



**HAPPY HOUSE**  
Cleaning Experts

# **Occupational Health and Safety Manual**

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## OUR HEALTH AND SAFETY POLICY STATEMENT

HAPPY HOUSE Cleaning Experts (the “Business”) is committed to the health, safety, and wellbeing of its workers and of all individuals who enter its workplace. For the purposes of this Policy, the terms “worker” and “workers” include any volunteers, trainees, and apprentices.

It is our policy to provide a safe work environment for all of our workers at all times by continuously promoting safe work practices, educating, and training our workers regarding all applicable health and safety laws and best practices (including their specific duties and obligations under health and safety legislation) and regularly inspecting and evaluating our workplace in order to identify any existing or potential hazards so that they can be avoided, if not eliminated.

The duty to maintain a safe workplace is shared equally by all our workers. Supervisory personnel and members of our management are responsible for ensuring that our workers are aware of and carrying out their duties in accordance with all the health and safety policies and procedures that we have in place from time to time, including those that are set out in this policy manual.

It is our goal to foster and maintain a culture of health and safety compliance within our enterprise so that workplace safety becomes an attitude that all our workers carry with them both on and off the job. However, we also recognize that the creation, maintenance and promotion of health and safety programs, policies, procedures, and protocols is an organic exercise, and as a result, our own programs, policies, procedures, and protocols will need to be amended, revised, updated, and modified from time to time as the Business changes and matures to ensure that our workplace is safe. The Business will ensure that the manual and program will be reviewed annually to ensure compliance and validity.

It is the policy of the Business to abide by all the rules and provisions contained in the applicable Legislation, Regulations and Codes, and as all of them may be amended from time to time. For further clarity, if any provision of any of our health and safety programs, policies, procedures, or protocols conflict with the provision of the applicable legislation, then the provisions or any other applicable legislation shall prevail.

Management Sign Off	
Name:	Position:
Signature:	Date:

***On an annual basis, this policy statement must be reviewed, dated, signed by the highest level of management at the workplace and posted in a conspicuous location.***

## ABOUT THIS POLICY MANUAL

This policy manual serves as the foundation of the Business's health and safety program. We expect that as the Business grows, evolves, and matures, its health and safety program will grow, evolve, and mature with it. The Business thus recognizes that maintaining a safe workplace is not a static exercise.

For this reason, the terms and provisions of this manual may need to be amended, supplemented, or qualified by additional programs, policies, procedures, and protocols that the Business may issue from time to time as the needs, duties, and obligations of the Business change.

Similarly, should applicable provincial legislation, impose any requirement(s) that are not included in any of our health and safety programs, policies, procedures, or protocols, or in the event that any applicable legislation, is amended to impose greater obligations than those set out by the Business in this manual, or in any other program, policy, procedure, or protocol, then the provisions and/or all other applicable legislation shall prevail.

Peninsula Employment Services Limited **cannot and does not** in any way represent, warrant, or guarantee that the Business will be compliant with all applicable health and safety laws, or that it will be immune from enforcement proceedings, including prosecution, as a result of utilizing this policy manual. Proper compliance with health and safety laws is ultimately the responsibility of the Business.

The electronic version of this manual constitutes the complete, up-to-date, and official version. A printed copy of this Health and Safety Program and Policies Manual may not reflect the current official version. Therefore, paper versions of this policy should be cross-referenced with the electronic version.

Lastly, neither this policy nor any of the material contained in this policy may be reproduced, redistributed, or resold in whole or in part without the prior written consent of Peninsula Employment Services Limited.

# **ROLES AND RESPONSIBILITIES**

## **OWNER**

Under applicable health and safety laws, an “owner” of a workplace includes, but is not limited to, a trustee, receiver, mortgagee in possession, tenant, lessee, as appears in the Lands Title, or occupier of any lands or premises used or to be used as a workplace, as well as any person who acts for or on behalf of an owner as an agent or delegate.

If the Business is ever the owner of a workplace, then it must:

- Provide and maintain all facilities as required by law.
- Ensure that its workplace complies with all applicable laws and regulations.
- Ensure that its workplace is only constructed, developed, reconstructed, altered, or added to in accordance with provincial health and safety legislation.

## **DIRECTORS AND OFFICERS**

If the Business is a corporation, then every director and officer of the corporation must take all reasonable care to ensure that the corporation complies with:

- Any applicable health and safety legislation
- Any enforcement orders; and
- Any court orders.

## **EMPLOYER**

Is a person who employs one or more workers or contracts for the services of one or more workers and includes a contractor or subcontractor providing work and/or services. An employer must:

- Take every reasonable precaution to ensure the workplace is safe for all workers of the employer and any other workers present at the workplace.
- Ensure compliance to provincial occupational health and safety rules, regulations, guidelines, and legislation.
- Train employees about any potential hazards and in how to safely use, handle, store and dispose of hazardous substances and how to handle emergencies.
- Ensure arrangements for the use, handling, storage and transport of articles and substances in a manner that protects the workers.
- Make sure workers know how to use and handle the equipment safely and properly.
- Make sure workers use any necessary personal protective equipment.

- Make sure to investigate any reports of unsafe conditions or act reported and ensure that corrective action is taken without delay.
- Immediately report all critical injuries, serious incidents and potentially serious incidents to the provincial occupational health and safety governing body.
- Appoint a competent supervisor who sets the standards for performance, and who ensures safe working conditions are always observed.
- Establish and maintain a joint health and safety committee, or cause workers to select at least one health and safety representative.
- Ensure that all workers are not exposed to violence and/or harassment at the place of employment.

## **MANAGEMENT AND SUPERVISORY PERSONNEL**

Managers and supervisors **shall** ensure that:

- Equipment, materials, and protective devices required by law are provided to workers, maintained, in good working condition and used properly.
- All health and safety measures and procedures required by law are implemented and carried out.
- All areas of the workplace are capable of supporting all loads to which they may be subjected in accordance with applicable laws and building codes.
- Ensure that all workers under the supervisor's direct supervision and direction are not exposed to violence and/or harassment at the place of employment.

Without limiting the generality of the foregoing, management **shall also**:

### **Information and Training for Workers**

- Provide workers, supervisors, joint health and safety committee members and/or health and safety representatives with (if applicable) health and safety training as required by law.
- Provide information, instruction, and supervision to workers to ensure their health and safety in the workplace.
- If required by law, provide workers with written instructions as to the measures and procedures to be taken for their protection.
- Educate workers and supervisors on any hazard in their work.
- Notify workers of the results of any occupational health and safety report(s) in the possession of the Business, written or otherwise, and make them available to workers on request; and
- Establish an occupational health and safety program for workers as required by law.

### **Health and Safety Practices**

- Take every precaution reasonable in the circumstances to protect the health and safety of workers.
- When appointing a supervisor, appoint a competent person.

- Regularly monitor the levels of biological, chemical, or physical agents in a workplace, keep and post accurate records thereof as required by law.
- Cooperate with third parties in the event of a medical emergency.
- If required by law, only permit a worker to work or be in a workplace if they have undergone all required medical examinations, test, or x-rays and is found physically fit to work or to be in the workplace.
- Limit the exposure of workers to biological, chemical, and physical agents to the amounts and standards prescribed by law.
- Ensure that all workers are working safely and using protective devices, equipment, and clothing properly at all times.
- Immediately inform a worker of the existence of any potential or actual danger to their health and safety, and if necessary, or if required by law, provide the worker with written instructions as to the measures and procedures to be taken to protect the worker.

### **Administrative Health and Safety Duties**

- Review the Business's health and safety programs, policies, procedures, and protocols at least annually and develop, maintain, and modify as necessary a program to implement and enforce them.
- Make available or accessible and/or post a copy of all applicable health and safety literature and legislation, including this policy manual, as required by law.
- Assist and cooperate with the joint health and safety committee members, or a health and safety representative, as applicable, in carrying out their functions, including, but not limited to, providing the results of any report(s), written or otherwise, regarding occupational health and safety that is in the possession of the Business.
- Keep, maintain, and make available to affected workers records of their exposure to biological, chemical, or physical agents as required by law, where applicable.
- Establish a medical surveillance program for workers as required by law.
- Conduct investigations into all workplace incidents, accidents, injuries, and illnesses (including incidents of workplace harassment and violence) as necessary and as required by law.
- Ensure that sufficient resources are allocated to manage the health and safety obligations of the Business.
- Regularly carry out workplace inspections and hazard assessments as a best practice, and at a minimum, as required by law.
- Implement a system for detecting and eliminating workplace hazards, unsafe acts, or conditions in a prompt manner.

## WORKERS

All workers, including supervisors and management personnel, **must**:

### General Duties

- Complete all necessary health and safety training and orientation programs.
- Be familiar with all health and safety rules, policies (including this one), programs, laws and regulations and comply with them at all times.
- Use and wear all protective equipment, protective devices and clothing as instructed, or as required by law.
- Never remove, adjust, modify or in any way tamper with or alter whatsoever any work equipment, devices or machinery, or any protective equipment, devices, or clothing.
- Never use substitute protective equipment, devices or clothing unless expressly authorized by management.
- Never engage in any prank, contest, feats of strength or unnecessary running or rough or boisterous conduct.
- Ensure that all tools, equipment, and machinery are properly maintained, operated, and stored according to any applicable policies or specifications, and as required by law.
- Never smoke or consume any alcohol, illicit drugs, or impairing substances in the workplace.
- Refrain from using handheld/mobile devices and other portable electronic devices, while performing safety sensitive work.
- Practice good housekeeping and adhere to any waste management and environmental protection procedures.
- Refrain from causing or participating in the harassment and/or violence of another worker.
- If applicable, comply with all their duties as joint health and safety committee members or as a health and safety representative.

### Specific Reporting Obligations

Immediately report to a supervisor or to a member of management:

- The absence of or a defective equipment or protective device that may endanger another person.
- Any contravention of this policy or of any health and safety laws or regulations.
- Any unsafe or potentially unsafe working conditions or workplace hazards.
- Any medical condition, medical prescription (in confidence, if necessary) that could affect a worker's ability to complete their work safely or that could endanger another worker or person, including a prescription for medicinal cannabis; and



- Immediately report any workplace incidents (including workplace harassment/violence), accidents, spills, injuries and near misses to a supervisor or to management **and** complete any required incident reporting forms.

## SUPPLIERS

Under applicable health and safety laws, a “supplier” means any person who manufactures, supplies, sells, leases, distributes, erects, or installs:

- any tool, equipment, machine, device, or
- any biological, chemical, or physical agent to be used by a worker.

Every supplier must:

- Ensure that any tool, equipment, machine, or device, or any biological, chemical, or physical agent, supplied by the supplier is safe when used in accordance with the directions provided by the supplier and complies with the applicable provincial laws.
- Provide directions respecting the safe use of any tool, equipment, machine, or device, or any biological, chemical, or physical agent, that is obtained from the supplier to be used at a workplace by workers.
- Ensure that any biological, chemical, or physical agent supplied by the supplier is labelled in accordance with the applicable federal and provincial enactments.
- If the supplier has responsibility under a leasing agreement to maintain any tool, equipment, machine, device, or other thing, maintain it in safe condition.

## VISITORS

Every person who visits a workplace of the Business **must**:

- Follow any sign in and sign out policy or protocol.
- Wear appropriate safety equipment, if necessary.
- Comply with the Business’s health and safety policies and protocols.
- Refrain from harassing any of the Business’s workers, supervisors, managers, or patrons.
- Report any unsafe or potentially unsafe condition(s) to any worker or member of management; and
- Not enter areas of the workplace that are normally restricted to workers.

Workers, supervisors, and members of management shall be jointly responsible for monitoring the conduct of visitors to the workplace.

# EDUCATION, TRAINING AND COMMUNICATION POLICY

## POLICY STATEMENT

The Business is responsible and committed to informing employees of their responsibility in conforming to legislation, safety rules and the necessary elements of controlling hazards in the workplace. All newly hired, transferred, and promoted workers shall receive comprehensive health and safety training on the company health and safety systems and policies prior to the commencement of their work. Training will include use of hazard controls, safe work practices and procedures, etc. necessary for their individual roles.

## TRAINING

### Worker Orientation and Induction

Training needs to be provided on:

- Functions of the Business's health and safety program, policies, goals, and procedures.
- Instruction and demonstration of worker's task or work process.
- Whom to contact with questions or concerns about the program (i.e., Supervisor, HSR/JHSC representative).
- How to report hazards, accidents, injuries, illnesses, unsafe work, and close calls/near misses.
- Emergency Procedures and First Aid.
- Workers' and employers' rights and responsibilities including the reporting of unsafe conditions and the right to refuse unsafe work.

Effective training and education can be provided outside a formal classroom setting. Peer to peer training, on the job training and workplace demonstrations can be effective in promoting good work practices.

### Additional and Specialization Training

The Business will provide any additional training that is mandated by law such as certified training for joint health and safety committee members and/or health and safety representative and WHMIS (Workplace Hazardous Materials Information System) training.

**All workers are required to attend the Ministry of Labour's "Health and Safety Awareness Training in 4 Steps/5 Steps". The 4 Step program is for workers and the 5 Step is for Supervisors. Records of this training must be retained.**

Specialized training will be provided when their work involves identified and unique hazards (i.e., confined space, fall protection, etc.).

## TRAINING RECORDS

All worker training activities must be documented by the Business, including the completion and retention of a list of all workers who have received health and safety training, the nature of the training received (i.e., training program type) and the training completion date (i.e., Orientation Checklist). Any other general and non-certified training – for example, job-specific training that is provided at the workplace – shall be documented.

## COMMUNICATION

The Business is committed to ensuring that regular and continuous health and safety program communication is an integral part of creating a safety positive culture and an important business objective.

The Business believes that having regular safety meetings and, where applicable, Toolbox talks, assists in creating this culture by having continuous dialogue with workers and the opportunity for the HSR or JHSC to discuss safety concerns.

Regularly scheduled Safety Meetings/Tool-Box talks are to be determined by the Business based on the nature of its workplace. The following is the suggested frequency:

1. **Low Risk Workplaces** – offices spaces to do weekly or monthly safety meetings.
2. **Medium Risk Workplaces** – small shops where there are tools or equipment (depending on the nature of the work) to hold daily or weekly toolbox meetings.
3. **High Risk Workplaces** – construction sites, moving equipment, excavating, manufacturing, etc. (dependent on hazard assessment) to hold daily toolbox talks, weekly safety meetings.

Workers are required to attend all meetings and confirmation of attendance.

Records of all Safety Meetings/Tool-Box meetings shall be recorded, retained on file, and posted on the Health and Safety Board.

To ensure compliance, the Business will establish a Health and Safety Board that contains mandatory government postings, signed company commitment statements, listing of First Aiders, HSR/JHSC members and information such as minutes of meetings, incident trends, summary of health and safety activities, etc.

## POSTING HEALTH AND SAFETY LITERATURE IN THE WORKPLACE

The following documents **must** be posted in a conspicuous location within the workplace:

- A complete copy of the *Ontario Occupational Health and Safety Act*.
- A current copy of the Ontario Ministry of Labour's "Health and Safety at Work: Prevention Starts Here" poster.

The following documents **shall** be posted in a conspicuous location within the workplace with **5 or more employees**:

- A current and signed copy of the Business's Health and Safety Policy Statement along with the Business's Health and Safety Policy Manual.
- A current and signed copy of the Business's Workplace Violence and Harassment Prevention Policy, including the reporting procedure.
- Information regarding hazardous materials in the workplace, as required by law.
- A current copy of the "In Case of Injury" information as published by the Workplace Safety and Insurance Board.
- An emergency contact list; and
- If applicable, a list of the names and work locations of current Joint Health and Safety Committee members.

# HEALTH AND SAFETY REPRESENTATIVE

## POLICY STATEMENT

The Business is committed to ensuring the health and safety of everyone in the workplace by protecting and enhancing a positive encompassing culture through the function of the Health and Safety Representative. It recognizes the importance of workers and employers working together to identify and resolve health and safety issues.

## SCOPE

The Business shall have a health and safety representative (“HSR”) in place at all times when it regularly employs (full-time, part-time, seasonal, and contract) more than five (5) but is less than 20 workers, as required by the *OHSA*.

## SELECTING THE HSR

An HSR will be appointed by those workers within the Business’s workplace who do not exercise managerial functions and who will be represented by the HSR. The HSR shall be appointed according to the following process:

1. The Business shall notify its workers in writing that an HSR must be appointed by posting and distributing a copy of the **HSR Selection Form**. The posted form shall include the date on which the worker election shall close, and the worker votes will be counted.
2. Every worker who does not exercise managerial functions must complete the **HSR Selection Form** by writing down the name of the person the worker wishes to elect as the HSR (the person nominated also must not exercise managerial functions) and submit the completed form to the Business for counting.
3. A worker may nominate themselves or nominate another worker for the HSR role, provided that they are eligible – e.g., the person must not exercise managerial functions.
4. A worker cannot nominate a person who has ceased to be employed at the Business’s workplace. For the purposes of this section, a worker “ceases to be employed” as of the date they cease to perform services for the Business.
5. The nominee with the highest number of votes shall be installed as the Business’s HSR, provided that they are eligible. If only one (1) worker volunteers, then they will nevertheless need to be formally elected as the HSR by the remaining eligible workers via a vote.

6. In the event of a tie, the Business shall first ensure that all eligible workers have submitted a ballot. If any eligible workers have not participated, then they will be asked to do so.
7. Once all eligible workers have been accounted for and afforded an opportunity to vote, a recount of all the submitted ballots shall be completed. If a winner is not determined, this process shall be repeated as often and as promptly as possible until an HSR is properly elected and appointed in accordance with this policy and the *OHSA*.
8. In the event that the elected HSR is ineligible, the Business shall notify its workers that the candidate is ineligible; inform its workers of the eligibility requirements for a nominee; and then repeat the election process until an eligible worker is properly elected and appointed as the HSR in accordance with this policy and the *OHSA*.

Following the completion of the election process, the name, title, and contact information of the elected HSR shall be listed in the **HSR Posting Form**. The completed form shall then be posted in a conspicuous location in the workplace.

## **TRAINING**

The HSR shall be provided with training that is sufficient to enable them to effectively carry out the powers and perform the duties of an HSR.

## **DUTIES AND RESPONSIBILITIES OF THE HSR**

The HSR's duties and responsibilities are specifically set out in the *OHSA* and explained in the following subsections:

### **Identify Workplace Hazards**

The HSR must consistently monitor the Business's workplace and identify actual and potential workplace hazards.

### **Conduct Regular Workplace Inspections**

Unless otherwise required by the *OHSA* or an Ontario Ministry of Labour ("MOL") inspector, the HSR shall inspect the physical condition of the Business's workplace at least once a month, or if it is not practical to inspect the workplace once a month, the HSR shall inspect the workplace at least once a year, while inspecting at least a part of the workplace every month (collectively, "Inspections").

Inspections shall be carried out according to a schedule agreed upon by the HSR and the Business. The schedule shall be listed in the **HSR Workplace Inspection Schedule Form**. The Business shall provide the HSR with any information that they require for the purposes of carrying out workplace inspections.

In completing their scheduled inspections, the HSR shall complete the **Workplace Inspection Details Form**. The HSR shall inform the Business of any situations that may be a source of danger or hazard to workers by listing their concerns in the **Workplace Inspection Details Form**. The Business shall consider such information within a reasonable period of time.

### **Investigate Workplace Fatalities and Critical Injuries**

If a person is killed or critically injured in the Business's workplace for any reason, the HSR should, subject to Section 51(2) of the *OHSA* (Preservation of wreckage), inspect the place where the accident occurred, as well as any machine, device, or thing, and shall report their findings directly to the MOL.

### **Participate in Work Refusal Investigations**

Where the Business is required to investigate a worker's refusal to perform work on the basis that they believe is unsafe, the HSR must be present for the investigation and shall attend without delay.

## **POWERS OF THE HSR**

The HSR has numerous information gathering and investigative powers under the *OHSA*. More specifically, the HSR has the power to:

1. Identify situations that may be a source of danger or hazard to workers and to make recommendations to the Business or report their findings thereon directly to the Business **and** directly to the Business's workers.
2. Obtain information from the Business concerning the conducting or taking of tests of any equipment, machine, device, article, thing, material or biological, chemical, or physical agent in or about a workplace for the purposes of occupational health and safety.
3. Be consulted about, and be present at the beginning of, testing referred to in paragraph two (2) above that is conducted in or about the Business's workplace if the HSR believes that their presence is required to ensure that sufficient testing procedures are used to ensure that the test results are valid.
4. Be immediately notified of any workplace fatalities or critical injuries in accordance with Section 51(1) of the *OHSA* (Notice of death or injury).
5. Be notified of any occupational illnesses that are reported to the Business by a worker or a former worker.
6. Obtain information from the Business regarding the identification of potential or existing hazards of materials, processes or equipment and information regarding health and safety experience and work practices and standards in similar or other industries of which the Business has knowledge.

## PROCEDURE REGARDING HSR RECOMMENDATIONS

The HSR shall submit any recommendations or reports to the Business using the **HSR Recommendation/Report Form**. The completed form must include a detailed explanation of the HSR's recommendation(s) or report(s), the reason(s) for the recommendation(s) or report(s) and a summary of the relevant facts underlying the HSR's recommendation(s) or report(s).

Upon receiving a completed HSR Recommendation/Report Form from the HSR, the Business shall immediately date stamp the form. The Business must then respond to the HSR ***within 21 calendar days***. The Business's response ***must be in writing and must***.

1. Contain a timetable for implementing the recommendations of the HSR that the Business agrees with.
2. If the Business does not accept any of the recommendations made by the HSR, provide reasons explaining why the Business disagrees with those recommendations.

The Business's response must be delivered using the **21-Day Recommendation Response Form**.



# WORKPLACE INSPECTION AND HOUSEKEEPING POLICY

## POLICY STATEMENT

The Business is committed to complying with applicable legislation by maintaining a tidy workplace and conducting workplace inspections at regular intervals, to ensure a workplace that is safe and free of hazards that could contribute to workplace incidents or injuries.

A regular inspection schedule will be set by the Business, and where applicable, in conjunction with the Business's health and safety representative or joint health and safety committee.

## WORKPLACE INSPECTIONS

The Business's regular workplace inspection schedule will be documented in a completed **Workplace Inspection Schedule Form** which will be maintained and posted in a conspicuous location in the workplace. Inspections of each work area are to be completed on a regular basis. The purpose of inspections is to detect potential sources of accidents before they happen. Following **every** workplace inspection, the worker conducting the inspection **shall** sign and submit to management a completed **Workplace Inspection Details Form**.

Inspections and follow up to inspections can:

- Prevent incidents.
- Detect wear, tear or potential failure of equipment, tools, or materials.
- Prevent damage to property, equipment, and material.
- Ensure that there is no equipment misuse.
- Improve housekeeping standards.
- Observe workers to correct inadequate job procedures and poor work habits.
- Eliminate or minimize any fire hazard.
- Protect the integrity of the environment.

## ROUTINE INSPECTIONS

Routine inspections are performed by workers to evaluate the worksite through walk around assessments and checklists. Supervisors/Managers and staff need to conduct workplace inspections as part of their normal work routine. Inspections include:

- Continual monitoring of critical parts and equipment performance.
- Identification of hazards or potential problems in the work area that may impact the health and safety of workers.
- Maintenance and repair work when required.
- Completion of regular checklists (signed by supervisor/manager).
- Completed checklists must be provided at health and safety meetings.

## **INSPECTION PROCEDURES**

When performing a planned inspection:

- Cover the work area systematically, inspecting one item at a time.
- Look for items in out of the way places, which might be missed in the daily walk around.
- Reference equipment/worksite checklists and/or safe operating procedures to ensure that all items are covered.
- Complete an inspection report.
- Clearly describe and identify the location of each deficiency using established names and markings.
- Record damaged or malfunctioning equipment or material.
- Record adequate or incorrect work procedures.
- Record unnecessary items, such as unused material or equipment.
- Note cluttered and poorly arranged areas (poor housekeeping).

If, during the inspection, equipment is discovered that poses a serious health and safety risk then the equipment must be rendered inoperative. Ensure the inspection report contains a record of the corrective actions taken (notes, invoice, work order, etc.) for all identified hazards prior to the inspection report being filed.

### **Work Equipment and Safety Equipment**

All work and safety equipment will be identified and inventoried. All workers must follow manufacturers' specifications and maintenance and inspection protocols required by law for all vehicles, machinery, tools, equipment, and fire safety equipment.

## **HOUSEKEEPING**

The Business is committed to maintaining a tidy workplace. As such, the Business shall ensure that its workplace is cleaned regularly. The Business will either assign a worker internally to perform regular housekeeping duties, or alternatively, hire a third-party to perform cleaning services. The Business shall set a regular cleaning schedule.

# INCIDENT AND INJURY REPORTING/INVESTIGATION

## POLICY STATEMENT

This policy applies to all employees, contractors, visitors, volunteers and clients at all the Business's workplaces, sites, and vehicles. Management is committed to assisting all personnel after an incident or an injury and to taking all steps necessary to minimize future occurrences of the incident.

## DEFINITIONS

For the purposes of this policy the following definitions will apply:

**Incident:** an unexpected event that may result in property damage, injury or illness to an employee or disruption of normal operations. includes any of category of events described below.

### Minor Incident

1. **Near Miss:** an incident that did not cause illness, injury, or damage, but had the reasonable potential to do so.
2. **First Aid Injury:** a minor injury that does not require a visit to a doctor or health care clinic and where the employee can resume their normal work duties at latest on their next scheduled shift.

### Moderate Incident

1. **Medical Aid Injury:** refers to an injury sustained by an employee that requires professional services provided by a health care practitioner.
2. **Lost Time Injury:** occurs when an employee does not return for their next scheduled shift due to an inability to work resulting from an injury that occurred in the workplace.
3. **Occupational illness:** an illness caused by exposure to a health hazard at work. It affects normal body mechanisms and changes an employee's health.

### Critical incident

1. **Critical injury:** any injury that places life in jeopardy; causes unconsciousness; results in significant blood loss; involves the fracture of a leg or arm, but not a finger or a toe; involves amputating all or part of an arm or leg, but not a finger or a toe; consists of burns to a major portion of the body; or causes the loss of sight in an eye.
2. **Fatality:** a death.

## ROLES AND RESPONSIBILITIES

For the purposes of this policy the following actions and responsibility will apply:

COLOR CODE LEGEND	
	<b>Minor Incident</b> (Near Miss, First Aid Injury)
	<b>Severe Incident</b> (Medical Aid Injury, Lost Time Injury, Occupational Illness)
	<b>Critical Incident</b> (Critical Injury, Fatality)

### Supervisors/Managers

			Ensure employees report any near miss or incident. Ensure a <b>Workplace Injury or Near Miss Reporting Form</b> is completed.
			Ensure the injured and/or ill employee receives appropriate first-aid or medical treatment as required.
			Contain the incident area to prevent further injury or damage and maintain it for investigation purposes. Call 911, the provincial OHS department, the JHSC/HSR, and the family as appropriate.
			Perform an investigation. Ensure an atmosphere of cooperation is fostered to understand the root causes of the incident.
			Determine any corrective and preventive action to be taken and ensure that such action is implemented.
			Develop a report within 48 hours, describing what happened and giving any information that may be required by the OHS officer/inspector.
			Ensure Employers' reports are completed and submitted to the provincial Workers' compensation board within 72 hours/3 days as mandated.
			Ensure appropriate workers' compensation documentation is completed by the employee and supervisor and submitted in the required timeframe.
			Follow up with injured or ill employees after an incident and obtain any additional pertinent information not provided in the investigation.
			Maintain any documentation, in confidence, submitted by the employee in relation to the injury.
			Keep current on the status of any claims and to provide meaningful alternative work for employees who are on modified duties.
			Collaborate with injured or ill employee, their supervisor, the employee's physician, and provincial workers' compensation board to find suitable modified work if needed and organize employee's return to work.
			Keep on file a record of the incident including the investigation report, first aid information and any other documentation pertaining to the incident indefinitely.

### Employees

			<ul style="list-style-type: none"> <li>Immediately report any near miss or incident to their immediate supervisor and collaborate in the investigation process. Complete an <b>Accident/Incident Report</b>.</li> </ul>
			<ul style="list-style-type: none"> <li>Seek medical attention if needed.</li> </ul>
			<ul style="list-style-type: none"> <li>Cooperate fully with securing the incident scene and with an investigation</li> </ul>
			<ul style="list-style-type: none"> <li>Complete a workers' report (Form 6) and submit to the WSIB and supervisor.</li> </ul>
			<ul style="list-style-type: none"> <li>If a <i>Functional Abilities Form (FAF)</i> is needed, employee provides FAF to supervisor and manager.</li> </ul>
			<ul style="list-style-type: none"> <li>In case of loss of time due to an injury or illness, the employee will provide medical updates and fully cooperate with the supervisor and in the return-to-work process. Refer to the <b>Early and Safe Return to Work Policy</b>.</li> </ul>

### HSR/JHSC

			<ul style="list-style-type: none"> <li>Review incident reports, investigations, corrective, and preventive actions at the JHSC meetings.</li> </ul>
			<ul style="list-style-type: none"> <li>Make recommendations regarding corrective action and ensure that such action is implemented.</li> </ul>
			<ul style="list-style-type: none"> <li>Attend the accident scene and assist in developing a report within 48 hours, describing what happened and giving any information that may be required by the OHS officer/investigator.</li> </ul>

### Contractors/Subcontractors

			<ul style="list-style-type: none"> <li>All incidents and injuries must be reported to their employer and the Business owner or whomever is managing the contract.</li> </ul>
			<ul style="list-style-type: none"> <li>Must complete and submit an investigation within 24 hours of the incident/injury</li> </ul>
			<ul style="list-style-type: none"> <li>The Business owner or whomever is managing the contract will review the reports and follow up as necessary.</li> </ul>
			<ul style="list-style-type: none"> <li>Contain the incident area to prevent further injury or damage and maintain it for investigation purposes. Call 911, the Ontario OHS office, the Business owner, and the family as appropriate.</li> </ul>
			<ul style="list-style-type: none"> <li>Complete and submit all investigations and reports as directed by the OHS officer/investigator and the Business owner or whomever is managing the contract.</li> </ul>

# **EARLY AND SAFE RETURN TO WORK POLICY AND PROGRAM**

## **POLICY STATEMENT**

The Business will make every reasonable effort to provide suitable employment to any employee unable to perform their duties because of a work-related injury.

The purpose of this Return to Work (RTW) Program is to:

- provide for the early and safe return-to-work of injured employees.
- provide gainful employment for employees who are temporarily disabled due to an injury in the workplace; and
- restore, at a minimum, the employee's ability to perform the essential duties of their pre-injury work duties.

The Program addresses the possibility of an employee returning to perform their regular job with modifications or, when available, alternate temporary work that meets the injured employee's functional abilities.

The Business, in consultation with the joint health and safety committee (JHSC) or health and safety representative (HSR), if any, will develop, establish, and put into effect measures and procedures to ensure that all protocols in this Program are implemented and followed at the workplace.

This Program is in addition to and does not supersede the Business' duty to accommodate an employee's disabilities to the point of undue hardship. This Program will be applied flexibly to accommodate employee disabilities when necessary.

## **SCOPE**

The Program applies to all employees of the Business, including management. The Program sets out a collaborative and outcome-based process to assess, plan, implement, coordinate, monitor, and evaluate the options and services required to meet an individual's needs. RTW case management shall confirm that every effort should be made to ensure that the work assigned is suited to both the worker's physical and personal abilities and contributes to the productivity of the business.

## **ROLES AND RESPONSIBILITIES**

### **Employer**

- Providing a safe work environment for all employees.
- Implementing early and safe return to work program and policies that are consistently applied to all employees covered by the program.

- Training all employees about the RTW program.
- Training employees on proper reporting of incidents and the incident investigation process.
- Promptly reporting work-related injuries to the WSIB.
- Working with the injured employee and health care professionals to identify suitable work.
- Modifying the workplace, as required, to accommodate employees who are disabled due to illness or injury.
- Monitoring the progress of employees in modified work programs and meeting with them regularly to ensure they will be successful in achieving their return-to-work goal.
- Contacting the employee as soon as possible after an injury and maintaining communication throughout their recovery and return-to-work.
- Arrange and pay for transportation to a medical facility, if needed (the Business must pay worker's wages for the day of the injury).

### **Management**

- Ensure employees are complying with modified duties for the assigned period.
- Investigate injuries and work-related complaints.
- Ensure immediate completion of incident reports.
- Meet with the returning employee after the injury to review and discuss any concerns the employee may have.
- Maintain documentation relating to an employee's injury.
- Maintain communication with the employee during their absence from work.
- Liaise with WSIB personnel and coordinate the development of the employee's Return-to-Work Plan; and
- Remind the employee to return with documents after initial medical treatment.

### **Employees**

- Report any injury or illness immediately to a supervisor or a manager.
- If medical attention is necessary, inform your treating health care professional that early and safe return-to-work opportunities are available to you to accommodate the functional abilities.
- Communicate with your employer through your recovery period and cooperate with your employer in finding suitable duties for your return to work.
- Take an active role in developing your return-to-work plan.

- Obtain the necessary documentation from the treating health care professional, as may be required by the employer (for example, Functional Abilities Form).
- Report any concerns with your return to work to your manager and/or WSIB adjudicator/case manager so that the concerns can be addressed promptly.
- Attend scheduled return to work progress meetings with your employer/manager; and
- Provide a copy of the Health Care Professional's Report Form to your employer/manager.

### **Health Care Professionals**

- Provide appropriate and effective health care that facilitates recovery and expedites return to work.
- Provide information regarding the injured or ill employee's functional abilities when requested by the Business or the WSIB; and
- Provide timely information to the WSIB.

### **JHSC/HSR**

- Provide assistance with return-to-work reintegration.
- Address employee concerns regarding modified duties.
- Assist in training employees on the RTW program; and
- Assist in developing/reviewing the RTW program.

### **Return to Work Coordinator (Supervisor/Manager)**

- Follow up on the progress of the employee's recovery during the RTW Plan.
- Schedule weekly progress meetings with the employee and complete the **Return-to-Work Progress Report**.
- Assist with achieving the RTW goal.
- Complete the **Return-to-Work Closure/Evaluation Report**.
- Address any employee issues/concerns during modified duties and the RTW process.
- Support the development, implementation, and delivery of this program by monitoring and reporting on its effectiveness and compliance with applicable legislation; and
- Provide recommendations for improvement.



## RETURN TO WORK PLAN

The primary goal of a RTW plan is to safely accommodate the injured employee back to their regular duties. By assessing the physical demands of the job and the employee's functional abilities, the individual responsible for implementing the return-to-work plan and the employee can determine if the job requires modification.

If the employee is not able to return to their pre-injury position, the employer is required to accommodate their physical restrictions and provide modified duties to the employee. The accommodation should be suitable, and a return-to-work plan must be implemented.

## DOCUMENTATION

The necessary documents and their applicable use as per WSIB:

**Form 6 - Worker's Report of Injury or Occupational Disease** - to be completed by injured worker, for either a lost time or non-lost time work related injury and seeks medical attention.

**Form 7 - Employer's Report of Injury or Occupational Disease** - to be completed within 72 hours of being notified of injury, whether lost time or non-lost time and the injured worker receives medical aid.

**Form 8 - Health Care Professional** - Reports needs to be submitted to WSIB and a copy given to the worker after the patient's first visit due to a work-related injury whether lost time or non-lost time.

**FAF - Functional Abilities Form** - Provides information regarding an employee's physical abilities and/or limitations and return to work information.

### Procedure for Non-Lost Time Injuries

All work-related injuries must be reported to management immediately. All critical injuries and fatalities must be reported to the Ministry of Labour within 48 hours.

These steps must be followed when an injury occurs that does not result in lost time:

- Provide first aid immediately.
- Arrange and pay for transportation to a medical facility, if needed (the Business must pay the employee's wages for the day of the injury).
- Complete and submit a **Form 7** WSIB if the injury/illness:
  - involves health care treatment.
  - results in time away from work; or
  - results in lost wages.
- Provide a copy of **Form 6** to the employee as soon as possible.

- Obtain a copy of the second page of **Form 8 (Health Professionals Report)** from the employee when they return to work the next day.
- Obtain a copy of **Form 6** from the employee (if they have filed a claim).
- Ensure an incident/accident investigation has been completed and refer to the **Workplace Injury or Near Miss Reporting Form**.
- Request the employee to have their health care provider complete an FAF for the employee once they are ready to return to work.
- Collectively discuss and establish a Return-to-Work Plan with the employee by using the **Return-to-Work Plan Form**.
- Offer modified duties to the employee using the **Modified/Alternative Work Offer Form** that comply with the physical restrictions listed on the FAF and/or a copy of the second page of Form 8 for the indicated time period listed. If there is limited information regarding the worker's abilities or restrictions, refer to the **Standard Restrictions Form**.
- Monitor and evaluate the employee's recovery. Meet with the employee at least once per week and document their recovery progress by using the **Return-to-Work Progress Report Form**.

The return-to-work program is completed when the employee is able to return to the regular duties they had prior to the injury. If the employee cannot return to pre-accident duties at the conclusion of the plan, the manager must discuss extending the plan with the employee and their health care provider.

### **Procedure for Lost Time Injuries**

All work-related injuries must be reported to management immediately. All critical injuries and fatalities must be reported to the Ministry of Labour within 48 hours.

These steps must be followed when an injury occurs that results in lost time:

- Provide first aid immediately, if needed, and conduct a hazardous occurrence investigation.
- Arrange and pay for transportation to a medical facility, if needed (the Business must pay the employee's wages for the day of the injury).
- Complete and submit a **Form 7** to WSIB within 72 hours if the injury/illness:
  - involves health care treatment.
  - results in time away/off from work; or
  - results in lost wages.
- Provide a copy of **Form 6** to the employee as soon as possible.
- Obtain a copy of **Form 8 (Health Professional Report)** from the employee when possible.

- Obtain a copy of **Form 6** from the employee (if they have filed a claim).
- Contact the employee as soon as possible after the injury. Maintain communication throughout their recovery and return to work.
- Ensure an incident/accident investigation has been completed by using the **Workplace Injury or Near Miss Reporting Form**.
- Request the employee to have their health care provider complete a Functional Abilities Form for the employee once they are ready to return to work.
- Collectively discuss and establish a Return-to-Work Plan with the employee by using the **Return-to-Work Plan Form**.
- Offer modified duties to the employee using the **Modified/Alternative Work Offer Form** that comply with the physical restrictions listed on the FAF and/or a copy of the second page of Form 8 for the indicated time period listed. If there is limited information regarding the worker's abilities or restrictions, refer to the **Standard Restrictions Form**.
- Provide copies of any RTW plans or related forms to the employee.
- Monitor RTW plans by scheduling regular meetings to assess progress, obtain current functional abilities information, and make any adjustments to RTW plans, as needed.

The return-to-work program is complete when the employee is able to return to their pre-injury duties. If the employee cannot return to pre-injury duties at the conclusion of the plan, an extended plan may need to be discussed further.

# HAZARD ASSESSMENT POLICY

## POLICY STATEMENT

Hazard assessments and controls are the core of every organization's occupational health and safety system. The purpose of the hazard assessment is to identify and evaluate the conditions that could lead to workers getting hurt or becoming ill. Injuries and ill health can negatively impact the livelihood of workers and affect the Business if production is lost, machinery and equipment are damaged, insurance costs increase, or the Business is prosecuted.

All workers of the Business are required to resolve and/or report any hazards that could result in an incident or an injury to their supervisor or manager immediately. It is the policy of the Business to investigate all hazards reported and to provide a workplace to its workers, contractors, volunteers, and visitors that is safe and free of hazards.

## HAZARD ASSESSMENT PROCEDURE

### Hazard Identification

Before hazards can be eliminated or controlled, it is necessary that they first be recognized. The goal of hazard identification is to find and record possible hazards that may be present in your workplace. It may help to work as a team and include both people familiar with the work area, as well as people who are not – this way you have both the experienced and fresh eye to conduct the inspection.

Every workplace consists of four major components. These are:

1. The people (employees, visitors, clients, suppliers, sub-contractors, etc.).
2. The environment they work in.
3. The materials they work with; and
4. The equipment and tools they use.

Further, hazards in the workplace, including ergonomics-related hazards, must be identified, and assessed considering:

1. The nature of the hazard.
2. The employee's level of exposure to the hazard.
3. The frequency and duration of employees' exposure to the hazard.
4. The effects, real or apprehended, of the exposure on the health and safety of employees; and
5. The preventative measures in place to address the hazard.

When conducting a Hazard Assessment all the components mentioned above must be evaluated to identify what hazards are present and their associated risk. All workers involved in work tasks must participate in the hazard assessment and the assignment of controls or steps to eliminate the hazards identified. This includes the documentation and review of the hazards and the controls being used to control or eliminate those hazards with all affected workers.

## **WRITTEN ASSESSMENT**

Putting the hazard assessment in writing moves it from an informal “what could go wrong?” approach to one that is more thorough and systematic. Having the assessment in writing also proves that it has been done.

Hazard/Risk Assessments shall be conducted on all projects/worksites in the form of a thorough examination of all phases of the operations to identify what actual and potential hazards exist. A hazard assessment must be completed at the start of the project and for any new or missed hazards that are identified while the project is underway.

When assessing hazards, the Business should keep the process simple by producing a written hazard assessment that applies to the worksite or work activities being reviewed. The assessment must indicate the methods used to eliminate or control the hazards identified.

Recommendations should be made to eliminate or control each the hazardous conditions identified. The recommendations should include specific actions required to correct the problem.

The Business must be able to demonstrate that all existing and potential hazards have been identified. An employer must:

- Assess a workplace and identify existing and potential hazards before work begins at the workplace or prior to the construction of a new workplace.
- Prepare a report of the results of the hazard assessment and methods used to control or eliminate the hazards identified.
- Ensure that the date on which the hazard assessment is prepared or revised is recorded on it; and
- Ensure that the hazard assessment is repeated at reasonable intervals, when a new work process is introduced, when a work process or operation changes, or before the construction of significant additions or alterations to a workplace.

## Worker Participation

The Business will involve workers in hazard assessment, elimination, and control activities. Workers are often very knowledgeable about the tasks or processes being assessed and can be directly affected by the hazard elimination and control activities. Workers often have more insight into a task or process than persons who only observe the completed work. To demonstrate compliance with this requirement, the Business, should be able to indicate which workers were meaningfully involved and to what extent. Workers should be able to confirm their involvement in the assessment, elimination, and control activities.

## Hazard Assessment Tools

Hazard assessments can be completed using the **Hazard Assessment Form**. The assessment must identify the workplace hazards and indicate how those hazards will be eliminated or controlled. These types of hazard assessments are applicable to the workplace that change very little over time.

**Field Level Risk Assessment (FLRA)** are used for work locations where the activities and conditions change. FLRA are done on-the-spot and are done at the beginning of the workday or when a new job/task is started.

Refer to the **Field Level Risk Assessment (FLRA) Form**.

## Risk Assessment Tools

Recognizing and evaluating the risks associated with hazards in the workplace is the second step in hazard control. The critical step in hazard control is the actions or methods that are developed and implemented to either control or eliminate identified hazards and potential risks.

**STEP 1:** Review hazards and assign a Risk Factor by multiplying the Probability by the Severity using the Risk Matrix provided.

**STEP 2:** If any one risk factor is within the Red Zone, **STOP WORK**, Contact Supervisor/Manager immediately. Tasks with risk factors within the Red ZONE require a Supervisor/Manager to verify that controls are adequate prior to performing the task.

## TYPES OF HAZARDS

There are many types of hazards. A common way to classify hazards is by putting them into different categories:

Types of Hazards	
<b>Biological Hazards</b>	bacteria, viruses, insects, plants, birds, animals, and humans, etc.
<b>Chemical Hazards</b>	depends on the physical, chemical, and toxic properties of the chemical.
<b>Ergonomic Hazards</b>	repetitive movements, improper set up of workstation, etc.

<b>Physical Hazards</b>	radiation, magnetic fields, temperature extremes, pressure extremes (high pressure or vacuum), noise, etc.
<b>Psychosocial Hazards</b>	stress, violence, harassment, violence, etc.
<b>Safety Hazards</b>	slipping/tripping hazards, inappropriate machine guarding, equipment malfunctions or breakdowns.

## HAZARD ELIMINATION AND CONTROL

Hazard controls are the method of preventing or controlling worker exposure to health and safety hazards. They vary from buying the right equipment to developing safe work procedures. The requirements may seem as simple as wearing PPE or as in-depth as certified training. For every task that is seen as critical or any piece of equipment that involves risk, the Business must assess and develop a method of control to reduce and/or eliminate these risks.

Whenever possible, hazards should be eliminated or controlled at the source using engineering solutions. If this is not possible, controls should be placed between the source and the workers. The closer a control is to the source of the hazard the better. If this is not possible, hazards must be controlled at the level of the worker through administrative controls and personal protection equipment (PPE). There is a specific standard process in the management of hazards that must be followed to assure that the best system of control is realized. This is referred to as the “**Hierarchy of Controls.**”

Whatever control method is used, it should attack the source of the hazard, not its outward signs. The Business should be able to describe which hazards identified by the hazard assessment have been eliminated or controlled. For remaining hazards, particularly those being controlled by PPE, the Business should be able to explain why those hazards could not practicably be eliminated. All reasonably practicable steps should have been taken to first eliminate the hazard.

### Engineered Hazard Controls

Engineering controls provide the highest degree of worker protection because they eliminate or control the hazard at its source. Engineering controls are the preferred method of eliminating or controlling hazards.

Engineering controls include the following:

- **Elimination** – getting rid of a hazardous job, tool, process, machine, or substance.
- **Substitution** – if elimination is not practical, try substituting or replacing one substance or process with another.

- **Redesign** – hazards can sometimes be “engineered out” through redesign of the worksite, stations.
- **Isolation** – hazards can sometimes be isolated through containment or enclosure.
- **Automation** – some processes can be automated or mechanized.

### **Administrative Hazard Controls**

If engineering controls cannot eliminate or control a hazard, administrative controls can be used to reduce the hazard to a level that is as low as reasonably achievable. Administrative controls are process and procedure related. Changing the way, the job is managed reduces the risk of injury. Safe work procedures are administrative tools that provide safe work guidance. Administrative controls are less effective than engineering controls since they do not eliminate the hazards.

## **PERSONAL PROTECTIVE EQUIPMENT (PPE)**

As a last resort, workers may need to use PPE to reduce the potentially harmful effects of exposure to a known hazard. PPE is much less effective than engineering controls since it does not completely eliminate the hazards. PPE must be used properly and consistently to be effective. Awkward or bulky PPE may prevent a worker from working safely. In some cases, PPE can increase the likelihood of hazards, such as heat stress and tripping and falling.

The Business may use a combination of engineering controls, administrative controls and/or Personal protective equipment that results in a greater level of worker safety than if each was used individually.

## **RISK MATRIX**

### **Analyzing the Hazards**

Now that the hazards have been identified, they can be analyzed to determine the probability that it could happen and how severe the damage could be if it did happen. This is done by utilizing a Risk Matrix.

A risk matrix calculates the risk score for a given risk. Risk is the chance or probability that a person will be harmed or experience an adverse health effect if exposed to a hazard. It may also apply to situations with property or equipment loss, or harmful effects on the environment.

A risk matrix visualizes risks as a diagram. It divides risks based on two (2) factors – the likelihood or probability of a risk and the extent of the damage or severity associated with that risk.



Refer to the **Hazard Assessment Worksheet**.

**There are three (3) components of a risk matrix:**

1. Probability or likelihood.
2. Potential consequences or severity.
3. Risk priority.

**Probability or Likelihood:** How likely the hazard is to occur. It is ranked as follows:

- Almost Certain: Expect to occur regularly under normal circumstances.
- Likely: Expected to occur at some point.
- Possibly: May occur at some point.
- Unlikely: Not likely to occur in normal circumstances.
- Rare: Could happen but probably never will.

**Potential Consequences:** How much or how severe will the damages be if the event happens. It is ranked as follows:

- Severe: Results in serious injuries, disabilities, or fatalities.
- Major: Injuries or illnesses that require hospital admission (Serious down time).
- Moderate: Injuries or illnesses requiring medical treatment.
- Minor: Minor injuries or discomfort treatable with first aid.
- Marginal: No injury to workers and minor equipment damages.

**Risk Matrix:**

	Potential Consequences or Severity					
	Marginal	Minor	Moderate	Major	Severe	
Probability or Likelihood	Almost Certain	Orange	Orange	Red	Red	Red
	Likely	Yellow	Orange	Orange	Red	Red
	Possibly	Yellow	Yellow	Orange	Orange	Red
	Unlikely	Yellow	Yellow	Yellow	Orange	Orange
	Rare	Yellow	Yellow	Yellow	Yellow	Orange

**Risk Factor:**

In the table, find the zone that aligns with both the Severity and Likelihood you have chosen. The colour of the zone indicates the risk factor e.g., Possibility (likelihood) + Major (Severity) = Orange Zone (Minor/Moderate Risk).

Risk Factor		
<b>RED ZONE</b>	<b>Major/Severe Work</b>	<b>STOP WORK IMMEDIATELY</b> and speak to a manager/supervisor.
<b>ORANGE ZONE</b>	<b>Minor/Moderate Risk</b>	Proceed work with caution. Improve Control Measures. Consult supervisor if unsure.
<b>YELLOW ZONE</b>	<b>Marginal/Minor Risk</b>	Low risk. Proceed with work. Maintain/Review Existing Measures

## PROCEDURE FOR REPORTING HAZARDS AND UNSAFE CONDITIONS

### Workers

All hazards encountered by a worker must be reported to a supervisor or to a member of management immediately. The worker must then:

1. Fill out the **Hazard Reporting Form** along with a supervisor or a member of management; and
2. Immediately submit the completed hazard reporting form to management.

### Supervisors and Management

Upon receiving a hazard reporting form, or upon becoming aware of a workplace hazard, whether reported or not, supervisors and members of management must:

- Complete the second part of the hazard report form within 24 hours of receiving it.
- Make recommendations regarding how to control the hazard and establish an action plan for carrying out those recommendations.
- Assign a member of management, or a supervisor, or both, to implement the action plan and to ensure that the hazard is rectified.
- Confirm completion and execution of the action plan.
- File and maintain a record of the hazard report.
- If applicable, submit the complete hazard report form and action plan to health and safety and to the JHSC or to a health and safety representatives, as the case may be (if applicable); and

- Advise the worker who reported the hazard of the outcome of the report and action plan.

## **JHSC AND HSR**

If applicable, the Business's joint health and safety committee or health and safety representative, as the case may be, will monitor hazards and hazard reporting and make any recommendations to management that are deemed necessary.

# PERSONAL PROTECTIVE EQUIPMENT POLICY

## POLICY STATEMENT

Personal Protective Equipment (PPE) is the last means of protecting workers from injury. PPE is only employed when engineering and administrative controls are ineffective or insufficient. Hazards should be minimized by ensuring that all jobs are well planned, workers are properly trained, and safe work practices and safe job procedures are followed. PPE required by the applicable legislation, or the Business must be worn at all times while performing work for which the PPE is required.

The Business is committed to complying with all Canadian Standards Association/American National Standards Institute/National Institute for Occupational Safety and Health (CSA/ANSI/NOISH) Personal Protective Equipment requirements.

## ROLES AND RESPONSIBILITIES

### Employer

Employers must ensure the development, implementation, and administration of all PPE requirements. This involves:

- Conducting workplace hazard assessments to identify hazards for which PPE use is mandatory.
- Provide hearing, respiratory, protective clothing in restricted areas and protection clothing and equipment for rescue and evacuation workers, at no cost to the worker.
- Must ensure that the use of PPE does not itself endanger the worker.
- Maintaining records of hazard assessments and PPE inventory.
- Ensuring PPE training is delivered to workers and records of training are maintained.
- Reviewing, updating, and evaluating the overall effectiveness of PPE use, training, and policies.

### Management/Supervisors

If the hazard assessment indicates the need for PPE, management and supervisors must ensure that:

- Workers wear PPE that is correct for the hazard and protects workers.
- Workers properly use and wear the personal protective equipment.
- The personal protective equipment is in a condition to perform the function for which it was designed.
- Workers are trained in the correct use, care, limitations and assigned maintenance of the personal protective equipment.

## **Workers**

Workers are responsible for reporting all workplace hazards to management and for following all PPE requirements. This involves:

- Properly wearing PPE as required.
- Participating in applying all training.
- Ensuring the proper use, cleaning and maintenance of PPE provided.
- Following all PPE policies and rules.
- Informing management about any damaged PPE or unsafe work.

## **HAZARD ASSESSMENTS AND PPE SELECTION**

Conduct a workplace hazard assessment to determine the presence of hazards for each job task. Once the hazards of a workplace have been identified, it is imperative to determine if the hazards can first be eliminated or reduced by methods other than PPE (e.g., Engineering controls, administrative controls, etc.). If such methods are not adequate or feasible, adequate PPE will be required to ensure the highest level of protection from the hazard.

All personal protective clothing and equipment must be of safe design and construction for the work to be performed and must be maintained in a sanitary and reliable condition.

All PPE must meet the standards of regulatory bodies such as CSA, ANSI, or NIOSH as applicable, and will be selected, used, cleaned, maintained, and stored in accordance with such standards.

- Select the appropriate CSA/ANSI/NOISH – approved PPE and provide it to all workers as required.
- Reviewing, update and conduct PPE hazard assessments when:
  - a. A work task changes.
  - b. New equipment is used.
  - c. There has been an incident.
  - d. A supervisor/employee request it.
  - e. Maintain records on hazard assessments.
- Provide training to all workers on the proper use, care, and maintenance of PPE.
- Monitor, review, and update the overall effectiveness of PPE use, training, policies, and implementation of procedures.

## **TRAINING REQUIREMENTS**

The employer is responsible to provide training to all workers that are required to use PPE before performing any work. The following training components must be administered:

- How to wear the necessary PPE when performing a job task/duty.
- How to identify when PPE must be worn.
- How to properly adjust the PPE to ensure it fits correctly.
- Limitations of the PPE.
- The proper care, maintenance, and disposal of PPE.

After the training, employees must confirm that they understand how to use the PPE properly by demonstration.

All training records shall be documented and kept on file.

Retraining must be conducted when:

- An employee's work habits, or knowledge indicates a lack of the necessary understanding, motivation, and skills required to use the PPE.
- New equipment is installed.
- Changes in the workplace make previous training out-of-date.
- Changes in the types of PPE to be used make previous training out-of-date.

## **CLEANING AND MAINTENANCE**

Supervisors are responsible for ensuring that users properly maintain their PPE in good condition. Employees must inspect, clean, and maintain their PPE according to the manufacturers' instructions before and after each use.

It is important that all PPE be kept clean and properly maintained. Cleaning is particularly important for eye and face protection where dirty or fogged lenses could impair vision.

PPE must not be shared between employees. PPE will be distributed for individual use.

Defective or damaged PPE must not be used and immediately discarded and replaced.

# WHMIS – HAZARDOUS GOODS POLICY

## POLICY STATEMENT

The Business is committed to providing a safe environment for workers and visitors who work with or around hazardous materials. The Business shall take steps to ensure that materials described as “hazardous products” or suspected to have a potentially harmful effect on worker health and safety are identified and all persons in the workplace will be made aware of and trained on these hazards.

This policy addresses the requirements of *WHMIS 2015* and is intended to:

- Educate workers on the potential safety and health hazards associated with using, storing, handling, and disposing of hazardous products.
- Prevent chemical-related accidents, incidents, injuries, and illnesses.
- Ensure appropriate and accurate labelling and documentation of hazardous products in the workplace.

## ROLES AND RESPONSIBILITIES

### Employer

- All workers are properly trained regarding how to recognize, monitor, handle and limit their exposure to hazardous substances in the workplace.
- Hazardous products and materials are used, handled, and stored in the manner prescribed by law.
- All hazardous products and materials are identified and labelled in the manner prescribed by law.
- Proper policies, procedures and protocols are in place to ensure that proper records and data concerning hazardous materials and products in the workplace are maintained.
- Provide WHMIS 2015 training on the use, handling, storage, and disposal of hazardous products to all employees who may be exposed to hazardous products.
- Ensure that an introduction of any new product or composition change of a current product that all employees are notified and retrained on WHMIS 2015.
- Ensure training needs are reviewed with the JHSC or the HSR on an annual basis.
- Provide the JHSC or HSR with copies of all SDS.
- Provide copies of SDS to regulatory authorities upon request.

## **Supervisory Staff**

- Advise all employees of the location of SDS for hazardous products.
- Advise all employees who may be exposed to hazardous products of the hazards of such products may present when used in the workplace.
- Ensure appropriate WHMIS training is provided to all employees prior to assigning them to work with hazardous products and keep records of training logs.
- Communicate and enforce safe work procedures and personal protective equipment requirements with workers.
- Ensure that employees do not use hazardous products in the workplace until the SDS has been reviewed and appropriate measures are put in place.
- Perform routine inspections to ensure requirements of this policy are met.

## **Employees**

- Complete WHMIS 2015 training.
- Adhere to safe work practices, procedures and protocols when working with hazardous products.
- Refrain from using any hazardous products until SDS have been reviewed and appropriate measures have been put in place to minimize risk.
- Report to supervisors any concerns about hazardous products in the workplace.
- Produce workplace labels when required.

## **Health and Safety Representatives/Joint Health and Safety Committee**

- During the monthly workplace inspections, verify that hazardous products are appropriately labelled and that SDS are up-to-date and readily available to all workers.
- Annually, in consultation with management, review the WHMIS 2015 training program to ensure compliance and applicability.
- Ensure the workplace maintains compliance with all WHMIS 2015 requirements.

## **TRAINING REQUIREMENTS**

All employees shall be trained in all aspects of WHMIS 2015, which training will include, but will not be limited to:

- The content required to be on a supplier label and a workplace label and the purpose and significance of the information on the label.



- Procedures for safely storing, using, and handling the hazardous product.
- Information on the contents (format) required on a Safety Data Sheet (SDS) and the purpose and significance of the information.
- Where to obtain a copy of the SDS.
- Procedures to be followed when fugitive emissions are present.
- Procedures to be followed in case of an emergency involving a hazardous product.

## HANDLING PROCEDURES

Everyone involved in the Business must follow required procedures under WHMIS and the *Hazardous Products Regulations (Canada)*.

### Supplier Labels

- Individuals who supply hazardous products are required to apply a label that meets the requirements of the *Hazardous Products Regulations*.
- A supplier label has six sections in a set order and minimum information is prescribed. Standardized hazard statement, signal words and symbols will appear on the label according to the classification of that chemical or mixture. Precautionary statements may also be required. **Refer to the Safety Data Sheet Table.**
- No one shall alter a supplier label on a container containing hazardous products.
- If the label applied to a hazardous product or a container of a hazardous product becomes illegible or is removed, the Business will replace the label with either a supplier label or a workplace label.
- When significant new data is received by the Business about a hazardous product, the Business will, as soon as possible, attach the new information to every relevant supplier label and ensure that employees are trained.
- Supplier labels must be in both official languages in Canada – English and French.

Refer to **WHMIS 2015 Pictogram Table** for examples of pictograms that will appear on a label.

### Workplace Labels

A workplace label is required if:

- a hazardous product is produced (made) and used at the workplace.
- a hazardous product is transferred or poured into another container; or
- a supplier label is lost or illegible.

A workplace label should contain:

- the product name (which must match the SDS product name).
- safe handling precautions (which may include pictogram or other supplier label information); and
- a reference to the SDS.

Refer to the **WHMIS 2015 Pictogram Table** for examples of pictograms that will appear on a label.

Refer to the **Sample WHMIS 2015 Labels – Supplier and Workplace Labels** to see what to include in a supplier and workplace label.

## **Safety Data Sheets (SDS)**

Safety Data Sheets (SDS) are summary documents that provide information about the hazards of a product and advice about safety precautions. SDS are usually written by the manufacturer or supplier of the product. In some circumstances, an employer may be required to prepare an SDS (e.g., when the product is produced and used exclusively in that workplace).

SDS provide more detailed hazard information about the product than the label. They are an important resource for workplaces and workers to help you learn more about the product(s) used. Use this information to identify the hazards of the products you use and to protect yourself from those hazards, including safe handling and emergency measures.

SDS tell users what the hazards of the product are, how to use the product safely, what to expect if the recommendations are not followed, how to recognize symptoms of exposure, and what to do if emergencies occur.

SDS must be readily available for the JHSC or HSR and to workers who are exposed to the hazardous product.

A supplier will provide the SDS, in English and French, to the purchaser of the hazardous product either in hard copy (e.g., by mail, hand delivered, etc.) or by electronic means.

SDS must be updated **within 90 days** of the supplier becoming aware of new information that changes how the hazardous product is classified or the way it will be handled or stored.

Refer to the **Safety Data Sheet Table** for a list of the sections and requirements on an SDS.

Refer to the **Sample WHMIS 2015 Labels – Supplier and Workplace Labels** to see what to include in a supplier and workplace label.

## **HAZARDOUS PRODUCT INVENTORY**

- The Business will complete an inventory of all the hazardous products used or stored on site.
- This inventory must be reviewed and updated annually or as changes are required.
- The most current review date will appear on the inventory list.
- An inventory must be maintained for all the different groups/departments using or storing any type of chemicals.

Refer to the **Hazardous Product Inventory List Form**.

# **FIRST AID POLICY**

## **POLICY STATEMENT**

The Business shall at all times maintain the minimum number first aiders and first aid supplies based on the applicable worker count, industry risk level (where applicable) and distance from emergency services at all workplaces.

## **ROLES AND RESPONSIBILITIES**

### **Employer**

- Ensure that the employer's commitment to provide first aid equipment, services and supplies are met.
- Ensure written instructions are developed and implemented to address the first aid requirements for summoning first aid, treating, and transporting of injured works.
- Direct workers to report all injuries, industrial diseases, and illnesses.
- If required, ensure reports are submitted to the applicable Workers Compensation Board.
- Direct that first aid attendants have sufficient time to assess, treat, document, and follow up on injured workers.

### **Supervisors/Management**

- Instruct all workers on written procedures regarding who and how to call for first aid, transportation of injured workers, and access/egress routes.
- Assign responsibility to monitor and ensure first aid attendants maintain current first aid certification at the workplace.
- Assign responsibility to inspect and maintain first aid supplies in accordance with first aid requirements.

### **Workers**

- Report all incidents to their immediate supervisor.
- Immediately report all injuries, industrial illness, and disease, regardless of the extent or injury, to a supervisor or first aid attendant.

## **FIRST AID STATION AND FIRST AID PERSONNEL**

The Business's first aid box shall be always maintained in good condition and shall be large enough so that each item is in plain view and easily accessible. Moreover,

the expense of furnishing and maintaining first aid appliances and services shall be borne by the Business.

The Business's first aid station shall contain the following:

*A first aid box containing the items set out according to the appropriate worker count; and*

*\*Ministry of Labour recognizes the CSA First Aid Kit Supply List.*

*A notice board displaying:*

- The Ontario Workplace Safety and Insurance Board's "In Case of Injury" poster (Form 82).
- The valid first aid certificates of qualification of the trained workers on duty; and
- Ensure that its first aid boxes and their contents are checked regularly and are in good working order. Inspections shall be completed using the inspection forms provided.

In the event that a worker needs first aid treatment, use the **First Aid Report Form**.

The Business shall ensure that its first aid station is at, all times, in the charge of a worker who is the holder of:

1. A valid St. John Ambulance Emergency First Aid Certificate or its equivalent for workplaces with 5 or fewer workers.
2. A valid St. John Ambulance Standard First Aid Certificate or its equivalent for workplaces with more than 5 workers.
3. Works in the immediate vicinity of the first aid box.

## **TRANSPORTATION, CONSTRUCTION AND FARM SITES**

For the purposes of this Policy, and subject to applicable laws and legislation, the following shall be deemed to be places of employment:

1. A railway train, vessel, or bus on a route, other than an urban or suburban route, on which a worker is employed
2. The central point from which bush workers are dispatched daily to work sites
3. A vehicle being used by an employer to transport workers; or
4. The site of the construction, repair, or demolition of a building.

Where the applicable place of employment is the site of construction, repair, or demolition of a building, a first aid station shall be maintained in the administration building for the project. Where there is no such building for the project, a first aid station shall be maintained in a vehicle, along with a first aid box.

## **FIRST AID RECORDS**

The Business will maintain at the workplace a record of all injuries and exposures to contaminants that are reported or treated.

- First aid records must be kept for at least 3 years.
- The first aid records do not identify the worker, or
- Workers may request or authorize access to their first aid records for any treatment or report about themselves.

The Business shall ensure to designate a person to keep the first aid records and to respect worker privacy as per legislation and has limited access to first aid records. The first aid records must be kept private, and that no person other than the worker has access to their first aid records.

The only exceptions to the privacy and security requirements are:

- An officer requires the production of the first aid records for purposes of inspection.
- The first aid records do not identify the worker; or
- The worker has given written consent to disclose their first aid records.

## **FIRST AID INSPECTIONS**

The Business shall ensure that its first aid boxes and their contents are checked regularly, but no less than four (4) times a year, to ensure that they are in good working order. Inspections shall be completed using the First Aid Inventory Inspection Record Form.

# EMERGENCY RESPONSE POLICY AND PLAN

## POLICY STATEMENT

The Emergency Response Policy and Plan is intended to describe preparedness measures, arrangements, support structures, and information channels in place to manage emergency situations that could affect the Business's workers. The necessary degree of emergency preparedness shall be ensured through training, emergency drills, worker qualifications, instructions, and procedures.

## ROLES AND RESPONSIBILITIES

All people present in the Business are responsible for complying with the applicable provincial Fire and Building Codes. Further position-specific roles and responsibilities are set out below.

### **Owner, Property Managers and Other Persons Controlling the Property**

- Maintain building facilities for the safety of occupants.
- Ensure the information in the Emergency Response Plan is current and updated.
- Ensure the Emergency Response Plan is distributed to all occupants (if applicable).
- Hold fire drills in accordance with legislation, incorporating emergency procedures appropriate to the building.
- Appoint, organize, and train supervisory personnel to carry out duties and emergency procedures.
- Ensure the necessary tests, inspections and maintenance of fire protection equipment are performed and documented as required by the Fire Code. Refer to the **Fire Safety Information Sheet**.

### **Occupant/Employer**

- Be familiar with the floor area, exits, and location of firefighting equipment.
- Maintain an updated list of all individuals.
- Select personnel to assist any persons requiring assistance.
- Assist in the emergency evacuation procedures.
- Evacuate to the designated muster point for emergency roll call.
- Participate in fire and emergency evacuation drills; and
- Report hazards.

### **Fire/Evacuation/Emergency Wardens**

- Review the Emergency Response Policy.

- Be familiar with the floor area, exits, and the location of firefighting equipment.
- Maintain an updated list of all individuals.
- Assist in the emergency evacuation procedures.
- Participate in fire drills.
- Report hazards.
- Select personnel to assist any persons requiring assistance.
- Act as a liaison between the fire department and the Business.

### **First Aid Providers**

- Ensure that **911** is called.
- Upon arriving at the emergency scene, ensure it is safe to enter.
- Provide First Aid to injured personnel.
- Prioritize when dealing with multiple injured patients; and
- Retrieve as much information as possible, including name of patient, presence of bleeding, type of injury/illness, breathing condition, consciousness, and pulse.

### **Person requiring assistance (PRA)**

- If you are unable to descend the stairs due to a mobility limitation or other reason, advise the person nearest to you that you are a PRA.
- The fire department will assess your safety based on the location of the emergency and will assess whether you require assistance in evacuating.
- If your life will be in danger by not evacuating, then you should be evacuated via the exit stairwells under the supervision of a rescuer and with the help of as many people as necessary to remove you from immediate danger.

Provide PRA information to the building management (if applicable) using the **Persons Requiring Assistance Form**.

## **HAZARD ASSESSMENT**

An employer must ensure that an assessment is conducted of the workplace risks and the appropriate response, including evacuation protocols and responsibilities of personnel during emergency response and evacuation. Refer to the **Hazard Assessment Form**.

## **EMERGENCY PROCEDURES**

The Business's emergency protocols, policies and procedures shall apply to any emergency, including, but not limited to:



- Fires.
- Bomb threats.
- Chemical spills or leaks.
- Severe weather incidents.
- Natural disasters; and
- Acute medical events (such as a heart attack or a stroke).

Each emergency occurrence shall be formally reported using the **Emergency Incident Report Form** and if necessary, investigated in line with applicable procedures.

The Business will take steps to ensure that emergency exits, and escape routes are free from obstructions and that all workers are familiar with their surroundings and aware of all available exits and escape routes. The Business will also conduct and keep records of annual emergency evacuation drills.

The Business will maintain and post in a conspicuous location in the workplace a completed **Emergency Contact List Form**. The form will set out, among other things:

- Key personnel names and contact details.
- The names contact details and work location(s) for the first aid personnel.
- The location of first aid equipment.
- The contact details for the nearest emergency services.
- The address of contact information for the nearest medical facility; and
- The Business's emergency evacuation procedure.

## **COMMUNICATION**

If an emergency occurs, management shall notify all workers of the circumstances of the emergency, and to the extent possible, in a manner that does not further endanger the safety of any worker or person, such as by inciting mass panic.

The Business shall ensure that it always has in place a global communication system (such as an alarm, email, text, etc.) capable of carrying out an immediate business-wide evacuation, such as in the event of a fire or gas leak.

## **EMERGENCY EVACUATIONS**

The Business shall have in place emergency evacuation protocols, policies, and procedures to be applied in an emergency that requires an immediate business-wide evacuation, including the following evacuation procedures:

- Activating the appropriate alarm system.

- Exiting the workplace or building using the emergency exit and in an orderly fashion.
- Refraining from using elevators.
- Heading directly to the nearest predetermined muster point, or if one does not exist, to the nearest safe location.
- Refraining from returning to the workplace under any circumstances; and
- Waiting at the designated assembly point until instructed otherwise or unless it is unsafe to do so (for example, if there is severe weather or falling glass, debris, or flames).

Each emergency occurrence shall be formally reported and investigated in accordance with applicable procedures using the **Emergency Evacuation Procedure Form**.

### **Fire Prevention**

- Never block fire exit doors.
- Flammable/combustible materials are to be stored in accordance with the Fire Code.
- Combustible materials must be kept a minimum of 3 feet away from electrical or heating equipment and must never be stored with flammable materials.
- All electrical equipment must be Canadian Standards Association (CSA) and/or Underwriters' Laboratories Canada (ULC) approved (labelled) and in conformance with the electrical code.
- Electrical panels must have appropriately sized fuses or breakers.

### **Operating a Fire Extinguisher**

To Operate a Fire Extinguisher, Remember the Word "**PASS**"

- **Pull** the pin and throw the pin away (twist the pin to break the seal and pull).
- **Aim** at the base of the small fire (make sure the nozzle is at the base of the fire).
- **Squeeze** the lever fully – squeeze it fully (right down) to expel the agent.
- **Sweep** at the base of the fire until the fire is extinguished or until the extinguisher is empty.

## **PROCEDURES DURING AN EVENT**

### **When Fire/Smoke is discovered**

- Activate building fire alarm system. Remain calm and prepare to evacuate.
- Never assume anyone has reported a fire; take all appropriate measures.
- Call **911** and advise them of your building location and floor number.

- Exit from the building via the nearest exit when the alarm sounds (Emergency exit floor plan). Meet at the muster point.
- Leave the area immediately and remove any persons in immediate danger.
- Close the doors to the affected area.
- Never try to fight a fire unless you have been trained to use a fire extinguisher; if you have been trained, you should only use the fire extinguisher in the very early stages of the fire.
- Use the stairways (NOT the elevators); if you encounter smoke, then use the alternate stairway.
- Do not return to your floor until the “All-Clear Announcement” is made

### **When an Alert Signal Sounds**

- Remain calm and prepare to evacuate.
- Be prepared to be away from your floor for some time.
- Collect your house and car keys and other items.
- Lock sensitive areas.
- Shut off computers.
- Use the appropriate building exit and report to the muster point for roll call.
- Await instructions.

### **When Fire Alarm Sounds**

- Assume emergency evacuation. Remain calm.
- Alert occupants and leave the fire area; take the suite key if it is readily available.
- Before opening any doors, feel the door and doorknob for heat. If they are not hot, brace yourself against the door and open it slightly. If they are hot, use an alternate exit.
- If you see smoke or feel air pressure or a hot draft, close the door quickly and look for an alternative exit or route.
- Evacuate via the stairwells.
- Follow the wall to the nearest exit and leave the building.
- Stay away from the building in case debris falls from the building.
- Use the appropriate building exit and report to the muster point for roll call.
- Do not return to the building until the “All-Clear Announcement” is made.

### **If You Are Trapped When the Fire Alarm Sounds**

- Return to an office and close the door.
- Seal off all cracks or other openings through which smoke may enter the room.

- If water is available, dampen a cloth and breathe through it to filter out smoke and gases.
- Call **911** and alert them of your address and floor.
- Wait to be rescued and remain calm.

### **In the Event of a Medical Emergency**

- Shout for help. Get the attention of others on the floor. Call for the first aid provider.
- If you are a trained first aid provider, then go to the location of the emergency to assist as needed.
- Call **911**, if necessary.
- If your assistance has not been requested, then stand back and make room for the paramedics to come.

### **In the Event of a Natural Disaster (Earthquake, Tornado, etc.)**

- Drop, cover, and hold on: drop to the floor, take cover under a sturdy desk or table, and firmly hold on.
- Stay away from windows and glass. Do not stand in doorways.
- Stay covered for 30 seconds after the occurrence.
- Be cautious when leaving because of possible exposed electrical wires, broken glass, and unstable walls, ceiling, and fixtures.
- Assist those who may be injured or trapped if safe to do so.
- Do not exit the building unless told to do so.

### **In the Event of a Flood**

- Protect all essential documentation and material by placing them on an elevated surface. If feasible, erect barriers to stop or reduce the flow of water.
- Follow instructions from the voice communication system.
- Do not cross heavy currents.
- Do not use any electrical outlets or equipment. There may be short circuits due to damaged installation.
- Avoid unprotected electric cables.
- Do not use elevators.

### **In the Event of Malicious Threats**

Malicious threats include bomb threats or any other type of threat of any nature towards Business personnel. Such threats must be immediately reported to a manager, who will evaluate the situation and act accordingly in coordination with the management team.

## **In the Event of Workplace Violence**

### **Reporting Procedures**

- Immediately report the incident to management using the **Workplace Violence and Harassment Reporting Form**.
- If your manager or supervisor committed the incident, report it to a third-party using the **Reporting Contact Form**.
- In the event of an emergency, call **911** as soon as it is safe to do so. All physical assaults as well as any other behaviour (such as immediate or serious threats) that requires police intervention or follow-up must be reported to the police.
- Notify management if a restraining order is in effect or if a non-work-related situation like domestic violence could result in violence in the workplace.

### **Intervention**

- If there is any indication of a violent or potentially violent situation, the Business will intervene as appropriate.
- If a worker is at risk of violence either from within or outside the workplace, a plan will be developed to minimize the risk and respond to any potential emergency.
- If the Business becomes aware of a potential incident of domestic violence, every reasonable precaution will be taken in the circumstances to protect the affected worker.

## **In the Event of an Active Shooter**

### **Characteristic of an Active Shooter Situation**

- Victims are selected at random.
- The event is unpredictable and evolves quickly.
- Law enforcement is usually required to end an active shooter situation.

### **What to Do?**

There are three (3) ways to respond to an active shooter in your vicinity. You must evaluate the situation and make the best decision at the time.

#### **Option 1: Hide Out (shelter-in-place)**

- Find a safe place and, if possible, hide out of the shooter's view in a room with a lock on the door.
- Barricade/block the entry to your hiding place.
- Lay on the floor away from the door and behind a sturdy object.
- Silence your cell phone.
- Call **911** when safe to do so.

#### **Option 2: Evacuate**

- Have an escape route and plan in mind.

- Leave your belongings behind.
- Keep your hands visible.
- Call **911** when safe to do so.

### **Option 3: Take Action**

- Take action as a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the shooter.
- Act with physical aggression and throw items at the active shooter.
- Call **911** when safe to do so.

### **How to Respond When Law Enforcement Arrives**

- Remain calm and follow instructions.
- Put down any items in your hands (e.g., bags, jackets, etc.).
- Raise your hands and spread your fingers.
- Keep your hands visible at all times.
- Avoid quick movements toward officers; for example, do not hold onto them for safety.
- Avoid pointing, screaming, or yelling.
- Do not stop to ask officers for help or direction when evacuating.

### **What to Tell 911 When You Call**

- Location of the active shooter(s).
- Number of shooters.
- Physical description of shooters.
- Number and type of weapons held by shooters.

## **TRAINING**

### **Training and Fire Drills**

Emergency drills are a very important part of any emergency response plan to provide training and to prove that the plan is working and effective. Occupants should receive at least 48 hours' advance notice of the date and time of the fire drill. Emergency services does not need to be notified, as fire drills are handled internally.

All occupants should be aware of the method (audible or visual) in which you announce the fire drill in your building.

A record of the drill must be kept on record. Emergency drills will be conducted at least annually or more often if required. Use the **Emergency Drill Report Form** and the **Drill Attendance Form** to document any drills, including fire drills.

## Testing and Records

Safety inspections can be conducted by the fire department, a certified technician, or a qualified person periodically and kept along with maintenance records. Part of the inspections include verifying that various checks, inspections, and tests are being conducted on fire safety equipment. Maintenance on fire and life safety equipment is done at different frequencies. Refer to the **Fire Safety Information Sheet**.

## LOCATION OF EMERGENCY EQUIPMENT

The Business will determine location of the emergency equipment which can be completed by two (2) methods:

1. Complete the **Emergency Contact Information Form**
2. Development of a basic floor plan (Evacuation Map) of the workplace which identifies locations of emergency equipment such as first aid kits, fire extinguishers, emergency supplies, muster point, etc. and post in conspicuous locations throughout the facility.

The Business is responsible for monitoring, implementing, and updating the Emergency Preparedness, Response Plans and Procedures as often as necessary, at least annually.

## MEDIA COMMUNICATION

Due to the extent of any emergency (fire, violence, evacuation, etc.) the Business must ensure the information on the event is handled professionally, especially the media. Many kinds of devices may be onsite that could potentially be used to take pictures, email and/or text message. It is essential workers understand the importance of NOT taking pictures and transmitting information to the media, friends, or co-workers. Incorrect conclusions and misinformation can be damaging not only to the business, but also to the families of victims.

Press releases are only to be issued by the Business owner/occupant or designate. All others do not under any circumstances provide a press release without prior authorization.

# WORK REFUSAL POLICY

## POLICY STATEMENT

It is the policy of the Business to follow the rules and provisions contained in applicable provincial OHS and Human Rights legislation. All the policies and procedures set out in this section shall apply to all workers who are **not exempt** according to the applicable provisions of the OHS Act. In addition, this policy **does not** bestow rights upon workers regarding refusal rights over and above those specifically set out in legislation.

Given the Business's commitment to health and safety and as a result of the implementation of its health and safety program the Business expects that there will be occasions on which its workers will be required to refuse to work on the grounds that it is unsafe.

## WORK REFUSALS

Subject to the provisions of OHS legislation (including the exemptions contained therein), a worker may refuse to work or to do particular work at a workplace, if the worker believes on reasonable grounds that there is a dangerous condition at the workplace or that the work constitutes a danger to the worker's health and safety or to the health and safety of another worker or another person. This may include:

1. Any equipment, machine device or thing the worker is to use or operate is likely to endanger themselves or another worker.
2. The physical condition of the workplace or the part thereof in which the worker works, or is to work, is likely to endanger themselves.
3. Workplace violence is likely to endanger themselves.

## REPORTING AND INVESTIGATION PROCEDURE

If a worker has refused to work, they must immediately report the circumstances of the refusal to their supervisor or to a member of management by completing the **Work Refusal Reporting Form**. The supervisor or management shall take any action necessary to remedy any dangerous conditions or to ensure that such action is taken.

Management will then promptly investigate those circumstances in the presence of the worker and, if applicable, in the presence of a joint health and safety committee worker member or a health and safety representative.



During the investigation, the worker shall remain in a safe location and must be available to the Business to answer any questions and to provide any information necessary for a proper investigation.

Following the completion of the investigation, the Business will notify the worker and, if applicable, the joint health and safety committee worker member or health and safety representative of its findings. The Business will prepare a written report of its findings and provide a copy to the worker who refused the work and the JHSC or HSR.

## **OUTCOME**

If after receiving the results of the Business's investigation the worker feels that they still have reasonable grounds to believe that their work is unsafe, then the worker may refuse to work and may file a complaint with a provincial OHS officer/investigator.

When a worker has refused to work or to do particular work as described above, the employer shall not request or assign another worker to do the work until the employer has determined that the work does not constitute a danger to the health and safety of any person or that the dangerous condition does not exist. Where the employer does assign another worker to do the work, the employer shall advise the worker **in writing** of:

- The first worker's refusal.
- The reasons for the refusal.
- The reason(s) why, in the opinion of the employer, the work does not constitute a danger to the health and safety of any person or that a dangerous condition is not present; and
- That worker's right to refuse to do dangerous work under this section.

## **DISCRIMINATORY ACTION**

No person shall take discriminatory action against a worker by reason of that worker giving relevant information about workplace conditions affecting the health and safety of any worker engaged in work or any other person present at the workplace to any of the following:

- Refusing to do work on reasonable grounds that the work may endanger the health and safety of the worker or other workers.
- Being prevented from working because of an order under the OSHA;  
and

- Taking reasonable action to protect the health and safety of that worker or any other person.

A worker who has reasonable cause to believe that they have been subjected to discriminatory action as described above may file a complaint with the Ministry of Labour.

# **PROGRESSIVE DISCIPLINE POLICY**

## **POLICY STATEMENT**

The following progressive discipline process will, where appropriate, be carried out with the intent of promoting a safe and healthy workplace.

## **IDENTIFICATION OF PERFORMANCE ISSUES**

A worker's supervisor, or alternatively, the Business's management, shall be responsible for promptly identifying and promptly responding to any unsafe conduct by the worker, including, but not limited to, any violations of the Business's health and safety program, policies, procedures, and protocols, including this policy.

Before initiating this progressive discipline process, the worker's supervisor, or management, shall first communicate the Business's expectations to the worker – and, in particular, the importance of health and safety compliance – both verbally and in writing so that:

- the worker is fully aware of the health and safety standards expected of them; and
- that failure to comply with those standards will result in discipline.

## **PROGRESSIVE DISCIPLINE**

If a worker's conduct continues to fall short of acceptable standards, or if the worker commits a serious initial violation of the Business's health and safety program, policies, procedures, and protocols, including this policy, as determined by the Business in its sole discretion, then management will initiate the Business's progressive discipline process, as explained in detail below.

### **Step One: Verbal Warning**

The worker's supervisor or a member of management shall meet privately with the worker to discuss their conduct and warn the worker that failure to correct their conduct could lead to further discipline up to and including immediate dismissal for cause. The supervisor or management representative shall discuss with the worker ways to bring about improvements in the worker's conduct and health and safety compliance and schedule a follow-up interview date.

If management determines that it is appropriate, the worker will be placed on a performance improvement plan with the aim of helping the worker correct their conduct.

## **Step Two: Written Warning**

If a worker's performance does not improve following Step 1, then the worker will receive a written warning that their continued misconduct could lead to further disciplinary action up to and including dismissal for cause. The worker's supervisor or a member of management will again discuss with the worker ways to bring about improvements in the worker's conduct and schedule a second follow-up interview date.

If management determines that it is appropriate, the worker will be placed on a new or updated performance improvement plan with the aim of helping the worker correct their behaviour.

## **Step Three: Dismissal**

If the worker's misconduct continues after Step 2, then the worker will be dismissed for cause.

## **EXCEPTION FOR SERIOUS MISCONDUCT**

The Business may elect to dismiss a worker prior to carrying out any or all of the steps set out above if the Business determines, in its sole discretion, that a worker has engaged in serious misconduct, including engaging in conduct that presents a serious risk to the health and safety of other workers.

## **DISCRIMINATORY ACTION**

No person shall take discriminatory action against a worker by reason of that worker giving relevant information about workplace conditions affecting the health and safety of any worker engaged in work or any other person present at the workplace to any of the following:

- Refusing to do work on reasonable grounds that the work may endanger the health and safety of the worker or other workers.
- Being prevented from working because of an order under the OSHA; and
- Taking reasonable action to protect the health and safety of that worker or any other person.

A worker who has reasonable cause to believe that they have been subjected to discriminatory action as described above may file a complaint with the Ministry of Labour.

# WORKPLACE VIOLENCE AND HARASSMENT POLICY AND PREVENTION PROGRAM

## ORGANIZATIONAL COMMITMENT

The Business is committed to providing a working environment that is safe, secure, and free from threats, intimidation, harassment, and violence.

We maintain a zero-tolerance approach to any form of physical, sexual, emotional, verbal, or psychological abuse, nor any form of neglect, violence, or harassment.

As such, the Business will not tolerate this behaviour in any shape or form and will take all reasonable and practical measures to protect workers.

This policy applies to all the Business's workers, including full-time, temporary and contract staff, as well as to any volunteers, students, interns, and apprentices. This also includes any threats, harassment/violence, or abuse from clients towards workers and all such incidents must be reported and will be dealt with in the same manner as internal incidents. This policy applies to every level of our organization and to every aspect of the workplace environment, including events that occur outside of the physical workplace, such as during business trips and staff events, and where applicable, to digital work environments. It is unacceptable for workers or contractors working on the Business's behalf to engage in harassing and violent behaviour in the workplace or when interacting with clients, suppliers, service providers, potential clients, or anyone with whom they have professional dealings with.

Managers, supervisors, volunteers, and workers are expected to adhere to this policy and to ensure that measures and procedures are followed by all and have been provided with the necessary training, instruction, and information necessary to protect themselves against workplace harassment and violence.

Every worker is responsible for taking measures to prevent workplace violence and harassment and must promptly report any of these acts, experienced or observed, that threaten, or are perceived to threaten, a safe working environment to their immediate manager, supervisor, the Human Resources or the third party, designated by the company. Workers will not be penalized or disciplined for reporting an incident or for participating in an investigation involving workplace harassment and/or violence. To get further assistance, a worker can speak to their immediate supervisor or contact the HSR or the JHSC, as the case may be (if applicable).

The management will investigate all reported incidents and complaints of workplace violence/harassment in a fair and timely manner, while respecting the privacy of all the investigating and all concerned parties.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

***On an annual basis, this policy statement must be reviewed, dated, signed by the highest level of management at the workplace and posted in a conspicuous location.***

## **POLICY STATEMENT**

The Business is committed to providing a working environment that is safe, secure, and free from threats, intimidation, harassment, and violence. We maintain a zero-tolerance approach to workplace harassment and violence. As such, the Business will not tolerate these acts and will take all reasonable and practical measures to prevent workplace violence and harassment.

This Workplace Violence and Harassment Prevention Program supplements the Business's Policy and outlines the responsibilities associated with this program. Further to consultation with the Health and Safety Representative (HSR) or the Joint Health and Safety Committee (JHSC), as the case may be (if applicable), the program will be reviewed annually and revised as often as necessary.

## **ROLES AND RESPONSIBILITIES**

### **Business Owners/Employers/Management Responsibilities**

- Ensure all measures and procedures outlined in the workplace harassment and violence policy and its supporting program are followed by workers and that workers have the information they need to protect themselves against such acts.
- Promote a violence and harassment free workplace by enforcing this policy and its supporting program.
- Develop workplace arrangements that minimize workplace harassment and violence.
- Instruct and inform all workers as appropriate on the contents of this policy and its supporting program.
- Conduct an annual assessment of the risk of harassment and violence in the workplace or as often as necessary.
- Address and resolve incidents involving workers.
- Take measures in certain circumstances to protect workers from domestic violence occurring in the workplace.
- Ensure that the Workplace Violence and Harassment Policy is posted in a conspicuous place in the workplace.
- Investigate any incidents and complaints of workplace violence/harassment in a manner that is appropriate in the circumstances.
- Review this workplace violence/harassment policy and its supporting program annually or if there is an incident of violence/ harassment or if requested by the joint health and safety committee or the health and safety representative; and
- Designate a third party to whom the worker(s) can report incidents where the alleged offender is the business owner, director, manager, or a supervisor.

Managers and supervisors have the additional duty to act immediately if they observe or are presented with allegations of a potentially dangerous situation,

including domestic violence. Managers and supervisors are responsible for addressing potential problems immediately and before they become serious.

Management must have an objective third party investigate if allegations of harassment and violence name the owner or manager, as no one who reports to the accused person can perform an investigation into their conduct. Refer to the **Reporting Contact Form** for the name(s) and contact information of the Business's third-party designate.

### **Employee Responsibilities**

- Be aware of and adhere to this policy and its supporting program.
- Treat individuals at the workplace with respect and dignity.
- Be an attentive participant in all training related to workplace violence and harassment.
- Refrain from engaging in any violent or threatening behaviour at the workplace.
- Report any incidents of workplace harassment and violence, experienced, or observed, as soon as possible to a manager, supervisor, or Human Resources or a third-party designate.
- Embrace a harassment/violence-free workplace.
- Cooperate in the investigation and resolution of matters involving workplace harassment and violence.
- Workers have the additional duty to notify management if a restraining order is in effect, or if a potentially violent non-work-related situation, such as domestic violence, exists and could result in violence or harassment in the workplace.

### **EXAMPLES OF WORKPLACE VIOLENCE**

Examples of workplace violence include, but are not limited to:

- Expressions of intent to inflict harm.
- Threatening activity, such as waving a fist.
- Using, or attempting to use, physical force against another person.
- Shoving, pushing, hitting.
- Verbal abuse

### **EXAMPLES OF PROHIBITED HARASSMENT**

Examples of the type of harassment behaviour prohibited by this policy include, but are not limited to:

- Bullying.
- Demeaning and/or belittling comments.
- Offensive nicknames, remarks, jokes, or innuendos.
- Obscene remarks or gestures.

- Display or circulation of offensive pictures, graffiti, or materials, whether in print form or via e-mail or other electronic means.
- Singling out an individual for humiliating or demeaning teasing or jokes.
- Malicious gossip and/or personally ridiculing an individual.
- Unjustifiable interference with another's work or work sabotage.
- Refusing to work or cooperate with others or interference with or vandalizing personal property.
- Creating a poisoned work environment through comments or conduct (including comments or conduct that are condoned or allowed to continue when brought to the attention of management). The comments or conduct may not be directed at a specific individual, and may be from any individual, regardless of position or status.

## **EXAMPLES OF PROHIBITED SEXUAL HARASSMENT**

- Any form of sexual harassment, including touching, petting, pinching, kissing, unwelcome sexual flirtations, advances, requests, or invitations and leering or other suggestive gestures.
- Rough or vulgar humour or language related to sexuality, sexual orientation, or gender.
- Invading personal space.
- Demanding hugs, dates, or sexual favours.
- Asking questions, talking, or writing about sexual activities.
- Leering or inappropriate staring.
- Jokes with sexual overtones.
- Unnecessary physical contact.
- Threatening to penalize or otherwise punish a worker if they refuse a sexual advance.
- The display of visual sexual material that is offensive, or which one ought to know, is offensive.
- Sexual and physical assault.

Sexual harassment that has taken place at the workplace against a worker or workers is a prominent form of workplace harassment and will be treated as such.

### **Examples of What is NOT Workplace Harassment**

Reasonable action or conduct by a manager, supervisor or worker that is part of their normal work function will not normally be considered harassing. This is the case even if there are sometimes unpleasant consequences for a worker. Examples include:

- Changes in work assignments.
- Scheduling.
- Job assessments and evaluations.
- Workplace inspections.



- The implementation and enforcement of dress codes
- Counselling or disciplinary action.
- Physical contact necessary for the performance of the work using accepted industry standards.
- Conduct which all parties agree is inoffensive or welcome
- Disagreements in the workplace that are not based on one of the prohibited grounds.

Differences of opinion or minor disagreements between co-workers will also not generally considered to be workplace harassment.

## **DOMESTIC/INTERPERSONAL VIOLENCE**

Provincial regulation and legislation require employers to take every precaution reasonable in the circumstances to protect a worker from domestic violence that may occur in the workplace and expose co-workers to a risk of injury.

The Business recognizes that a worker experiencing domestic abuse may be reluctant to disclose the problem to their supervisor or manager for personal or safety reasons. The Business encourages disclosure in order to ensure the safety of the worker and everyone else in the workplace.

Although the Business respects a worker's desire for privacy and confidentiality, a worker is responsible to disclose situations which may threaten the safety of the worker or anyone else at the workplace to management. Examples of such situations may include threats made from an intimate partner or a previous partner, any restraining orders that list the physical workplace as a protected area workplace or any restraining orders that require a person to always remain a certain distance away from the workplace during the workday. Disclosure of such threats will ensure appropriate safety precautions can be developed to safeguard the worker and their co-workers in the workplace.

## **TRAINING**

### **Workplace Harassment and Violence Related Training**

All workers will be provided with appropriate instruction and information on the contents of the Workplace Harassment and Violence Policy and Program, so that they know:

- How to report incident(s) of workplace harassment and violence to the employer.
- How to report incident(s) of workplace harassment and violence where the business owner, the employer, manager, or supervisor is alleged to have committed acts against the worker.
- How the Business will investigate and deal with incidents or complaints of workplace harassment and violence.

- How the results of an investigation and any corrective actions will be provided to the concerned parties; and
- That information about an incident or complaint of workplace violence will be kept confidential.

Document the provided training by using the Training on the Content of the Violence and Harassment Policy and Program Form.

## **REPORTING WORKPLACE HARASSMENT AND VIOLENCE**

### **Reporting Procedures for Workers**

#### **Who to Report Workplace Harassment/Violence to?**

Anyone who believes that they are the victim of workplace harassment and violence should immediately report the incident to management verbally or in writing by using the **Workplace Violence and Harassment Reporting Form**. When reporting verbally, the reporting contact, along with the worker who is making the complaint will fill out the complaint form.

Where it is alleged that a worker's immediate manager or a supervisor is the alleged offender, or if the worker is uncomfortable addressing the issue with their immediate supervisor or manager, the complaint should be made to another manager, supervisor or to the Human Resources department.

In the absence of a Human Resources department or another manager or supervisor to report the incident to, the worker should report the incident to the third party that has been designated by the Business. Refer to the **Reporting Contact Form** for the name(s) and contact information of the Business's third-party designate.

Similarly, anyone who has good reason to believe that harassment and/or violence is occurring or has occurred should immediately report the matter to management by using the **Workplace Violence and Harassment Reporting Form**.

All incidents or complaints of workplace harassment/violence shall be kept confidential except to the extent necessary to protect workers, to investigate the complaint or incident, to take corrective action or otherwise as required by law.

If an emergency exists and the situation is one of immediate danger, then it should be immediately reported to the police by dialing "9-1-1" as soon as it is safe to do so. A person in a situation of immediate danger must, at the same time, take whatever steps are necessary to ensure their own safety and to protect themselves against harm or injury. Once a worker is safe, they can then report the matter to management.

All reported incidents or allegations of workplace harassment/violence will be taken seriously and investigated in accordance with the investigation protocols set out in this Policy.

## What to include in the Report?

A report of workplace violence and harassment must include the following details about the incident:

- Name and contact information of the worker(s) who has allegedly experienced workplace harassment or violence or threatening behaviour.
- Names, contact information and position of the alleged offenders.
- Names and contact information of potential witnesses or anyone who may be able to provide relevant information about the alleged incident.
- A detailed summary of what happened with date(s), frequency, location(s) of the alleged incident(s); and any supporting documents such as texts, emails, photos, and letters relevant to the complaint.

## No Reprisal

No retaliation or reprisals will be undertaken or tolerated against any worker who, in good faith, complains of, reports, or participates in any investigation into allegations of workplace harassment and violence.

## WORKPLACE HARASSMENT/VIOLENCE INVESTIGATION

Upon receiving a complaint(s) or allegation(s) of workplace violence/harassment, the Business shall conduct a prompt, thorough and confidential investigation into the allegation(s) or complaint(s).

The Business will conduct an investigation if it indirectly becomes aware of an incident of workplace harassment/violence that is not formally reported, such as when a worker, supervisor or manager witnesses an incident of workplace harassment/violence or learns about it from a third party.

The Business may also, at its discretion, or where required by law, utilize the services of outside legal counsel, or such other external expertise as the Business may deem necessary in the circumstances. Ultimately, it is the aim of the Business to conduct investigations that are impartial and appropriate in the circumstances.

The investigation shall be completed in a timely manner and generally **within 90 days or less** unless there are extenuating circumstances (e.g., illness, complex investigation) warranting a longer investigation.

A complaint or allegation of workplace harassment/violence cannot be investigated by the individual who is the alleged offender, or by the individual who is alleged to have engaged in violent or violent behaviour.

Furthermore, under no circumstances will a complaint or allegation of workplace harassment/violence be investigated by an individual who is under the direct control of the alleged offender.

The Business will take all reasonable steps to ensure that conflicts of interest are avoided.

## Investigation Process

The investigation process will be fair and provide an opportunity for all concerned parties to respond to reports of allegations of workplace violence/harassment.

The investigation procedure is as follows:

1. **Interview the complainant(s):** The investigator(s) shall interview the complainant(s) and reporting person(s) concerning the facts underlying their allegation(s).
2. **Interview the respondent(s):** The investigator(s) will interview the worker(s) accused of committing the acts. The worker(s) will be asked for their response to the allegation(s) being made and for their side of the story.
3. **Interview witness(es) and other individual(s):** The investigator(s) will then interview any other workers or other individuals who may have witnessed the incident(s) of the alleged actions, or who may otherwise be able to provide information relevant to the investigation.
4. **Record:** The investigation will be documented, and the record will consist of, among other things, detailed notes of all interviews with workers and witnesses and all other information relevant to the investigation.
5. **Report:** The results of the investigation will be reported, in writing, to management. The results will include an assessment of the validity of the complaint(s). The report will set out findings of fact and conclude about whether workplace harassment/violence had occurred or not.

Furthermore, the applicable investigation protocol may be altered if it is determined that it is necessary to do so, such as where there is a reasonable and imminent threat to a worker's safety.

## Employee Cooperation

If it is necessary for the purposes of completing, carrying out or protecting the integrity of an investigation, or if it is necessary to maintain a work environment that is safe, secure, and free from threats, intimidation, harassment and violence, the Business may require a worker to remain out of the workplace (with pay) while an investigation is being conducted.

The participation and cooperation of all workers is critical to the development and implementation of the workplace harassment and violence prevention policy and program. The refusal or failure of any worker to cooperate with an investigation is a serious form of misconduct for which a worker may be disciplined up to and including immediate dismissal for cause.

## External Investigator

If the incident or complaint involves the owner, senior executives or if an unbiased and fair investigation cannot be guaranteed by the Business, an external person qualified to conduct a workplace violence and harassment investigation who has

knowledge of the relevant workplace violence and harassment laws may be retained to conduct the investigation.

### **Results of the Investigation**

Within a reasonable amount of time (10 days as best practice) of the investigation being completed, the worker who allegedly experienced the workplace violence/harassment and the alleged offender, if they are a worker of the Business, will be informed in writing of the results of the investigation and any corrective action taken or that will be taken by the Business to address workplace violence and harassment.

If the investigation corroborates the complaint(s), to the satisfaction of the Business, then the Business will, among other things, take appropriate disciplinary action against the offending worker(s) and take any other actions or measures it deems necessary to properly address the incident(s) and prevent future incidences of workplace harassment/violence from occurring. The nature and extent of any disciplinary or remedial action shall be determined by the Business in its sole discretion and may include the immediate dismissal of the offending worker(s) with or without cause.

Where an investigation results in disciplinary action, the complainant(s) and the respondent(s) will be informed in writing. If the investigation does not corroborate the complaint(s), then the complainant(s) and the respondent(s) will be also advised in writing and the matter will be closed.

The amount of information provided about the corrective action will depend on the circumstances but must, at a minimum, indicate what steps the Business has taken, or will take, to prevent similar incidents of workplace harassment/violence, if workplace harassment/violence is found to have occurred.

### **Record Keeping**

The Business will ensure that, as part of the investigation, whether conducted by the Business itself or by a designated third party, copies of the following documents shall be kept on record:

- Details of the complaint and/or the incident.
- A detailed record of the investigation including all relevant documents and notes.
- A copy of the Workplace Violence and Harassment Reporting Form (if one has been completed).
- A summary of the results of the investigation that was provided to the worker who allegedly experienced the workplace violence/harassment and the alleged offender, if a worker of the employer; and
- A copy of any corrective action taken to address the complaint or incident of workplace violence/harassment.

All records of the investigation must be kept confidential and on file for a minimum of one year. The investigation documents should not be disclosed unless necessary to investigate an incident or complaint of workplace violence/harassment, take corrective action or otherwise as required by law.

### **Reporting to the Police**

All situations or any other behaviour that requires police intervention or follow up, such as a situation of immediate or serious danger will be reported to the police.

### **Intervention**

If a worker is considered to be at risk of harassment in the workplace, a plan will be developed to minimize the risk and respond to any potential emergency situation.

Should the Business become aware of an actual or potential incident of workplace harassment, every reasonable precaution will be taken in the circumstances to protect the affected worker.

### **Corrective Action and Discipline**

If the Business determines that a worker has engaged in workplace harassment/violence, appropriate corrective action will be taken, up to and including immediate dismissal for cause.

When a violent incident occurs, the Business will evaluate the safety protocols in place to ensure their effectiveness. Management, in consultation with the HSR or the JHSC, as the case may be (if applicable), will review the incident, outline what corrective or remedial actions are necessary to prevent or minimize the potential and impact of repeat occurrences, identify new or previously undefined risks, and reassess using the **Workplace Violence/Harassment Risk Assessment Form**, review employee training and education programs and determine if they are adequate or if additional training should be provided.

In addition, the Business may require that a worker participate in an awareness management program or other forms of counselling, either voluntarily or as a condition of continued employment.

If this behaviour is that of a non-employee, then the Business will take appropriate action in an effort to ensure that such behaviour is not repeated, and if necessary, take measures to prevent the person from returning to the workplace.

However, not every complaint will warrant corrective action. Rather, corrective action will be determined on a case-by-case basis.

### **Incident Management**

In the event of a significant incident of workplace harassment/violence, the Business will immediately assess the situation and arrange for the following interventions as appropriate:

- Facilitation of medical attention.

- If necessary, report the matter to the police.
- Individual debriefing; and
- If necessary, and if possible, arrange for the provision of counselling services to affected workers.

The Business will investigate the incident(s), and if necessary, the Business will conduct a review of its workplace(s) and reassess the risk of workplace violence/harassment having regard for the circumstances that gave rise to the incident(s) in question.

The results of any assessment will be reported to the HSR or JHSC, as the case may be (if applicable).

## **HAZARD ASSESSMENTS, REVIEW, AND INSPECTIONS**

The Business shall conduct regular reviews of the Workplace Violence and Harassment Policy and at a minimum, review its prevention plan annually or more often if there is an incident of violence/harassment or if the joint health and safety committee or the health and safety representative request a review of the prevention plans.

The Business shall also conduct regular assessments of its workplace(s) to identify, eliminate or if elimination is not reasonably practicable, to control those hazards related to workplace violence and harassment. Moreover, the Business will make any amendments to this policy and any other applicable policies, programs, and procedures, as may be necessary based on the results of its assessments and reviews. The Business will utilize the **Workplace Violence/Harassment Risk Assessment Form** for conducting its assessments. The Business will also ensure that appropriate corrective action is taken to reduce identified risks.

The results of any assessment will be reported to the HSR or JHSC, as the case may be (if applicable).

If there is no HSR or JHSC in place, then workers will be directly advised of any assessment. If the assessment is in writing, then workers will be provided with a copy on request or told how they might obtain a copy.

## **CONFIDENTIALITY**

The Business recognizes the difficulty of coming forward with a complaint of workplace violence/harassment and a complainant's interest in keeping the matter confidential. To protect the interests of a complainant, a respondent, or any other person who may be involved in incidents of workplace harassment and/or violence, including witnesses, and to protect the integrity of the investigation process, confidentiality will be maintained throughout any investigation. Information relating to the complaint will be disclosed only to the extent necessary to carry out this workplace harassment and violence program, or where disclosure is required by law.

All individuals involved in a workplace investigation are expected to keep the substance of the investigation strictly confidential. Unless otherwise set out in this policy, all records of complaints, including records of meetings, interviews, results of investigations and other relevant material, will be maintained in a confidential file and will be disclosed only to the extent necessary to carry out these procedures or where disclosure is required by law.

## DEFINITIONS

For the purposes of this Policy, the following terms are defined:

**Complainant** - refers to the person who is making a complaint under this Policy.

**Domestic Violence** - is a pattern of behaviour used by one person to gain power and control over another person with whom they have, or have had, an intimate relationship with. This pattern of behaviour may include, but is not limited to, physical violence, sexual, emotional, and psychological intimidation, verbal abuse, stalking, and using electronic devices to harass and control.

**Emotional Abuse** – a chronic attack on an individual's self-esteem. It can take the form of name calling, threatening, ridiculing, berating, intimidating, isolating, hazing, habitual scapegoat, blaming.

**Harassment** - engaging in a course of vexatious comments or conduct that is known or ought reasonably to be known to be unwelcome. Does not include a reasonable action taken by an employer or supervisor relating to the management and direction of workers or the workplace.

**Neglect** – any behaviour that leads to a failure to provide services which are necessary such as withdrawing basic necessities as forms of punishment, failing to assess and respond to changes in health status and refusing or withdrawing physical or emotional support.

**Physical Abuse** – the use of intentional force that can result in physical harm or injury to an individual. It can take the form of slapping, hitting, punching, shaking, pulling, throwing, kicking, biting, choking, strangling or the abusive use of restraints.

**Psychological Abuse** – to communication of an abusive nature, sarcasm, exploitive behaviour, intimidation, manipulation, and insensitivity to race, sexual preference or family dynamics.

**Respondent** - refers to the person against whom a complaint has been filed.

**Reporting Contact** - the person to whom a worker can report any incidents of workplace violence, experienced, or observed.

**Sexual Abuse** – any unwanted touching, fondling, observations for sexual gratification, any penetration or attempted penetration with a penis, digital or object of the vagina or anus, verbal or written propositions or innuendos, exhibitionism, or exploitation for profit including pornography.



**Sexual Harassment** - engaging in a course of vexatious comments or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

**Sexual Violence** - any sexual act or act targeting a person's sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened, or attempted against a person without the person's consent and includes sexual assault, sexual harassment, stalking, indecent exposure, voyeurism, and sexual exploitation.

**Third Party Designate** - An individual or an organization designated by the Business to whom the worker(s) can report incidents or allegations of workplace violence committed by the employer (e.g., the business owner, senior executives, directors, managers, or supervisors).

**Verbal Abuse** – humiliating remarks, name calling, swearing at, taunting, teasing, continual put downs.

**Workplace Violence** - the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker, an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker, a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

# **SAFETY RECORDS AND STATISTICS POLICY**

## **SAFETY RECORDS**

Compilation and maintenance of safety records is an essential component of a successful Health and Safety Program and keeping accurate documented records provides a resource to determine areas for further preventative action and will assist the Business in demonstrating “Due Diligence”.

Management will ensure all safety-related documents are properly filed and stored. All forms or reports should be readily available and signed/dated by the appropriate worker, supervisor, or manager. At minimum, the reports that should be kept on file include:

- Safety orientations and training records
- JHSC Committee meetings
- Formal Hazard Assessments
- Records of meetings and toolbox talks where safety issues are discussed.
- Hazardous occurrence investigation reports and corrective actions
- First aid treatment reports
- Workplace Inspection reports
- Fire drills, Emergency Response Plans
- Maintenance records

Supervisors are responsible for submitting required safety documentation to Management in accordance with company policy.

## **STATISTICAL INFORMATION**

Employees should be given the opportunity to examine the company’s statistical data pertaining to safety and are encouraged to provide their input toward the enhancement of the safety program. Statistical information such as:

- Statistics on the frequency and severity of incidents
- Work related injury and illness trends over time.
- Safety Activity Summary Reports
- Annual and monthly health and safety statistical summaries

A review of health and safety related statistics should be done on a regular basis to determine and analyze any trends that may be arising.

# WORKING ALONE OR IN ISOLATION POLICY

## POLICY STATEMENT

The Business is committed to putting processes in place to ensure the safety of any of its worker(s) who may be required to work alone and/or in isolation.

This Working Alone Policy will apply whenever:

1. a worker of the Business is working alone at a workplace; and
2. assistance is not readily available if there is an emergency, or the worker is injured or ill.

## WORKING ALONE HAZARD ASSESSMENTS

Whenever a worker is required to work alone, the Business shall first:

1. Conduct an assessment that is reasonable in the circumstances to identify any existing or potential risks or hazards arising from the conditions and circumstances of working alone, considering factors such as, but not limited to:
  - The amount of time that the worker can expect to be working alone.
  - The physical and geographic location of the work (e.g., will the worker be in an isolated area with limited access to communication or food and water? Will the worker be working outside? Will the worker be working in a position of visibility?).
  - Whether the worker might require assistance at any point while working alone (e.g., using a ladder, handling dangerous substances, or lifting heavy materials).
  - The time(s) of day during which the worker will be working alone.
  - The modes of communication that will be available to the worker while they are working alone.
  - Whether the workplace has functioning security equipment, such as security cameras and alarm systems.
  - Whether emergency response personnel, such as the police and paramedics, can easily access the workplace.
  - The provision of emergency supplies for use in travelling or working under conditions of cold or inclement weather.
  - The transportation needs of the worker (e.g., will the worker be driving or require access to public transit, and if so, will it be available to the worker?).

- Whether the worker will have access to first aid equipment in the workplace.
  - Whether the worker will be working with large amounts of money or valuables (i.e., is the worker at risk of being robbed?).
  - Whether the worker is competent to perform the work alone (e.g., has the worker received appropriate training, including training and instruction regarding working alone, etc.); and
  - Whether the worker will have access to any necessary safety equipment, and if so, whether the worker has been properly trained on how to use the equipment.
2. Communicate any identified hazards to the worker.
  3. Before the worker starts work, take measures to eliminate the hazard, and if it is not practicable to eliminate the hazard, to minimize the risk from the hazard.
  4. Establish an effective means of communication (e.g., telephone, radio, intercom, etc.) between the worker and a person or persons capable of providing immediate assistance to the worker in the event of a hazardous situation or emergency.
  5. If an effective means of communication is not possible, establish a system for monitoring and supporting the worker (e.g., a “buddy system”, regular visits to the worker, or the worker contacts the Business at regularly designated intervals) as appropriate having regard for the conditions and circumstances of the working alone; and
  6. Take all reasonable measures to ensure that all chosen communications systems (e.g., telephones, cell phones, etc.) are available and in proper working order.

## **WORKING ALONE SAFETY MEASURES**

To ensure the ongoing safety of workers who are working alone, or who might find themselves working alone, the Business shall, in addition to the foregoing:

1. Take all reasonable steps to control, and if possible, eliminate any risks or hazards identified during the hazard assessment process, including establishing a safe work procedure for monitoring a worker who will be working alone (such as a check-in and check-out procedure), requiring the worker to report to a designated contact person in regular intervals by way of an audio or visual device.
2. Provide worker training and education to all workers to limit the dangers of working alone.

3. Investigate any incidents, accidents, or near misses (including incidents of workplace violence, bullying or harassment, whether formally reported or not) that occur while a worker is working alone and then take all reasonable measures to prevent a reoccurrence.
4. If necessary, report any incidents, accidents or near misses to the appropriate authorities (e.g., the police).
5. If possible, schedule higher risk work to be done either during regular working hours or during periods when a worker will not be working alone, or where there is a greater likelihood of a worker not having to work alone.
6. If possible, avoid scheduling hazardous or high-risk work to be performed while a worker is or can be expected to be working alone.

## **PROCEDURES FOR CHECKING THE WELL-BEING OF WORKER**

The Business shall establish and implement a safe work procedure for checking the well-being of a worker assigned to work alone or in isolation.

- The procedure for checking a worker's well-being will include the time interval between checks and the procedure to follow in case the worker cannot be contacted, including provisions for emergency rescue.
- A person shall be designated to establish contact with the worker at predetermined intervals and the results must be recorded by the person.
- In addition to checks at regular intervals, a check at the end of the work shift must be done.

The safe work procedure for checking a worker's well-being, including time intervals between the checks, will be developed in consultation with the joint health and safety committee or the health and safety representative, as applicable. Time intervals must also be developed in consultation with the worker.

Refer to the **Working Alone Log Sheet** to document communication with a worker while they are working alone or in isolation.

## **POLICY REVIEW**

The policy must be reviewed at least annually and updated as necessary by the Business, in consultation with the JHSC or the HSR, as applicable.

# COMMUNICABLE DISEASE POLICY

## POLICY STATEMENT

The Business is committed to the health, safety, and well-being of its employees and of all individuals who enter its workplace.

The Business aims to provide guidance for safe operations regarding communicable disease by educating its employees on the symptoms, infection prevention and control, and compliance with hygiene guidelines.

In addition, this Policy sets out the Business' legal obligations under applicable legislation, as well as steps the Business will take to limit the risk of infection by communicable diseases in the workplace.

## SCOPE

The purpose of this policy is to develop a prevention policy for communicable diseases and ensure a healthy workplace. The aim is to clearly identify the requirements and procedures required to control the spread of infection at the workplace, while also maintaining safe business operations. The policy is based on information available at the time of its development and is subject to change based on information provided by the government, health authorities, and the latest evidence.

This Policy covers but is not limited to COVID-19, Influenza, Ebola, Hantavirus, Measles, Hepatitis A or B, RSV, and HIV/AIDs.

## ROLES AND RESPONSIBILITIES

### Employer

Will take all reasonable steps to ensure the work environment is safe which may include the following:

- Review this Policy with all employees.
- Ensure a hazard assessment is conducted to evaluate the risk associated with communicable diseases and biological agents.
- Based on the hazard assessment, ensure control measures are implemented to mitigate the risk associated with communicable diseases.
- Based on the hazard assessment, provide appropriate Personal Protective Equipment (PPE) including, but not limited to face masks, gloves, face shields, and goggles to the employees who may have exposure to communicable diseases.

- Ensure appropriate ventilation of the workplace and the HVAC system is in good working order.
- Encourage good hygiene practices in the workplace.
- Ensure that appropriate steps are being taken to ensure the cleanliness of the workplace.
- Require employees to immediately inform their supervisors or managers if they or someone they have been in close contact with has tested positive for identified communicable diseases by public health agencies or has been directed to quarantine by public health officials.
- Direct employees who exhibit symptoms of communicable diseases to quarantine.
- Provide training to all workplace parties on the reporting procedures of communicable diseases.

### **Supervisors/Managers**

- Ensure this Policy is implemented and adhered to in the workplace.
- Monitor the employees for possible signs of communicable disease.
- Request that any persons who exhibit symptoms of communicable disease leave the workplace and seek medical attention.
- If determined by the hazard assessment, ensure employees use appropriate PPE as required.
- Advise employees of any existing or potential risks of exposure and control measures in place.
- Protect the privacy of any employee who may have to leave the workplace due to communicable disease related symptoms or diagnosis.

### **Employees**

- Follow the requirements of this policy.
- Become familiar with the symptoms of communicable diseases.
- Inform supervisors and managers if diagnosed with or are exhibiting symptoms of any communicable disease.
- Follow any public health recommendation regarding quarantining and self-isolation in relation to communicable diseases.
- Use appropriate PPE when required.
- Practice good hygiene.

### **Health and Safety Representatives/Joint Health and Safety Committee**

- Ensure employees are aware of the symptoms of communicable diseases.

- Ensure employees have been trained on the contents of this policy.
- Conduct workplace inspections and investigations.
- Evaluate effectiveness and make recommendations for the improvement of the health and safety of employees.

## **SYMPTOMATIC OR EXPOSED EMPLOYEES**

Employees who develop symptoms of communicable diseases, who receive a positive test result for a communicable disease, who are living with individuals who are confirmed to have a communicable disease, or who are at a high risk of exposure must inform the Business of these facts immediately.

Subject to public health directions, the Business may require such employees to remain at home and away from the workplace.

Employees experiencing symptoms will be sent home or asked not to come into work to recover for the prescribed self-isolation period or until their symptoms have been improving for 24 hours consecutively.

The Business will consider whether it is possible and practical for the employee to work from home while symptomatic, and, if the Business determines in its sole opinion that it is either not possible or not practical for the employee to work from home, the Business will place the employee on a related leave of absence in accordance with the applicable employment standards legislation.

If applicable, ensure the worker's workstation and/or the workplace/tools that they were using as part of their job are cleaned prior to anyone else using them, if they haven't yet been cleaned as part of the workplace's cleaning and disinfecting protocols.

Follow any further direction from public health and government agencies.

The Business has an obligation to protect its employees from the risk of infection, including by prohibiting employees who may be at high risk of spreading communicable disease from entering the workplace. Accordingly, all employees must report if they are experiencing any symptoms to the Business immediately. Any employee who fails to disclose facts relevant to an assessment of their risk as outlined above may be subject to discipline, up to and including termination of employment.

## **EMERGENCY AND PUBLIC HEALTH ORDERS**

The Business will comply with all emergency orders and any applicable restart plans made by the government or public health officials in respect of implementing physical distancing and other measures designed to prevent the transmission of communicable diseases in the workplace, as well as in respect of any business closures ordered by the government or public health officials.



The Business will observe all public health orders and OHS guidelines and be prepared to implement or maintain additional measures at times when the risk of communicable disease in their region or workplace is elevated, as advised, and directed by public health on the Business' premises.

Employees who are subject to any emergency or public health order, including any order to quarantine or self-isolate because of recently returning from international or interprovincial travel, or having close contact with any individual(s) confirmed or suspected to have a communicable disease, must comply with any such order, and must immediately inform the Business that they are subject to such order.

In these circumstances, the Business will consider whether it is possible and practical for the employee to work from home while subject to the order, and, if the Business determines in its sole discretion that it is not possible for the employee to work from home, the Business will place the employee on a leave of absence subject to the applicable provincial employment standards legislation.

## **HAZARD ASSESSMENTS**

Employers must conduct risk/hazard assessments for communicable disease in their workplace, and work towards the implementation of control measures to eliminating or minimize the risk of transmission. Employers must also educate and train workers about the transmission risks in the workplace and protocols they implement to mitigate them.

## **CONTROL MEASURES**

Once hazard assessments are conducted, control measures need to be explored.

### **Elimination**

The most effective means to prevent exposures to communicable disease is through elimination – physically removing the hazard through protocols such as:

- Working from home.
- Eliminating or reducing the amount of people in an area.
- Not allowing people with symptoms into the workplace.

### **Engineering**

Physical modifications can reduce risk for transmission, such as:

- Control worker access to areas and limit numbers to ensure physical distancing.
- Increased air filtration devices with HEPA filters.
- Extra exits and entrances, planned walk paths, redesigned work areas to reduce grouping of workers.

- Organization of the workspace to allow for physical distancing.
- Actual physical barriers between workers and public or between workers themselves.

### **Administrative**

Changing work practices, awareness tools and training limiting the risk of transmission, such as:

- Policies and procedure outlining general rules for the workplace and specific steps for a task which are designed to eliminate or reduce transmission
- Training employees on symptoms and proper hygiene.
- Screening employees for symptoms, close contact, and requirement for isolation by public health or due to international travel before they enter the workplace.
- Stagger break times or shift start times to reduce congestion of workers.
- Placing appropriate messaging around a workplace directing or reminding what are the rules of this area or the workplace.
- Access to adequate amounts clean water and soap, handwash stations and hand sanitizer dispensers.

### **Personal Protective Equipment**

PPE can only be used when engineering or administrative controls cannot be applied. Examples are masks, protective eyewear, gloves, etc.

## **PREVENTION AND CONTROL**

The Business will monitor local, provincial, and federal Public Health communications about communicable disease regulations, guidance, and recommendations and ensure that employees have access to that information.

Based on the hazard assessment, the following measures will be considered to reduce the spread in the workplace:

### **Sanitation**

The Business will take reasonable efforts to ensure the sanitation of workplace surfaces that are commonly used or touched by employees, customers, or other individuals and which might transmit communicable disease, including but not limited to door handles, light switches, tabletops, microwaves, and telephone equipment.

### **Physical Distancing**

The Business will consider reasonable business practices where necessary to minimize unnecessary physical contact among employees, customers, clients, and suppliers. This may include and is not limited to:

- Organization of the workspace to allow for physical distancing.
- Directing pedestrian traffic with signage to allow for physical distancing.
- Where physical distancing cannot be achieved, use barriers or guards.

When physical distancing cannot be achieved and the risk of transmission is high based on the hazard assessment, the Business will protect employees from the risk of contracting a communicable disease and provide the appropriate PPE.

When an employee has medical concerns regarding wearing certain PPE, the employer will request a medical note from a certified health care practitioner or provide alternative PPE or duties for the employee to comply with public health bylaws and protocols.

### **Traveling**

At the Business' discretion, all work trips, and events, both domestic and international, will be examined and assessed to determine the risk of communicable disease transmission to employees.

### **Immunization**

The Business will support provincial immunization plans as directed by government and public health officials.

### **Ventilation**

Ventilation systems bring in fresh outdoor air and removes the contaminated indoor air. The Business will ensure ventilation of the workplace is adequate and ventilation systems are properly maintained and functioning as designed.

### **Working Remotely**

If feasible given the nature of the Business and the duties of certain employees, as well as the individual circumstances and needs of certain employees, the Business will consider, in its sole discretion, requiring or permitting certain employees to work from home.

The Business will conduct on-going hazard assessments as needed and adjust its practices and procedures as required to adhere to public health official orders, OHS authority guidelines, and recommendations for best practices to prevent the spread of communicable disease in the workplace.

### **Worker Screening**

When deemed necessary by the hazard assessment, the Business must confirm via written or verbal format that the employees have reviewed the complete list of entry requirements and symptom screenings. This may be completed through the following modes:

- A written health check declaration completed by workers before entry.
- An online health check form completed by workers before entry.

- A verbal check in, done either in person, virtually, or by phone with every worker, confirming that the worker has completed their daily health check.

In addition, employers will ensure that workers do not enter the workplace if they meet the following requirements:

- Been identified by Public Health as household contact of someone with a communicable disease.
- Been told to isolate by Public Health.

### **Travel outside of Canada**

Workers who have traveled outside of Canada and the United States will need to follow any guidelines or requirements issued at the border and notify the Business that they are subject to any such order.

## **HYGIENE REQUIREMENTS**

### **Individual Hygiene Requirements**

To prevent and control the spread of communicable diseases, health officials recommend that all individuals practice good hygiene and/or observe commonly advised precautionary measures.

To prevent exposure to a range of communicable diseases, employees are encouraged to perform the following in and outside the workplace:

- Wash hands often with soap and water or use an alcohol-based hand sanitizer
- Avoid touching eyes, nose, and mouth with unwashed hands
- Avoid close contact with people who are ill
- Stay home when ill
- Cover coughs or sneezes with a tissue, and then immediately throw the tissue in the garbage and wash hands
- If a tissue is not available, sneeze or cough into a sleeve or arm, not a hand.
- Clean and disinfect frequently touched objects and surfaces.

### **Hand Hygiene Procedures**

The Business will ensure that there is an adequate supply of liquid soap in the bathroom and kitchen areas and post signage reminding employees to regularly wash their hands with warm water and soap for a minimum of 20 seconds. The Business will also ensure there is an adequate supply of hand sanitizer (if available) for employees to use as well as cleaning products to sanitize surfaces.

Follow these steps to maintain proper hand hygiene.

## **Soap and Water**

- First, remove jewelry (rings).
- Next, wet your hands
- Then apply soap.
- Vigorously clean or rub all parts of your hands, including the palms and backs of your hands, thumbs, fingers, nails, and wrists, for a minimum of 20-30 seconds (sing “Happy Birthday” twice).
- Rinse and dry your hands properly with single-use paper, a cloth towel, or a blow air dryer.
- Try to turn off the tap with a paper towel after you dry your hands.

## **Alcohol Based Hand Rub (ABHR)**

- Apply 1 or 2 pumps of the product (about the size of a loonie) into your hands
- If the ABHR dries before 15 seconds of rubbing, apply more product.
- Rub vigorously, applying friction to all skin surfaces and paying particular attention to fingertips, webbing between fingers, palms, back of hands, nail beds, and each finger.
- Rub for a minimum of 15 seconds until the product is dry before touching. This ensures that the ABHR is effective and eliminates the extremely rare risk of flammability in the presence of an oxygen-rich environment.

## **COMMUNICATION PLAN**

Management of the Business will ensure regular communication with employees to keep them informed of hazards and appropriate hazard-control measures. Management of the business will communicate as often as necessary and every time there is a change regarding the hazards or control measures.

### **Communication Channels**

Management of the Business will decide which communication channel is the most effective to communicate with employees, contractors, visitors, including but not limited to:

- Letters to staff
- Company emails
- Small group toolbox talks meetings

## **POLICY REVIEW**

This Policy is intended to be temporary, and shall be monitored, reviewed, and amended as necessary, in the Business' sole discretion, in accordance with official federal and provincial government announcements, information, and orders.

# **MENTAL HEALTH POLICY**

## **POLICY STATEMENT**

The Business is committed to protecting the health, safety, and welfare of its employees. The Business is also committed to complying with applicable health and safety and human rights legislation.

The intent of the Mental Health Policy is to establish, promote, and maintain a workplace environment that supports and promotes the mental well-being of all employees.

## **MENTAL HEALTH IN THE WORKPLACE**

There are many factors that affect the mental health and well-being of employees in the workplace. The Business is committed to understanding and addressing such factors and promoting and creating a workplace culture where employees can discuss mental health concerns or report difficulties without fear of discrimination or reprisal.

To promote the creation of a healthy work environment for employees, the Business will do the following:

1. Set realistic employee performance expectations and targets.
2. Ensure all employees have clearly defined job descriptions, objectives, and responsibilities and provide them with support, appropriate training, and adequate resources to do their job.
3. Manage conflict between employees to ensure the workplace is free from bullying, harassment, and discrimination.
4. Provide proactive support to individual employees who experience mental health issues.
5. Maintain confidentiality about individual employee's concerns and mental health issues; and
6. Identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress.

## **ROLES AND RESPONSIBILITIES**

### **Employer:**

- Ensure that all employees are aware of this Policy and the process for seeking assistance for mental health issues.
- Inform employees on how to report workplace violence/harassment issues to management and/or Human Resources.

- Provide a workplace that supports and promotes the mental well-being of all employees.
- Ensure implementation of this Policy in the workplace; and
- Review the effectiveness of this Policy.

**Management:**

- Ensure employees are fully trained to perform their job duties and are provided with professional development opportunities, if possible.
- Monitor workloads, overtime requirements, and vacation schedules.
- Actively investigate employee disputes and workplace violence/harassment incidents.
- Provide reasonable accommodation and support return to work initiatives; and
- Manage the implementation of this Policy.

**Employees:**

- Raise issues or concerns to management or the HR/health and safety team.
- Understand this Policy and support fellow co-workers in the awareness of this Policy; and
- Contribute to an overall healthy work environment.

**POLICY REVIEW**

The policy must be reviewed at least annually and updated as necessary by the Business, in consultation with the JHSC or the HSR, as applicable.



# LADDER SAFETY POLICY

## POLICY STATEMENT

The purpose of the Ladder Safety Policy is to establish guidelines for the safe use of ladders by employees, contractors, and visitors. Falls from ladders are common to all industries and pose one of the most serious safety concerns in the workplace.

## ROLES AND RESPONSIBILITIES

### Employer

- Emphasize compliance with the legal requirements pertaining to ladders.
- Establish safe practices for the use of ladders.
- Ensure policies, safe work practices, and procedures are followed.

### Supervisors

- Train workers to maintain and use ladders properly.
- Perform a hazard assessment of all ladder work required.
- Choose the best means of access for the task.
- Ensure that ladders are maintained in good condition, inspected regularly, and properly stored.

### Employees

- Be familiar with the content of this Policy.
- Report any hazards that may put their safety and the safety of others at risk.
- Inspect ladders before usage.
- Assess the hazards before using ladders.
- Select the right ladder for the specific work task.
- Report any deficiencies found while using ladders.
- Report any incidents or accidents that occur at the workplace as a result of ladders.

## TRAINING REQUIREMENTS

The Business will train all employees to recognize hazards related to ladders and instruct them to minimize these hazards. The Business will also ensure that each employee is trained by a competent person in the following areas:

- Nature of fall hazards in the work area.

- Correct procedures for erecting, maintaining, and disassembling the fall protection systems to be used.
- Proper construction, use, placement, and care in the handling of all ladders.
- Maximum intended load-carrying capacities of ladders that may be used; and
- Inspection procedures and record keeping.

The Business will re-train each employee as necessary to maintain their understanding and knowledge on the safe use and construction of ladders.

Protective equipment such as fall arrests/restraint may be required in some circumstances. Specific training may be required when working at heights.

## **LADDER MATERIAL**

### **Aluminum Ladders**

Aluminum is the most common material in ladders. Ladders made from aluminum are lightweight and are moisture and corrosion resistant. Aluminum conducts heat and electricity; therefore, it should not be used where either of these conditions exists (e.g., for electrical work).

### **Fiberglass Ladders**

Fiberglass is an engineered or man-made material that consists of strands of high-strength glass that are encapsulated in a resin matrix. Fiberglass is a non-conductor of heat and electricity and is moisture and corrosion resistant.

Fiberglass ladders are heavier than aluminum ladders and should be used for all electrical work and where accidental contact with electrical wires may occur.

### **Steel Ladders**

Steel ladders can be very heavy but are designed to meet specific load requirements. They conduct heat and electricity; therefore, they should not be used in these conditions. Also, steel is susceptible to rust and corrosion. Because of their weight, steel ladders are generally not used as portable ladders and are often fixed to permanent structures or mobile machinery.

## **CHOOSING THE RIGHT LADDER**

Ladders are not general work platforms. They should be limited to situations where the work is of short duration and where there is no other means to access the work area. In such situations, an appropriate portable ladder must be used. New ladders must meet or exceed ANSI Type I-A specifications.

Ladders are designed and constructed to safely hold up to a specific amount of weight.

To choose the correct ladder, the following factors need to be known:

1. Style of the ladder - which type of ladder is right for the task at hand?
2. Size of the ladder - how high do you need to reach?
3. Performance/Duty Rating of the ladder - how much weight will be on the ladder?
4. Material of the ladder - what material is the ladder made from?

## PORTABLE LADDER GRADES AND TYPES

Regulation requires ladders to meet and be used in accordance with the following:

1. the applicable CSA or ANSI standard in effect when they were manufactured
2. another standard acceptable to applicable provincial legislation
3. if there is no applicable standard, the requirements of a professional engineer

The chart below depicts the ladder classifications as per the CSA standards, portable ladders are classified as follows:

<b>Duty Rating</b>	<b>Load Rating</b>	<b>CSA Ladder Grade</b>	<b>ANSI Ladder Type</b>
Special Duty	170 kg (375 lb)	1AA	1AA
Extra Heavy Duty	136 kg (300 lb)	1A	1A
Heavy Duty	113 kg (250 lb)	1	I
Medium Duty	102 kg (225 lb)	2	II
Light Duty	91 kg (200 lb)	3	III

## SELECTING AN APPROPRIATE LADDER

When considering a portable ladder for a work activity, the Business will select one of the appropriate grade/types. As described in the applicable CSA and ANSI standards, the employer must consider the following factors when selecting a ladder: the requirements of the worker, the task, the environment, the length required, the working load, the duty rating, and the frequency of use to which the ladder will be subjected.

For instance, depending on these factors and the particular circumstances:

- Grade 1/Type I ladders (or higher) will typically be required for the types of work activities undertaken on construction sites.
- Grade 2/Type II ladders will generally be appropriate for tasks such as light maintenance and light painting, but only after conducting an assessment of the factors listed above.
- Grade 3/Type III ladders are light-duty and typically only suitable for household use: not workplace use.

To select the right ladder for the job, the following factors should be considered:

- Where will the ladder be used? Indoors or outdoors or both?
- What projects or jobs will the ladder be used for?
- Is there a possibility of working around electricity or overhead power lines?
- How much weight (including tools and materials) will be on the ladder?
- What obstacles might be in the way?
- Will the ladder also be used to reach other heights?
- What is the highest height you need to reach?

## **DIFFERENT TYPES OF LADDERS**

### **Portable Ladders**

A portable ladder can be easily moved or carried and usually consists of side rails jointed at intervals by steps, rungs, cleats, or rear braces. Portable ladders are used in a wide variety of settings, by workers who require temporary access to elevated or lowered locations. Falls from portable ladders are a major source of serious injury.

To reduce the likelihood of incidents or injuries caused by using portable ladders at the workplace, all portable ladders must meet the following requirements:

A portable ladder must:

1. be free from broken or loose members or other faults.
2. have non-slip feet.
3. be placed on a firm footing.
4. where it,
  - exceeds six metres in length and is not securely fastened, or
  - is likely to be endangered by traffic,

be held in place by one or more workers while being used; and when not securely fastened, be inclined so that the horizontal distance from the top support to the foot of the ladder is not less than 1/4 and not more than 1/3 of the length of the ladder.

### **Single Ladders**

A single ladder is a non-self-supporting portable ladder. It is like an extension ladder but consists of only one section.

Its size is designated by the overall length of the side rail and cannot exceed 30 feet (9 metres). Single ladders can be used to access heights within the limit of their height.

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## **Stepladders**

A stepladder is a self-supporting portable ladder. Stepladders are non-adjustable in length and have flat steps and a hinged back.

The highest safe standing level on a stepladder is 2 steps/rungs down from the top.

### **Safe Use of Stepladders**

- Set up only on a solid or level base.
- Open the ladder fully and ensure locks are in place.
- Never stand on the top step of a stepladder.
- When working at heights over 10 feet, the stepladder must be secured where appropriate, or there must be a spotter holding the ladder if tying off is not an option.
- Do not use metal stepladders where they may contact wires. Metal ladders conduct electricity.
- Use a stepladder that is about 1 metre (3 feet) shorter than the highest point you have to reach.
- Do not climb from one ladder onto another.
- Never climb a stepladder while it is closed and leaning against anything for support.

## **HAZARD ASSESSMENT FOR LADDER USE**

### **Ladder Hazards**

Ladders are one of the most commonly misused tools in the workplace. Every year, hundreds of people are hurt at work while using ladders. To prevent ladder-related injuries, workers must know how to identify the hazards that cause injuries and what to do to correct or eliminate them. Some of the hazards related to ladder use are:

- Standing on the very top step/rung.
- Placing an extension or straight ladder at the wrong angle.
- Using worn or damaged ladders.
- Exceeding the ladder's weight limit.
- Lifting heavy ladders.
- Being struck by materials falling from ladders.
- Striking persons or objects when carrying ladders.
- Throwing tools to a worker who is on the ladder; and
- Using metal ladders in areas where contact with electrical wires could occur.

The major hazard associated with ladder use is falling off the ladder; things that increase the likelihood of falling off a ladder include:

- Using things like boxes and chairs instead of a ladder.
- Reaching or leaning too far rather than moving the ladder.
- Placing the ladder on boxes or pallets to make it taller.
- Climbing the ladder while carrying items; and
- Using the wrong ladder for the job, such as using a step ladder as a straight ladder.

## **CONTROLS**

The best way to prevent ladder-related injuries is to have a ladder policy and to train workers on the safe use, inspection, and maintenance of ladders.

A hazard assessment must be conducted prior to the start of every job to identify hazards related to the use of ladders. The main objective of a hazard assessment is to identify hazards so they can be eliminated or controlled. If possible and practicable, workers should try to find alternative ways for the work to be done without the use of a ladder.

Additional rules for controlling hazards and reducing the likelihood of ladder-related injuries include the following:

- Install barricades or warning signs if there is a risk to others in the area.
- Adhere to the 1:4 rule.
- Ensure that the ladder extends at least one metre above the landing.
- Ensure that the ladder is installed on a stable surface.
- Secure the top and bottom of the ladder so it cannot shift position.
- Ensure that a non-conductive, insulated ladder is used for electrical work or near electrical hazards.
- Only use the ladder to perform tasks for which the ladder was intended.
- Only one person at a time should be on the ladder.
- When ascending or descending a ladder, maintain three points of contact.
- When ascending or descending, the body must be facing the ladder.
- Never carry anything when climbing or descending the ladder.
- Do not stand above the tread or rung indicated as the maximum safe working height on the ladder.
- Never stand at the top of a ladder.

- Always use both hands when climbing or descending the ladder.
- Ladder rungs, cleats, and steps must be parallel, level, and uniformly spaced when the ladder is in position for use.

## **PROPER LADDER SETUP**

A vast majority of ladder incidents are related to improper use or application of the ladder. Although supervisors must ensure that the ladders selected are appropriate for the specific task or situation, those using the ladder must also be trained on using the ladder properly.

The following precautions should be taken when setting up ladders:

- Check the work and surrounding areas for hazards such as overhead wires, slippery or uneven surfaces, traffic, etc.
- Ensure the area at the base and top of the ladder is clear of obstructions.
- Ensure the surface on which the ladder is placed is firm and level.
- Keep metal ladders away from power lines and other live conductors.
- Position straight and extension ladders at the proper angle (i.e., use the 1:4 rule) and secure the ladder against movement.
- Open stepladder separators fully and ensure the braces are locked in place.
- Take appropriate measures to protect the base of the ladder from any activity that could make contact with it (e.g., people, doors, vehicles, etc.).
- Keep the ladder close to the work to minimize the need for overreaching.

## **LADDER USE BEST PRACTICES**

In addition to the precautions discussed throughout this policy, the following are best practices for the use of ladders:

- If the ladder is damaged, tag it out and report it to a supervisor to have the ladder repaired or replaced.
- Remove oil, grease, mud, snow, ice, or other foreign substances from hands, shoe soles, and steps/rungs before climbing the ladder.
- Where possible and practicable, use a lifting device for work at elevations over 3 metres (10 feet).
- Do not use a ladder if you are in poor health, tired, under the influence of drugs or alcohol, or physically incapacitated.
- Do not exceed the load-rating indicated on the ladder's manufacturer label.
- Do not straddle or sit on rungs.

- Place the ladder where access is not obstructed.
- Do not place a ladder in front of unlocked doors. If a ladder needs to be placed in front of a door, ensure the door is locked open or closed.
- Avoid dropping or applying an impact load to a ladder. If the ladder has been dropped or subjected to impact, remove it from service until it can be inspected for damage.
- Never paint a ladder, as it can hide defects and cover rating labels.
- Never lean a ladder on windows, unsecured surfaces, or other unstable support. The ladder's support points must be as stable as the ladder base.
- If a ladder overhangs the rear of a vehicle, the motor vehicle act states that anything that projects more than 1.2 m must have a red flag or cloth for daytime use. Night travel must have a lamp that is capable of displaying only red light visible from a distance of 150 m to the rear of the vehicle.

## INSPECTION AND MAINTENANCE

### Ladder Inspections

Regular inspections of ladders will increase the useful life of ladders and reduce the number of ladder-related injuries. Ladders should be inspected prior to use, and any ladders found to be defective must immediately be taken out of service and tagged for repair. If repair is not possible, the ladder must be destroyed and discarded so that it cannot be used again.

Once tagged, the ladder must not be used until repaired. Ideally, the tag should only be removed by the person who took the ladder out of service. The tag should include the following words in big bold letters: **"DANGER – DO NOT USE."**

When inspecting a ladder before and after each use, the following items must be checked:

- Defects on side rails, rungs, or other parts
- Any broken rungs
- Makeshift repairs
- Damaged or missing feet
- Is the ladder free of spills, drips, or other debris?
- Broken spreaders
- Nails, screws, bolts, or other parts loose or missing
- Ladder not stable/secured
- Identification marks missing or illegible



- Are the footpads properly attached?
- Do all four feet sit securely on the ground?
- Extension locks in good condition
- Is the extension ladder rope properly secured to the fly section of the ladder?

Stepladders and extension ladders should be inspected for broken or defective joints or latches. Aluminum ladders should be inspected for dents and bends on side rails and steps/rungs. Metal ladders should be checked for twisting, distortion, oxidation, corrosion, and broken welds.

Refer to the **Ladder Safety Inspection Checklist Form**.

## **LADDER MAINTENANCE**

Ladders and ladder accessories must always be maintained in good condition. Damaged ladders must immediately be taken out of service for repair or destruction.

Stepladders should always be secured to a wall or affixed structure, whether they are stored horizontally or vertically. When storing ladders horizontally or vertically, either on the floor or hung on the wall, the ladder should be supported at every 4 to 5 feet (1.2 to 1.5 metres) interval.

Ladders should not be stored in areas where there is excessive heat or dampness. Also, it is best to store ladders away from high traffic areas or people.

When ladders are being transported in a vehicle, they must be properly supported and secured, as vibration and bumping against other objects can cause structural damage. When moving a ladder at a job site, look for overhead hazards and hazards at both ends. Ask for help carrying a ladder if it is too heavy to be carried by one person.

## **POLICY REVIEW**

The policy must be reviewed at least annually and updated as necessary by the Business, in consultation with the JHSC or the HSR, as applicable.

# MANUAL LIFTING POLICY

## POLICY STATEMENT

Improper lifting and handling of heavy or bulky objects is a major source of strains, sprains, neck and back injuries, cuts, bruises, broken bones, and hernias. Poor material handling practices can lead to Musculoskeletal Disorders/Injuries. These do not happen as result of single accident or injury. Rather, they develop gradually as a result of repeated trauma. Back pain and other MSD are the biggest cause of pain and disability at work. Examples of these hazards are:

- Twisting to move product
- Moving/lifting heavy materials
- Fixed or awkward work postures
- Jolting movements

## ROLES AND RESPONSIBILITIES

### Employers

- Must provide, where practicable, appropriate equipment for lifting, lowering, pushing, pulling, carrying, handling, or transporting heavy or awkward loads.
- Ensure consultation with the HSR or the JHSC (as applicable) to exchange information regarding manual lifting best practices.
- Ensure that workers are adequately trained in properly material lifting/handling techniques and keep records of the training.

### Supervisors

- Ensure that workers under their supervision use the equipment provided properly and that employees are trained and competent in the knowledge of proper equipment use and safe manual handling techniques.
- Advise all workers of known or foreseeable hazards when material handling and using proper lifting techniques.

### Workers

- Must use the equipment provided for lifting, lowering, pushing, pulling, carrying, handling, or transporting heavy or awkward loads.
- Ensure to use proper manual lifting techniques as trained.
- Report any incidents of unsafe lifting actions performed or performed by co-workers.

## TRAINING REQUIREMENTS

The Business will train workers in all aspects of proper lifting and handling techniques. This will include a practical demonstration and theoretical instruction in order to deem the worker competent with understanding and sign off. This is to be ongoing and must be given whenever there are changes to process. Employers must keep records of all employee training.

The information will be listed in the **Training/Certification Record Form**.

## **HAZARD/RISK ASSESSMENT**

The purpose of the hazard assessment is to identify and evaluate the conditions where the potential exists of MSD or injury in the handling and lifting of products/items and how to mitigate. The business will conduct hazard assessments in conjunction with the HSR, or JHSC (if applicable).

Questions to consider when conducting hazard assessments:

- Can mechanical lifting aids such as hoists, pallet jacks, carts, or conveyors be used instead of manual material handling?
- Can the load be lifted within the range of knee to waist height?
- Can the vertical distance the load has to be lifted or lowered be shortened? i.e., limiting shelf height, raising the worker.
- Can the size of the load be made smaller? i.e., ordering smaller containers, having workers make two trips with smaller loads rather than one trip with a heavy load.
- Can the task design be changed?
- Can workers be given time to rest or recover when lifting or handling loads?
- Can the tasks be varied?

This information can be gathered in the **Hazard Assessment Form**.

## **SIGNS AND SYMPTOMS OF MSD**

It is almost inevitable that a worker will have to perform lifting and handling of product at some point. The following are signs of possible development of MSD:

- Swelling or redness
- Pain
- Numbness and tingling
- Stiffness or cramping
- Difficulty in moving or reduced range of motion in a particular part of the body.

MSD symptoms may go away overnight and could be a sign of fatigue, but if they are continuous, this may indicate a more serious problem. If a worker is experiencing

such symptoms, they should report them to their supervisor as soon as they are noticed.

## **MATERIAL HANDLING RECOMMENDED GUIDELINES**

- Avoid fixed or awkward work postures. Maintaining a good or “neutral” posture. Do not try to overextend or overexert range of motion.
- Avoid repetitive tasks that involve using the same muscles repeatedly with little chance for rest or recovery.
- Avoid tasks requiring contact stress (mechanical pressure) on soft tissues of the body, such as the soft part of the palm of the hand or the wrist, by tools or sharp edges.
- Where possible, avoid lifting and carrying heavy or awkward objects. Instead, use mechanical devices such as forklift, hoists, carts, and dollies.
- When stacking boxes and other items, stack the heaviest items between knee and chest level to minimize lifting. Make sure stacked boxes or other items are stable enough not to tip.
- Use a ladder or step stool to reach high items.
- If two people are participating in the lift, both people should be approximately the same height. One person directs the lift, so they are working together. Lift together, walk in step and lower the load together.

## **POLICY REVIEW**

The policy must be reviewed at least annually and updated as necessary by the Business, in consultation with the JHSC or the HSR, as applicable.

# **HAND AND POWER TOOL POLICY**

## **POLICY STATEMENT**

The Business is committed to protect employees from hazards associated with the use of hand and power tools.

## **ROLES AND RESPONSIBILITIES**

### **Supervisors**

- Ensure that hand and power tool safety measures are in place.
- Ensure that all hand and power tools and other hand-held equipment are free from defects and are working and maintained properly.
- Ensure that all affected employees have been trained in accordance with the manufacturer recommendations.
- Take damaged tools out of service immediately if they are defective.
- Conducting periodic inspections of work areas.

### **Workers**

- Responsible for inspecting hand and power tools for defects or possible hazards prior to use.
- Using hand and power tools safely.
- Comply with manufacturer's guidelines.
- Tagging any defective tools as out of service immediately.
- Reporting any defects to their supervisor immediately.

## **PERSONAL PROTECTIVE EQUIPMENT**

Workers that use hand and power tools are exposed to hazards such as flying debris, and/or are exposed to harmful dusts, fumes, mists, vapours, or gases and must be provided with personal protective equipment necessary to protect them from the hazard.

Power tools present a greater hazard than hand tools due to the speed and forces at which they operate. Safety glasses or goggles must be worn to protect the eyes from projectiles. A face-shield may be used in addition to safety glasses or goggles to provide additional protection. Face shields will protect the face and neck from hot metal fragments created during tasks like grinding. Cut resistant gloves prevent lacerations due to hand tools. Wear safety boots or shoes while using power tools to prevent injury from dropped tools. Respiratory protection may be deemed necessary

when workers are exposed to dust or fumes. All hand and power tools should be evaluated so that proper PPE is selected for the task.

## **INSPECTIONS**

The user will visually inspect all hand and power tools at the beginning of each shift to ensure that the tools are in safe and usable condition. All damaged and/or defective tools will be immediately reported to the supervisor and/or authorized repair personnel. Only authorized repair personnel will perform maintenance and repairs on hand and portable power tools.

## **MAINTENANCE**

Authorized repair personnel will perform the following maintenance checks:

- Verify on an annual basis that the tool has been inspected and is operating properly and is consistent with manufacturers specifications; and
- Remove equipment from use that is unsafe or not operating within manufacturers' specifications.

The following protocol will be followed during the routine maintenance of hand and power tools by authorized repair personnel:

- Conduct repairs to fuel and ignition systems on power tools which could create fire hazards in designated locations.
- Fire suppression or extinguishing media must be present.
- Disconnect or remove any power supply prior to repairing portable powered tools. Disconnecting the power supply will prevent accidental start-up of tool while maintenance is being performed.
- Use only replacement parts equivalent to those in the original design.
- Do not alter the tool or parts.
- Do not add any parts not supplied by the manufacturer or delete any parts supplied by the manufacturer
- A portable power tool's rating and capacity may be found on a tag fixed to the tool. If no tag is found, report it to a qualified maintenance person or supervisor. These tags contain important information such as laboratory testing, load, and operating specifications.

## **HAND TOOLS**

Hand tools are non-powered and can include hammers, wrenches, pliers etc. The hazards posed by hand tools are the result from misuse and improper maintenance.

- Sparks produced by iron or steel hand tools can be a dangerous ignition source. When working around flammable substances, spark resistant tools made from brass, plastic, aluminum, or wood should be used to decrease the risk of fire or explosion.
- Work areas should be kept clean and dry to prevent accidental slips and falls.
- The cutting action of blades or other tools should be directed away from aisle areas, and other workers who are working in proximity.
- Dull tools can be more hazardous than sharp ones.
- Inspect tools for defects and replace defective tools.

## **PORTABLE POWER TOOLS (VACUUM CLEANER)**

Each type of tool has its own hazards and the following safety rules are common to all power tools.

- Review the manufactures manual to know the tool's operations, hazards, limitations.
- Do not use electric power tools in the proximity of flammable vapours, dusts, or construction materials.
- Protect yourself from electric shock by ensuring that your tools are properly grounded; use a Ground Fault Circuit Interrupter (GFCI) for corded tools. Always check for hidden wires that may contact bladed tools.
- Avoid using electric power tools in wet environments.
- Select a tool based on the task it is designed for.
- Only use attachments specifically recommended for your power tool and ensure that they are properly installed.
- Inspect tools for damage including the cord, guards, alignment, binding of components or any condition that would affect the safe operation of the tool.
- If a tool is damaged or a condition develops while a tool is in use, remove the tool from service and have the tool fixed by an authorized repair person.
- Avoid excessive force trying to make cutting tools cut faster.

Feed material at the rate at which the tool is designed to accept thus preventing excessive wear and decreased control.

- Keep others away from the work area or provide shields to protect other employees from flying debris.
- Always maintain tool control by keeping a tight grip on a tool.
- Use the tool's side handle, if available, for better control.

- Always maintain your balance and do not overreach.
- Do not operate a power tool if you are under the influence of medications or alcohol or if you are tired or distracted.
- Secure your work in a vise or clamp for increased stability.

## **POLICY REVIEW**

Management shall review this policy annually, or if the JHSC or HSR requests a review to ensure application and compliance.



# **ERGONOMICS POLICY**

## **POLICY STATEMENT**

The Business is committed to preventing musculoskeletal disorder injuries and hazards causing the disorder in correlation to work conditions and job demands. Ergonomics is the scientific study of the relationship between people and their working equipment with a view to improving safety, ease of action and efficiency.

## **SCOPE**

A musculoskeletal injury (MSI), also referred to as musculoskeletal disorder (MSD) or work-related musculoskeletal disorder (WMSD) is defined as an injury or disorder of the muscles, tendons, ligaments, joints, nerves, blood vessels, or related soft tissue that may be caused or aggravated by work. MSIs/MSDs are often called sprains and strains. The most common examples of MSI/MSD injuries include conditions such as low back injuries involving muscles, ligaments or spinal discs, tendonitis, bursitis, and carpal tunnel syndrome. MSI/MSD/WMSD are not typically the result of any instantaneous or acute event, such as a slip or fall, but reflect a more gradual or chronic development.

Poor workplace designs can present ergonomic risk factors called stressors. These are repetition, force, extreme postures, quick motions, contact pressure, vibration, and cold temperatures.

## **RESPONSIBILITIES**

### **Employers**

- Provide a healthy and safe workplace for workers.
- Ensure the development, implementation, and monitoring of a program to prevent ergonomic related hazards.
- Enforce the ergonomic policy, procedures, and the program.
- Evaluate and update the program annually.

### **Supervisors**

- Ensuring that factors in the workplace that may expose workers to a risk of MSD's are identified.
- Requesting a hazard evaluation when factors are identified which may expose workers to the risk of MSI/MSD.
- Ensure control measures are implemented to eliminate or minimize any identified hazards.
- Ensure employees are trained in ergonomics awareness.

- Monitor the effectiveness of ergonomic controls put into place.
- Consult with the JHSC/HSR and with workers when implementing control measures and conduct a regular review of activities performed that may cause or aggravate MSI/MSD's.
- Encourage staff to report MSD/MSI incidents. Take immediate steps to investigate and control MSD/MSI hazards that have been reported.
- Incorporate ergonomic principles whenever changes in work process or work organization are planned.

### **Workers**

- Workers to be asked for input and assistance with identifying MSI risk factors, conducting workplace evaluations and developing/implementing controls.
- Participate in education and training of ergonomic awareness.
- Report to the employer and/or supervisor any suspected risk factors or discomfort associated with work.
- Be responsible for correct use of the equipment provided.

## **SYMPTOMS OF MUSCULOSKELETAL DISORDER**

Symptoms of MSI/MSD identify those one or more ergonomic stressors that may be present. There may be individual difference in susceptibility and symptoms among employees performing similar tasks. Any symptoms are to be taken seriously. The following are a list of symptoms (not all inclusive):

- Numbness
- Tightness, loss of flexibility
- Tingling
- Swelling
- Pain
- Stiffness or cramping
- Redness

MSDs/MSIs that goes away overnight are usually a sign of fatigue but if they are continuous this may indicate a more serious problem and need to be reported.

## **RISK IDENTIFICATION, ASSESSMENT AND CONTROL**

There are two types of MSI/MSD:

**Overexertion** – these usually occur suddenly and occur when the body is pushed too hard and attempts to lift, lower, push, pull or carry something that is too heavy.

**Overuse** – this usually develops over time. They occur when a worker repeatedly does the same task or movement without sufficient recovery.

The potential risk factors causing these types are identified as:

1. **Force required** – generally, the more force required to perform a task, the more of the risk. Gripping small or slippery objects can concentrate force over a small area of the body (pinch grips), increasing the risk.
2. **Posture** – body postures determine which joints or muscles are used in an activity and the amount of force or stress that is generated. Working in an awkward position can impose excessive stress on joints, muscles, or the spine. A neutral position is desirable.
3. **Repetition** – is defined as the frequency of a similar exertion performed during a task. In general, the more frequently a motion (exertion) is repeated, the more likely it is to cause MSI/MSD.
4. **Contact Stress** - Repeated or continuous contact with hard or sharp objects may create pressure over one area of the body. Factors to consider include the amount of pressure or force, duration of contact, shape and/or sharpness of object, and the hardness of the object.
5. **Vibration** – exposure to local vibration (from hand tools, etc.) to a specific area of the body can result in reduced blood flow to that area and vibration white finger. Exposure to whole-body vibration can occur while standing or sitting in vibrating environments or objects, for example operating large machinery or heavy vehicles.
6. **Cold stress** – muscles are stiffer and more contracted in cold environments and require a longer warm up period.
7. **Mechanical compression** – potential risk caused by mechanical compression over a period of time (i.e., typing, tools that dig into hands such as screwdrivers, etc.) resulting in decreased blood circulation.

## **HAZARD ASSESSMENTS**

Employers must conduct hazard assessments for MSI/MSD in their workplace, and work towards eliminating or minimizing the risk. Employers must also educate and train workers about MSI risks in the workplace.

Workstations should be comfortable, and the work activities should be planned so that employees are allocated breaks or a change of activity.

## **CONTROL MEASURES**

Once hazard assessments are conducted, control measures need to be explored. There are many variables involved in MSI and it is not always possible to eliminate the risk factors.

## **Engineering**

Physical modifications can reduce risk for MSI/MSD. Such as:

- Mechanical lifting aids such as hoists, pallet jacks, carts, or conveyors instead of manual handling.
- Lift within the range of knee to waist height. Stoop or twisted positions can be avoided by arranging the workspace differently. Modify the workplace to reduce the need for lifting of heavy objects. Reduce the size of the load.
- Invest in anti-fatigue mats for those workers that stand a lot in job roles, or work on hard services such as concrete.
- Modify equipment or furniture to eliminate or reduce awkward postures.
- Change to the workstations or equipment that alter the physical composition of the area.

### **Administrative**

Changing work practices, awareness tools and training can limit the risk of sprains and strains, such as:

- Rotating tasks between workers.
- Use safe work procedures to minimize risk factors.
- Organize storage space so that heavy items are located at knee and waist height and light items above shoulder height.
- Change task design.
- Give workers time to rest or recover when lifting or handling loads.

### **Personal Protective Equipment**

PPE can only be used when engineering or administrative controls cannot be applied. Examples are:

- Ensure gloves that fit properly. Padded, friction-enhanced or vibration limiting gloves.
- Workers that are required to kneel - knee pads or a kneeling pad can be used.
- Warm clothing if workers have to work in cold conditions.

## **POLICY REVIEW**

The policy must be reviewed at least annually and updated as necessary by the Business, in consultation with the JHSC or the HSR, as applicable.

## **SUPPORT MATERIAL**

- MSI/MSD Risk Factor Identification Worksheet A
- MSI/MSD Risk Factor Assessment Worksheet B

- Computer Workstation Ergonomic Assessment
- Manual Handling Lift Techniques
- E-Learning course - BrightSafe

# **SAFE DRIVING POLICY**

## **POLICY STATEMENT**

The Business is committed to complying with all standards based on the policies, procedures, processes, and manufacturer's specifications for the safe operation of company and project vehicles. The goal is to eliminate incidents and increase safety by promoting a safe driving culture both on/off work hours and on worksites. Workers will not be required to drive under conditions that are unsafe and/or likely to create an unsafe condition for themselves and other workers.

## **ROLES AND RESPONSIBILITIES**

### **Employers**

- Ensure that all company/project vehicles are maintained as according to regulatory requirements and manufacturer's specifications.
- Ensure that all operators of company/project vehicles are properly licensed, comply with applicable safety and traffic legislation, comply with company rules and policies, and demonstrate safe driving and road habits.
- Ensure that near misses, incidents are reported, documented, and investigated.
- Ensure that all operators conduct documented pre-use inspections.
- If applicable, ensure that an onsite traffic control plan is in place to avoid interactions with other vehicles, mobile equipment, and pedestrians.

### **Supervisors/Managers**

- Ensure that all company/project vehicles are maintained properly and in good safe condition.
- Ensure that documented pre-use inspections are conducted.
- Ensure the operator is certified to operate.
- Ensure all company/project vehicle operators are trained on the traffic control plan for the site, if applicable.
- Ensure all near misses or incidents are reported, documented, and reviewed.
- Investigate all incidents, determine cause, and recommend corrective actions to prevent reoccurrence.

### **Contractors/Sub-contractors**

- Adhere to all company policies and procedures while driving on a worksite.

- All employees must be properly licensed, comply with applicable safety and traffic legislation, comply with company rules and policies, and demonstrate safe driving and road habits.
- Adhere to the site traffic control plan, if applicable.

### **Operators**

- Must be trained, qualified, licensed and authorized to operate the vehicle.
- All vehicles must be inspected before use. A walk around shall be completed to check for possible hazards. Report vehicle defects to a supervisor before use and document.
- Ensure that all required registration, permits, and insurance certificates are stored in the cab.
- Security of loads must also be checked.
- Pedestrians have the right of way.
- Notify supervisor immediately if their driver's license has been suspended, cancelled, or limited in any way.
- Must be trained and aware of the Traffic Control Plan for the worksite, if applicable.
- Avoid/eliminate distracting behaviors while driving (e.g., texting, use of handheld cell phones/devices, eating, grooming, reading, playing with multi-media devices, etc.).
- Do not drive if physical or mental condition is adversely impacted or if weather or site conditions are hazardous.

### **GENERAL REQUIREMENTS**

- All signs governing the movement and parking of vehicles on any worksite must be observed.
- Operators are to obey posted speed limits at all times. If unsure of posted speed limit, always take lower possible speed.
- Follow safe fueling practices (e.g., no smoking, check for leaks, don't overfill, do not leave nozzle unattended, no cell phone or PDA use)
- Ensure all applicable safety and emergency features/equipment are fully operation and available (e.g., back up alarm, seat belts, fire extinguisher, first aid kit, warning flares/triangles, flashlight, cold weather emergency supplies, etc.)
- Plan travel route and time for travel.

- If driving off-site, ensure someone knows when you are leaving and when you plan to arrive. If applicable, a written travel plan (e.g., pre-determined travel route, check in times, etc.) can be applied.
- Keep cab and floor of vehicle or motorized equipment free of materials, tools or other objects that could interfere with the operation of the controls, create hazards, or create a projectile hazard in the event of an accident. When objects must be carried in the cab, ensure objects are secured.
- Not back up when other reasonable and practicable options exist to avoid having to perform this potentially hazardous activity (e.g., where possible, plan dump or pickup locations to allow drive in/out option). Take measures to ensure back up, where required, is as safe as possible (e.g., use signalperson, do circle check, engage back up alarm, park such that the first move when leaving is forward).
- Ensure nothing obstructs the driver's vision or impairs driver's use of controls (e.g., Signs, Stickers, labels, logbooks, etc.)
- Encourage safe driving behaviour (e.g., regular breaks, management of work schedules to ensure adequate rest breaks as required by law, defensive driving, etc.)
- Minimize/eliminate unnecessary travel (e.g., combine multiple trips into one, phone conference, etc., if reasonable and practicable)
- Assess surrounding area prior to start-up and movement to ensure movement is not a hazard to the operator, workers, or the public (i.e., circle check).
- Assess hazards while driving (e.g., driving conditions, including weather, traffic volume, pedestrians, wildlife, road conditions) and drive defensively (scan ahead and side to side; pay attention to other drivers, workers, road, and weather conditions, drive at speeds appropriate to road and weather conditions; avoid distracting actions).
- Do not leave the controls of vehicles or motorized equipment unattended unless it is secured against unintentional movement.

## **DRIVING CONDITIONS**

A variety of weather conditions can severely affect and present hazardous conditions for the safe operation of company vehicles on a job site. Weather conditions can change within hours or vary over the course of the day.

Operators must be aware of changing worksite conditions, be prepared for any hazards in the changing weather and adjust driving accordingly both on and off the worksite.



## **TRAINING REQUIREMENTS**

All employees must be properly licensed, comply with applicable safety and traffic legislation, comply with company rules and policies, and demonstrate safe driving and road habits.

Must be trained and knowledgeable of any traffic control plans on the worksite.

## **POLICY REVIEW**

Management shall review this policy annually and shall ensure application and compliance.

# HANDLING DIFFICULT CUSTOMER BEHAVIOUR

## POLICY STATEMENT

In the service sector, it is almost inevitable that the business will have to deal with an irate customer at some point. The service industry experiences more cases of violence than workers in many other industries. An unwelcome behaviour or comment that is harmful to the work environment is considered to be harassment. Harassment takes many forms but can generally be defined as an insulting, intimidating, humiliating, malicious, degrading, or offensive comment or act directed towards another person or group. The most important consideration when interacting with the public/customers is the safety of all employees and the general public.

## ROLES AND RESPONSIBILITIES

### Employers

- Provide a healthy and safe workplace for workers and customers
- Ensure that the workers are not subjected to or participate in harassment or violence at the workplace.
- Ensure consultation and cooperation with the HSR or the JHSC (as applicable) to exchange information and resolve any health and safety concerns or matters in a timely manner.
- Ensure that workers are adequately trained and keep records of the training.

### Supervisors

- Must be trained and competent to supervise workers.
- Take all precautions necessary to protect the health and safety of all workers.
- Ensure that workers under supervision are NOT submitted to or participate in harassment or violence at the worksite.
- Advise all workers of known or foreseeable hazards to health and safety in the area where the worker is performing work.
- Report to the employer concerns about unsafe/harmful work that exists or has existed.

### Workers

- To protect the health and safety of themselves and other persons on or in the vicinity of the worksite.
- Refrain from causing or participating in harassment or violence.

- Report to the employer and/or supervisor any unsafe acts and conditions that exist or have existed.

## **TRAINING REQUIREMENTS**

In addition to instruction mandated in the Regulations, the Business will train workers in all aspects of the violence and harassment prevention plans. This will include a practical demonstration and theoretical instruction in order to deem the worker competent with understanding and sign off. This is to be ongoing and must be given whenever there are changes to process. Employers must keep records of all employee training.

A review of the violence and harassment prevention plans, and the training must happen every three years and whenever there is a change that can affect the health and safety of workers. Workplace changes can include construction, renovations, or changes to the stores design or layout, changes in store hours or adding a new service, such as coffee/food stations, cash machines.

All worker training activities will be documented by the Business, including the completion and retention of a list of all workers who have received health and safety training and the nature of the training received.

The information will be listed in the **Training/Certification Record Form**.

## **HAZARD/RISK ASSESSMENT**

The purpose of the hazard assessment is to identify and evaluate the conditions that could lead to workers encountering negative/difficult behaviour from customers and how to mitigate. The business will conduct assessments in conjunction with the Health and Safety Representative, or Joint Health and Safety Committee (if applicable).

This information can be gathered in the **Workplace Violence/Harassment Risk Assessment Form**.

## **DEALING WITH IRATE CUSTOMERS**

It is almost inevitable that a worker in the retail or customer base business will have to deal with a difficult customer at some point. The business will endeavour to ensure the safety of all employees and customers.

Follow these recommended guidelines in the event a worker is dealing with irate customers:

- Focus on the emotions first, try to remain calm, and try to calm the other person.

- Try to avoid escalating the situation. Find ways to help the irate customer save face.
- Listen carefully and try to put yourself in the customer's shoes, so you can better understand how to solve the problem.
- If you can't address their concern, take the customer's name and number, and promise to forward the information to your manager or supervisor.
- If you cannot calm the person, ask for help.

### **Dealing with a potentially violent person – Tips for verbal communication**

- Focus your attention on the other person to let them know you are interested in what they have to say.
- Look at the person when they are talking. DO NOT look away as if disinterested.
- DO NOT try to humour the person as this can be interpreted negatively.
- Remain calm and try to calm the other person. DO NOT allow the other persons anger to become your anger.
- Remain conscious of how you are delivering your words.
- Speak slowly, quietly, and confidently.
- Listen carefully. DO NOT interrupt or offer unsolicited advice or criticism.
- Ask if you can take a few "brief notes" to help you retain the information. This conveys that you are interested.
- Encourage the person to talk. Ask questions that require a lengthy explanation as this can defuse the intensity of the interaction. DO NOT tell the person to relax or calm down.
- Try to understand. Ask questions. Make statements like "Help me understand why you are upset." Once you think you understand, repeat it back to the person so they know you understand.
- Remain open-minded and objective.
- Use silence as a calming tool.
- Use delaying tactics to give the person time to calm down, for example offer a drink of water (in a disposable cup).
- Acknowledge the person's feelings. Indicate that you can see he or she is upset.
- Invite the person to make suggestions. DO NOT reject these suggestions. Tell the person you will consider them.

- Before you terminate the conversation, clearly and precisely summarize the issues discussed and the next steps you will take to resolve the problem.

### **Tips for non-verbal behaviour and communication**

- Use calm body language – relaxed posture with hands un-clenched, attentive expression.
- Arrange yourself so that your exit is not blocked.
- Position yourself at a right angle rather than directly in front of the other person.
- Give the person enough physical space...this varies by culture, but normally 2-4 feet is considered an adequate distance.
- Get on the other person's physical level. If they are seated try kneeling or bending over, rather than standing over them.

### **Tips for problem solving**

- Try to put yourself in the person's shoes, so that you can better understand how to solve the problem.
- Ask for their recommendations.
- Repeat back to the person what you feel he or she is asking of you, to clarify what you are hearing.
- Accept criticism in a positive. When a complaint might be true, use statements like "You are probably right" or "It was my fault." If the criticism seems unwarranted, ask clarifying questions.
- Be honest. DO NOT make false statements or promises you cannot keep.
- Be familiar with your organizations' complaint procedures and apply them fairly.
- Remain professional and take the person seriously. Be respectful.
- Ask for small, specific favours, such as asking the person to move to a quieter area.
- Break a problem or an issue down into smaller units and offer step by step solutions so that the person is not overwhelmed by the situation or issue.
- Try to keep the person's attention on the issue at hand.
- Try to avoid escalating the situation.
- Establish ground rules if unreasonable behaviour persists.
- In a calm and non-threatening manner, clearly state that violence is unacceptable and will not be tolerated.
- Calmly describe the consequences of violent or aggressive behaviour.

- Suggest alternative to violent behaviour.

### **If you feel threatened**

- Try to terminate the interaction politely and calmly in a non-threatening manner, if possible.
- Know what back up and advice is available to assist you in handling a difficult individual.
- Get help.
- If you threaten to call the police, call them.

### **Terminating a negative interaction**

- Interrupt the conversation firmly but politely.
- Tell the person that you do not like the tone of the conversation, will not accept abusive treatment, will end the conversation if necessary.
- Tell the person that you will ask him or her to leave the building, or that you will leave.
- If the behaviour persists, end the conversation.
- If the person does not agree to leave, remove yourself from the scene and inform your manager or supervisor immediately.
- DO NOT return to the meeting if you believe the person poses a physical threat.
- Advise other staff and have them leave the immediate area.
- Call security or your local police.
- File an incident report (**Workplace Violence and Harassment Reporting Form**).

### **Abusive telephone call**

- Interrupt the conversation firmly, but politely.
- Advise the caller that you will end the call if the caller does not stop using abusive language.
- If you have call display, note the number and/or person identified.
- Advise your manager or supervisor of the incident.
- If the caller calls back, interrupt the conversation firmly, but politely. Advise the caller that you will transfer the call to your manager or supervisor, if necessary.
- Put the caller on hold and contact your manager or supervisor.
- Advise your manager or supervisor that the caller is on hold.

- Transfer the call.

### **Signage**

To notify customers and the public, the Business may choose to display a sign to indicate that they are to respect the workers and staff within the business.

### **POLICY REVIEW**

Management shall review this policy annually, or if there is an incident of harassment or violence or if the JHSC or HSR requests a review to ensure application and compliance.

