at approximately the midpoint of the space between the underside of the top rail and H&D edge of the platform
  - c. Vertical guardrail supports spaced not more than 3 m (10 ft.) apart for wooden scaffolding.
  - d. Standard guardrails must be designed to withstand a static load of 550 N (125 lb.) applied laterally at any point on the top rail.
  - e. Metal guardrail systems must be of height and strength equivalent to a standard guardrail.



### 19.4 Toe boards for Scaffolds

1. When the scaffold is installed over machinery or adjacent to workers who could be struck by falling material or tools, a toe board will be installed on all the open sides of the scaffold.
2. In the case of blocks or bricks, precautions must be made by either extending the height of the toe board or by installing mesh or similar material in the space between the toe board and the guardrail to prevent an object from falling.
3. The space between the front edge of the scaffold and the building structure must not exceed 30 cm (12 in.).

### 19.5 Wood Scaffold Erection Guidelines



1. Wood scaffolding must be constructed using No. 2 or better lumber (Douglas fir-larch, hemlock-fir, spruce-pine-fir or coast-Sitka spruce species). To eliminate split, warped, or otherwise defective lumber, scaffold materials should be hand-selected.
2. Progressively brace the scaffold as it is being erected.
3. Make sure there is firm contact between bearer blocks, bearers, wall scabs, and ledgers to provide maximum strength at connecting points.
4. The number and size of nails and nailing patterns at connections should be consistent with good practice. As a guide, nails should protrude at least 2/3 of the thickness into the adjoining piece of lumber.
5. Where holding power is critical or the scaffold will be used for an extended length of time, dip-galvanized or spiral nails should be used. When scaffold components are intended to be dismantled and reused, double-headed nails may be used. Caution: do not use the same nail holes on re-assembly.
6. Do not exceed the maximum allowable dimensions for bearers and upright spacing.
7. Do not overload the scaffold.
8. The spacing of vertical supports (uprights) and bearers must not exceed 3 m (10 ft.).

### **19.6 Scaffold platforms**

1. The platform of each scaffold must:
  - a. be a minimum nominal width of 50 cm (20 in), except that a nominal 30 cm (12 in) wide work platform may be used with ladder jacks, pump jack or similar systems,
  - b. not leave more than one opening in the work platform, which must be no greater than 25 cm (10 in) in width, and
  - c. if not level, be designed to ensure adequate footing for workers using the platform.
2. Guardrails may be omitted from the edge of a work platform if the platform is adjacent to a structure that provides protection equivalent to guardrails, and the open space between the platform and the structure is equal to or less than 30 cm (12 in).

### **19.7 Manufactured Components**



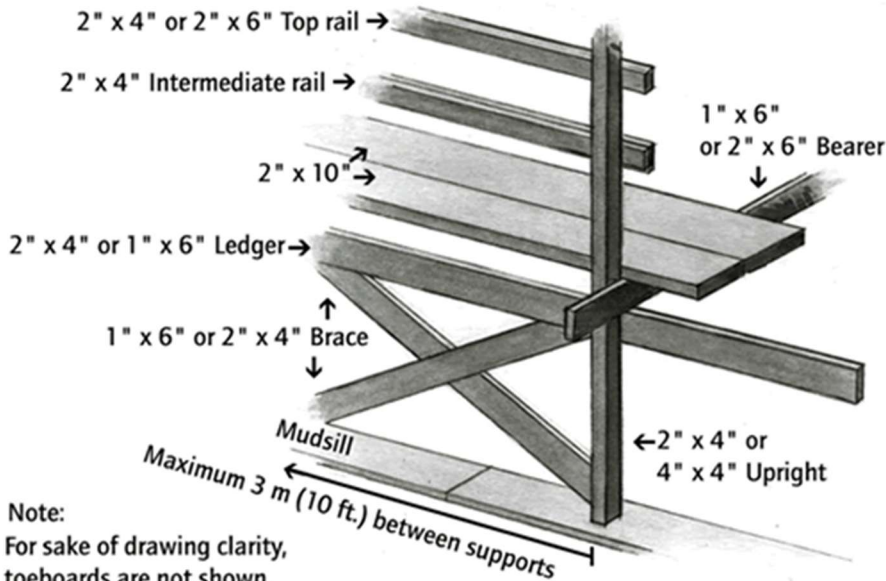
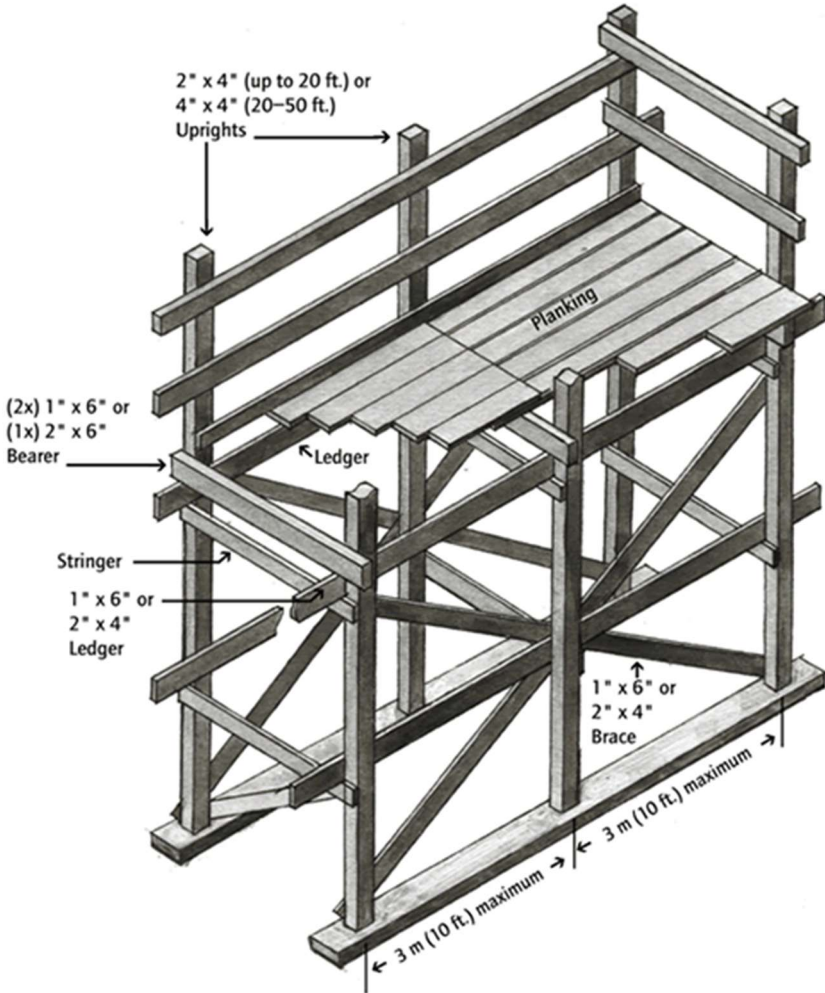
1. Major components of scaffolds must be used in accordance with technical data provided by the manufacturer, or in writing by a professional engineer, that:
  - a. shows the rated load, erection procedures and compliance with an applicable standard under section 13.2, and
  - b. is available at the workplace for reference.

### **19.8 Lumber for Structural Components**

All lumber used to construct a scaffold must be graded and marked to the National Lumber Grades Authority Standard Grading Rules for Canadian Lumber.

### **19.9 Scaffold Stability**

1. A scaffold must be erected with the vertical members plumb, and with the ledgers and bearers level.
2. The base of a scaffold must have bearing plates or sills that rest on a solid surface and are sufficient to support the weight of the scaffold.
3. The poles, legs and uprights of a scaffold must be securely and rigidly braced to prevent movement.
4. A scaffold must be effectively guyed or secured to a building or structure:
  - a. if the height of the scaffold exceeds 3 times its minimum base dimension, or
  - b. in any other circumstances if required for stability.
  - c. Unless otherwise specified by the manufacturer, height adjustment devices must not extend more than  $\frac{2}{3}$  of their total length or 60 cm (24 in), whichever is less.



Note:  
For sake of drawing clarity,  
toeboards are not shown.

**20.0 TOOLS, MACHINERY AND EQUIPMENT POLICY**



## **20.1 Purpose**

The purpose of this policy is to outline the general requirements for equipment standards, authorization, and use. The scope of this policy applies to all tools, equipment and machinery capable of causing injury to the user from simple hand tools to complex machines and vehicles.

## **20.2 Responsibilities**

All Total Living Care employees, contractors and/or sub-contractors are responsible to ensure that tools and equipment utilized in the workplace, project, or in any facilities are safe for all conditions of intended use.

*Management, is responsible to ensure that:*

1. All equipment meets CSA (or equivalent) standards.
2. Manufacturer's safety manuals and instructions are retained and made available to equipment users.
3. Contractors and/or sub-contractors are not permitted to use tools, equipment, or machinery unless they have been authorized to do so by the workplace supervisor/teacher and are wearing the protective equipment specified by the supervisor.
4. Emergency stop controls on power-driven machines are conspicuously identified and located within easy reach of the operator.
5. Establish lock-out / tagout procedures that meet or exceed Alberta Workers Compensation Board Regulations.
6. Tools, equipment, and machinery are inspected at regular intervals and maintained in safe working condition as specified by the manufacturer.

*Employees, Contractors and/or sub-contractors are responsible to:*

1. Inspect the condition of all tools, equipment and machinery prior to use and in conformance with established procedures and manufacturer's instructions.
2. Cooperate in obtaining any authorization, certification or training required to use the tools, equipment and machinery.
3. Use only the tools, equipment and machinery that you have been trained and authorized to use.
4. Ensure that loose clothing, long hair, dangling accessories and jewelry that are likely to be hazardous to safety are not worn around equipment unless tied, covered, or otherwise secured to prevent entrapment.



5. Wear/use the prescribed personal protective equipment.
6. Never remove or render ineffective a machine guard or other safety device without the approval of the workplace supervisor.
7. When it is necessary to remove a machine guard from a machine for repair or maintenance purposes, ensure that the machine is locked out. Where it is not practicable to lock out a machine, perform the repair or maintenance in accordance with an established safety procedure in the presence of and under the direct supervision of the workplace supervisor and/or a qualified person.

### **20.3 Policy**

1. Do not use a tool or machine if you are unfamiliar with its use or if you feel that you need additional instruction in order to use the equipment safely and correctly.
2. Tools and equipment should be kept in an orderly fashion so that they may be easily found when needed. All tools should be cleaned after every use.
3. All tools and equipment should be inspected regularly. Defective and unsafe tools or equipment must be reported promptly to the supervisor, and repaired or replaced at once. Report any concerns as soon as possible. Do not use or operate defective or unguarded equipment.
4. Ensure all required PPE is available, appropriate and in good condition prior to use.
5. Ensure the work area is properly prepared and ensure the safety of any persons nearby prior to the commencement of work.
6. Use all tools for their intended purpose only. Tools and equipment should always be used for their intended purpose and never be mishandled or used in a manner for which they were not designed.
7. Follow all equipment-specific safe work practices and procedures. Never force a hand or power tool to strain beyond its obvious capacity.
8. Cutting tools are safer and more efficient when their blades are kept sharp. Avoid using dull cutting tools.
9. Never perform any adjusting, cleaning, oiling or repairing of equipment and/or machinery while in motion. Starter switches must be locked-out whenever maintenance work, manual cleaning, repairing or adjusting of machinery is conducted on electrically powered equipment.
10. Machinery guards must be kept in place at all times when equipment is being used. Guards should only be removed after a machine is shut down for repairs. Guards should be replaced as soon as repairs are completed.



11. All valves and relief valves must be inspected for leaks periodically. Ball valves must be replaced if a leak-by is evident. Relief valves must be replaced or refurbished and reset to the proper pressure relief.
12. Compressed air must never be used to clean clothing, yourself, or other personnel.
13. Always clean work area and put tools and equipment back in the correct storage location after each use.

## **21.0 ELECTRICAL SAFETY POLICY**

### **21.1 Purpose**

Electricity can be our best friend — or our worst enemy. When handled improperly, electricity can injure or kill. Injuries can range from shock to severe burns. Injuries and fatalities can occur from accidents involving low voltages or from high voltages, usually from contact with high-voltage power lines.



The purpose of this policy is to ensure all Total Living Care contractors and/or sub-contractors are aware of the dangers of working around and on energized low-voltage equipment and near high-voltage conductors.

### **21.2 Policy**

1. When work is being done on or near live exposed parts of installations, equipment, or conductors, the workers shall wear the proper personal protective equipment and have a written safe work procedure in place.
2. Total Living Care must notify an overhead power line's owner before work is done or equipment is operated near it.
3. No employee shall open or close any circuit unless he / she is thoroughly competent and has full knowledge concerning the circuits affected and given ample warning to other workers who may be endangered.
4. The worker shall stand on the opposite side to the hinge of a switch box when opening or closing a circuit.
5. The worker shall never use their bare fingers to determine a live wire.
6. Do not work on conductors until you know the voltage.
7. Do not depend on the insulating cover of wires.
8. Electrical equipment and lines shall always be considered as being "live". Always test, isolate, and ground prior to your work.
9. The worker shall never use steel rules near energized systems.
10. Never wear jewelry or other metal objects while working on energized systems.
11. Fuse pullers or rubber gloves shall be used to insert or extract fuses.
12. Whenever possible, disconnect and de-energize power before working on any electrical equipment.
13. When it is absolutely necessary to work on or near live "circuits", always place yourself in a position so that a shock or slip will not bring you in contact with live parts (2nd point of contact).
14. Portable electrical tools shall be effectively grounded, protected, or be of "double insulated" construction.
15. The casing and frame of portable electric generators shall be effectively grounded.

### **21.3 Safe Limit of Approach Distance**



1. The following tables outline the distances employees must keep away from exposed energized conductors as per CAN/ULC-S801-14, Standard on Electric Utility Workplace Electrical Safety for Generation, Transmission, and Distribution.

<b>Operating voltage between conductors of overhead power line</b>	<b>Safe limit of approach distance for persons and equipment</b>
0 — 750 volts Insulated or polyethylene covered conductors (1)	300 millimetres
0 — 750 volts Bare, uninsulated	1.0 metre
Above 750 volts Insulated conductors (1) (2)	1.0 metre
750 volts — 40 kilovolts	3.0 metres
69 kilovolts, 72 kilovolts	3.5 metres
138 kilovolts, 144 kilovolts	4.0 metres
230 kilovolts, 260 kilovolts	5.0 metres
500 kilovolts	7.0 metres

## **22.0 PREVENTATIVE MAINTENANCE POLICY**

### **22.1 Policy**

1. It is the Policy of Total Living Care that all tools and equipment will be properly maintained to reduce the risk of injury and/or property damage.



2. Total Living Care requires all workers, supervisors and managers to ensure that our established Maintenance Programs are completed to the required schedules. Any safety concerns regarding any equipment will be reported as soon as it is practical to do so.
3. Supervisors shall require that all preventive maintenance is carried out by qualified personnel based on maintenance schedules, and that records are maintained.
4. All employees are responsible for checking their tools and equipment they are working with. Tools or equipment that pose a hazard due to a need for repair shall be immediately tagged to avoid their accidental usage and removed from service.
5. All equipment brought onto worksites will meet or exceed Alberta Workers Compensation Board OH&S regulations and/or CSA or Industry Standards.

### **22.2 Equipment Inventory**

1. Total Living Care will be responsible for maintaining an accurate inventory list of tools and equipment.
2. The list will include the make, model and serial number of each item as well as the quantity and location.
3. An internal identification number may be necessary for some equipment.

### **22.3 Inspection**

1. Each item on the inventory list must be inspected regularly. A preventative maintenance schedule is established based on manufacturer requirements and industry standards. The equipment manufacturer's recommendations as stated in its operating manual will determine the frequency of inspection.
2. Inspections will be daily, weekly, monthly or at any frequency deemed necessary by the manufacturers. Frequency of inspection of the above list, if not specified by the manufacturers, will be determined by its classification as either critical or non-critical equipment.
3. Critical equipment is any item subject to the following:
  - a. Frequent usage
  - b. Frequent part failure
  - c. High probability of worker injury
  - d. Significant potential for loss due to part failure
4. Equipment that does not specify the frequency of inspection in the operating manual but is deemed to be critical equipment must have regularly scheduled inspections. The frequency of inspection will be determined by the severity of each of the above criteria. All critical equipment will be inspected monthly, as a minimum.



5. Non-critical equipment must be recorded on an inventory list, but may not require regular inspection. However, all other maintenance requirements as outlined in this section still apply to non-critical equipment.
6. Inspections may be sub-contracted out to non-“Insert Company Name Here” personnel, as in the case of gas unit heaters or fire extinguisher maintenance. Any contractual maintenance performed must be recorded and documentation must be retained with other Maintenance Records.
7. Qualified and trained personnel must perform all inspections.
8. When equipment rented by Total Living Care Construction company Inc. comes on to the job, it is the responsibility of the supervisor to check for the equipment logbook (if required) and also do a visual inspection of that equipment.

*NOTE: Where equipment certification is required prior to commencement of work, this will be done.*

9. All mobile equipment must be formally inspected by the operator prior to each use. These are to be documented in the machine’s logbook.

#### **22.4 Maintenance Records**

1. Any inspection or maintenance performed on equipment must be recorded on a standardized form.
2. Inspection forms must specify, as a minimum the following:
  - a. Critical parts of the equipment to be inspected
  - b. Identified problems with any component of the equipment
  - c. Date of the inspection
  - d. Name/Signature of the person performing the inspection
3. Any service performed on critical or non-critical equipment must be recorded on a standardized form, which includes as a minimum, the following:
  - a. Department
  - b. Name and Serial Number or Identification Numbers of the equipment serviced
  - c. Part of equipment serviced
  - d. Action taken
  - e. Date maintenance was or is being completed
  - f. Name/Signature of person who performed the maintenance

#### **22.5 Preventative Maintenance**

1. In addition to regularly scheduled inspections and recording procedures for the service and repairs, the major equipment must also have a preventative maintenance schedule.
2. Preventive maintenance of equipment will be maintained at the frequency outlined by the manufacturer unless superseded by our preventative maintenance schedule. Major equipment includes, but is not exclusive to:



- a. Mobile Equipment (i.e., forklifts & ATV)
  - b. Cranes & Hoists
  - c. Trucks
  - d. Specialized PPE
  - e. Fall Protection Equipment
3. The Equipment Operating Manual will specify the need for preventative maintenance as well as the required frequency of maintenance and service of this equipment. All preventative maintenance performed requires retained documentation.

### **22.6 Defective Tools and Equipment**

1. If a tool or piece of equipment is found to be faulty, a "Defective Tool Tag" must be immediately affixed to that tool or piece of equipment.
2. A Defective Tool Tag MAY NOT be removed from tools or equipment by anyone except a supervisor or maintenance personnel.
3. Each Total Living Care worksite must have "Lock-Out Procedures" in place for electrically energized equipment or machinery found to be defective.

## **23.0 LOCK OUT POLICY**

### **23.1 Purpose**

The purpose of this lockout policy and procedure is to ensure the safety of employees while machinery or equipment is shut down for maintenance purposes. If the unexpected energization or start-up of machinery or equipment or the unexpected release of an energy source could cause injury, the energy source must be isolated and effectively controlled.

### **23.2 Definitions**



**“Control System Isolating Device”** Means a device that physically prevents activation of a system used for controlling the operation of machinery or equipment.

**“Energy Isolating Device”** Means a device that physically prevents the transmission or release of an energy source to machinery or equipment.

**“Energy Source”** Means any electrical, mechanical, hydraulic, pneumatic, chemical, thermal, or other source of energy of potential harm to workers.

**“Lockout”** Means the use of a lock or locks to render machinery or equipment inoperable or to isolate an energy source in accordance with a written procedure.

**“Maintenance”** Means work performed to keep machinery or equipment in a safe operating condition, including installing, repairing, cleaning, lubricating and the clearing of obstructions to the normal flow of material.

**“Personal Lock”** Means a lock provided by the employer for use by a worker to ensure personal lockout protection such that each lock when applied is operable only by a key in the worker’s possession, and by a key under the control of the supervisor or manager in charge.

### **23.3 Policy**

1. Machinery could unexpectedly activate or if the unexpected release of an energy source could cause injury, the energy source must be isolated and controlled.
2. The following are the main steps to locking out if machinery or equipment is shut down for maintenance or any other purposes where work on machinery or equipment has to be conducted:
  - a. Identify the machinery or equipment that needs to be locked out.
  - b. Shut-off machinery or equipment. Make sure that all moving parts come to a complete stop. Ensure that shutting off the equipment will not cause a hazard to other workers.
  - c. Identify and de-activate the main energy-isolating device (breaker) for each energy sources. Apply a personal lock to the energy-isolating device for each energy source. If two or more people are working on the machine, a scissor multiple lock device is required. If the machine has a plug on it, the plug must be pulled out of the receptacle, and placed on the machine within reach while working on the machine. If the machine has an air connection for it, it must be unplugged from the main airline, and placed on the machine within reach of the operator, or locked out the same way that an electrical source is locked out, with a lock on the valve.
  - d. Ensure that all parts and attachments are secured against accidental movement. Ensure that all fences and attachments are clear of the moving parts.



- e. Ensure that all workers are in the clear and that no hazard will be created if the lockout is not effective. Test the lockout, by trying to turn the machine on, to make sure it's effective and to verify that each energy source has been effectively locked out. Lockout can be tested after each energy-isolating device is locked out or after a group of nearby devices is locked out.
3. Identify the main energy-isolating device for each energy source.
4. The Supervisor must be informed prior to working on any system that requires lockout to ensure the system has been adequately locked out and that the personal lock (worker) has been applied to the correct primary source of energy.
5. Each worker is responsible for applying and removing their own lock. No employee shall apply or remove any other workers lock.

#### **23.4 Supply of Locks**

1. Every worker who is required to lockout machinery or equipment must sign out their own personal locks.
2. The employer shall be responsible for providing locks to workers. An employer may still transfer a personal lock to another worker if the worker who originally secured the personal lock has been reassigned before the work has been completed or the work is extended from one shift to another. In this case, the employer must ensure the control of the reassigned or departing worker's personal lock is transferred to a supervisor or a worker designated by the employer.
3. Each worker shall fill in the lock sign-out sheet including date and time of sign-out, and maintenance to be performed.
4. Each worker shall keep the key for the above locks in his/her possession until successful completion of the work.
5. Upon completion of the described maintenance, the worker will return the locks and sign them back into inventory by completing the sign-out sheet.
6. All locks used by individuals will be registered and signed for. The locks are property of the company and are accountable by the individuals who sign for them.
7. If two people are working on the same piece of machinery or equipment, two colored locks (or labeled with the workers name) must be used at each lockout point, one for each person.

#### **23.5 Procedures: Prior to Conducting Maintenance**

1. Identify the machinery or equipment that needs to be locked out.
2. Shut-off machinery or equipment.



3. Ensure all moving parts have come to a complete stop.
4. Ensure the act of shutting off equipment does not cause a hazard to other workers.
5. Identify and de-activate the main energy-isolating device for each energy source:
6. Position yourself so that any blow-off will not hit or strike the individual conducting the lockout:

Example: Left Hand Rule

- a. Stand to the right of the device (when facing it)
  - b. Put your left hand on the device switch
  - c. Turn your head to the right
  - d. Pull switch to the **off position**
7. Apply a personal lock to the energy-isolating device for each energy source, and ensure that all parts and attachments are secured against inadvertent movement.
  8. Test the lockout to make sure it's effective and to verify that each energy source has been effectively locked out. First ensure that all workers are in the clear and that no hazard will be created if the lockout is not effective.
  9. Lockout can be tested after each energy-isolating device is locked out or after group of nearby devices is locked out.
  10. Once all energy-isolating devices have been activated to control hazardous energy, the employer must ensure a worker secures each energy-isolating device with a personal lock.

### **23.6 Procedures: After Completing Maintenance**

1. Make sure all tools and loose parts are cleared out, doors are closed, guards are replaced and all safety devices are operating in their regular working condition.
2. Check to make sure no other employee is in a position of possible injury if the power is to be turned back on.
3. All blocking, tiebacks etc., are removed at the appropriate time in the next steps.
4. Remove all locks and lockout devices while taking the same precautions when applying the locks.
5. Turn on the equipment to ensure it is running properly, unless instructed otherwise by the Supervisor.
6. Inform the Supervisor immediately when maintenance of machinery or equipment has been completed. Once all energy-isolating devices have been activated to control hazardous energy, the employer must ensure a worker secures each energy-isolating device with a personal lock.



### **23.7 Multiple Person Lockout**

1. Each person working on the machinery or equipment is responsible for locking out the energy-isolating device.
2. Multiple locks can be applied with scissor adaptors.
3. The first worker who applies the lock must make sure the lockout is effective and the equipment will NOT START.
4. When each worker has finished maintenance, the worker removes only his or her own personal lock that was placed on the energy-isolating device.
5. The worker who removes the last lock should check that all workers are in the clear and that the equipment can be safely re-started.

### **23.8 Group Lockout**

1. The group lockout procedure reduces the number of locks required and saves time.
2. The group lockout procedure can be used if a number of workers are working on machinery or equipment, particularly if a large number of energy-isolating devices must be locked out.
3. A written group lockout procedure MUST BE DEVELOPED AHEAD OF TIME and must be posted at the place where the system is in use.
4. TWO QUALIFIED WORKERS can put a personal lock on each energy-isolating device.
5. Their keys MUST be placed in a key-securing system (APPROVED YELLOW LOCKOUT BOX).
6. Each worker who is doing maintenance on the locked-out components must apply a personal lock to the YELLOW LOCKOUT BOX used by the two qualified workers.
7. Each worker shall keep the key for the above locks in his/her possession until successful completion of the work.
8. After finishing the maintenance work, each worker removes his or her personal lock from the YELLOW LOCKOUT BOX.
9. If it is safe to END THE LOCKOUT, the two qualified workers are responsible for removing their personal locks from the YELLOW LOCKOUT BOX.
10. Once the keys are removed from the YELLOW LOCKOUT BOX, the group lockout has safely ended.

### **23.9 Procedures for Working on High Voltage Equipment**

1. Total Living Care will ensure the following procedures apply when it is impracticable to isolate, ground or lock out high voltage electrical equipment:

- a. Written safe work procedures acceptable to Alberta Workers Compensation Board will be followed,
- b. Two or more qualified and authorized will be present when work is being done unless procedures permit the work to be done by one person,
- c. Electrical protective equipment including rubber blankets, hoses, hoods, gloves and live line tools will be used and maintained according to acceptable standards,
- d. Where metal ladders or staging is required for access to work areas in proximity to high voltage equipment, their use must be in accordance with written procedures acceptable to Alberta Workers Compensation Board.

### **23.10 Isolation and Lock out**

1. Before working on a power system that for reasons of safety must be de-energized, the worker in charge must ensure that the part of the system being worked on is isolated and grounded and locked out.
2. Barriers or warning signs must be in place to differentiate high voltage equipment that has been de-energized from similar energized equipment if the lack of identification could pose a hazard to other workers.
3. If it is impracticable to lock out all or part of a power system, the following applies:
  - a. The boundaries of the power system or part must be clearly defined,
  - b. Written work procedures governing the issue of safety protection guarantees must be followed and include designation of the person in charge, switching orders, isolation devices, grounding and blocking and situations involving multiple authorities as outlined in OH&S Regulation,
  - c. All equipment used to establish safety protection guarantees must be identified on or near the equipment.

### **23.11 Person in Charge**

Total Living Care will ensure that safety protection guarantees are assigned by a Person in Charge of the power system prior to work being performed on de-energized high voltage equipment.

### **23.12 Switching Orders**

Where a switching sequence involves the operation of 3 or more devices, a switching order will be prepared by the power authority and strictly followed.

### **23.13 Isolating Devices**



Isolation devices used for safety protection guarantees must provide for visual verification of the opening of the isolation point. The device must be able to accommodate a lock and a “Do Not Operate” tag must be placed on each isolating device.

### **23.14 Grounding and Blocking**

1. Following the issuance of a safety protection guarantee, Total Living Care will ensure that authorized workers conduct the following safety measures prior to work commencing:
  - a. Equipment to be worked on will be tested to verify isolation before grounding and block begins.
  - b. The supervisor or senior person in charge of the crew will verify that grounding and blocking devices are in place before work begins.
  - c. Grounding and blocking of any equipment will be carried out as close as practicable to the work area.
  - d. If grounding or blocking is not safe or practical, written safe work procedures must be followed.
  - e. For the purpose of conducting tests, grounds and blocks may be removed.

### **23.15 Multiple Authorities**

4. Total Living Care will prepare appropriate written procedures when a safety protection guarantee involves 2 or more power authorities or 2 or more persons in charge of different parts of the system.
5. Workers will be instructed on these procedures and monitored during the course of work.

## **24.0 EXCAVATION & TRENCHES POLICY**

### **24.1 Underground Utilities**

1. Before excavating or drilling with powered tools and equipment, the location of all underground utility services in the area must be accurately determined, and any danger to workers from the services must be controlled.
2. Excavation or drilling work in proximity to an underground service must be undertaken in conformity with the requirements of the owner of the service. Pointed tools must not be used to probe for underground gas and electrical services.
3. Powered equipment used for excavating must be operated so as to avoid damage to underground utility services, or danger to workers.

### **24.2 Removal of Surface Encumbrances**

Trees, utility poles, rocks and similar objects adjacent to an area to be excavated must be removed or secured if they could endanger workers.

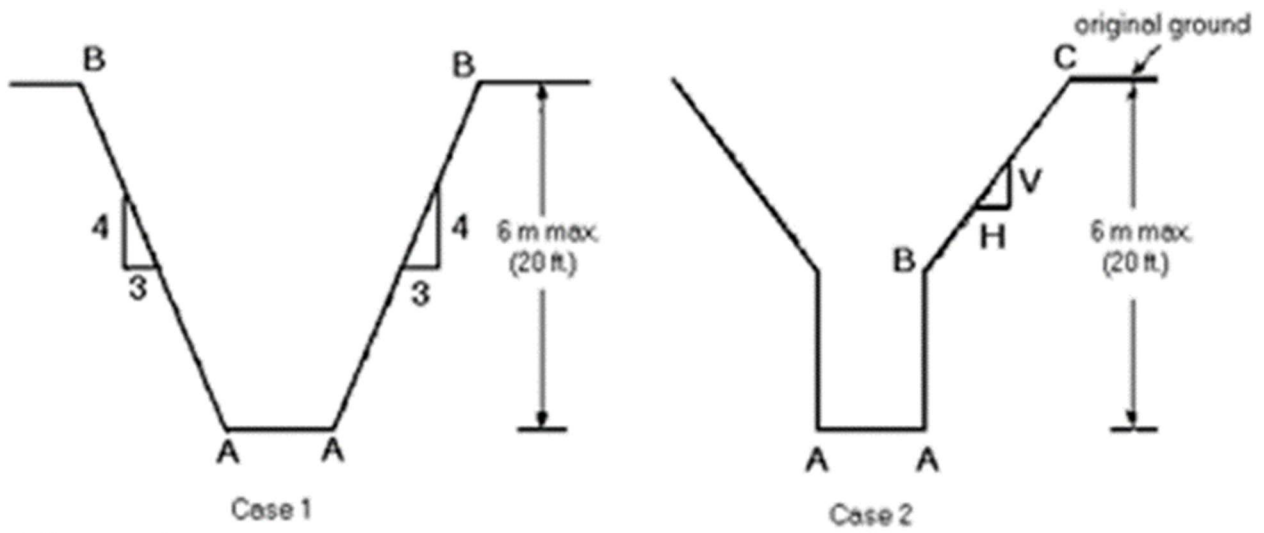
### **24.3 Sloping, Benching and Shoring Requirements**

Before a worker enters any excavation over 1.2 m (4 ft) in depth or, while in the excavation, approaches closer to the side or bank than a distance equal to the depth of the excavation, the employer must ensure that the excavation sides are sloped or supported as specified by a professional engineer, or that the sides of the excavation are:

- a. Sloped at angles, dependent on soil conditions, which will ensure stable faces, but in no case may the slope or combination of vertical cut and sloping exceed that shown in Figure 24-1 as found in Alberta Workers Compensation Board OHS Regulation;
- b. Benched as shown in Figure 24-2 as found in Alberta Workers Compensation Board OHS Regulation;
- c. Supported in accordance with the minimum requirements of Section 24.85 of Alberta Workers Compensation Board OHS Regulation;
- d. Supported by manufactured or prefabricated trench boxes or shoring cages, or other effective means.

**Figure 24-1: Sloping in Lieu of Shoring**

Trench excavation



Bulk excavation

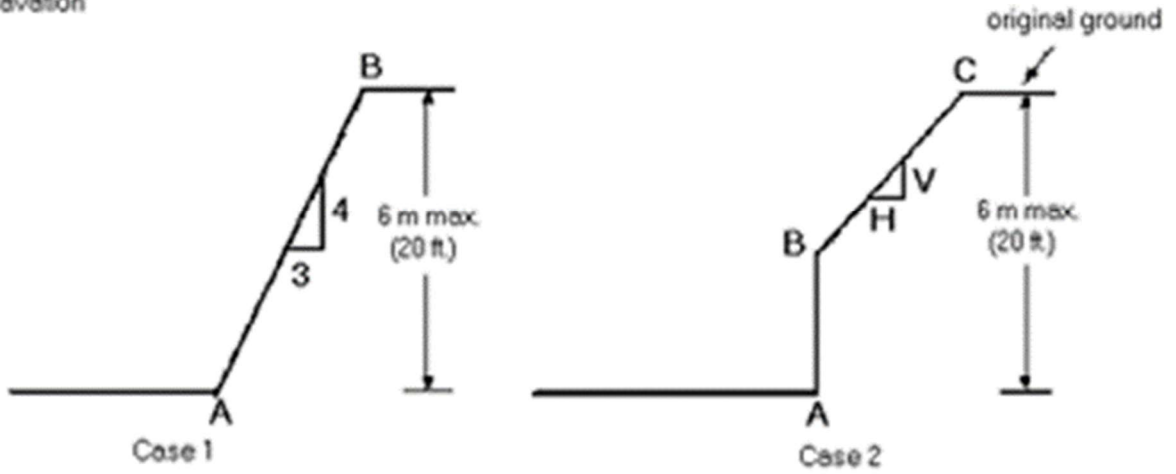
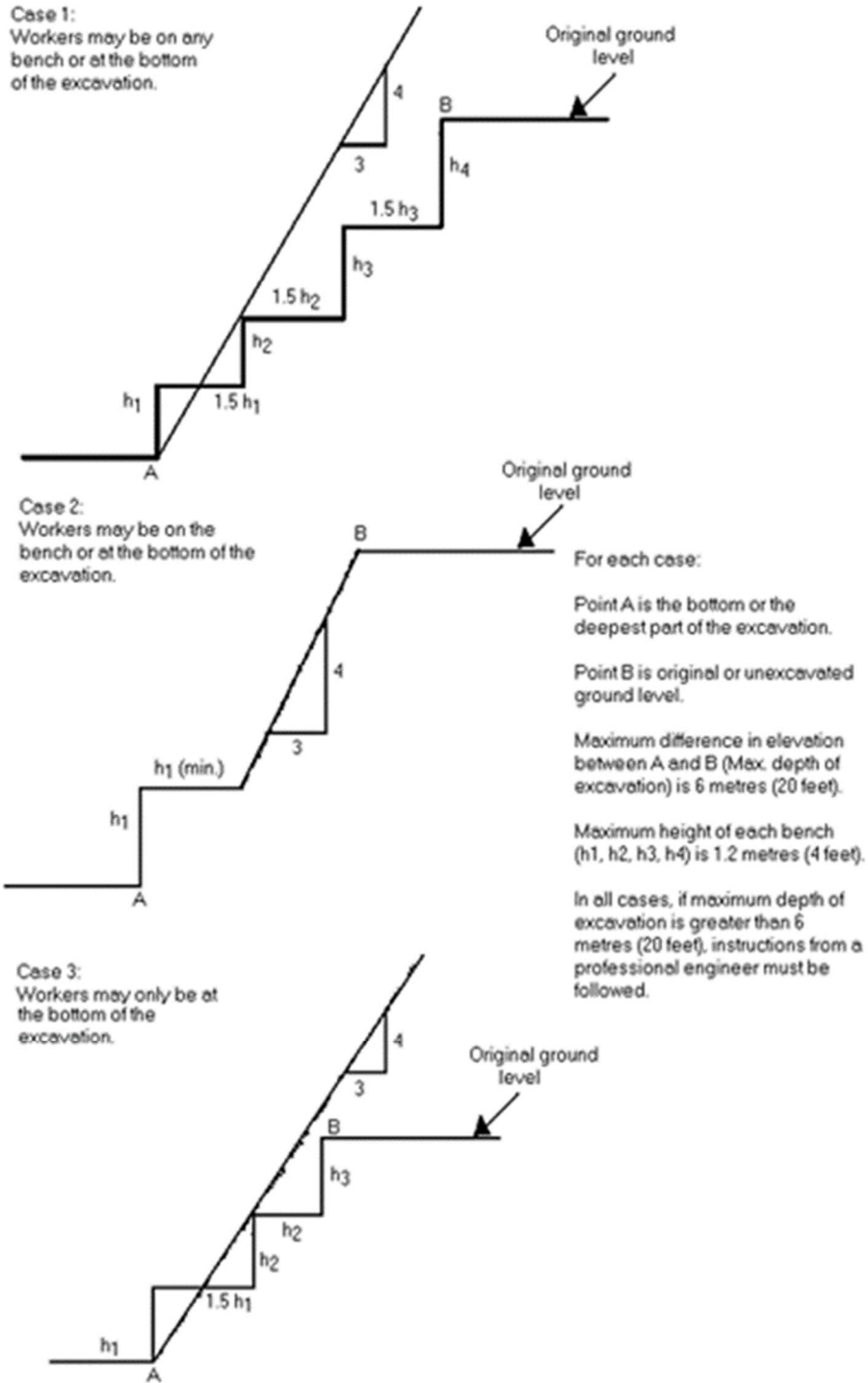
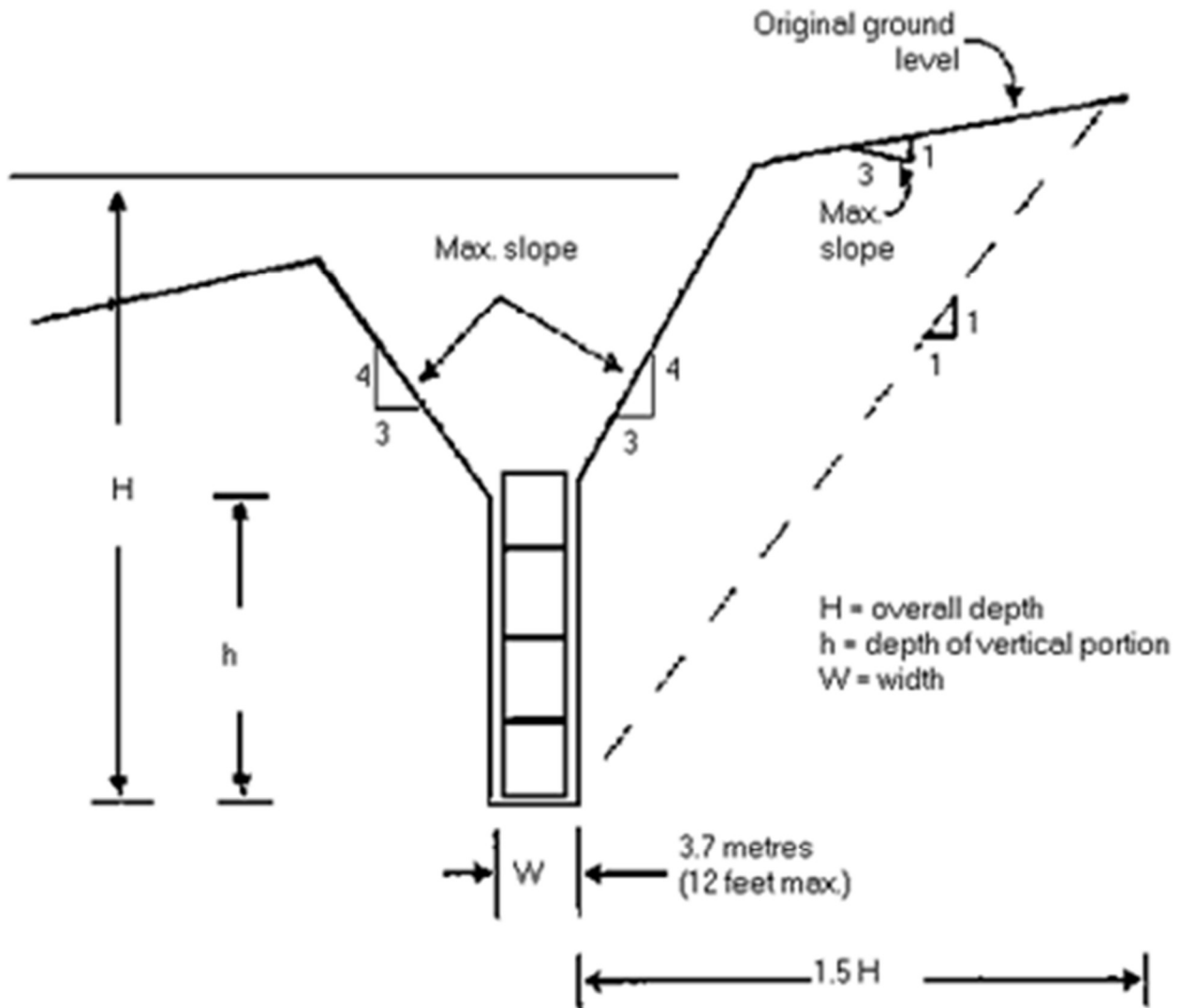


Figure 24-2: Benching in Lieu of Shoring



**Figure 24.3 Combined Supporting and Sloping**



Shoring must be adequate for excavation depth  $H$ .  
 Depth  $H$  cannot exceed 6 metres (20 feet).

#### 24.4 Engineering Requirements

Excavation work must be in accordance with the written instructions of a professional engineer if:



- a. The excavation is more than 6 m (20 ft) deep;
- b. Support structures other than as specified in Section 20.81 of Alberta Workers Compensation Board OHS Regulation are used in the excavation;
- c. An improvement or structure is adjacent to the excavation;
- d. The excavation is subject to vibration or hydrostatic pressure likely to result in ground movement hazardous to workers; or
- e. The ground slopes away from the edge of the excavation at an angle steeper than 3 horizontal to 1 vertical.

#### **24.5 Spoil Piles**

1. If the average depth of a spoil pile which is adjacent to a supported excavation exceeds 60 cm (2 ft), the selection of the shoring or shielding must take into account the resulting increase in lateral soil pressure.
2. Excavated materials must be kept back a minimum distance of 2 ft. from the edge of a trench excavation and 4 ft from any other excavation.

#### **24.6 Entry and Exit**

Safe means of entry and exit must be provided for an excavation a worker enters. If workers are required to enter a trench over 1.2 m (4 ft) deep, the safe point of entry and exit must be located within 8 m (25 ft) of the workers and the excavation must be safely supported or sloped to the entry and exit location.

Where walkways are used to provide access, entry or exit into or over an excavation they must be properly secured to prevent dislodgment. In addition, the open side of an access route into an excavation used by mobile equipment must have a curb.

#### **24.7 Guarding**

If an excavation is a hazard to workers, it must be effectively covered or guarded. In some cases, excavations may require the need to place fencing systems around the excavation to provide adequate protection, in particular from public access.

#### **24.8 Excavation Crossings**

Excavations which require the placement of a walkway overtop the excavation must have such walkways measuring no less than 20 in. in width. If the excavation is greater than 4 ft. in depth, the walkway requires the application of guardrails applied to both sides of the walkway as per Part 4 of Alberta Workers Compensation Board OHS Regulation.

### **25.0 CONFINED SPACE ENTRY POLICY**

#### **25.1 Purpose**



To insure the safety of services personnel by establishing definitions of confined spaces and qualifications for entry

## 25.2 Scope

This program applies to all Total Living Care employees required to enter a confined space.

## 25.3 Definitions

**“Authorized Entry Worker”:** In respect of a specific duty, a worker who, because of knowledge, training and experience, is capable of performing that duty safely and properly.

**“Blanking”:** The absolute closure of a pipe, line, or duct by the fastening of a solid plate that completely covers the bore and that is capable of withstanding the maximum pressure of the pipe, line or duct with leakage beyond the plate.

**“Confined Space”:** A fully or partially enclosed space that is not primarily designed or intended for human occupancy and in which, because of its construction, location or contents or work activity therein, the accumulation of a hazardous gas, vapour, dust or fume or the creation of an oxygen-deficient atmosphere may occur.

**“Confined Space Entry Permit”:** The permit that provides authorization to an Authorized Entry Worker to enter a confined space (Program Attachment A).

**“Control Plan”** A confined space entry and hazard control plan which includes methods, procedures and practices for controlling all hazards identified by an assessment of the hazards to which the confined space entrants may be exposed (Program Attachment B).

**“PPM”:** Parts per million

**“Purging”:** Displacing contaminants from a confined space

**“Safe Atmosphere”:** An atmosphere where:

- (a) the oxygen content of the atmosphere remains at least 19.5% but not more than 23% by volume; and
- (b) the atmospheric concentration of any explosive or flammable gas or vapour does not exceed 10% of the lower explosive limit or 10% of the lower flammable limit of the gas or vapour;

**“Retrieval System”:** The equipment (including a retrieval line, chest or full body harness, wristlets, if appropriate, and a lifting device or anchor) used for non-entry rescue of persons from a confined space.

**“Tending Worker / Safety Monitor”:** A worker outside a confined space that is trained and monitors the activities of the Authorized Entry Worker and who is able to provide assistance to workers occupying the confined space and who is able to summon assistance in order to initiate a rescue of such workers if required.

## 25.4 Authorized Entry Worker

1. Shall be fully trained in the identification and in the hazards associated with entering confined spaces, applicable legislation and the requirements of this program.



2. Shall only enter a confined space following proper authorization as outlined in this program.
3. Shall comply with all requirements of this program and all personal protective equipment requirements deemed necessary by the Supervisor, Manager or Designate.
4. Shall comply with the instructions of the Supervisor, Manager or Safety Monitor during the confined space entry.

### **25.5 Supervisor or Manager of an Authorized Entry Worker**

1. Shall be fully trained in the identification and in the hazards associated with entering confined spaces, applicable legislation and the requirements of this program.
2. Identify authorized or qualified employees to work or support those who work in a confined space.
3. Ensure that all employees involved in confined space operations have the training as required by this program.
4. Authorize confined space entry permits.
5. Ensure that the conditions of this program are met during all confined space entries.
6. Apprise any contractor performing work in a confined space of our requirements prior to entry and ensure that these requirements have been met.
7. Verify that all tests specified by the permit have been conducted and that all procedures and equipment specified by the permit are in place before endorsing the permit and allowing entry to begin.
8. Verify that rescue services and retrieval systems are available and that the means for summoning them are operable prior to authorizing entry.
9. Determine that entry operations remain consistent with terms of the entry permit and that a safe atmosphere is maintained.
10. Remove unauthorised individuals who enter or attempt to enter the permit space during operations.



11. Terminate the entry and cancel the permit as required when operations have been completed or if a condition that is not allowed under the entry permit arises in or near the confined space.
12. Forward original Confined Space Entry Permits and Confined Space Entry Control Plan Checklists to the Operations Supervisor for archiving upon completion of entry.

#### **25.6 Tending Worker / Safety Monitor**

1. Shall be fully trained in the identification and in the hazards associated with entering confined spaces, applicable legislation and the requirements of this program.
2. Fulfill all duties required by this program.

#### **25.7 Operations Supervisor**

1. Provide required equipment.
2. Ensure required training is provided.
3. Ensure that monitoring equipment is available and maintained in good working condition.
4. Archive copies of all Confined Space Entry records for 5 years

#### **25.8 Manager Health and Safety**

1. Maintain this policy in consultation with the Joint Health and Safety Committee and Maintenance Supervisor.
2. Assist with training needs.

#### **25.9 Training for Confined Space Entry Workers**

1. All workers required to enter a confined space shall be trained by a qualified worker to recognise hazards associated with the confined space and to perform the required duties safely, including applicable rescue procedures.
2. **Only trained and authorised workers shall enter a confined space. All training records are to kept current and located for easy accessibility by Managers, Supervisors and members of the Joint Health and Safety Committee.**

#### **25.10 Identifying a Confined Space**



1. A Confined space is a fully or partially enclosed space that is not primarily designed or intended for human occupancy and in which, because of its construction, location or contents or work activity therein, the accumulation of a hazardous gas, vapour, dust or fume or the creation of an oxygen-deficient atmosphere may occur;
2. The key characteristics of a confined space are:
  - a. Hazardous atmosphere
  - b. Oxygen deficient atmosphere
3. Some examples of a confined space include:
  - a. Tanks, vessels, silos, storage bins, hoppers, pits, dike areas;
  - b. The most common examples of confined spaces encountered by Total Living Care personnel are transformer tanks and underground utility vaults.

#### **25.11 Hazard Assessment and Control Plan for Confined Space Entry**

1. An assessment of the hazards to which the confined space entrants may be exposed shall be completed by a qualified worker and a Control Plan developed using the Confined Space Entry Control Plan Checklist (Attachment B). The Control Plan shall include methods, procedures and practices for controlling all hazards identified the assessment.
2. The hazards shall be considered in terms of the design, location and use of the confined space and any hazards that may develop during the work activity inside the confined space. Specifically, the following hazards shall be considered:
  - a. Oxygen enrichment or deficiency.
  - b. Flammable gas, vapour, or mist.
  - c. Combustible dust.
  - d. Other hazardous atmospheres.
  - e. Harmful substances.
  - f. Hazardous energy.
  - g. Drowning, engulfment, entrapment, suffocation and other hazards from free-flowing material.
  - h. Other hazardous conditions.
3. The Control Plan shall include:
  - a. Methods, procedures and practices for controlling all hazards listed on checklist.
  - b. Identification of the responsible parties.



- c. Consideration of as many of the following as are applicable:
  - Isolation, lockout and tagging of hazards in accordance with Total Living Care Lockout / Zero Energy State Program.
  - Control of sources of ignition.
  - Movement of materials.
  - Ventilation and purging.
  - Explosive and flammable atmosphere.
  - Lighting.
  - Alarms and other means of communication.
  - Means and methods of access and egress.
  - Personal protective and safety equipment.
  - Atmospheric testing.
  - Emergency equipment.
  - Emergency response procedures.
  - Warning signs and barricades.
  - Tending workers, including the frequency of checks of workers in confined spaces.
  - Any additional procedure necessary to ensure the safety of workers during entry to a confined space.
4. The Control Plan shall be reviewed prior to each entry and the requirements followed by every worker who enters the confined space.
5. A qualified worker shall determine whether additional hazards and requirements exist prior to each entry.
6. Hot work to be performed in a confined space will be conducted in accordance with the restrictions listed in this program, applicable legislation and Total Living Care Hot Work Program.
7. All appropriate personal protective equipment and safety equipment described in the Control Plan shall be used during the entry.
8. A Tending Worker / Safety Monitor shall be present for the duration of the entry.

#### **25.12 Confined Space Entry Permit System**

1. Before entry is permitted into a confined space, a Confined Space Entry Permit shall be completed by a qualified worker. The Permit shall specify the following:



- (a) the length of time for which an entry permit is valid;
  - (b) the identity of each worker entering the confined space;
  - (c) the activity to be performed by the worker;
  
  - (d) the location of the confined space;
  - (e) the results of the atmospheric testing of the confined space, as required by this program;  
and
  - (f) the applicable precautions to protect the worker as outlined in the Control Plan.
9. Prior to entry, the Control Plan and the completed Permit shall be review by the supervisor, the Authorized Entry Workers and the Tending Worker / Safety Monitor. Following the review, the supervisor and the workers shall sign the Permit.
10. A copy of the permit shall be posted at each entrance to the confined space before the workers enter and it shall remain there until the work is completed.
11. Additional signage may be needed depending on the work activity: "Respiratory Protection Required For Entry", "Lifeline Required For Entry", "Hot Work Permitted" or "No Hot Work".
12. After the work has been completed, the supervisor and the workers shall sign the permit to confirm that no workers remain inside the confined space.

### **25.13 Emergency Response**

- 1. No person shall enter or remain in a confined space unless an effective rescue can be carried out.
- 2. All Authorized Entry Workers and Tending Workers / Safety Monitors shall be qualified in first aid and cardiopulmonary resuscitation.
- 3. All safety and rescue equipment identified in the Control Plan shall be available and shall meet current applicable standards and be in good working order.
- 4. All safety and rescue equipment identified in the Control Plan shall be inspected by a competent person prior to each entry to ensure it is in good working order. Written inspection records shall be maintained by the Operations Supervisor.
- 5. Rescue equipment shall not be used in a manner that creates an additional hazard.



6. Appropriate means of communication will be available to the workers involved in the confined space entry.
7. Emergency response procedures, including a procedure for immediate evacuation, shall be documented in the Control Plan.
8. Under no circumstance shall anyone attempt to rescue or provide emergency services by entering the confined space unless equipped and authorised to do so.

#### **25.14 Tending Worker or Safety Monitor**

1. A Tending Worker / Safety Monitor shall be assigned for every confined space entry to monitor activities inside and outside the space to ensure the safety of those workers inside.
2. If the atmosphere in the confined space can be maintained as safe without mechanical ventilation, the safety monitor shall check on the workers inside the confined space periodically as outlined in the Control Plan.
3. If the atmosphere in the confined space cannot be maintained as safe without mechanical ventilation, the tending worker/safety monitor shall remain in attendance outside the entrance to the confined space in constant communication with the workers inside. The safety monitor shall be provided with a method for summoning assistance.
4. The Tending Worker or Safety Monitor shall order the evacuation of a confined space immediately if any prohibited condition exists, the behavioral effect of hazard exposure is noted in an entrant, a situation exists outside the confined space that could endanger entrants, or they cannot effectively and safely perform all duties as required.
5. The Tending Worker or Safety Monitor shall summon rescue and other emergency services immediately when the workers in the confined space need emergency assistance.
6. The Tending Worker or Safety Monitor shall warn unauthorized persons not to attempt to enter a confined space. They shall advise unauthorized persons entering a confined space to exit immediately. They shall immediately inform the Authorized Entry Workers in the confined space and the Supervisor or Manager of any unauthorized entry.
7. If work within the confined space stops temporarily for breaks, lunch, etc., access to the confined space shall be closed to prevent unauthorised entry. At no time shall the confined space be left unattended while work is ongoing.



### **25.15 Access and Egress**

A safe means of access and egress shall be provided for all workers entering a confined space.

### **25.16 Warning Signs and Barricades**

1. All Confined Spaces and Restricted Space shall be marked with a warning sign.
2. Barricades or other measures shall be used to protect workers, as required.

### **25.17 Atmospheric Testing**

1. Prior to any worker entering a confined space, and as often as necessary thereafter, the atmosphere shall be tested in accordance with the Control Plan to ensure:
  - (a) A Safe Atmosphere is maintained; and
  - (b) A hazardous atmosphere is not present or is not created in the confined space by activities in or around the confined space.
2. A qualified worker shall perform the atmospheric testing, using calibrated instruments that are in good working order and are appropriate for the hazards identified on the Control Plan.
3. The instrument used to monitor the atmosphere of the confined space shall be calibrated according to the manufacturer's recommendation prior to entry and documented on the Confined Space Entry Permit.
4. An Authorized Entry Worker or supervisor, shall perform a "bump test" on the gas detector to confirm it is properly calibrated, prior to entry. This shall be documented on the Confined Space Entry Permit.
5. The results of the tests shall be recorded on the Confined Space Entry Permit.

### **25.18 Ventilation and Purging**

1. If a hazardous atmosphere exists or is likely to exist, the confined space shall be ventilated or purged, or both, prior to entry to ensure that a safe atmosphere exists.
2. Mechanical ventilation shall be provided if required to maintain a safe atmosphere in the confined space during work.
3. If mechanical ventilation is required, the safety monitor shall notify the entry worker of a ventilation failure to ensure their safe egress.
4. **A confined space in which a safe atmosphere cannot be maintained shall not be entered.**



### **25.19 Explosive and Flammable Atmospheres**

Hot work shall not be performed in a confined space where there is or is likely to be a gas or vapour that is or is or is likely to be explosive or flammable

### **25.20 Record Keeping**

1. Records for the purposes of this program include: Confined Space Entry Control Plan Checklists, Confined Space Entry Permits, Training Records, Test Results and any other documents related to a confined space entry. Records shall be kept for a minimum of 5 years.

## **26.0 SUB-CONTRACTOR HIRING POLICY**

### **26.1 Purpose**

It is the contractor's responsibility to ensure that project work is performed in a safe manner, and that it is in compliance with Alberta Workers Compensation Board Occupational Health and Safety Regulations, any other applicable provincial and/or federal laws and/or regulations, and any Total Living Care policies, procedures and other requirements that may apply.



Total Living Care expectations are that contractors will train, supervise, and direct their contractors to be mindful of the safety of Total Living Care contractors and visitors when performing work on Total Living Care premises.

### **26.2 Contractor Safety Programs**

1. The Prime Contractor shall have in place a safety program acceptable to Alberta Workers Compensation Board.
2. The implementation of the safety program shall be monitored through monthly safety meetings with the Prime Contractor, contractors and sub-contractors.
3. Minutes of these meetings shall be forwarded to Total Living Care and posted at the site office for view by the public.
4. The Prime Contractor shall report the following to the Total Living Care Project Manager:
  - a. Immediate notification of incidents or near misses that resulted or could have resulted in injuries requiring medical care.
  - b. Results of any accident investigations.
  - c. Safety committee meetings held.
  - d. Inspections performed.

### **26.3 Contractor Site Safety Plan**

1. The responsibility for safety shall rest with the Prime Contractor.
2. The requirements of Alberta Workers Compensation Board - Occupational Health and Safety regulations, the ALBERTA WORKERS COMPENSATION BOARD Traffic Control Manual, the Alberta Workers Compensation Board Building Code and the Alberta Workers Compensation Board Fire Code apply as a minimum.
3. All contractors and sub-contractors must be registered employers with Alberta Workers Compensation Board and have Alberta Workers Compensation Board Insurance for all their workers.



4. The owner will provide the Prime Contractor with any information known to the owner that is necessary to identify and eliminate or control hazards to the health or safety of persons at the workplace.
5. The Owner Representative will deal with issues of non-compliance and apply any consequences directly to the contractor or prime contractor.
6. As a minimum, contractors must:
  - a. Provide any safety documentation necessary to meet Total Living Care requirements.
  - b. Be experienced in all phases of the work to be done.
  - c. Ensure their workers on the project are adequately trained in the work procedures to be used.
  - d. Exercise good site safety management

#### **26.4 Employer and Contractor Responsibilities**

#### **26.5 Total Living Care Responsibilities**

Our responsibility is to help contractors coordinate health and safety activities by:

- a. Providing contractors with information on all workplace hazards in your work areas;
- b. Ensuring the requirements of the Workers Compensation Act and Alberta Workers Compensation Board Occupational Health and Safety Regulation are met; and
- c. Ensuring a system is in place to evaluate a contractor's safety program and safe work procedures, before commencing onsite work (if required).

#### **26.6 Coordinating Multiple Employer Workplaces**

Unless otherwise stated, Contractors are primarily responsible for workplace health and safety responsibilities for their workers and their sub-contractors. If there are multiple contractors, two or more,

who use the same work area at the same time, then Total Living Care, unless assigned to another qualified individual or organization, will assume the coordination responsibilities of the contractor. If any questions regarding this on a jobsite, please contact the building manager or site representative prior to starting work.

#### **26.7 Contractors Responsibilities**



Contractors must:

- a. Ensure workers are properly trained in and follow all aspects of workplace safety and health related to the services in your contract.
- b. Ensure any services provided under contract are carried out in accordance with the Workers Compensation Act, Alberta Workers Compensation Board regulations, and all applicable statutes and regulations.
- c. Provide immediate notice to Total Living Care of any damage, injury, or threat of damage or injury to persons or property while working on Total Living Care property.
- d. Provide Total Living Care with a copy of your current safety program, exposure control plans, training records, due diligence records and safe work procedures, upon request.
- e. Train and educate workers in all aspects of workplace safety, in accordance with the Alberta Workers Compensation Board Occupational Health and Safety Regulation
- f. Ensure staff, residents and the public are kept safe at all times
- g. Provide all necessary tools, materials and equipment for workers to perform tasks safely.

### **26.8 Alberta Workers Compensation Board Registration**

Contractors under contract to Total Living Care must:

- a. Be registered with Alberta Workers Compensation Board and be in good standing.
- b. Ensure all overdue or outstanding assessments are paid.
- c. Provide Total Living Care with your Alberta Workers Compensation Board registration number or Certificate of Clearance.

If you are unsure of your registration status with Alberta Workers Compensation Board, contact the Employer Service Centre at 780.310.0000.

Failure to comply with all applicable health and safety requirements will be cause for immediate termination or suspension of a contract, until the deficiency is rectified in a manner that is acceptable to Total Living Care and/or Alberta Workers Compensation Board.

### **26.9 Contractor Workers**

Contractors' workers are responsible for their own health and safety, as well as their fellow workers, while under their supervisors' direction.

Worker responsibilities include:

- a. Being alert to hazards



- b. Reporting hazards and incidents/accidents to supervisors
- c. Reporting injuries to the first aid attendant
- d. Reporting any unsafe acts and conditions immediately to supervisors
- e. Using and wearing protective clothing and equipment when required
- f. Refusing unsafe work
- g. Learning and following safe work procedures and the company's safety program

### **26.10 Accident/Incident Investigations**

- 1. Employers and contractors are required by regulation to investigate accidents and incidents.
- 2. Contractors are responsible for conducting their own accident/incident investigations while onsite.
- 3. Contractors are required to prepare accident investigation reports in accordance with the Alberta Workers Compensation Board OHSR. Total Living Care may request copies of these reports for our records.
- 4. Total Living Care may decide to conduct an independent accident investigation, depending on the nature and severity of the accident, when it affects our employees, property, and/or tenants.

### **26.11 Contractor Safety Meetings**

Total Living Care recommends contractors hold safety meetings on a regular basis (aka crew talks) to ensure workers understand the requirements and potential hazards of the job, as well as safety precautions and safety equipment required.

Total Living Care may ask to sit in on these meetings or request meeting documentation for our records.

### **26.12 Contractor Site Orientation**

Before contractors begin any work on Total Living Care worksites, all activities must be coordinated with the Total Living Care Project Manager or designated representative.

The Total Living Care representative will discuss the following topics with contractors and your workers:

- a. General site rules
- b. Emergency evacuation
- c. Fire protection, if applicable
- d. Resident and public relations/safety
- e. Site specific hazards, concerns and/or procedures



- f. First aid (where applicable)

### **26.13 Worker Training and Orientation**

1. Contractors are responsible for ensuring every new worker receives adequate worksite training and orientation, before starting work. The supervisor must continue to follow up to ensure workers can demonstrate safe work procedures. In addition, it is the responsibility of the Contractor to ensure only qualified workers perform duties requiring government licensing or certification.
2. Contractors and supervisors also have to be trained to administer your health and safety program and provide training for your workers.
3. Total Living Care can ask to see contractor training records at any time. Please ensure these records are readily available upon request.

### **26.14 General Site Safety Rules**

1. Total Living Care general health and safety rules must be adhered to at all times when commencing work on their work sites.
2. Please ask the Project Manager if you are unsure or don't understand any of the written rules or other policies and procedures as per the Total Living Care Health and Safety program.
3. All contractors must familiarize themselves with the contents of this policy and acknowledge receipt of this policy prior to starting their employment.
4. Violating safety laws and/or guidelines will be considered a major rule violation and can result in disciplinary action, up to and including discharge.
5. If you are unsure of the proper procedure or the safety hazards, please ask for assistance and/or instructions from your Supervisor.



## **27.0 ANNUAL PROGRAM REVIEW POLICY**

### **27.1 Purpose**

To ensure that this occupational health and safety program meets the evolving health and safety needs of the employees and contractors, Total Living Care will conduct a review of their occupational health and safety program annually. This review will include all aspects of the programs and will be done with the full support of management. Health and Safety statistical reports will be completed and reviewed at monthly joint health and safety committee meetings and at the annual review.

### **27.2 Policy**

1. Total Living Care will conduct an annual review of their occupational health and safety program.
2. A report will be written which will include specific recommended actions and an action plan to achieve the objectives. A senior management representative who will review the report with the Health & Safety Committee will administer this process impartially.

### **27.3 Purpose of the Review**

1. Provide evaluation of Programs
2. Suggest corrections and additions as needed
3. Assess accident trends – types and root causes
4. Maintain and improve workers' awareness of the Health & Safety Programs
5. Review close calls, first aid, medical aid, and LTA
6. Reduce accidents and Alberta Workers Compensation Board claims.

### **27.4 Focus of the Review**

The reviews will focus on the elements of the Programs contained in this Manual, namely:

1. Policies and Administration
2. Health & Safety Education and Training
3. Supplementary Instructions
4. Supervision of Workers
5. Workplace Inspections
6. Monitoring of Plant and Hazardous Conditions
7. Accident Investigation and Follow-up
8. First Aid Services and Equipment
9. Joint OH&S Committees
10. Traffic Control Program
11. Emergency Preparedness & Evacuation
12. PPE

13. Records and Statistics

14. Maintenance Programs

15. Additional Systems and Programs

16. Health & Safety Program Regular Reviews

### **27.5 Safety Program Audit**

1. The Health and Safety Program shall be audited and evaluated annually. The purpose of the audit is to ensure the program is being utilized and is effective and to investigate the safety activities and performance during the previous year within the context of the Program Manual. The audit will also be used to set measurable objectives and to outline specific safety activities, focal points, and revisions to procedures for the coming year.
2. The annual review will be based on an acceptable format to Certificate of Recognition requirements (COR) and Alberta Workers Compensation Board standards. A written report, including unbiased evaluations, will be produced.
3. Upon completion of the written report Total Living Care will:
  - a. Develop an action plan to implement practicable recommended revisions.
  - b. Monitor the implementation of the action plan.



## **28.0 COVID-19 SAFETY POLICY**

### **28.1 Policy**

1. Any Total Living Care employee who is ill and/or showing flu like symptoms will remain at home and not come into work as there is a high risk of infecting other. It is recommended to also contact their local health care provider immediately.
3. Employees are to be advised to not mask any symptoms of exposure even if they are mild symptoms or have had to take simple medications such as Tylenol. Workers showing any COVID-19 symptoms are not to come into work under any circumstances.
4. If an employee is confirmed to have COVID-19, Total Living Care will inform the other employees of their possible exposure to COVID-19, without disclosing names or details of the infected worker(s). All potentially exposed workers will be notified to contact their local public healthcare provider.

### **28.2 Cleaning and Sanitizing**

1. Total Living Care will ensure during high risk COVID-19 exposure risk (pandemic) as advised by the CDC; areas such as washrooms and lunchrooms will be cleaned and sanitized frequently.

2. Total Living Care will ensure during high risk COVID-19 exposure risk (pandemic) as advised by the CDC; high risk touch spots will be cleaned and sanitized frequently, such as:

Doorknobs, light switches, handrails, computer keyboards, desks, computer mouse, lunchrooms, sink taps, lunch tables, fridge handles, cellular phones etc.

3. Sanitizing chemicals will be purchased by the company.
4. Example of developing our own sanitizing solution: 5 tablespoons (1/3rd cup) bleach per gallon of water OR 4 teaspoons bleach per quart of water.

### 28.3 Disinfection Solution

1. You may use a chemical disinfection solution containing a bleach solution or at least 70% Alcohol. Follow manufacturer specifications for proper application and safety requirements (i.e. ppe and ventilation).
2. You may also create your own workplace diluted bleach solution (i.e. spray bottle):

**5 tablespoons (1/3rd cup) bleach per gallon of water OR 4 teaspoons bleach per quart of water.**

3. Ensure the spray bottle is adequately labeled for identification purposes.



### 28.4 COVID-19 Six Step Process (Reducing Exposure)

Total Living Care will ensure the following six steps will be implemented in the workplace to reduce the risk of COVID-19 exposure.

#### Step 1: Assessing Risks

- a. Total Living Care will assess their workplace in order to identify places where the risk of transmission is introduced. This process must involve frontline workers, supervisors, and joint health and safety committees and/or worker representatives. You should continue to assess the workplace after operations resume to ensure risks are identified and managed.



- b. The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, or from touching a contaminated surface before touching the face. To understand the risk at your workplace, consider the following questions:
- c. Where do people congregate, such as break rooms, production lines, or meeting rooms?
- d. What job tasks or processes require workers to come into close proximity with one another or members of the public?
- e. What tools, machinery, and equipment do people come into contact with in the course of their work?
- f. What surfaces are touched often, such as doorknobs, elevator buttons, light switches, equipment, and shared tools?

## **Step 2: Implementing Protocol to Reduce Risk**

Total Living Care will select and put measures in place to minimize the risk of transmission:

### **Maintaining physical distance**

- a. Consider reducing the overall number of workers at the workplace at one time. This may be done by implementing work-from-home schedules or rescheduling some work tasks.
- b. Ensure that the appropriate number of people are in each area of a workplace to prevent workers from coming too close to one another or members of the public. This may be done by posting occupancy limits (e.g., on elevators, washrooms, and other small spaces), and limiting the number of workers at one time in break locations.
- c. Maintain a distance of 2 metres (6 feet) between workers and others wherever possible, by revising work schedules, organizing work tasks, and employing the use of dollies or other aids for work tasks that would typically be done by more than one person.
- d. Consider creating pods of workers who work together exclusively to minimize the risk of broad transmission throughout the workplace.
- e. Implement measures to ensure workers can maintain a distance of two metres when serving or working with or near members of the public.

### **Where physical distance cannot be maintained**

- a. Where distance cannot be maintained, consider separating people with partitions or plexiglass barriers.



- b. Where other measures are not sufficient, consider the use of masks, understanding that these have limitations.

### **Cleaning and hygiene**

- a. Provide adequate hand-washing facilities on site for all workers and ensure the location is visible and easily accessed. Develop policies around when workers must wash their hands, including upon arriving for work, before and after breaks, after handling cash or other materials, before and after handling common tools and equipment.
- b. Implement a cleaning protocol for all common areas and surfaces, including washrooms, equipment, tools, common tables, desks, light switches, and door handles. Ensure those engaged in cleaning have adequate training and materials.
- c. Remove any unnecessary tools or equipment that may elevate the risk of transmission, including items like coffee makers and shared utensils and plates.

### **Step 3: Development of Policies**

Total Living Care will develop the necessary policies to manage their workplace, including policies around who can be at the workplace, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions. Total Living Care will communicate policies clearly to workers through training, signage, and reminders as required.

### **Step 4: Communication Plans and Training**

- a. Total Living Care will ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at your workplace.
- b. Be sure everyone is trained on the measures you have put in place and the policies around staying home when sick.
- c. Post signage, including occupancy limits and effective handwashing practices. Signage should also be posted at the main entrance indicating who is restricted from entering the premises (including visitors and workers with symptoms).
- d. Ensure supervisors have been trained on monitoring workers and workplace to ensure policies and procedures are being followed.

### **Step 5: Monitoring the Workplace**



- a. Things may change as our business operates. If Total Living Care identifies a new area of concern, or if it seems like something isn't working, Total Living Care will take steps to update their policies and procedures.
- b. Total Living Care will ensure that workers can raise safety concerns. This may be through a worker health and safety representative or a joint health and safety committee.

**Step 6: Assessing and Addressing Risk from Resuming Operations**

- a. There may be risks arising from restarting our business that you need to manage. Total Living Care will consider the following:
  - b. Have you had any staff turnover, or are workers being required to change or adapt job roles, or to use new equipment? Consider training or new employee orientation.
  - c. Will workers need time or training to refresh their skills after having been out of the workplace?
  - d. Have you changed anything about the way you operate, such as the equipment you use or the products you create?
  - e. Are there any processes required for start-up that might introduce risks? Consider the impact of restarting machinery, tools and equipment, or clearing systems and lines of product that may have been left when your business was closed.



## **29.0 WORKING FROM HOME POLICY**

### **29.1 Purpose**

To ensure the health and safety of Total Living Care employees who are required to work from home. This company work from home policy applies to all our employees who will be working from home.

### **29.2 Policy**

1. Employees working from home must have the approval to do so from their Supervisor.
2. The employee shall designate a workspace within the remote work location for placement and installation of equipment to be used while remote working. The employee shall maintain this workspace in a safe condition, free from hazards and other dangers to the employee and equipment. The company must approve the site chosen as the employee's remote workspace.
3. During work hours and while performing work functions in the designated remote work area, remote workers are covered by provincial worker's compensation insurance.
4. Employees must be available by phone and email during core hours. All client interactions will be conducted on a client or company site. Employees will still be available for staff meetings, and other meetings deemed necessary by management.
5. Employees working from home must designate a muster station in case of emergency evacuation (i.e. fire). This muster station's location must be clearly communicated to Total Living Care



6. Ensure your home is free from slip, trip and fall hazards. Ensure you conduct a hazard assessment prior to starting your shift.
7. If an employee is working alone at home (with no one else around), the company Working Alone Procedures will be followed. A check in procedure with your Supervisor will be established.

## **30.0 HAZARD AND RISK MANAGEMENT POLICY**

### **30.1 Policy**

The management of Total Living Care is responsible for developing a system of risk management that is based on the process of hazard identification, evaluation and control. The hazard identification and risk management process must be clearly understood by all company employees and Total Living Care is committed to providing training and instruction in this discipline.

### **30.2 Process**

The hazard and risk management system is based on the following criteria:

- a. An inspection program that assesses company worksites, work methods and practices, structures and equipment and contractor operations in accordance with regulatory requirements.
- b. A hazard communication process where hazards that are identified are communicated to affected parties.
- c. Development of a risk assessment and rating process for identified hazards and implementing control measures based on the associated risks.
- d. Assigning responsibilities for taking corrective action.

### **30.3 Responsibilities**

Total Living Care will provide training, instruction and support to company employees involved in the hazard identification and risk management process. Provide direction and support in the development of inspectional criteria, equipment maintenance processes and documentation requirements.

#### ***Supervisors***

Implement the hazard identification and risk management process. Assist with the development of the inspectional program that covers all workplaces, equipment, vehicles, buildings, tools and work methods.



## **Workers**

Participate in the hazard identification process during pre-work and regular work activities. Implement control measures and communicate the action taken with supervisors. Document the hazards identified and the action taken. Follow established safe work procedures and instructions.

### **30.4 Definitions**

**“Hazard”** is defined as any source having the ability to cause harm or damage or a situation that has the potential to cause harm or damage.

**“Risk”** is a measurement of the possibility and potential severity of a loss from occurring. The challenge is to minimize the risk of a hazard from becoming more severe and subsequently causing major injury, disease or property damage. Putting “controls” in place does this.

**“Controls”** are practices, procedures and standards, which a company and ultimately a worker use to prevent incidents from occurring or to limit the amount of harm or damage that occurs when an incident happens.

### **30.5 Risk Control**

There are 3 steps involved in risk control:

1. Recognize the Hazard – identify hazards with a particular job or worksite.
2. Evaluate the hazard or situation –what controls could eliminate or reduce the risk?
3. Control the Hazard – plan, implement and evaluate control measures that provide the greatest protection to workers.

### **30.6 Types of Controls**

There are four types of controls that are commonly used to minimize risk:

1. Eliminate the hazard.
2. “Engineering” controls provide the highest level of hazard control and are considered the best methods because it involves the removal of the hazard through the use or substitution of engineered machinery or equipment. The installation of seat belts on mobile equipment is an example of this.
3. “Administrative” controls include safe work procedures, processes, methods or instructions that are developed and implemented to ensure worker safety.
4. “Personal Protective Equipment” is the most common and accessible kind of control and involves direct protection of the worker. It is the last line of defense in the hierarchy of controls.

### **30.7 Risk Rating and Ranking**

Hazards identified at the worksite must be evaluated as to the degree of risk associated with the unsafe work condition or practice. Total Living Care will utilize the risk ranking method of “A, B, C” where:

- a. “A” identifies an imminent hazard that requires corrective action immediately.



- b. "B" identifies a hazardous condition or practice, which is not imminently dangerous but requires corrective action without delay.
- c. "C" identifies a low hazard situation or practice that requires documenting and tracking as to corrective action.