Occupational Health & Safety Program

for

Department of Transportation and Works

Government of Newfoundland and Labrador

March 2014

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WELCOME TO YOUR SAFETY MANUAL!

This manual was developed with input from front-line employees, Occupational Health and Safety committees and representatives throughout all of our branches, supervisors, managers and executive members. Please replace any copies of the previous manual with this updated and expanded information.

This document contains health and safety information that will be useful to you as an employee of the Department of Transportation and Works (the Department). It includes information about key health and safety policies, standards of conduct, and associated issues. These materials include all the information you need as a Departmental employee to understand and follow safe work practices and procedures. After reviewing this information, if you have additional safety questions or concerns about your position or about working with the Department, please discuss them with your supervisor, your manager, or the staff in your Strategic Human Resource Management Unit.

The information in this manual will also be available online at the Departmental website. You are encouraged to check the online information regularly for updates and additions. If any policies or practices in this manual or in the on-line version are in conflict with other information, the information of the higher authority will prevail.

As an organization, the Departmental safety culture continues to develop. Your Department is committed to providing a safe and healthy work environment. In fulfilling this commitment, the Department complies with relevant Occupational Health and Safety (OHS) legislative requirements. OHS is an integral part of everyday work. It is every public service employee's responsibility to cooperate in practicing sound OHS principles in all work activities

If you become aware of an unsafe situation in your work environment or if you are injured at work, make sure the hazard is not left unattended and that you notify your supervisor immediately.

The policy statements and contents located in this manual have been reviewed and revised if necessary as of March 2014. The executive team endorses the policies and content, and your support is requested for the various programs contained herein. Your continued feedback regarding our safety processes is welcomed, along with any ideas you may have for improvement.

DEFINITIONS OF KEY TERMS

The following terms are found throughout this manual.

“accident" means an unplanned/undesired event that results in a personal injury or illness requiring medical aid or time lost from work beyond the date of the event. It may, or may not, involve significant damage to property, process or the environment.

"administrative controls" means the provision, use and scheduling of work activities and resources in the workplace, including planning, organizing, staffing and coordinating, for the purpose of controlling risk. *(OHS Regulations, 2.(1)(d))*

"engineering controls" means the physical arrangement, design or alteration of workstations, equipment, materials, production facilities or other aspects of the physical work environment, for the purpose of controlling risk. *(OHS Regulations, 2.(1)(k))*

“incident” means an unplanned/undesired event that results in a personal injury or illness requiring no treatment or first aid only, with no time lost from work beyond the date of the event. It may, or may not, involve minor damage to property, process or the environment.

“near miss” means an unplanned/undesired event that did not result in injury, illness or damage, but had the potential to do so. A near miss is often referred to as a “close call”, or in the case of moving objects, a “near collision”.

"principal contractor" means the person primarily responsible for the carrying out of a project and includes the person who owns the thing in respect of which the project is being carried out. *(OHS Act, 2.(j))*

"supervisor" means a person authorized or designated by an employer to exercise direction and control over workers of the employer. *(OHS Act, 2.(k.1))*

"workplace" means a place where a worker or self-employed person is engaged in an occupation and includes a vehicle or mobile equipment used by a worker in an occupation. (*OHS Act, 2.(n))*

11.1 OHS PROGRAM REVISION FORM

Revision Number	Date	Section(s) / Page(s)	Nature of Revision

- Your SHRM unit is available to assist with changes, revisions or additions to this program. Approval of the Deputy Minister may be required. Please contact your SHRM unit for help in this process.
- These changes should be supported by documents stating the exact change(s) required, the approver's signature, and the effective date.
- A copy of the approved change(s) should be faxed to your SHRM unit, fax 729-6463. The program manual change(s) will be communicated to the Department by your SHRM unit.

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Section 1.0
Leadership and Administration

1.1 HEALTH AND SAFETY POLICY

Health and Safety is an integral part of the Department of Transportation and Works' business practice. Everyone employed by the Department has a personal responsibility to become involved in solving health and safety problems.

To maintain a safe and healthy environment there must be constant consultation and cooperation between management and labor on health and safety related issues.

The Department's goal is to have all employees working collaboratively to identify and control potentially harmful situations by integrating health and safety practices into their daily activities.

Each employee has a right to a work environment which will not adversely affect his or her health and safety. The Department is committed to providing safe workplaces for all its employees, its contracting parties, and the general public by diligently carrying out the employer and principal contractor duties contained in the Occupational Health and Safety Act and Regulations.

Creating a healthy and safe work environment is of vital importance to the Department of Transportation and Works. Therefore, I trust all of you will join me in making a personal commitment to workplace health and safety.

Original Signed — March 24, 2014

Brent Meade — Date
Deputy Minister
Department of Transportation and Works

1.2 HIGH VISIBILITY SAFETY APPAREL POLICY

It is mandatory that every employee of the Department of Transportation and Works, whose duties are regularly performed in areas or under circumstances where he or she is exposed to the danger of moving vehicles and/or heavy equipment, wear high visibility safety apparel suitable for daytime or nighttime use, as appropriate. (OHS Regulations, 2012, Part VII-81)

When selecting High Visibility Safety Apparel (HVSA) the following criteria must be taken into account:

HVSA should:
- Signal the user's presence visually; and,
- Provide the user with conspicuous visibility in hazardous situations under any light condition and under illumination by vehicle headlights.

Classes of High Visibility Safety Apparel:

Classes are based on the risk of the job being performed. The class number will determine the amount of body coverage that is required by the HVSA. Class 2 apparel provides the greatest visibility for the wearer at great distance and under poor light conditions.

Class 1: Low Risk – Moderate Risk
(examples, garages; carpentry shops; sign shop)
Some criteria for this category are:
- Limited traffic and moving equipment with speeds less than 20 kph
- Ample separation from the user and conflicting vehicle traffic
- Work activity permits full, undivided attention to approaching traffic
- Areas that enable passers-by to distinguish workers from the background

Class 2: Moderate to High Risk
(examples, outside construction or road work, marine)
Some criteria for this category are:
- Traffic and moving equipment with speeds greater than 20 kph
- Reduced separation from the user and conflicting vehicle traffic
- Work activities that take place in or adjacent to traffic
- Backgrounds that are complex and reduce one's ability to notice workers
- Greater flame resistance (FR) requirements

Color/Level of Performance of High Visibility Safety Apparel

The background material of the HVSA should be of *brightly colored (Class 1) or fluorescent (Class 2) material* and have contrasting reflective stripes/bands. Background material can cover the whole garment (Class 2) or a portion of the garment (Class 1).

Three colors can be used: Red, Orange-Red, or Yellow-Green.
Fluorescent colors are more effective than bright colors under low light conditions.

Placement of Stripes/Bands on HVSA
Stripes/bands shall be laid out in the following standardized pattern:

- Symmetrical "X" pattern on the back extending from the shoulders to the waist.
- 2 vertical stripes on front extending over the shoulders and down to the waist.
- A waist level horizontal stripe extending entirely around the back and encircling the waist.
- The total width of stripes/bands shall be at least 50mm throughout.
- For Class 2: stripes/bands shall be of a contrasting color to the background.
- If a combined performance material is used in HVSA, it means the reflective material on the stripes/bands is fluorescent in color (not silver).

Examples of High Visibility Safety Apparel designs

Class 1 – Vest Over Clothing

Class 2 – Shirt

Class 2 – Jacket

Class 2 – Bib Overalls

All management and employees of the Department will adhere to this policy, to help create a healthy and safe work environment for employees and visitors.

There is no reference to a CSA standard in the OHS Regulations; however, additional information can be found in CSA Z96.1-06, "Selection, Use and Care of High Visibility Safety Apparel".

(for convenience, this information also appears in Section 6.11 of this Manual)

1.3 PERSONAL PROTECTIVE EQUIPMENT POLICY

All reasonable measures should be taken to control or eliminate hazards in the workplace. The proper use of Personal Protective Equipment (PPE) provides an additional degree of protection against harm or injury in the workplace and therefore its importance must not be underestimated. PPE is intended to be used in conjunction with, and never to the exclusion of, other safe workplace practices.

It is critical that the appropriate PPE for the situation is used, and that:

- The limitations of PPE are fully understood;
- PPE is properly fitted for the individual;
- The employee using the PPE is trained in its use, care and maintenance; and
- The employee using PPE recognizes it as required attire for working in that environment or with the particular hazard.

Employees exposed, in the course of employment, to potentially hazardous materials, conditions or work environments shall be provided with, and must wear, appropriate PPE. In keeping with government policy, the employer determines the PPE that may be issued, considering relevant legislation, risk factors, season, and the nature of the work.

This policy applies to all employees, including students. Bargaining unit employees should also consult their respective collective agreements.

It is mandatory for employees who are provided PPE to use, care for and maintain these items in accordance with legislative requirements, established procedures, and manufacturer standards.

The employer will provide a protective footwear allowance in accordance with the collective agreement.

For further details of government policy please follow this link:
http://www.exec.gov.nl.ca/exec/hrs/working_with_us/ppe.html

Last Updated: December 6, 2011

1.4 HARASSMENT AND DISCRIMINATION-FREE WORKPLACE POLICY

All employees are entitled to pursue their duties in a respectful workplace. The employer will foster a respectful workplace through the prevention and prompt resolution of harassment and discrimination. The employer will provide a forum for resolving harassment and discrimination early and make available a means through which employees can seek resolution options to address harassing and/or discriminatory behavior

Harassment and discrimination are unacceptable and will not be tolerated. When harassment or discrimination has been determined to have occurred, disciplinary action, up to and including dismissal, may be taken.

This policy applies to all employees. Bargaining unit employees should also consult their respective collective agreements.

It is the responsibility of all government workplaces to:

- create and maintain a respectful workplace free of harassment & discrimination;
- lead by example and act respectfully in dealings with employees and other persons;
- upon receipt of investigation findings, make a decision and take appropriate action within a reasonable time period; and,
- consult with Strategic Human Resource Management and/or Human Resource Secretariat to discuss appropriate courses of action.

It is the responsibility of employees to:

- treat all employees with respect and dignity;
- respect the diversity brought to the workplace by other employees;
- challenge inappropriate behavior/objectionable conduct when it happens and refuse to participate in that behavior;
- make their objections known to the alleged harasser or another appropriate person, such as their direct supervisor;
- report inappropriate behavior/objectionable conduct to someone in authority, such as the Designated Human Resource Manager or the direct supervisor; and,
- cooperate and share openly and honestly in workplace investigations.

Employees who are covered by a collective agreement may opt to seek assistance of the union. For further information, please follow this link:
www.exec.gov.nl.ca/exec/hrs/working_with_us/harassment.html

1.5 EQUIPMENT MAINTENANCE POLICY

The Department of Transportation and Works is committed to ensuring that all vehicles, equipment, machines, materials and tools are properly maintained. Such a practice permits operations to proceed, reducing the risk of injuries to employees and potential damage to property.

Supervisors will be responsible for making sure that scheduled inspections and maintenance is carried out on all vehicles, equipment, machines, tools and materials to be used in the workplace. The establishment of a cost effective maintenance program minimizes the possibility of loss by focusing on prevention. A high priority will be placed on inspection, service and repair of government property.

Equipment used by site personnel will, as a minimum, be maintained in accordance with manufacturer's specifications and industry standards. Defective equipment which poses an immediate hazard of personal injury or illness, or of damage to property, process or the environment must be tagged and removed from service.

Employees are responsible for adhering to this policy, identifying to their supervisor defective tools or equipment, and performing assigned duties in a responsible manner with safe working tools and materials. In any event, all facilities, tools, equipment and materials shall meet legislative requirements.

1.6 BUILDING RENOVATION POLICY

The Department of Transportation and Works is committed to providing a safe and healthy environment for all its employees and clients. This policy identifies the requirements for notification of specific groups where renovation or construction activities take place in all government buildings that may create hazards or hazardous environments.

The Department of Transportation and Works will formally notify the client management representative(s) of affected building occupants of the nature and duration of any renovation/construction activities by e-mail message, posted signage and/or posted memo and will outline any activities that will be taken to eliminate or mitigate hazards/risks. Applicable Occupational Health and Safety Committee(s), Representative(s), and/or Designates will also be notified of this type of activity. Material Safety Data Sheets (MSDS) or other available product information concerning new products being introduced into a work area must be made available upon request.

I. BACKGROUND

Renovation, demolition, and remodeling projects can impact building occupants by the use of common products such as paints, roofing compounds, cleaning projects, carpet glues, waterproofing materials for decks, etc. which may generate hazards, hazardous materials, and odors. Additionally general construction hazards of falling objects, slippery surfaces, temporary scaffolding, welding, cutting, electrical hazards, etc, may be present.

II. HOW TO MITIGATE POTENTIAL IMPACTS FROM PROJECTS:

Taking measures before the project begins can avert concerned calls from building occupants. The DTW manager assigned to the project should ensure that the latest copies of hazardous materials assessments, safety plans and consultants reports are reviewed prior to the beginning of work. Notification of potential safety issues and control methods are to be passed along to the client management representatives and applicable OHS Committees, Reps and/or Designates.

Impact Control Methods

Outdoor Projects:

Measures for controlling impacts from outdoor projects might include a combination of:

- Keeping windows and doors closed shut;
- Sealing off air intakes and other entry paths with polyethylene sheeting;
- Conducting the project after hours or on weekends.
- Isolating the work area with barriers, caution tape and/or notices

Indoor Projects:

Measures for controlling impacts or hazards inside the building might include a combination of:

- Increasing the building ventilation;
- Installing temporary fans or negative air units;
- Conducting the project after hours or on weekends;

- Isolating the work area, providing caution/warning signage
- Providing notices and information where applicable
- Ensuing good housekeeping

III. PROJECTS RECOMMENDED FOR NOTIFICATION OF CLIENT MANAGEMENT REPRESENTATIVE(S) AND OHS COMMITTEES/REPS/DESIGNATES

Projects that should be reviewed include, but are not necessarily limited to, those that meet one or more of the following conditions:

- Where large quantities of products awarded through public tender are used.
- Where remediation, removal or maintenance of potentially harmful materials are managed during building occupancy
- Where the duration of the project is expected to take two weeks or longer. "Weeks" is defined as actual time worked on the project, not including time waiting for materials, sub-trades, inspections, etc.
- Which are conducted in a highly sensitive areas affecting the access, egress, and working conditions of occupants.
- Where paint(s), glue or other chemical substances with high levels of volatile organic compounds (VOC's) will be used and/or excessive dust will be generated.
- As an example, a roofing project of 6-7 days duration would not warrant notification. However, the proximity of operable windows or air intakes and the material used would warrant such notification.

IV. INFORMATION NEEDED TO CONDUCT REVIEW

DTW Managers assigned to the project are requested to submit the following information to the client management representative and OHS Committees/reps for projects that require specific review (see section III above).

- Specific location of project
- Duration of project
- General description of project including type of work to be done. For example, if general renovations, then specific indication of type of work should be given such as plumbing, electrical, sheet metal, etc.
- Description of potential impact on building occupants such as dust, noise, and odors.
- Description of measures taken to eliminate or mitigate hazards and risks.
- MSDS for products to be used and/or information on potential hazards to be provided upon request.

V. NOTIFICATION OF BUILDING OCCUPANTS

- Inform building occupants about the project by posting the attached form, "Notification of Building Renovations or Maintenance Projects", or by similar means.

- Inform building occupants of potential hazardous work, and the mitigation methods and tests that will be conducted (if required) to ensure safety of the occupants.
- Building occupants should be informed at least 7 days prior to the beginning of the project, if at all possible.
- Notify building occupants when the project will begin as soon as possible once the definitive time for commencement of work has been determined.

VI. INTERNAL RESPONSIBILITY SYSTEM

- Occupants with a diagnosed medical condition such as Multiple Chemical Sensitivity should identify themselves to their supervisor so that suitable alternate work arrangements may be arranged for the duration of the renovations or project.

II. BACKGROUND ON RENOVATION AND MAINTENANCE PROJECTS:

- Products used in renovation or maintenance projects with Transportation and Works include: paints, roofing compounds, cleaning products, carpet glues, etc.
- Odors, dust, noise, and other nuisance stressors may be noticed during construction in or around buildings. In general, the products used in most renovation and maintenance projects, as well as the noise and dust generated by the project, **do not pose an occupational health hazard to the majority of building occupants.**
- Site hazards may also be present in work areas with equipment, tools and materials in place for upcoming or ongoing work, this may include barriers, electrical wires, scaffolding, ladders, hand tools, etc.
- Project Managers/Building Managers will coordinate with construction crew to take reasonable steps to reduce the project's potential impacts on building occupants.
- MSDS sheets will be available upon request.

III. INSTRUCTIONS TO BUILDING OCCUPANTS WITH QUESTIONS OR CONCERNS REGARDING PROJECT

- To address any concern about the project please:
    1. Contact the DTW Manager assigned to the project listed above.
    2. If no response, contact either of the building contacts noted above.

See "Notification of Building Renovations or Maintenance Project" Form on the next page.

NOTIFICATION OF BUILDING RENOVATIONS OR MAINTENANCE PROJECT Department of Transportation and Works Government of Newfoundland and Labrador		
I. Project Information		
Building:		**Location:**
Type of Project (e.g., new construction, demolition, renovations)		
Activity (e.g., roofing, painting, jack hammering, sanding)		**Potential Impact (e.g., dust, odors, noise):**
Preventive Measures and/or Testing:		
Hazard:	**Preventive Measure:**	**Test:**
Hazard:	**Preventive Measure:**	**Test:**
Hazard:	**Preventive Measure:**	**Test:**

Planned start date:	**Planned end date:**	
Project Mgr:	**Ph#:**	**E-Mail:**
Bldg Mgr:	**Ph#:**	**E-Mail:**
Local Area Contact:	**Ph#:**	**E-Mail:**

1.7 SCENT-FREE WORKPLACE POLICY

The use of scented products in government workplaces is to be avoided to provide employees, clients and visitors with a healthy and safe environment. This policy applies to all employees. Bargaining unit employees should also consult their respective collective agreements. Scented products are defined as products that have, or may have, a detrimental effect upon the health of other persons and may include, but are not limited to, cosmetic products (e.g. perfumes, aftershaves, colognes, shampoos and conditioners, soaps, body lotions, deodorants, etc.) and other products (e.g. air fresheners and deodorizers, candles, potpourri, essential oils, some laundry detergents, fabric softeners and cleaning products, etc.) Fragrance-free or unscented products contain no fragrances or masking agents that hide the scents of other ingredients.

It is the responsibility of individual departments and central agencies to communicate and implement this policy to provide a healthy and safe environment for employees, clients and visitors. It is the responsibility of employees to support a healthy and safe work environment as outlined by this policy. Scented products are to be avoided in government workplaces. This policy is in effect 24 hours a day.

Where the Department shares a building with other employers or individuals who are not subject to this policy, the Department must still apply the policy to their own workplaces and take all reasonable and practical measures to minimize the effects of scents on their own employees who must work in these locations. Wherever possible, workplaces will be required to find and use environmentally friendly and fragrance free or unscented products. Employees are to avoid wearing scented products in the workplace. Wherever possible, workplaces will be required to schedule major cleaning, renovation and construction jobs for when the least number of individuals are present in government workplaces. Departments will take appropriate action to inform clients and visitors of this policy and to ensure that conditions of this policy are implemented and enforced.

Employees who suffer from medically diagnosed sensitivities to scented products will be accommodated as per relevant health and human rights legislation. Measures may include, but are not limited to, the posting of signs indicating a scent-free zone in the immediate work area of the affected employee. Exceptions can be made for work sites that require the use of specialized industrial products, such as solvents, fuels, lubricants, asphalt mixes, etc. In those types of work environments, substances such as chemical vapors, volatile organic compounds, infectious agents and other hazardous materials should be addressed through the application of engineering controls, administrative controls, infection control policies and relevant labor legislation and regulations.

Requests for individual exceptions (i.e., for employees, clients or visitors) to this policy may be approved in extenuating circumstances, subject to the review and approval of the Deputy Minister.

1.8 SMOKE-FREE WORKPLACE POLICY

The Department of Transportation and Works is committed to a clean, healthy and safe environment for staff, clients, visitors, contractors, and the general public.

All buildings, equipment, vehicles and vessels are non-smoking. The Government of Newfoundland and Labrador was one of the first five Canadian provinces to institute a public ban on smoking in the 2005 Smoke Free Environment Act. This Act prohibits smoking in workplaces, public buildings, government buildings, ferries, terminals, taxis, etc.

The Department of Transportation and Works strictly prohibits smoking in all provincially-owned buildings, equipment, vehicles, ferries and terminals in the province of Newfoundland and Labrador. The safety of our staff, visitors, clients, and the public is of paramount importance to the Department. The ban on smoking will ensure a cleaner, healthier, safer workplace and environment for everyone.

We appreciate the dedication and continued efforts of all our staff in making our workplaces healthy and safe.

1.9 DISABILITY ACCOMMODATION POLICY

The Department of Transportation and Works is committed to having a diverse and inclusive workforce where employees have equal and fair opportunity to participate, contribute and advance in the workplace. This commitment stems from the desire to ensure a strong, dedicated, and engaged public service.

The employer will make every reasonable effort, up to the point of undue hardship, to accommodate an employee's disability-related employment needs. The accommodation process is applied on an individualized basis. Successful implementation of the duty to accommodate requires the cooperation and participation of employees, departments, and unions.

This policy applies to all employees of Government departments.

It is the responsibility of the Department to:

- Ensure the fulfillment of the employer's obligation to accommodate, up to the point of undue hardship, an employee's disability-related accommodation needs;
- Approve and authorize implementation of accommodation plans, including anticipated accommodation-related expenses; and,
- Determine, in consultation with the Department of Justice and the Human Resource Secretariat, whether an accommodation would result in undue hardship.

For a complete description of government's Disability Accommodation Policy, please see the Human Resource Secretariat website, or follow this link:

www.exec.gov.nl.ca/exec/hrs/working_with_us/disability_accommodation.html

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1.10 UNIFORM POLICY

In keeping with government policy, when the employer determines that an employee is required to wear a uniform, the employer will supply the uniform. This policy applies to all employees, including students if deemed appropriate by their branch. Bargaining unit employees should also consult their respective collective agreements.

It is the responsibility of employees to wear their uniforms as required by the employer and to take reasonable and appropriate care of their uniforms.

It is the responsibility of individual departments to:

- Identify those classifications deemed by the Department, or required because of the nature of the work, to wear uniforms;
- Determine the design, material, colour and/or style of the uniform, including badges, crests and/or other items;
- Determine if, and when, a uniform is required to be worn outside of regular business hours (eg. school presentations, career fairs, etc.); and
- Source and supply the uniforms to the employees in their appropriate sizes.

Since uniforms represent the image of the Government of Newfoundland and Labrador, employees are not permitted to wear their uniforms outside of the scheduled work day, other than in transit to and from work or as deemed appropriate by the Deputy Minister or equivalent.

Unless approved by their Department, employees are not permitted to modify their uniforms in any way. This includes, but is not limited to, the addition of buttons, pins, crests, etc.

Uniforms provided by the employer may be replaced at any time if deemed appropriate by the employer. The employer reserves the right to inspect uniforms prior to re-issuance or replacement. The employer may request the return of a uniform at any time. Uniforms supplied by the employer must also be returned to the employer upon resignation, retirement or termination. The employee may be required to replace or repair items at his/her own expense if uniforms are lost or damaged due to the employee's negligence.

For further information and a complete description of the policy, please follow this link: www.exec.gov.nl.ca/exec/hrs/working_with_us/uniform.html

Last Updated: December 6, 2011

1.11 ADVERSE WEATHER CONDITIONS AND STATES OF EMERGENCY POLICY

In keeping with government policy, when places of work remain open during periods of inclement weather, employees should make every effort to report to work. Recognizing that some employees may find it difficult to report for work during periods of inclement weather due to family responsibilities, transportation problems or road conditions, the employer will make every effort to accommodate employees' requests for leave, subject to the operational requirements of the workplace.

This policy applies to all employees in Government departments. Bargaining unit employees should also consult their respective collective agreements.

It is the responsibility of the Department to develop an action plan ensuring the continuation of vital departmental operations during times of adverse weather or when a State of Emergency is declared, and to ensure appropriate controls and protocols are in place within their workplaces dealing with closure of local offices.

It is the responsibility of employees to make every effort to come to work during periods of adverse weather when their place of work remains open.

For further information and a complete description of the policy, please follow this link:

www.exec.gov.nl.ca/exec/hrs/working_with_us/adverse_weather.html

1.12 RETURN TO WORK POLICY

The Department of Transportation and Works is committed to cooperate in the process of assisting injured and ill employees through accommodation and return to safe and suitable employment.

The Department will ensure that an injured or ill employee is contacted as soon as possible following the identification of an accommodation need to work collaboratively in the development of a safe accommodation plan. This plan will be based on the individual needs of each employee and will incorporate all relevant information.

All employees will be treated fairly and consistently and are expected to participate and cooperate in the return to work program. All managers and directors are expected to understand and value the importance of supporting an employee's return to work and must provide assistance where appropriate.

Any personal information received or collected that can lead to the identification of an employee will be held in the strictest confidence. Information of a personal nature will be released only if required by law or with the approval of the employee who will specify the nature of the information to be released and to whom it can be released.

1.13 CELL PHONE USAGE AT WORK POLICY

1.0 Introduction

The Department of Transportation and Works is committed to the health and safety of our staff. The Department recognizes that safe, appropriate usage of cellular telephones and social media devices is necessary for the continued success of operations and work conducted through our lines of business; however, the use of cellular phones while at work may present a hazard or distraction to the user and/or other employees.

2.0 Purpose

This policy is meant to ensure that cell phone use while at work is safe, is appropriate, and does not disrupt business operations. The policy acknowledges the importance of cellular phones, while striking a balance which is fair to the Department and its employees. The purpose of this policy is to promote a safe and productive work environment and increase public safety. This policy applies to both incoming and outgoing cellular calls, texts, peer-to-peer, and all other message media.

The Department strictly prohibits:

- **the use of cell phones by Departmental employees and contractor's employees involved in flagperson operations. The flagperson is not permitted to use a personal radio, cell phone or any other device which impairs sight, hearing, or attention while working.**
- **the use of handheld cell phones while operating any motorized equipment.**

3.0 Scope

This policy applies to all employees of the Department of Transportation and Works and employees of contractors working for the Department of Transportation and Works.

4.0 Definitions

"Cellular phone" - any portable device that makes or receives phone calls, leaves messages, sends or receives text messages, accesses the Internet, or downloads and allows for the reading of and responding to electronic mail whether the device is supplied by the Department or is the personal property of the employee.

"Social media" - refers to the means of interactions among people in which they create, share and exchange information in virtual communities and networks.

"Virtual community" - a website or software platform that focuses on creating and maintaining relationships. Facebook, Twitter and MySpace are examples of virtual communities.

5.0 Related Policy and Legislation

- Section 176.1 (1) of the Highway Traffic Act
- Government of Newfoundland and Labrador Blackberry Usage Policy (TBM 2007-300)
- General Policy for Cellular Phones (including Blackberry Units) (TBM 2008 – 103)
- Email Policy (TBM 2009-298)
- Departmental safe work practices
- Employees should also be aware of the Department of Transportation and Works policies at http://www.tw.gov.nl.ca/.

6.0 Responsibilities

Departments

It is the responsibility of individual branches of the Department to:

- ensure that all employees are aware of all policies related to the use of cellular phones and social media devices;
- encourage decreased cell phone/Blackberry use during meetings;
- where practicable, arrange work schedules such that employees receive break times at the same time each day so that friends and family members know the best time to reach them on their cell phones;
- where an employee's job responsibilities include regular driving and acceptance of business calls, hands-free equipment will be provided to facilitate the provisions of this policy;
- where cellular phone usage is deemed to be a performance issue, manage all performance-related issues at each workplace fairly and equitably;
- monitor usage of cellular phones and social media devices, where necessary; and
- provide employees with health and safety information related to cellular phones and their usage.

Employees

It is the responsibility of employees to:

- observe all existing government policies and safe work practices relating to cell phone use, including while driving;
- refrain from using cellular phones where such use could create a safety hazard; and,
- exercise discretion in using personal cellular phones while at work.

7.0 Health Risks

Health Canada indicates that although radio frequency energy from cell phones poses no confirmed health risks, cell phone use is not entirely risk-free.

- using cell phones or other wireless devices can be distracting. Your risk of serious injury may increase if you use these devices while driving, walking, cycling, or doing any other activity that requires concentration for personal safety.
- cell phones may interfere with medical devices such as cardiac pacemakers, defibrillators, and hearing aids.
- cell phones may also interfere with other sensitive electronic equipment, such as aircraft communication and navigation systems.

8.0 Appropriate Cellular Phone Usage

All employees are expected to adhere to the following guidelines.

If your job requires you to use a cell phone, do not talk or answer the device while you are performing another task which requires your attention.

- Select a safe spot, away from other workers and moving equipment, to make or receive your calls.
- Avoid texting or reading e-mails while walking or on stairs.
- Employees shall only use personal cell phones for urgent personal matters or when they are on an authorized break.
- At no time shall any employee use any cell phone or any handheld device capable of accessing the Internet to manually compose, send or read an electronic message while operating vehicles or equipment.
- While at work, personal cell phones should be set in an appropriate ring mode so that they are not disruptive to the workplace.
- Personal calls during work hours can interfere with employee safety, productivity, and may be distracting to others. Employees are encouraged to make personal calls during breaks and to ensure that friends and family members are aware of the Department's policy.
- Frequent or lengthy phone calls of a personal nature are not acceptable;
- The Department supports Respectful Workplace initiatives. Personal cell phone use, even when permitted, must never include language or images considered obscene, discriminatory, offensive, prejudicial or defamatory in any way (such as jokes, slurs and/or inappropriate remarks regarding a person's race, ethnicity, sex, sexual orientation, religion, color, age or disability);
- Use of cellular phones as an element of any "Working Alone" policy requirements is permitted, when approved by the Department.

It is illegal to use a hand-held cellular phone while driving in Newfoundland and Labrador as per Section 176.1 (1) of the Highway Traffic Act.

- Sending or reading text messages, emails, dialing cellular phones, viewing television, videos, or DVD's and inputting data into laptop computers, personal digital assistants or navigation systems are prohibited while driving.
- The cellular phone voicemail feature should be on to store incoming calls while driving and all message retrievals and calls should be made after the vehicle is safely parked.
- If you hold a position that requires that all calls be answered, forward your phone to another individual who can answer the calls while you are traveling.
- If you must make a call, stop your motor vehicle in a safe place and make the call. Resume driving after your call is completed.

9.0 References

Health Canada - http://www.hc-sc.gc.ca/hl-vs/iyh-vsv/prod/cell-eng.php

1.13(A) DRUGS AND ALCOHOL IN THE WORKPLACE POLICY

The Government of Newfoundland and Labrador is committed to and supports a respectful, harassment and discrimination-free environment that provides a safe and healthy workplace for all employees. The Department of Transportation and Works (TW) continues to place an emphasis on improving health and safety in the workplace. In keeping with our initiatives to reduce risk and workplace injury, please be reminded that all TW workplaces are to be drug and alcohol free at all times.

To clarify what is meant by a TW workplace, this policy applies to the areas of government owned or leased buildings, marine vessels, aircraft, vehicles, work sites, etc. where TW employees normally carry out their regular duties. In the case of government owned buildings, this policy is not intended to apply to areas of buildings which are generally considered to be areas occupied by other departments or agencies of government or other organizations or businesses.

It is important to recognize that many of TW's employees work in safety sensitive occupations operating equipment and machinery that can cause injury or death if operated under the influence of alcohol or drugs. As such, all departmental employees are governed by the policy that alcohol or drugs cannot be consumed during working hours and/or within departmental workplaces.

The requirement for our workplaces to be alcohol and drug free extends to work-related social events and, as such, all TW staff are reminded that all social events, whether held on or off the Employer's premises (including departmental social club events), give rise to a duty of care by the Employer. Alcohol overindulgence may result in inappropriate behavior and/or harm to an employee or third party. The Employer has a duty to take reasonable care to alleviate such potential harm.

In planning work-related social events outside the department's workplaces, social clubs should consider the following recommendations:

- ✓ Set the tone for social events by modelling and encouraging appropriate conduct;
- ✓ Ensure that non-alcoholic drinks are available at a reasonable price;
- ✓ Monitor and limit alcohol consumption;
- ✓ Ensure the premises on which the event is taking place are safe;
- ✓ Promote a designated driver program;
- ✓ Arrange safe transportation (i.e. taxis) or accommodations; and,
- ✓ In extreme cases, prevent an intoxicated employee from driving (the courts have noted, for example, that merely suggesting that an intoxicated employee not drive, or merely offering an intoxicated employee an alternative to driving, may not be sufficient).

All departmental sponsored events that occur during work hours, whether they are held at a government workplace or not, are to be alcohol free. This includes all activities scheduled during special occasions such as Christmas, in recognition of Public Service Week and luncheons to celebrate a colleague's departure as a result of a new job or retirement.

In recognition that various celebrations throughout the year may entail the giving of gifts, please be aware that any alcohol products brought into the workplace as gifts should remain sealed and be removed from the workplace at the earliest opportunity.

Should you require any additional information please contact the Director, Strategic Human Resource Management at (709) 729-3292.

The department trusts that all staff recognize the importance of this policy and will ensure that compliance with the policy is maintained.

1.14 LEGISLATION & WORKER RIGHTS

All employees, contractors and visitors to Departmental workplaces shall comply with the following:

- All federal acts, regulations, codes, standards and guidelines
- All provincial acts, regulations, codes, standards and guidelines
- The Departmental Occupational Health & Safety Program

Standards for safe work practices are provided by, but are not limited to, the following organizations, and will be adhered to while on the work site:

- Canadian Standard Association (CSA)
- American National Standards Association (ANSI)
- OHS Program Safe Work Practices

In the event of any discrepancy between different requirements outlined in legislation, specifications or standards, the most stringent requirement will be applied.

1.15 SAFETY DUTIES & RESPONSIBILITIES

An effective OH&S program depends on strong leadership. Leadership involves committing the financial and human resources needed to establish and monitor the program and to ensure workplaces take health and safety responsibilities seriously to make the prevention of illness and injury an accepted, everyday practice.

Deputy Minister:

- Has the leadership role with the highest accountability, primarily focused on delegating responsibilities to ensure compliance with OHS standards and regulations and the responsibilities detailed in this manual. This includes the implementation of a functional Occupational Health & Safety program;
- Takes a leadership role in creating a health and safety culture in the organization;
- Commits the financial and human resources required to establish and monitor the OHS Program;
- Provides the general policy direction for the elements of the OHS program;
- Demonstrates the importance of integrating OHS into everyday work activities;

Branches

It is the general responsibility of branches to comply with the Occupational Health and Safety Act and Regulations. This will include the following responsibilities:

- Ensure that the OHS program is implemented, evaluated, and available to all employees;
- Ensure that the information, training and supervision necessary to ensure the health and safety of employees is provided;
- Ensure that workplaces and the necessary equipment, systems and tools that are safe for the discharge of employees' duties, are provided and maintained;
- Ensure that supervisors and employees are aware of hazards in the workplace;

- Ensure that all hazards are evaluated according to risk, and that controls are put in place to minimize risk;
- Ensure that an OHS committee or Workplace Health and Safety representative is in place as required by the OHS Act and Regulations and that all members are appropriately trained;
- Cooperate with employees, supervisors and managers, and OHS committee or Workplace Health and Safety representative in all matters respecting OHS;
- Ensure that a mechanism is in place to demonstrate follow up of OHS committee or Workplace Health and Safety representative recommendations;
- Ensure that the OHS committee schedules and completes workplace inspections;
- Participate in workplace inspections as required;
- Ensure that the necessary protective clothing and devices are provided and used; and,
- Cooperate with a person exercising a duty imposed by the OHS Act or Regulations.

The Department is required to report to the Human Resource Secretariat on an annual basis regarding organizational performance with respect to OHS. It is the responsibility of the Strategic Human Resources Division in consultation with appropriate personnel throughout the branches to provide this information on the annual departmental Accountability Report.

Managers and Supervisors
It is the responsibility of managers and supervisors to comply with the Occupational Health and Safety Act and Regulations. This will include the following responsibilities:

- Provide the information, training and supervision necessary to ensure the health and safety of employees under their supervision;
- Provide and maintain a workplace and the necessary equipment, systems and tools that are safe for the discharge of the duties of employees under their supervision;
- Ensure that employees under their supervision are aware of hazards that have been identified in the workplace and that workers are trained in controls and safe work practices and procedures;
- Ensure that employees under their supervision comply with safe work practices and procedures, OHS policies, and the OHS Act and Regulations;
- Identify potential/actual hazards associated with work performed by employees under their supervision, evaluate the hazard and implement controls to reduce or eliminate the hazard;
- Assist with identification of hazards throughout the workplace;
- Develop and implement safe work and operating procedures for work performed by employees under their supervision;
- Develop and implement emergency preparedness and response plans for the organization;
- Cooperate with employees, other supervisors and managers, and the joint OHS committee or Workplace Health and Safety representative in all matters respecting OHS;
- Participate in workplace inspections as required;

- Ensure that employees use personal protective equipment as required;
- Ensure that all personal protective equipment is properly maintained;
- Investigate and follow-up on work refusals where and when needed;
- Conduct regular safety meetings and/or incorporate OHS matters as a core component of regular staff meetings;
- Participate in and/or conduct Hazard/Accident/Incident Investigations as required, and review, implement and follow up on controls and corrective actions;
- Cooperate with a person exercising a duty imposed by the OHS Act or Regulations.

Employees
It is the responsibility of employees to comply with the Occupational Health and Safety Act and Regulations. This will include the following responsibilities:

- Be aware of, and comply with, the OHS Act and Regulations and this policy;
- Consult and cooperate with co-workers, the OHS committee or Workplace Health and Safety Representative, supervisors and managers, and the organization to:

- Protect his or her own health and safety at all times;
- Protect the health and safety of other workers engaged in the work of the employer;
- Protect the health and safety of other workers or persons not engaged in the work of the employer but present at or near the workplace;
- Work in a healthy and safe manner at all times, and to perform job duties in accordance with instructions and training provided;
- Use devices and equipment provided for his or her protection in accordance with the instructions and training provided with respect to the devices and equipment;
- Report to his/her manager or designate any actual and/or potential hazards identified in the workplace;
- Not carry out work where there exists an imminent danger to his/her or another worker's health or safety or the health or safety of another person; or operate a tool, appliance or piece of equipment that will create an imminent danger to his/her or another employee's health and safety or the health or safety of another person; and
- Cooperate with a person exercising a duty imposed by the OHS Act or Regulations.

Human Resource Secretariat
It is the responsibility of the Human Resource Secretariat to:

- Support occupational health and safety corporately within the public service. This could involve program development, and the provision of consultation, training supports, advice and assistance, and reviewing and reporting information regarding departmental programming and activities with respect to OHS.

Strategic Human Resources Division

- It is the responsibility of the Strategic Human Resources Division to:Support occupational health and safety efforts throughout the department. This could involve program development, and the provision of consultation, training supports, advice and assistance, and reviewing and reporting information regarding divisional/workplace programming and activities with respect to OHS.

Contractors and Contractors' Employees

Contractors and contractors' employees are accountable to:

- Be familiar with & follow organizational policies and procedures regarding OHS;
- Operate according to legislative requirements using best practices with regard to OHS.

1.16 INTERNAL RESPONSIBILITY SYSTEM

The goal of the internal responsibility system is to have all employees working together to identify and control situations (hazards) that could cause harm. Its ultimate objective is to ensure everyone integrates health and safety into their work. It is the foundation of the *Occupational Health and Safety Act.*

The word 'internal' in the responsibility system refers to both internal to each workplace as well as internal to each individual employee at that workplace. There are many advantages to recognizing and adopting the internal responsibility system:

- It places responsibility for controlling hazards on those in the workplace, making everyone a contributor to workplace health and safety;
- It applies everyone's knowledge to improve health and safety;
- It is better suited to developing solutions for each workplace than traditional "command and control" systems;
- It encourages management and workers to take joint action to identify and control hazards through co-management of health and safety; and
- Properly handled, it promotes cooperation and motivates everyone to protect their health and safety and that of their fellow workers.

The internal responsibility system emphasizes cooperation because all employees should have the same objective - to improve health and safety. Although everyone at a workplace has shared responsibility for health and safety, the individual responsibilities are complementary, not identical. The individual duties of a manager are different from the individual duties of a supervisor, which in turn are different than the individual worker fulfilling his or her duties; but taken together, a safe and healthy workplace can be achieved. Everyone in the workplace is accountable for occupational health and safety.

1.17 DUE DILIGENCE

The idea of due diligence is closely related to the concept of the internal responsibility system. Due diligence means, anyone with responsibility for health and safety must "…take every precaution reasonable in the circumstances to avoid a work related injury or illness." Taking "reasonable care" holds individuals accountable for their acts and omissions. This may go well beyond "regulatory compliance". Due diligence includes the following ideas:

- Reasonably practicable - a high standard where a person is doing his or her best job, acting with common sense and taking reasonable care
- Degree of risk - the approach required depends on the degree of risk. The higher the risk, the greater the safety measures that must be taken.

The responsibility for maintaining a safe and healthy workplace comes with the right to have a safe and healthy workplace as prescribed in the Occupational Health and Safety legislation. Everyone is accountable (as an individual) for carrying out their responsibilities. While an individual with formal authority in a workplace may delegate responsibility and authority to others to perform certain work, he or she cannot delegate their accountability to ensure the work is carried out safely. The introduction of Bill C-45 on March 31, 2004, (now Section 217.1 of the Criminal Code of Canada) extends accountability to a new level. This federal legislation establishes individual legal liability to all persons directing work in a workplace, including foremen, superintendents, directors, and even co-workers. This bill also establishes criminal liability for a wide range of organizations and individuals when they fail to take reasonable steps to prevent workplace accidents.

In general terms, the OHS legislation prescribes the following major duties for management, supervisors, workers, and committees/representatives:

Management is responsible for:

- Providing a safe and healthy workplace including the necessary equipment, systems, and tools which are properly maintained.
- Providing information, training, instruction and supervision, and facilities to protect the health and safety of workers.
- Establishing, supporting, and consulting with Occupational Health and Safety committees and Workplace Health and Safety representatives on all matters to improve workplace health and safety including regular safety inspections of the workplace.

Supervisors are responsible for:

- Knowing and complying with health and safety requirements.
- Ensuring workers under their direction know and comply with health and safety requirements.
- Ensuring workers under their direction receive adequate supervision.

Workers are responsible for:

- Cooperating with management, supervisors, and the Occupational Health and Safety committee or Workplace Health and Safety representative.
- Following safe work practices and procedures, and using safeguards and personal protective equipment.
- Reporting hazards (such as unsafe situations and activities) to their supervisor immediately.

Occupational Health and Safety committees and Workplace Health and Safety representatives are responsible for:

- Seeking to identify aspects of the workplace that may be unhealthy or unsafe.
- Participating in workplace inspections.
- Receiving complaints from workers as to their concerns about health and safety in the workplace.
- Making recommendations to management to protect the health, safety, and welfare of workers at the workplace.
- Establishing and promoting health and safety educational programs for workers.

As a legal defense, due diligence is important for a person charged under Occupational Health and Safety legislation. Under the legislation, anyone can be charged. This can include the worker, supervisor, manager, director, executive or even the Minister. It is also noted that more than one person can be charged for the same offense.

If charged, a person may be found not guilty if they can prove that due diligence was exercised. The defendant must be able to prove that all precautions, reasonable under the circumstances were taken to protect the health and safety of workers.

1.18 PROGRESSIVE DISCIPLINE PROCESS

The Department makes all reasonable efforts to conduct its operations in compliance with the standards of occupational health and safety. Willful non-compliance with the standards by managers, supervisors, or workers shall be regarded as a serious breach of expected performance and shall be cause for progressive discipline.

Disciplinary action resulting from a violation of occupational health and safety requirements shall be progressive and shall be appropriate to the nature of the contravention, the seriousness of the offence, previous violations, and any extenuating circumstances:

Verbal Warning:

The first occurrence of a “less serious offence” shall be dealt with in an informal manner. A less serious offence is one that poses minimal risk of injury to the employee, fellow employees or other people in or near the workplace, or where there is minimal risk of damage to property and equipment. The employee shall be advised of the proper procedure. Where lack of training or supervision is identified as a contributing factor, arrangements shall be made to fill this need. No written record of the verbal warning is

put on the employee's official employment file, but the supervisor may make a note that a discussion was held in their daily log. If the employee is covered by a collective agreement, the provisions of that agreement will apply.

Written Warning:

A second occurrence of the same or related offence, or the first occurrence of a more serious offence, shall be dealt with in a formal manner by a written warning. The supervisor responsible for the employee shall arrange a meeting with the employee to ensure the employee understands the nature of the contravention and the importance of compliance. If the employee is covered by a collective agreement, the provisions of that agreement will apply. A copy of the warning shall be forwarded to Human Resources, to be placed on the employee's official employment file.

Disciplinary Action:

A subsequent occurrence may result in the employee being suspended without pay for a period to be determined. If the employee is covered by a collective agreement, the provisions of that agreement will apply.

Repeated or flagrant violation of occupational health and safety requirements shall be regarded as cause for disciplinary action up to and including termination, depending on circumstances.

1.19 CONTRACTORS AND CONTRACTORS' EMPLOYEES

Much of the Department's work is contracted out to private contractors. Section 10 of the *Occupational Health and Safety Act* requires the department as principal contractor, to ensure the work carried out by each contractor is in compliance with the *Act* and *Regulations*. The following points outline some of the basic things the Department can do to fulfill its obligations:

- The contract documents should state in considerable detail in the front-end documentation that the contractor must comply with all safety standards established by law as well as the safety standards established by industry associations and the Department's Occupational Health and Safety program. A breach of this condition will be a fundamental breach of contract and subject to termination of the contract or other penalty.

- Upon request, the contractor is required to provide a copy of its Site Specific Safety Plan for the proposed work. The acceptable degree of detail in this plan will depend on the degree of risk of the activity and the usual practice in industry. The plan should be reviewed by the Department and the contractor must be expected to comply with it.

- Most importantly, the Department should investigate and check on the contractor's safety performance. The frequency and detail of the monitoring by the project manager, site resident engineer or OHS Consultants will depend on the nature of the work and the safety precautions specified in the contract. The Department has a duty

to reasonably satisfy itself that the safety precautions in the contract are actually being met.

- Every tender specification and written contract for work with the Department must have a clause specifying that the contractor shall, within 14 days of award of the contract and prior to commencement of work, provide a Letter of Good Standing under the Certificate of Recognition Program from the Newfoundland and Labrador Construction Safety Association, to the Department's Tendering and Contracts Branch.

- The contractor must also submit to Tendering and Contracts, a Clearance Certificate from the Workplace Health, Safety and Compensation Commission, which indicates that their account is in good standing.

- As the principal contractor, the Department must ensure contractors and contractor's employees are familiar with, and follow, legislative requirements and departmental policies and procedures regarding occupational health and safety issues.

1.20 GENERAL SAFETY RULES FOR VISITORS

The Department of Transportation and Works is committed to conducting its business in a socially responsible manner by ensuring a safe and healthy environment for all individuals, including all visitors to our workplaces.

A Department of Transportation and Works "workplace" is defined as any site where employees' work is being conducted whether it is regular or non-routine work. Workplaces include areas of government-owned or leased buildings, provincial roads and highways, marine vessels, aircraft, vehicles and any sites where our employees are working.

A "workplace supervisor" is defined as the person responsible for the day-to-day performance of a group of employees and is in charge of the workplace. Where there is no workplace supervisor, then this function must be carried out by the senior departmental representative on site where visitors are present.

GENERAL SAFETY RULES FOR VISITORS

Admission to a Department workplace is conditional upon each visitor abiding by the following health and safety rules:

1. Workplace supervisors or Departmental representatives must inform visitors that all accidents, incidents, injuries and near misses, and any unsafe acts and conditions observed by the visitor are to be reported promptly to the person in charge of the workplace. In the event the supervisor is temporarily away from the workplace, he/she must assign the responsibility to inform visitors of this requirement to one of the workers at the workplace. Emergency First Aid is available to anyone injured or suddenly ill.

2. Personal protective equipment required by the Occupational Health and Safety Act and regulations or by the Department's Occupational Health and Safety Program or safe work practices must be worn at all times while at the workplace. Restricted work areas may require the wearing of protective headgear, footwear, hearing protection, and eyewear. Eyewear, safety hats, and hearing protection appropriate to the hazard will be loaned by the Department. It is the responsibility of the individual visitor to provide all other personal protective equipment.

3. Where instructed to do so by a departmental employee, the visitor shall follow specific safe work practices related to the work being undertaken and the hazards being present.

4. A "No Smoking" policy is in effect and compliance is mandatory in all government buildings, vehicles, vessels and equipment, except in dedicated areas where signs indicate smoking is permitted.

5. Individuals who are under the influence of alcohol or illegal drugs, or who are otherwise impaired so as to pose a safety risk, are prohibited on Departmental premises.

6. Horseplay, fighting, harassment of any kind, and otherwise interference with another person is strictly prohibited.

1.21 HOUSEKEEPING

The importance of good housekeeping at a workplace in the prevention of accidents and injuries is a vital element of any safety program. Workplace housekeeping is traditionally defined as keeping the job site clean and orderly. This involves a wide range of routine activities including:

- maintaining floors and surfaces;
- keeping aisles, exits and stairs free of clutter, clearly marked and well-lit;
- controlling minor spills and responding to them quickly when they occur;
- properly installing and maintaining equipment and tools;
- ensuring adequate and safe storage areas; and
- properly handling and disposing of waste.

The benefits that flow from these activities are great. Slips and tripping accidents are reduced because the floors are kept clean, in good condition and free of spills. Fire hazards are reduced because materials are properly stored, combustible materials are not piling up, and sprinkler systems and exits are not blocked. Back injuries are curbed because material handling is minimized, and Workplace Hazardous Materials Information System compliance is made easier regarding labeling and inventory requirements because of the orderly storage and flow of materials. To realize these benefits, routine housekeeping activities must be incorporated into the work procedures.

1.22 WORKER RIGHTS

1.22.1 RIGHT TO KNOW

Workers have a legal right to know the hazards they are potentially exposed to in the workplace. This includes information on:

- The type of hazards present;
- Toxicology of chemical products on the work site;
- Air monitoring results during site work;
- Applicable legislative requirements;
- Site OHS Inspection findings;
- Accident and Incident Investigation findings; and
- Any other applicable OHS information.

To ensure that the Department communicates OHS issues and concerns, personnel on all sites will have access to the following information:

- Hazard Assessment findings;
- Material Safety Data Sheets for chemicals used on the site;
- Air Monitoring results;
- Copies of the applicable OHS legislation will be available on site;
- Site OHS Inspection Forms;
- Any Hazard Accident Incident Reporting Forms
- Results of fire extinguisher inspections
- Results of first aid kit inspections

- Results of PPE inspections
- Minutes of Toolbox Talk meetings
- Minutes of all OHS Committee meetings

1.22.2 RIGHT TO PARTICIPATE

Workers' have the right to participate in OHS issues through a site OHS Committee. The number of members of the OHS Committee should range from 2-12, and at least half of the members should represent the workers. The worker representatives must be Workers Health, Safety and Compensation Commission (WHSCC) certified members nominated by the site workers.

The OHS Committee will meet at a decided time and interval to discuss OH&S issues and concerns. The names of the OHS Committee members will be posted in all site offices and the main office.

1.22.3 RIGHT TO REFUSE UNSAFE WORK

Every employee has the Right to Refuse to do any work which he or she has reasonable grounds to believe is likely to endanger the employee's health or safety, or the health or safety of another person. The procedure for doing so is set out in Sections 45-49 of the *Occupational Health and Safety Act.* The form used for reporting unsafe work refusals is found in **Section 11.5**. A refusal to undertake work believed to be unsafe will always be regarded as an urgent situation, and all involved parties must regard the matter as requiring immediate attention.

As in the case of reporting a hazard or concern, employees are to exercise their Right to Refuse unsafe work without fear of reprisal or discriminatory action. Note that Section 49 of the *Occupational Health and Safety Act* protects persons exercising their Right to Refuse from any discriminatory actions. Employees refusing to work in these circumstances would not be considered insubordinate. Section 48 of the Act does not allow workers to take advantage of his or her right to refuse to work without reasonable grounds.

For additional information on the work refusal process and investigation, please see **Section 2.7** and **Section 2.8** of this Manual.

SECTION 2.0
OHS Committees and Workplace Representatives

2.1 OCCUPATIONAL HEALTH AND SAFETY COMMITTEES AND WORKPLACE HEALTH AND SAFETY REPRESENTATIVES POLICY

The Department of Transportation and Works recognizes the valuable contribution made by OHS Committees and Workplace Health and Safety Representatives toward maintaining safe and healthy workplaces. Committees and representatives play an integral part in the Department's inspection program, hazard identification and control program, development of safe work practices and Safe Work Practices, as well as the identification of training and education needs and the promotion of safety awareness programs. As committees and representatives have direct involvement with the day-to-day operations of their workplace, they are in a good position to recognize essential problems and make practical recommendations. The Department actively seeks their advice on the best ways to prevent workplace accidents.

As a demonstration of its commitment toward the common aim of improving workplace health and safety, the Department will provide support in the following ways:

- meeting rooms and supplies;
- documentation and information resources;
- training to meet or exceed the standards prescribed by the WHSCC;
- a review of the minutes and written recommendations from committee meetings by all relevant senior managers;
- senior managers will respond in writing to written committee recommendations within 30 days; and,
- committees & representatives will be provided with the equipment, materials and supplies necessary to conduct periodic safety inspections.

Copies of all relevant documents pertaining to health and safety will be provided to the committees and representatives. These may include documents such as accident investigation reports, health and safety audit reports, reports of hygiene testing, and the reports of special health and safety related consultants. The only health and safety reports which may be withheld from the committee or representative are those which are prescribed as confidential in the *Occupational Health and Safety Act* or Regulations, such as personal medical records of individual workers.

The committee will hold special meetings as required to formulate recommendations pertaining to work refusals where the matter was not settled to the worker's satisfaction at a previous stage.

Two committee members, representing labor and management will perform routine inspections of the workplace. It is recommended that inspections occur before each OHS committee meeting, or as often as needed.

2.2 RESPONSIBILITIES

The duties of Occupational Health and Safety committees and Workplace Health and Safety representatives are prescribed in the *Occupational Health and Safety Act* as follows:

A committee established under section 37:

- shall seek to identify aspects of the workplace that may be unhealthy or unsafe;
- shall participate in a workplace inspection that an employer is required by the regulations to conduct;
- may make recommendations to principal contractors, employers, workers, self-employed persons and the assistant deputy minister or an officer for the enforcement of standards to protect the health, safety and welfare of workers at the workplace;
- shall receive complaints from workers as to their concerns about the health and safety of the workplace and their welfare;
- shall establish and promote health and safety educational programs for workers;
- shall maintain records as to the receipt and disposition of complaints received from workers under paragraph (c);
- shall co-operate with the assistant deputy minister or an officer who is exercising his or her duties under the Act; and
- shall perform those other duties and follow those procedures that may be prescribed by the regulations.

In addition, the committee shall investigate situations involving a refusal to perform unsafe work. The committee is often responsible for the upkeep and maintenance of the safety boards to ensure the information provided to the workplace is relevant, accessible, and up to date. They ensure that meetings are conducted during regular working hours at least once every 3 months. In the absence of an Emergency Response Committee, the OHS Committee is responsible for the ongoing implementation of an Emergency Response Plan.

A worker health and safety representative or the workplace health and safety designate has the same duties as those imposed upon a committee under section 39, where that is reasonably practicable.

A worker health and safety representative or the workplace health and safety designate, where the workplace health and safety designate is not the employer, shall consult with his or her employer while performing his or her duties under subsection (1).

Where the workplace health and safety designate is the employer, he or she shall consult with the workers while performing his or her duties under subsection (1).

Employees work with the OHS committee by following recommendations, adhering to the OHS Act & Regulations and report any accident/incidents/hazards to their immediate manager or supervisor in writing in a timely manner using the forms provided at the safety bulletin board. They integrate OHS into everyday work activities.

2.3 LEGISLATIVE REQUIREMENTS TO ESTABLISH OCCUPATIONAL HEALTH AND SAFETY COMMITTEES AND WORKPLACE HEALTH AND SAFETY REPRESENTATIVES

An OHS committee is an advisory group of employees with representation of both management and bargaining unit employees. As part of the internal responsibility system, the OHS committee works closely with the employer to promote a positive health and safety culture.

The *Occupational Health and Safety Act* and *Regulations* require employers to establish Occupational Health and Safety committees at workplaces with 10 or more workers and Workplace Health and Safety representatives at workplaces with between 2 and 9 workers. The OHS Division of Service NL has interpreted the OHS Act as having no legislated requirement to have a trained representative in worksites where there is only one employee. The size of the committee must be agreed upon by the employer and the workers. However, it must consist of at least two persons and not more than 12. There may be an equal number of management and labor committee members but the number of management members cannot exceed the number of labor members.

Management members of a committee are appointed by management of the workplace. Worker members of the committee should be elected by their co-workers or appointed in accordance with the Constitution of the union. At the first committee meeting, the committee must elect two co-chairpersons, one to serve as the management co-chairperson and the other to serve as the worker co-chairperson.

The names of Occupational Health and Safety committee members or the Workplace Health and Safety representative must be posted in a prominent place at the workplace. Committees must meet a minimum of once every three months. Minutes of each meeting must be recorded and a copy of the minutes must be distributed as follows:

• One copy posted at the workplace

• One copy kept on the committees files

• One copy sent to the Workplace Health, Safety and Compensation Commission

Workplace Health and Safety representatives must meet with their supervisors on a regular basis but the number of meetings per year and the keeping of minutes is not prescribed by legislation. It is recommended, however, that the representative keep records of each meeting.

2.4 TERMS OF REFERENCE

Each Occupational Health and Safety Committee must develop its own rules of procedure, or "Terms of Reference." The Terms of Reference provide the framework within which the committee functions. Individual committees are given the opportunity to write their own Terms of Reference, or if it prefers, may adopt (with or without modification) one of the standard Terms of Reference shown in the Reference Guide developed by Workplace Health, Safety and Compensation Commission. Please refer to the following link: http://www.whscc.nl.ca/prevention/WhatisanOHScommittee.whscc.

The Reference Guide is the training manual provided to all committee members. The guide shows two "Sample Terms of Reference" contained in Appendix B-1 and Appendix B-2. Appendix C contains a "Guide for Developing Terms of Reference" for those committees which choose to develop their own Terms of Reference.

Note: Workplace Health and Safety representatives are not required to develop a Terms of Reference.

2.5 COMMUNICATION

Effective communication is essential to the success of an OHS program. To ensure effective communication, health and safety information must flow between all workplace parties. Each worksite should have a safety bulletin board placed in a prominent area. As a minimum, the following items should be placed in the area of the safety board:

- A list of OHS committee members or the name of the WHS Representative;
- The worksite OHS program Manual;
- OHS committee meeting minutes;
- The location of first-aid kits at the worksite;
- Accident, Incident and Hazard report forms;
- Inspection reports;
- Investigation report highlights to include incident and corrective action taken;
- The location of fire extinguishers;
- The floor layout illustrating how to evacuate the building;
- Applicable Material Safety Data Sheets (MSDS);
- OHS legislation;
- Important telephone numbers such as the Accident Reporting line, non-emergency numbers, etc;
- Fire Safety Plan, and list of fire safety personnel and their roles and responsibilities.

2.6 COMPLAINT RESOLUTION

One of the duties of Occupational Health and Safety committees and Workplace Health and Safety representatives is to receive health and safety related complaints or concerns from workers. However, workers are required by legislation to initially report their concerns to their supervisors. Where the "internal responsibility system" is functioning, the concern or complaint will usually be resolved between the worker and supervisor. It is only where the matter cannot be resolved between the worker and

supervisor that a worker, and perhaps the supervisor as well as, will report the matter to the committee or representative.

The "Hazard Concern/Unsafe Work Refusal Reporting Form" is available for workers if they wish to document their concerns and for supervisors, if they wish to document their response to a reported concern. Many, and probably the large majority of concerns reported to supervisors by workers will be made verbally and the matter can be resolved without documentation. Documenting concerns is a recommended procedure where the worker and supervisor cannot agree that the matter is satisfactorily resolved. Documenting concerns is particularly required where a work refusal process is underway. **See Section 11.5**

Workers, supervisors, committee members or representatives may consult with the Human Resources Division to discuss any matter related to hazard reporting and concern resolution. Human Resources will act in an advisory capacity, providing advice on the requirements of the *Occupational Health and Safety Act* and Regulations and any applicable standards, hazard control measures, and the proper procedure to follow in resolving the matter.

All workers, at all times have a right to report unresolved safety hazards to Service NL. However, each worker has a duty to act in accordance with the internal responsibility system. This implies that a worker will make every effort reasonable under the circumstances to resolve the matter utilizing the resources within the workplace and Department before reporting it to the OHS Division; Service Newfoundland and Labrador.

2.7 UNSAFE WORK REFUSAL INVESTIGATIONS

Where a second stage work refusal is initiated under Section 45(1) (b) of the *Occupational Health and Safety Act,* (because it was not successfully resolved at the first stage between the worker and the supervisor), the Occupational Health and Safety committee, or Workplace Health and Safety representative should be notified immediately by the worker exercising his or her right to refuse unsafe work. It is strongly recommended that the actions of each party involved be recorded on the “Report Form: Work Refusal” found in **Section 11.5** of this manual. The committee or representative should investigate the work refusal as soon as possible. (The committee may designate a sub-committee to undertake this investigation. The recommendation of the sub-committee will be the recommendation of the committee for the purposes of the Act.)

The committee or representative have the right to investigate all aspects of the work refusal, including interviewing the worker invoking the work refusal as well as other workers involved in the work, examine relevant documents, contact suppliers or make any other additional inquiry it sees fit prior to making a recommendation with regard to a work refusal.

If the committee or representative decides not to support the worker’s refusal, it must notify both the worker and the employer of its decision in writing. If the committee or representative decides to support the work refusal, the recommendation for corrective action must be given to the workplace management and the worker informed of its

recommendation. If the workplace management does not take the necessary corrective action within a reasonable period of time, the committee or representative must report the matter to Service NL for final resolution.

2.8 UNSAFE WORK REFUSAL PROCESS

Because of the potential seriousness of the situation, a worker should make sure he or she has done everything possible to eliminate or control the problem if this is possible without personal risk. The area should be secured if possible harm might occur to others.

Level I: Report to a Supervisor or Manager
The first level in exercising the Right to Refuse is for the worker to report the problem to his or her immediate supervisor or manager. The worker should remain in a safe place until the problem is eliminated or controlled to their satisfaction or until they are assigned another task. While the investigation and any remedial action is being carried out, the worker may be assigned alternate duties. The supervisor or manager shall investigate the refusal, render a decision, and take any action which may be required to correct the situation or control the hazard. The supervisor's conclusions must be communicated to the employee who exercised the right to refuse.

If the supervisor concludes that there is no hazard, or that the hazard is adequately controlled, an explanation must be given and the employee advised to return to work. If the employee is satisfied that the matter has been resolved or accepts the explanation given by the supervisor, he or she must return to work and the matter is concluded. Where the matter has not been resolved to the worker's satisfaction, the worker must carry the refusal process to the second level as discussed below. The worker or the supervisor must document the situation (See Work Refusal Form **Section 11.5)**

Where an employee has exercised their Right to Refuse under Section 45 of the *Occupational Health and Safety Act,* the employer should not assign another employee to do that work unless the substitute employee has been informed of the prior refusal and the reason or reasons for that refusal, as outlined in Section 22(3) of the Occupational Health and Safety Regulations.

Note: At any stage in this process, the worker who has refused to perform work which they believe to be unsafe, the supervisor or manager to whom the employee reported the matter, or the Occupational Health and Safety committee co-chairpersons, to whom the matter has been referred, may consult with the OHS Manager at 729-4980. Human Resources will act in an advisory capacity, providing advice on the requirements on the *Occupational Health and Safety Act* and regulations and any applicable standards, hazard control measures, and the proper procedure to follow in resolving the matter. **The supervisor must also report the refusal to Human Resources, including a summary of the issue and the resolution. The "Work Refusal Form" form is located in Section 11.5.**

Level II: Formal Referral to Occupational Health and Safety Committee or Health and Safety Representative
When the hazard or concern has not been remedied to the worker's satisfaction, the employee must exercise the next level in the Right to Refuse Unsafe Work process. The issue is to be documented using the “Work Refusal Form", (Section 11.5) which the worker must forward immediately to the Occupational Health and Safety committee. The Occupational Health and Safely committee co-chairpersons must initiate an immediate investigation or where applicable, the Workplace Health and Safety representative shall undertake an immediate investigation. The Human Resources division must be notified immediately, telephone 729-4980, fax 729-6463.

The worker who has exercised the Right to Refuse Unsafe Work must be given the option to accompany the Occupational Health and Safety committee or sub-committee or Workplace Health and Safety representative on a physical inspection of the workplace for the purpose of ensuring that others understand the reasons for the refusal.

The Occupational Health and Safety committee or Workplace Health and Safety representative may agree with the employee who has exercised the Right to Refuse Unsafe Work and will make recommendations to management as to how to correct the problem. If the Occupational Health and Safety committee or Workplace Health and Safety representative does not find reason to support the work refusal, it must advise the employee to return to work.

Level III: Formal Referral to OHS Division; Service Newfoundland and Labrador
If the Occupational Health and Safety committee or subcommittee cannot agree that the employee should return to work, and if the problem is not resolved to the worker's satisfaction, the exercise of the Right to Refuse Unsafe Work will continue. The Occupational Health and Safety committee or subcommittee should contact the OHS Division; Service, Newfoundland and Labrador (1-800-563-5471 or 1-709-729-4444 after hours and on weekends). Human Resources must also be notified if Level III is initiated. An Occupational Health and Safety Officer will be assigned on a priority basis and will investigate as soon as possible. If the Officer finds that the task refused is unsafe, he or she will ensure that no one performs the task until appropriate action is taken to remedy the situation. If the Officer cannot find indications that the task is unsafe, or finds that the hazard has been adequately controlled, he or she will advise the employee to return to work. These findings will be confirmed in writing to the employee and the Department. The verdict of the OHS Officer is binding on both the employee and employer.

2.9 REPORTING SERIOUS INJURIES

Pursuant to section 54 of the *Occupational Health and Safety Act,* the Department must notify the OHS Division of Service NL and the workplace Occupational Health and Safety committee immediately of the occurrence of:

- an accident at the workplace that results in a serious injury to a person or
- results in the death of a person; or
- an accident that had, or continues to have, the potential of causing serious injury to or the death of a person.

Copies of all health and safety inspections reports made by an officer of the Occupational Health and Safety Division regarding a serious injury, which in the opinion of the division warrant circulation, should be circulated to the employer, the Occupational Health and Safety committee or Worker Health and Safety representative, and the Human Resources Division. Copies of all inspections or orders from Service Newfoundland and Labrador should be maintained by the Committee.

2.10 WRITTEN RECOMMENDATION AND RESPONSE

Section 5(f.1) of the Act requires that an employer shall respond in writing within 30 days to written recommendations from the Occupational Health and Safety committee.

Routine matters should be dealt with by recording them in the committee minutes for action by the workplace manager or supervisor.

When matters have not been resolved or are more complex, the following provides guidelines on writing a formal request to management to resolve an issue as per section 5(f.1) of the *Occupational Health and Safety Act.*

a) Procedure for Committee
The recommendation(s) must be in writing and must ask for a written response. The committee must consider the matter, come to a consensus as to what it wishes to recommend, and communicate the recommendation(s) to management. When a committee wishes to make use of section 5(f) of the *Occupational Health and Safety Act,* it is advisable to send a copy of the formal recommendation(s) to the Human Resources Division. Communication regarding recommendations must be phrased as a recommendation. Although asking questions, making observations, and suggesting that the committee is not happy with something, etc. are quite legitimate courses of action, these do not qualify as a formal recommendation. In order for Section 5 (f.1) to take effect and the 30 day response period to be activated, the committee must consider the matter, come to a consensus as to what it wishes to recommend, and formally communicate the recommendation(s) to management.

The recommendation(s) should be communicated with a separate memo addressed to the management person who is responsible for the work, location, or issue about which the recommendation(s) refer. Normally this would be the Director of the relevant group.

When a committee wishes to make use of Section 5(f.1), it is advisable to send a copy of the formal recommendation(s) to the OHS Manager, fax 729-6463. This will ensure that a second copy of the communication is entered into the system.

Management must also take action to ensure that the recommendation(s) are dealt with expeditiously and that a formal response is provided in a timely manner.

b) Procedure for Management:
Communication regarding recommendations should be acknowledged to the Occupational Health and Safety committee or Workplace Health and Safety representative, with a copy to the OHS Manager, fax 729-6463. A response to the recommendation should be made as soon as possible; accepting the recommendation(s) or giving reasons for not accepting them. The committee will want to review the response at their next meeting. In no case should the response be delayed for more than 30 days. If the matter requires more investigation or time to reach a decision or develop a plan of action, an interim response must be made to the Occupational Health and Safety committee or Workplace Health and Safety representative advising it of the status, the reason for the delay, and the time when they might expect the full response. The matter must be followed up and the Occupational Health and Safety committee or Workplace Health and Safety representative must be advised of the outcome.

c) Information Request:

It should be noted that, if the OHS Committee or Workplace Health and Safety Representative is just looking for information and not actually making a recommendation, then a simple request can be made to the party with the information. Section 5(f.1) requires an employer to consult with the committee, or representative, about any occupational health and safety reports, inspections, workplace monitoring or tests and, upon request, the employer must make these reports available to the committee or representative.

2.11 GUIDELINES FOR WRITTEN RECOMMENDATIONS

The primary function of OHS committees/ WHS representative is to make recommendations to improve health and safety and not to make policy. If OH&S committees/WH&S representatives decide there is an issue on which they need to make a formal recommendation, then the following process should be adopted:

1. Identify the occupational health and safety issue

- determine that the issue relates to occupational health and safety and not something else (e.g. labor relations);
- look beyond the obvious;
- identify the root cause, not just the symptom; and
- utilize additional internal and external resources as required**.**

2. Provide supporting information

- *OH&S Act* and Regulations (minimum standard);
- industry specific standards (NOTE: these are not law but "best practices");
- technical manuals or manufacturer's specifications;
- statistical analysis where appropriate;
- staff/supervisor comments;
- workplace inspection reports; and
- Accident/incident investigation reports.

3. Recommend reasonable solutions

- ensure solutions do not create additional hazards;
- attain OH&S committee consensus;
- prioritize the hazard and address how urgently the issue needs to be resolved;
- emphasize there is often more than one solution;
- short term solutions are acceptable until longer term solutions are implemented;
- set target dates for implementation.

4. Present the recommendations

- date the complaint was received by the OH&S committee/WH&S representative;
- identify the process by which the hazard was recognized, for example,inspection;
- provide supporting information (may be an appendix);
- set a target date for short and long term recommendations;
- set time frames and responsibilities; and
- date, sign and send to persons who have authority to make changes

5. Monitor recommendations

- ensure legislative requirements are met;
- delegate a person responsible for follow-up;
- provide progress reports to OH&S committee/WH&S representatives;
- follow the impact of temporary recommendations; and
- document progress of issue and resolutions.

2.12 COMMITTEE EFFECTIVENESS

By meeting regularly, and discussing and resolving concerns, the committee and the Department can demonstrate that health and safety is taken seriously. The following are a list of suggestions which may be helpful to ensure the committee is effective in performing its duties.

(a) Work together as a team.

- A group of individuals working together as a team to achieve agreed upon goals are more effective than any individual member working alone.
- Do not bring management or union "hats" into committee business. Both employers and worker members are expected to work together to protect everyone in the workplace.
- Do not deal with issues that are not health and safety matters.
- Each member must feel free to express their views without risk of retaliation.

(b) Establish roles and responsibilities for each member.

- Each member must be clear about knowing their roles and what to do.
- Establish procedures for assigning responsibilities, making decisions, communicating, monitoring progress and evaluating results.

(c) Agree on ways of handling disagreements.

- Using consensus to make decisions asking a neutral third party to mediate negotiating mutually acceptable compromises;
- Using project teams to recommend options to solve difficult technical problems

(d) Agree upon goals.

- Effective committees have a clear idea of what they want to accomplish over the short and long term.
- The co-chairpersons should provide leadership for the committee.
- Members should have a chance to participate and contribute toward goal setting.
- Committee goals should be clearly stated and understood by each member
- Consider circulating a list of committee goals and objectives with the agenda of meetings or posting them with the minutes.

(e) Consider expectations placed on the committee

- Consult workers, supervisors and managers about their expectations for the committee and consider how these needs can be served most effectively.
- Make sure everyone knows what the committee can do and what it cannot do.
- State how concerns are brought to the committee and how to deal with them.

(f) Consider how to handle complaints about the committee's performance.

(g) Consider how to evaluate the performance of the committee.

- Each year the committee should compare performance against its stated goals.
- Draw up a plan to deal with short comings.
- Tell workers about successes so they will have confidence in the committee.
- Let the Department's management know about committee members who have performed well so they can be recognized for their service.

(h) Plan meetings and use an agenda.

- Provide all employees with a chance to contribute to the agenda. Put unresolved concerns from previous meetings on the agenda.
- Distribute agenda before the meeting so members can prepare.
- Ensure a quorum can be present.

(i) Keep meetings focused on the agenda.

- Allow full, professional discussion on each agenda item. Discourage one person from dominating the meeting. Impose reasonable time limits for each item.
- Follow rules of order.

(j) Adopt a problem-solving approach.

- Clearly define the problem, its components and the root cause.
- Research issues where necessary. Do not jump to conclusions. Review relevant legislation, standards, manuals, etc.
- Select practical choices, those with the greatest chance of success. Ensure corrective action is taken to protect workers and improve performance. Consider cost-effective ideas to help the Department meet both objectives.
- Reach agreement through discussion and consensus rather than voting, which can split the group into competing factions.
- Present recommendations. Ensure recommendations are practical and all relevant background information is included. Forward recommendations in a way that supports agreement ands promotes action.
- Follow-up on the corrective action taken.

(k) Prepare minutes promptly after meeting.

- These minutes should be accepted by the committee and signed by both co-chairpersons. Once the minutes are accepted and approved by the Committee, they will be distributed as follows: to all committee members, post on bulletin board, and send copies to Workplace Health, Safety and Compensation Commission.

2.13 INFORMATION AND EDUCATION

An important role of the Occupational Health and Safety Committee and Workplace Health and Safety representative is to ensure workers of the Department are provided with information in respect to workplace hazards and are educated as to how to address health or safety concerns.

The Occupational Health and Safety Committee must post a copy of the committee minutes from each meeting.

The Occupational Health and Safety committee or Workplace Health and Safety representative must periodically review employee education and training on occupational health and safety matters and must make such recommendations as they see fit. It is the responsibility of management to ensure that the appropriate education and training is provided.

The Occupational Health and Safety committee must review training once each year and advise management on any need for further training. For budget planning purposes, management should be informed of training needs before the end of October each year.

Section 3.0
Education and Training

3.1 EDUCATION AND TRAINING POLICY

The policy of the Department of Transportation and Works is to meet all the legislative requirements to provide health and safety-related training for its employees. It recognizes the parallel results of integrating safe work practices and procedures into workplace operations with the achievement of quality of services and maintenance of optimum productivity.

It is management's responsibility to ensure training needs are identified, appropriate training is provided to all employees and that records of all training are maintained. Supervisors have a critically important role with respect to safety-related training. Their frontline observations allow them to assess whether employees are properly trained for their assigned tasks. They are in the best position to evaluate the training which has been provided, and where necessary, provide supplementary coaching or recommendations for improvements to training regimes.

The *Occupational Health and Safety Act* requires supervisors to be informed of all the known or foreseeable hazards in the areas where they work. They must ensure their workers are familiar with these hazards and the acceptable ways to control them.

Occupational Health and Safety committees and Workplace Health and Safety representatives have a duty to identify aspects of the workplace that may be unhealthy or unsafe and promote health and safety educational programs which will be beneficial to the workplace.

Workers have a duty to participate in health and safety related training provided to them by the Department and apply this training to their work practices and procedures.

3.2 RESPONSIBILITIES

It is management's responsibility to ensure training needs are identified, appropriate training is provided to all employees and that records of all training are maintained. Supervisors have a critically important role with respect to safety related training. Their frontline observations allow them to assess whether employees are properly trained for their assigned tasks. They are in the best position to evaluate the training which has been provided, and where necessary, provide supplementary coaching or recommendations for improvements to training regimes.

The *Occupational Health and Safety Act* requires supervisors to be informed of all the known or foreseeable hazards in the areas where they work. They must ensure their workers are familiar with these hazards and the acceptable ways to control them.

Occupational Health and Safety committees and Workplace Health and Safety representatives have a duty to identify aspects of the workplace that may be unhealthy or unsafe and promote health and safety educational programs which will be beneficial to the workplace.

Workers have a duty to participate in health and safety related training provided to them by the Department and apply this training to their work practices and procedures.

Occupational Health and Safety (OHS) legislation requires that employees must be knowledgeable about health and safety in the workplace. The Regulations state that an OH&S program shall include “a plan for orienting and training workers and supervisors in workplace and job specific safe work practices, plans, policies and procedures, including for emergency response, that are necessary to eliminate, reduce or control hazards”. This can be achieved through orientation, education and training programs provided on an ongoing basis at every level within the department.

The Strategic Human Resources Management Division (HR) will be a key partner in ensuring that OH&S education and training needs are identified, delivered and documented. Division Heads, OH&S Committee Co-chairs and Managers should consult with HR to discuss OH&S training needs.

3.3 LEGISLATIVE REQUIREMENTS FOR SAFETY RELATED TRAINING

The *Occupational Health and Safety Act* and *Regulations* expressly or implicitly require the following safety related training for relevant employees:

3.3.1 General Orientation for all New Employees

- Familiarizes new employees with general safe work practices and general safety rules, and acquaints new employees with safety legislation and worker duties. This completed checklist is kept on the employee file. Additional general orientation materials can be found in **Section 11.11.**

3.3.2 Job Specific Orientation

- Familiarizes workers with job specific hazards and ways for controlling hazards
- Familiarizes new workers with relevant safe work practices and Departmental procedures
- Demonstrates competence to one's supervisor with respect to the operation of a hazardous tool or equipment (eg. chainsaw, asphalt recycler)

3.3.3 Workplace Hazardous Materials Information System (WHMIS)

For persons working with or near hazardous chemicals to know how to:

- Safely handle, use, store, and dispose of the specific hazardous chemicals used at the workplace
- Understand the requirements for labeling and how to consult Material Safety Data Sheets.
- Management at each workplace must annually review the adequacy of Workplace Hazardous Materials Information System training and provide refresher training if needed. Certificates of training are not currently required by legislation.

3.3.4 Transportation of Dangerous Goods (TDG) (Federal Legislation)

- for persons shipping, transporting, and receiving dangerous goods
- training certificates required and are issued by the Department or outside provider with expiry dates
- training differs depending on mode of transportation (ie., land, water or air)
- Transportation of Dangerous Goods regulations do not apply where only limited quantities of dangerous goods are transported, (eg. five or fewer cylinders of oxygen) although safety marks on containers must be visible. In these instances, training is not required.

3.3.5 Occupational Health and Safety Committee and Workplace Health and Safety Representative Training

- Workplaces with 10 or more employees must establish Occupational Health and Safety committees; workplaces with 2-9 employees must select a Workplace Health and Safety representative
- Workplaces with more than 50 employees must train all members of the committee; workplaces with 10-49 employees must train only the co-chairpersons
- Training pertains to duties of committee members and representatives
- Training certificates are issued by Workplace Health, Safety and Compensation Commission without expiry date
- The trainer must be certified by Workplace Health, Safety and Compensation Commission

3.3.6 Respirator Use

- Workers who may be required to use quarter- face, half- face and full- face air purifying respirators must have training in the selection, care, and use of their respirators (Fit testing is also required.)
- Workers utilizing supplied air respirators require specialized training
- Workers performing abrasive blasting operations must be knowledgeable about the safe work practices concerning that type of work

- Training may be provided by the Department or other qualified agency; training certificates are not required but records should be retained on employees' files.

3.3.7 Confined Space

- Workers working in areas designated as confined spaces must, where necessary, be trained to test the suitability of the air for breathing or presence of hazardous elements. These employees may also be required to participate in rescue training.

3.3.8 Fall Arrest / Travel Restraint

- Workers who may be required to use fall arrest equipment and/or travel restraint equipment **must** be trained in the proper use and inspection of the equipment
- Regular, detailed inspections of fall arrest equipment must be performed by a certified "competent person".

3.3.9 Operation of Mobile Equipment

- Operators of mobile equipment such as cranes and fork lifts must have sufficient training to demonstrate to their supervisors that they are competent operators.
- Where operation of the equipment requires travel on a public road, the operator must have a valid driver's license of the appropriate class, and with the appropriate additional endorsements where necessary.
- Operational staff involved with snow clearing operations are required to receive training in Snow School (previously called Salt and Sand Program)

3.3.10 First Aid

- Trains workers to provide emergency first aid services at the workplace.
- Any employees who work alone or in isolation should have at least emergency first aid
- Acceptable first aid certificates must be issued by approved training providers. They normally expire three years from date of issue.
- Names of persons holding valid first aid certificates must be posted at the workplace.

3.3.11 Power Line Hazards

- For operators of mobile equipment (eg. cranes, backhoes) which approach within 5 meters (18 feet) of a power line
- Certificates of training are required and normally issued by the training provider. The trainer must be certified by the Workplace Health, Safety and Compensation Commission.
- Certificates expire three years after date of training.

3.3.12 Traffic Control (Flag Person) Training

- For workers assigned to direct traffic
- Training may be provided by the department or another agency
- Certificates expire after three years
- Training certificates are required by the Department

3.3.13 Explosive Actuated Tools

- Operators of explosive actuated tools must have a valid operator's certificate for the particular type of tool used.
- Training may be provided by the manufacturer of the tool or other qualified instruction agency.

3.3.14 Asbestos Awareness

- A worker performing asbestos abatement work must be qualified by successfully completing a course acceptable to Service NL, which is normally a three-day training program
- A worker who has received a one-day training course from a qualified training provider may perform asbestos abatement work where they are supervised by a qualified person

3.3.15 Specialized Work

Workers must be appropriately trained and qualified before performing specialized work such as electrical, plumbing, mechanical, painting, diving, carpentry, blasting, welding, and other trades-related work.

The following list contains other common training subjects. This list may not be complete. There may be additional areas of legislation compliance, OHS, risk mitigation, etc. which are applicable to your branch, division or region but not currently listed below:

- ATV Safety,
- Chainsaw Safety / Brushcutter,
- Temperature Extremes (Cold / Hot Weather Safety),
- Fire Extinguishers,
- First Aid and CPR (Including Wilderness First Aid),
- Pleasure Craft Boating Safety and MED (Marine Emergency Duties),
- AED with CPR Course,
- Equipment Mounting and Dismounting (Three Points of Contact),
- Personal Protective Equipment,
- Rappelling – Rock Climbing,
- Snowmobile Safety,
- Swift Water Rescue,
- Working On Or Above Water and Ice,
- Safe Work Permits (Hot Work / Confined Space Entry),
- Respectful Workplace Training,
- Equipment Lock-Out, Tag-Out
- Forklift Safety
- Asbestos Awareness
- Traffic Control
- Traffic Control and the Supervisor
- Safety For All
- Snow School

3.3.16 Air and Marine Services

- Regulated by Transport Canada

3.4 ORIENTATION

1. Why provide orientation?

Safety studies show that new employees are almost twice as likely to have an accident as experienced employees. New employees must be provided with orientation to ensure that they are familiar with hazards in the workplace and that they know their rights and responsibilities for working safely. Investing the time and resources to provide proper job instruction and safety orientation in a timely manner demonstrates due diligence in ensuring that new employees have the information they need to protect their health and safety and that of others at or near the workplace. Other benefits to orientation include:

- promotes a safety culture in the workplace
- prevents accidents, injuries and work-related illnesses
- demonstrates leadership in health and safety
- ensures a more competent, knowledgeable, safety-conscious workforce
- establishes expectations for safety performance
- meets OH&S legislative requirements
- promotes positive employee relations
- improves productivity and morale

2. Who should receive orientation?

EVERYONE, including:

- new hires
- returning/seasonal employees (after extended absence)
- inexperienced/young workers
- temporary/project employees
- employees transferring to new positions
- employees faced with potential new hazards (e.g. new equipment, new work process, new environment, etc.)
- current employees who did not receive orientation upon hire
- contractual employees
- contractor employees
- visitors
- volunteers
- students

3. Who is responsible for conducting orientations?

This depends on the type of work being done and the organizational structure in the workplace. Generally speaking there should be a general safety orientation and a job specific orientation, especially in areas of high risk. An orientation checklist for general safety orientation can be found in Section 11.11. Orientation can be delivered by workplace parties with knowledge of the subject matter.

Topics included in the general safety orientation training package include:

- OHS Legislation
- Workers' Rights
- Workers' OHS Responsibilities
- Internal Responsibility System
- Health and Safety Hazards (General)
- Hazard Recognition, Evaluation and Control
- Role of Workplace Parties in Hazard Control
- OHS Policy Statement
- Job Hazard Analysis / Hazard Assessments (Process)
- Reporting Hazards, Accidents and Incidents
- Rationale for Reporting Near Misses
- Hazard, Accident, Incident Investigations
- OHS Committees
- Workplace Inspections
- Job Specific Safe Work Practices and Procedures (Definition and Overview)
- Ergonomics
- Personal Protective Equipment
- Safety Training
- OHS Communication
- Right to Refuse Dangerous Work Process
- Role of WHSCC / Role of OH&S Division
- Disability Accommodation / Attendance Support (Overview)
- Emergency Preparedness
- Scent Awareness Policy
- Other

Supervisors and managers of the divisions are responsible for job specific orientations. Topics for job specific orientation may include:

- Job specific safety and/or health hazards
- Safe work practices and procedures
- OHS communications
- Workplace Hazardous Materials Information System (WHMIS) – location of Material Safety Data Sheets
- Violence prevention
- Working Alone policies/procedures
- Fire/emergency response procedures

In workplaces where there is significant risk of injury to visitors or where visitors may pose a safety risk to workers or clients, each visitor must be made aware of pertinent hazards, controls and policies prior to gaining entry into the workplace.

Depending on the workplace, topics for visitor orientation may include:

- general health and safety rules/policies of the workplace, such as:
    - visitors must be accompanied by employee at the worksite at all times
    - visitors must present appropriate identification
    - visitors must sign in before entry and sign out upon exit
    - visitors must relinquish cellular phones and other communications devices prior to entry into the workplace
    - visitors must remain in the appropriate waiting area
    - visitors may be limited to a particular entry/exit
    - visitors may be limited to a particular washroom
    - visitors must be aware of slip/trip hazards
- personal protective equipment (PPE) requirements
- emergency and evacuation procedures (alarm signals, muster area, exits, etc.)

Contractors and their employees must be provided with a safety orientation and must comply with the workplace OHS program and OH&S legislative requirements.

Topics for contractor orientation should include:

- Departmental OHS program/policies/procedures.

- Emergency preparedness and response plan (location of extinguishers, first aid kits, eyewashes and showers, fire blankets, fire alarm pull stations, evacuation procedures / routes, etc.
- Hazard/Accident/Incident Reporting procedures
- Workplace health and safety rules and regulations.

4. When should orientations occur?

- upon commencement of employment
- following an extended absence from the workplace (e.g. after 6 month leave)
- transfer to new position
- introduction of new equipment, work processes, materials
- re-orientation with current employees on pre-determined schedule or as needed

5. How should orientations be conducted?

Whenever possible, general OH&S orientation should be conducted in a group setting to allow for sharing of ideas and for efficiency.

Job-specific orientations should be conducted by a manager or other workplace party with knowledge of the hazards, controls and safe work practices specific to the workplace. In some workplaces, general and job-specific orientation may be combined and presented by a manager or designate, using the checklist in **Section 11.11**

Checklists, attendance records and other documentation must be duly completed for all orientation sessions.

In order to determine if communication strategies are effective in contributing to a positive safety culture in the workplace, there must be ongoing evaluation.

Methods for evaluating effective communication:

- employee opinion surveys
- formal training evaluations
- workplace inspections
- health and safety audits
- employee interviews
- focus group discussions
- staff meetings
- emergency response drills
- employee feedback
- review of hazard/accident/incident reports and investigations

3.5 ORGANIZATIONAL DEVELOPMENT

The Department's training division has a shared responsibility for provision of safety-related and other types of training. Specifically, Organizational Development is involved with:

- Identification of training needs:
  - recognition of specific workplace deficiencies (ie. ineffectiveness and/or inefficiency) which can be addressed through training
  - provision of refresher training, including training for re-certification where necessary
  - compliance with regulatory requirements for training
  - consultation and cooperation with recommendations for training by OHS Committees and Workplace Representatives.

- Establishment of training objectives on the basis of identified training needs

- Arrangement for provision and delivery of training:
  - Contracting with recognized, outside training providers
  - Organizing and utilizing Departmental, in-house training
  - Fostering formal and informal training provided by supervisors (eg. Toolbox Talks and pre-project planning)

- Evaluation of training outcomes:
  - Degree to which specific course training objectives were achieved
  - Degree to which operational deficiencies were addressed
  - Degree to which newly-trained skills were applied and sustained in the workplace
  - Success of the training in terms of costs versus benefits to the Department

- Maintenance of records of training
- Implementation of modifications to training objectives and/or delivery of training on the basis of evaluations of training effectiveness.

Once the health and safety program has been set in place and the program appears to be running smoothly, effort is still required to maintain enthusiasm and interest. Studies have shown that the effectiveness of health and safety educational techniques depends largely on how much importance management is seen to place on health and safety. Where management, by its actions, has shown that they are sincerely concerned, interest in the program can be maintained at a high level. Accountability for individual performance is a key motivator.

Safety awareness can be enhanced by:

- the setting of realistic goals and monitoring progress
- distribution of all pertinent information
- individual recognition for superior performance
- general meetings, tailgate talks, and one-on-one coaching
- well-designed incentive programs

The safety incentive program is probably the most controversial. Most incentive programs are based on the rationale that anything that raises safety awareness is worthwhile. However, there are those who do not share this viewpoint. They maintain that these programs lead to under-reporting of accidents and promoting of the "walking wounded" syndrome. Programs must not encourage workers to remain at work when doing so is unsafe for them due to their physical condition. Therefore, when an incentive program is launched, strict controls must be maintained to prevent this from happening. The joint health and safety committee can play a leading role in activities designed to promote the program and participation of all employees.

Section 4.0
Communications

4.1 INTRODUCTION

The OH&S performance of a workplace depends entirely on the quality of communications between its employees. The importance of good communication for the health and welfare of workers cannot be overstated.

Whenever work is assigned to an employee, communication is involved. It is also involved when instructions are given about how the work is to be performed, such as:

- What approach to the work must be taken and what safe work practice must be followed
- What the acceptable standards of job quality and productivity are
- What degree of care must be taken and precautions followed during performance of the job

It is clear that the health and safety requirements of work are as much a matter of what must be communicated to employees as any other aspect of work.

4.2 RESPONSIBILITIES

Responsibility for the communications function will vary depending on the logistics of each individual work environment. Generally speaking, the following workplace parties will undertake communications activities for OHS as indicated.

Workers must know about the hazards they are likely to encounter on the job in order to protect themselves. The Department's management, and particularly its workplace supervisors, have a duty to obtain accurate and sufficient information about those hazards and communicate them effectively to the workers in their area. Workers have a duty to report hazards to their supervisors and ask questions about any aspect of the job about which they are not sure.

The Occupational Health and Safety Committee is responsible for reviewing concerns, issues and suggestions brought forward from employees. The committee will only address such issues if they have already been brought to the attention of the appropriate manager, without successful resolution. The committee is also responsible for communicating issues to the appropriate parties.

Employees are responsible for communicating their concerns/issues, hazards or ideas through the use of personal communication, telephone or e-mail to their manager, or during staff meetings or by using the appropriate communication tools such as the hazard/accident/incident report form. If the safety concern is not then resolved to the employee's satisfaction, it should be reported to the Occupational Health and Safety Committee.

Employees are responsible for following all safety rules, policies and procedures that are communicated to them throughout the course of their employment.

4.3 LEGISLATIVE REQUIREMENTS

The *Occupational Health and Safety Act* requires "specific duties" of the various workplace parties. The following text is taken from the *Act*, and has been edited to identify workplace communications required by the legislation. For a more complete version of these duties, please refer to the *Act*:

Government, in particular the Department is considered to be the employer. Under the *OHS Act, Section 5,* the Department on behalf of government shall:

- where it is reasonably practicable, provide the information, instruction, training and supervision and facilities that are necessary to ensure the health, safety and welfare of workers;

- ensure that workers, and particularly supervisors, are made familiar with health or safety hazards that may be met by them in the workplace;

- ensure that workers are given operating instruction in the use of devices and equipment provided for their protection;

- respond in writing within 30 days to a recommendation of

(i) the occupational health and safety committee at the workplace,

(ii)the worker health and safety representative at the workplace,

indicating that the recommendation has been accepted or that it has been rejected, with a reason for the rejection;

- provide periodic written updates to

(i)the occupational health and safety committee at the workplace,

(ii)the worker health and safety representative at the workplace,

on the implementation of a recommendation accepted by the employer until the implementation is complete;

- consult with

(i)the occupational health and safety committee at the workplace,

(ii)the worker health and safety representative at the workplace,

about the scheduling of workplace inspections that are required by the regulations, and ensure that the committee, the worker health and safety representative or the workplace health and safety designate participates in the inspection.

Under the *OHS Act, Section 5.2,* supervisors shall*:*

- advise workers under his or her supervision of the health or safety hazards that may be met by them in the workplace;
- provide proper written or oral instructions regarding precautions to be taken for the protection of all workers under his or her supervision.
- Under the *OHS Act, Section 7,* workers shall:
- co-operate with his or her employer and with other workers in the workplace to protect
- his or her own health and safety,
- the health and safety of other workers engaged in the work of the employer,
- the health and safety of other workers or persons not engaged in the work of the employer but present at or near the workplace;
- consult and co-operate with the occupational health and safety committee, the worker health and safety representative or the workplace health and safety designate at the workplace.

Under the *OHS Act, Section 39,* OHS Committees:

- may make recommendations to principal contractors, employers, workers, self-employed persons and the assistant deputy minister or an officer for the enforcement of standards to protect the health, safety and welfare of workers at the workplace;
- shall receive complaints from workers as to their concerns about the health and safety of the workplace and their welfare;
- shall establish and promote health and safety educational programs for workers;
- shall maintain records as to the receipt and disposition of complaints received from workers.

4.4 COMMUNICATION METHODS

There are many different ways to communicate and learn about health and safety, including the following:

1. Formal training courses, seminars, and conferences;
    - These may be presented by authorized trainers focusing on specific topics.

2. General safety meetings;
    - Usually hosted by the workplace supervisor and held for the entire crew
    - Held periodically, often monthly, at convenient times, lasting 1-2 hours
    - A wide range of topics may be covered including current issues in the workplace, review of safe work practices or procedures, emergency preparedness, and safety related general interest, even off-the-job safety
    - Informal in nature; general discussion encouraged
    - An opportunity to show and discuss relevant safety related videos and to demonstrate various safety devices or equipment.

3. Toolbox Talks;
    - Brief (5-15 minutes), informal meetings usually hosted by the supervisor or crew foreman and held for small groups of workers (4-10)
    - Held periodically, usually weekly (such as first thing Monday morning), at the work site, but may be held daily if indicated by workplace requirements
    - Informal, single topic, intended to heighten general awareness of safe work practices
    - Opportunity for workers to ask questions.

4. Pre-project meetings;
    - Brief (10-30 minutes), informal meetings led by the crew supervisor or foreman
    - Attended by the entire crew, and held at the beginning of each new project
    - Informal review of the hazards likely to be met at the particular work site and how to control them
    - Particularly suitable for field crews setting up work in different areas

5. Individual work coaching;
    - One of the most important ways for workers, particularly new workers, to learn about the hazards of a job and the appropriate safe work practices
    - Usually the "coach" is the supervisor but may also be an experienced co-worker
    - Based on observing the worker performing the task and providing instructions to ensure development of the correct, safe procedures.

6. Posting warning signs;
    - posting of signs, in conspicuous locations containing warnings or cautions to be heeded so that workers may be alerted to particular hazards in the area
    - signs must meet the requirements of the Occupational Health and Safety Regulations.

7. Hazard alerts;
   - single pages which may be circulated at the workplace or posted on the bulletin board
   - usually describe how an accident happened and how to avoid similar accidents
   - often describe hazards which are not readily noticeable
   - these should be circulated to all the relevant workplaces in the Department.

8. Safe work practices;
   - safety methods developed especially for potentially hazardous tasks

9. Departmental Occupational Health and Safety Program Manual;
   - outlines the Department's Occupational Health and Safety Program

10. Workplace Hazardous Materials Information System (WHMIS);
   - Containers of hazardous chemicals must have proper labels indicating contents and (usually), the precautions to be observed when using the chemicals
   - Material Safety Data Sheets (MSDSs) contain information about the hazards of the chemical including precautions to be followed and what, if any, PPE should be used; first aid measures and other relevant information. This information must be available to all workers who may be exposed to the chemicals and available for each hazardous chemical in the workplace.
   - MSDSs must be current, having a printing date within the past 3 years.

11. Tool/equipment manuals
   - Contain information about precautions to be taken when using tools & equipment

12. Safety posters
   - Posted at workplaces to increase general safety awareness

13. Newsletters
   - Provide discussion of particular safety issues.

4.5 DOCUMENTATION AND RECORDS REVIEW

To ensure that the information provided is up-to-date, a documentation & record review schedule will be incorporated into the OHS Program. The following table will be inserted at the beginning of each Safe Work Practice.

Document Review Schedule	Dates
Last Revision Date	
Reviewed by:	
Next Review Date:	

The documentation review schedule will allow personnel using the database to determine that the information is current. This information is easily obtained by checking the "Last Revision Date" and when the information is scheduled for review "Next Review Date". In addition, the schedule will identify the authorized individual responsible for conducting the review.

All revisions are to be conducted by the appropriate operational division annually (or on an "as required" basis) and submitted to the Strategic Human Resource Management (SHRM) section. It is the responsibility of management to formally document changes in hazards identified and to inform site personnel regarding changes that may affect their health and safety. Minor changes in standards and Safe Work Practices (SWP's) may be initiated by frontline supervisors and brought to the attention of management. Significant changes to the OHS program will be done in consultation with senior management.

For document control purposes, all revisions will be recorded in the Document Revision Form (**Section 11.1**) and copies of the revised sections / pages will be forwarded to the Strategic Human Resource Management Division (SHRM), who will provide copies to all individuals in accordance with the document distribution list. Changes to the OHS program will be reviewed with all personnel during site toolbox meetings, or OHS Committee meetings.

4.6 PROGRAM AUDITS AND CHANGE CONTROL

The main purpose of program audits is to ensure that what has been planned and intended in the Occupational Health and Safety Program is actually implemented and maintained current. It ensures that the "paper description" of the program is actually fulfilled in the workplace. It also allows monitoring of changes in workplace conditions and degradation of the program.

The Change Control aspect of this sub-element is a means of coping with change. Workplaces are dynamic, with the continuous introduction of new hazards, controls, people and equipment. The OHS program would degrade if it did not change to address these new realities. Further, accidents and incidents are frequently associated with novelty. When something new is done in the workplace (new machine, new material, new process), it is a high-risk time. The intent of the Occupational Health and Safety Program is, in part, to plan ahead and to design occupational health and safety into anything new - making it safe and healthy the first time, rather than learning by trial and error.

Auditing the Occupational Health and Safety Program will be the responsibility of the Human Resources division in conjunction with the Department. Each location will be required to perform a self-audit. Different sections of the program will be audited on different time tables, but the whole program should be reviewed at least every three years, as required by the Act. The program should also be reviewed, and the manual updated, where there is a change of circumstances that may affect the health and safety of workers, or where an officer requests a review. For a complete description and the requirements of this review, please refer to **Section 11.16,** "OHS Program Self-Audit".

Section 5.0
Safe Work Practices

5.1 SAFE WORK PRACTICE POLICY

The Department of Transportation and Works will establish safe work practices at all its workplaces to minimize the risk of injury, illness and property damage. Specific procedures will also be developed for particularly hazardous and critical tasks.

Safe work practices are written documents used to train and guide workers in performing their jobs safely. A practice is a set of guidelines established to help workers perform a task which may not require a step-by-step procedure. A procedure is a specific process for performing a task safely from beginning to end.

Managers and supervisors will ensure employees are provided with training and instruction on safe work practices and where applicable, specific safe work procedures. Employees have a duty to comply with the safe work practices and procedures and utilize all safety devices provided to them.

One of the important safe work practices required by the Department concerns personal protective equipment. It is the Department's policy that personal protective equipment shall be used where it is not possible to eliminate or control a hazard by other means, including engineering and administrative controls. Further:

- All employees and other persons present at the workplace shall wear the personal protective equipment required for the workplace when present at the workplace.
- All persons needing to wear personal protective equipment at Department workplaces shall be instructed in its proper use, and where appropriate, in its service and maintenance.
- All personal protective equipment shall be inspected routinely, kept in good working condition, and maintained in accordance with the manufacturer's instructions.
- Any personal protective equipment found to be of questionable reliability, damaged, or in need of service will be removed from use, reported to the supervisor, and repaired by a qualified person or replaced.

5.2 RESPONSIBILITIES

An occupational health and safety program required under section 36.1 of the *OHS Act* shall be signed and dated by the employer and by the person or persons responsible for the management of the employer's operations in the province and shall include procedures to identify the need for, and for the preparation of written safe work procedures to implement health and safety practices, including practices required by the Act and the regulations, or as required by an officer; written work procedures appropriate to the hazards and work activity in the workplace; and, a plan for orienting and training workers and supervisors in workplace and job-specific safe work practices, plans, policies and procedures, including emergency response, that are necessary to eliminate, reduce or control hazards.

Managers and supervisors will ensure employees are provided with training and instruction on safe work practices and where applicable, specific safe operating procedures. It is important that supervisors and managers understand the importance of proper training for all tasks and jobs. They must identify employees in need of training and allot the appropriate resources to ensure training is completed. Safety orientation is an ideal way to train new employees; employees who have been absent while new training has been developed; or, those who may be changing jobs or responsibilities.

Employees have a duty to comply with the safe work practices and procedures, and utilize all safety devices provided to them.

Who is responsible for developing safe work practices and procedures?
The employer is responsible to ensure that safe work practices and procedures are developed. This can best be accomplished by consulting with workplace parties including employees, managers, human resources, and OHS committees, as well as outside consultants and subject matter experts. Whenever it is feasible and practicable to do so, a job hazard analysis should be conducted prior to developing safe work practices and procedures in order to assess the duties of each job and to identify and evaluate the hazards associated with each task. Safe work practices and procedures are forms of hazard controls that typically flow from a job hazard analysis.

5.3 DEVELOPING SAFE WORK PRACTICES & PROCEDURES

Safe work practices are general in nature and are the do's and don'ts of common work activities. A SWP is often used to support safe operating procedures. An example of a Safe Work Practice is a general rule that requires use of a stepladder when a box has to be retrieved from a high storage area.

A safe operating procedure (SOP) is a more detailed series of processes which offers a step-by-step guide to safely performing a task. SOPs are job-specific. They allow for employees to work safely by being aware of the hazards that are associated with a particular task, and how to avoid or control them. An example of a task that requires an SOP would be when a pilot takes off from an airport. The safe operating procedure would demand that the employee complete a series of steps in the prescribed sequence as spelled out in the SOP.

In situations where a detailed account of how to safely perform a task is not needed, a SWP is sufficient. However, in more complex or high-hazard situations, it is often necessary to use the more precise SOP.

There are many benefits of having SWP's and SOP's in place. Not only do they act as training tools, but they also meet the legislative requirements governing OH&S programs. They are essential in preventing or minimizing loss due to injury and illness. If an employee is not aware of the correct way to perform a task, s/he is being unnecessarily exposed to risk. Performing a task safely and correctly is efficient, practical and the increased safety can lead to an increase in employee morale.
Safe work practices and procedures can be developed using a number of methods. It is beneficial to involve employees who are experienced with the tasks in question. It may also be useful to incorporate employees with less experience to identify their areas of concern.

A Safe Work Practice should consider but not be limited to the following:

- Purpose
- Responsibilities
- Permits required;
- Qualifications and training requirements;
- Personal Protective Equipment (PPE) required;
- Emergency process;
- References and legislated requirements; and,
- Task steps

When developing a Safe Work Practice consider the following:
- involve employees
- identify and evaluate the hazards
- establish controls
- use appropriate language
- use active verbs
- write clear short sentences
- ask employees to review before finalized
- when developing a **Safe Operating Procedure** also ensure the number of steps are included in the correct sequence.

Benefits of having safe work practices and procedures:
- provides standards for completing work activities safely
- positively affects safety, quality, efficiency and productivity
- prevents injury and illness by controlling potential hazards
- provides specific information for training
- fulfills legislative requirements

Safe work practices need to be communicated to all workers who are involved in or exposed to the work process. They should always be written and made accessible to all workers.

5.4 STEPS FOR DEVELOPING SAFE WORK PRACTICES AND PROCEDURES

When safe work practices and procedures are developed without first having a formal job hazard analysis completed, such an analysis must be conducted at the first available opportunity by someone with knowledge of the process in conjunction with an employee or other person with knowledge of the work.

Ideally, a safe work practice or procedure should be developed for all jobs where there is risk to the health and safety of workers:

- identify hazards
- prioritize based on risk

Step1. Job inventory

- complete a job inventory for the workplace which includes all jobs and or tasks
- prioritize the list to determine where to start

Things to consider when prioritizing:

- jobs with significant hazards and significant potential for injury and illness
- jobs with high frequency of serious injury
- jobs with risk of exposure to a harmful condition
- modified jobs
- infrequently performed jobs

Step 2. Complete a job hazard analysis:

- select the job/task
- break down the job into a sequence of steps
- identify the hazards
- define preventive measures

Role of the manager:

- assist in the development and review of safe work practices and procedures
- consult with OH&S Committee/Rep and workers in the process
- communicate SWP's to workers, through orientation, training and/or other means
- ensure process meets legislative requirements

Role of the OHS Committee/Representative:

- assist in the development of safe work practices and procedures
- monitor development, communication, implementation and evaluation of SWPs

Role of employees:

- assist in the identification of workplace hazards and review safe work practices and procedures as requested
- participate in training
- follow safe work practices and procedures as instructed
- monitor for effectiveness and report concerns to manager

Step 3: Implement safe work practices and procedures:

Managers are responsible to implement a communication plan to ensure that employees are well-versed in safe work practices and procedures, including:

- training plan (who will conduct, who will attend, where, training materials & format, time required, scheduling, etc)
- orientation plan (new hires, change of jobs/task, return from extended absence)
- annual evaluation of safe work practices and procedures for effectiveness

Step 4: Maintaining safe work practices and procedures:

Managers must ensure that safe work practices and procedures are relevant to the work at hand and updated as required. The OH&S Committee can assist by reviewing safe work practices and procedures as part of the workplace inspection process. New jobs or changes to work processes must have a job hazard analysis conducted, leading to the development of safe work practices and procedures. Outdated or inaccurate practices and procedures can be more dangerous than having none at all.

Update whenever:

- an accident/incident occurs
- new equipment, tools or work processes are introduced
- complaints or quality problems occur
- a change in an existing task occurs
- employees complain of problems

Step 5: Evaluating safe work practices and procedures:

When evaluating safe work practices and procedures:

- involve employees and the OH&S Committee/Representative
- look for constructive feedback/comments by all parties
- determine how and why changes should be made

Managers and supervisors will ensure employees are provided with training and instruction on safe work practices and where applicable, specific safe operating procedures. Employees have a duty to comply with the safe work practices and procedures and utilize all safety devices provided to them. One of the important SWP's required by the Department concerns personal protective equipment. It is the Department's policy that personal protective equipment shall be used where it is not possible to eliminate or control a hazard by other means, including engineering and administrative controls.

A listing of many of the Department's Safe Work Practices is available on your Departmental intranet

5.5 JOB HAZARD ANALYSIS

A job hazard analysis (JHA) is a detailed procedure designed to identify, evaluate and control hazards associated with particular jobs or tasks. A JHA is important for ensuring the safety of employees in that it serves as a tool to analyze specific hazards and determine the controls required to minimize or eliminate risk. The JHA can serve as a

training tool for new employees, for those assigned to new tasks, or for tasks that may not be common to the workplace. Once a JHA is completed the information should be made available to all appropriate employees.

The four major components of any JHA are:

- Selection of the job or task to be analyzed.
- Breakdown of the job or task into basic individual steps or processes
- Identification of all potential hazards
- Development of controls and preventive measures to eliminate or effectively control hazards.

It is important to first identify any jobs or tasks that require a JHA. Although all hazardous jobs should be analyzed using a JHA, it is important that the most critical jobs or those that pose the greatest risk are assessed first. A new JHA should be performed if new materials become part of the task, or if the process changes.

Once it has been determined that a JHA is required, the next step is to break the job or task down into simple basic steps. It is essential that no steps are missed or skipped. All steps should be analyzed to understand and record all hazards that may be present. A balance must be reached between making the steps too general and overarching, and too precise or detailed. All steps should be recorded and analyzed in the order that they occur. A good method of determining the steps involved in a task is to observe an experienced worker as they perform the task and to have a discussion with supervisors and workers to ensure that no steps are missed or placed in the incorrect order.

The third step is the recognition or identification of potential hazards. These can be safety hazards (e.g. slip and falls, or moving machine parts) or health hazards (e.g. bacteria or fungus, or chemical fumes). Identification can take place through observation of an employee performing the task, interviews with experienced workers, reviewing past hazard/accident/incident report and investigation forms, as well as several other methods.

The final step in a JHA is the implementation of controls. Each identified hazards needs one or more controls put in place that effectively eliminates or reduce the risk. The corrective actions taken to reduce risk and ensure safety should be well documented. When implementing hazard controls, it is important to follow the preferred order of engineering controls, followed by administrative controls, and lastly, personal protective equipment. This order ranks the controls based on effectiveness and is an industry standard.

More information is provided in Section 6 regarding hazard assessment.

5.6 GENERAL SAFETY RULES

Admission to a Departmental workplace is conditional upon each employee abiding by the following health and safety rules:

1. All accidents, incidents and injuries as well as unsafe acts and conditions observed by an employee are to be reported promptly to their immediate supervisor, and not later than the end of the working day. Employees are also required to report any concerns about poor workstation/task design and any early signs or symptoms of soft tissue injuries they may experience.

2. First aid treatment is to be obtained promptly for any injury, and must be recorded in the First Aid logbook.

3. Employees shall comply with the *Occupational Health and Safety Act* and *Regulations*

4. All work must be carried out according to appropriate safe work practices and safe work procedures where applicable

5. Employees must wear proper Personal Protective Equipment (PPE) in accordance with safe work practices, and shall maintain and clean any PPE which is issued to them.

6. Tools are only to be used for the purpose for which they were intended.

7. Only tools which are in good repair shall be used.

8. All tools and equipment which have been damaged or become worn are to be promptly tagged and taken out of service for repair or replacement.

9. Tools which are designed for use with guards and safety devices shall not be used if those guards or safety devices have been removed or defeated.

10. Where there is a danger of entanglement, employees may not wear rings, watches, or other jewelry or loose-fitting clothing, and shall confine long hair.

11. Good housekeeping practices must be maintained daily in all work areas. This includes personal work areas/offices.

12. Individuals who are under the influence of alcohol or illegal drugs, or, who are otherwise impaired so as to pose a safety risk, are prohibited on Departmental premises. Employees are prohibited from arriving at a Departmental workplace, or remaining at a Departmental workplace, when their ability to perform their work safely is impaired for any reason.

13. Employees shall actively participate in the Department's safety program, including attendance at training sessions if required.

14. A NO SMOKING POLICY is in effect and compliance is mandatory in all government buildings, vehicles, vessels and equipment, except in dedicated areas where signs indicate smoking is permitted.

15. Horseplay, fighting, harassment of any kind, and otherwise interfering with another person is strictly prohibited.

16. The presence of off-duty employees in the workplace may be a safety distraction to working employees. All employees are required to leave the workplace at the end of their shift, and to refrain from visiting the workplace on their time off if the purpose of their visit is not work-related.

All workplaces are to have a stock of Personal Protective Equipment including hardhats, safety glasses and high visibility vests, for when visitors are on site and circumstances warrant.

Section 6.0
Hazard Recognition, Evaluation and Control

6.1 HAZARD RECOGNITION, EVALUATION AND CONTROL POLICY

The Department of Transportation and Works is committed to doing all that is reasonable and practicable to protect the health, safety and welfare of its employees. Because most workplace injuries and illnesses are directly or indirectly attributable to workplace hazards, the Department has implemented a program to identify and control the hazards at each workplace. The program includes the following elements:

- Consistent monitoring of each workplace to identify existing and potential hazards. Monitoring is accomplished mainly through comprehensive inspections of tools, equipment, and facilities as well as work practices. These inspections are conducted by employees at the workplace. Periodic reviews of relevant industry and legislative standards are a further aspect of monitoring.

- Maintaining a system of hazard reporting

- Assessing the risk of actual harm to employees or damage to equipment for each hazard identified

- Implementing effective controls of identified hazards

The Department recognizes that hazard identification, evaluation and control are a critical part of preventing workplace injuries, illnesses and property damage. All employees are required to participate in hazard identification by reporting to their supervisor any situation which they believe could cause harm. The Department will support the monitoring efforts of Occupational Health and Safety committees and Workplace Health and Safety representatives, and consult with them on their findings. All hazards identified shall be addressed in accordance with their hazard assessment.

6.2 RESPONSIBILITIES

The Department must ensure that safe work practices and procedures are followed, that all employees are familiar with health and safety hazards, and that all employees have the skills and training necessary to do their jobs. The Department ensures PPE is provided and used, and that the work is conducted so persons not in the employ of the Department are not exposed to hazards. The Department ensures that workplace inspections are scheduled and completed, and must respond in writing within 30 days of receiving formal recommendations from the OHS committee/representative. The Department must also provide periodic written updates to the OHS committee or representative regarding the status of accepted recommendations.

Workers have a duty to report hazards, advise the OHS committee/representative of unresolved issues, and use all protective devices or equipment. In all safety matters, employees must cooperate with their OHS committee/representative.

OHS committees and representatives must help identify and evaluate hazards, participate in inspections, and receive complaints or concerns from co-workers. They promote health and safety education, perform duties required by OHS legislation, and make recommendations for a safer workplace.

6.3 HAZARD RECOGNITION, EVALUATION AND CONTROL

Hazard recognition, evaluation and control involves identifying hazards at the work site, determining risk levels and eliminating or controlling the hazards. Supported by policy and standards, the hazard recognition, evaluation and control element will support all other elements of an OH&S program, either through sharing of information or further assessment of hazards identified in elements such as workplace inspections and hazard/accident/incident investigation.

There are two words that are critical to understanding this process:

Hazard: A condition, substance, behaviour or practice that has the potential to cause injury, illness or property damage.

Risk: A combination of the probability of occurrence of harm, the severity of that harm and the frequency of exposures. In the workplace setting, risks are largely imposed by the very nature of the work carried out, the design of the process and many other factors. Therefore, the risks associated with a task or operation can never be zero. Since zero risk is not attainable for a hazard that cannot be eliminated, the goal is to reduce the risk to a level as low as reasonably achievable (ALARA). The residual risk is then acceptable if appropriate controls are identified and implemented.

6.4 SOURCES OF HAZARDS

Often, when hazards are identified, there may be more than one single contributing factor. It is recommended that the relative contributions of the following four factors be considered when identifying a hazard:

People: People themselves through interaction with other people, the work environment and the materials they use can create hazards. Failure to provide sufficient orientation and training, unsafe at-risk behavior, inattention, lack of commitment, complacency, behavioral health conditions, threats of violence, etc. are hazards generated by people.

Equipment: Tools, machinery, computers, motor vehicles, restraint devices and other equipment can be inherently hazardous if used incorrectly or they can become hazardous over time through wear and tear.

Materials: Such as chemicals, wood, steel, plastics, glass etc.

Environment: Includes such things as workplace design and layout, obstructed work areas, chemicals, dusts, temperature extremes, noise, lighting, etc. In addition to the physical work environment, the psychosocial environment or workplace culture can also be a significant contributing factor to the creation of hazards.

6.5 TYPES OF HAZARDS

Occupational hazards are divided into two broad categories: (1) health hazards and (2) safety hazards. Generally, health hazards cause occupational illnesses, such as noise induced hearing loss or soft tissue injury from repetitive strain. Safety hazards cause physical harm, such as cuts or broken bones. Hazards exist in all workplaces. It is a legislative requirement under the Newfoundland and Labrador Occupational Health and Safety Act for all employees at the workplace to identify hazards and control or eliminate them once identified.

6.5.1 HEALTH HAZARDS

Health Hazards are usually categorized as one of four different types:

- Biological hazards;
- Physical health hazards;
- Physical demands (ergonomics) and stress; and;
- Chemical hazards.

Each of these is discussed below.

1. Biological hazards

Biological hazards, or biohazards, include any living organism which can cause adverse health effects in humans including:

- Bacteria
- Blood borne pathogens (e.g. Hepatitis C)
- Viruses (e.g. pneumonia)
- Fungus and molds
- Parasites

Some biological hazards can be detected by monitoring. However, the risk of catching an illness can usually be assessed by applying knowledge of the disease including how it spreads and infects people. Biological safety data sheets provide useful information such as survival characteristics of microorganisms outside of the body, how it is transmitted, and how likely workers are to contact the disease.

2. Physical health hazards

Physical health hazards are sources of energy strong enough to cause harm. They include noise, vibration, light, heat or cold, and radiation. These same sources of energy are not hazardous when their levels of intensity are below established standards. The upper, and sometimes lower levels of intensity which are safe for most people are referred to as “Threshold Limit Values” (TLV). For example, the TLV for noise is 85 decibels. This means that most people can withstand an average noise level of 85 decibels for 8 hours a day, 5 days per week, without experiencing noise-induced hearing loss.

3. Physical demands (ergonomic hazards) and stress

Often the term “human factors” are used to refer to a category of hazards which combines ergonomic hazards and psycho-social hazards. It includes design of the workplace, the workstation, tools and equipment, and the workflow. Ergonomics is concerned with controlling these hazards by optimizing the fit between the worker and the environment. Ideally, the job should fit the person’s mental, physical and personality characteristics.

Common problems caused by poor work design include repetitive strain injuries, cumulative trauma disorders, and soft tissue injuries (STI), including back injuries. Soft tissue injuries represent the majority of lost time injuries reported to the Workplace Health, Safety and Compensation Commission.

The following factors should be examined when attempting to identify physical demand hazards:

- Posture the worker must use to do the job. Stooping, crouching and bending without a break and generally awkward postures can cause health problems.
- The task requires excessive force. Excessive force used in lifting, pulling, pushing and twisting can result in serious sprains and strains.
- The task involves repetitive movements. Depending on the frequency, speed, and duration, doing something over and over again on a regular basis over prolonged durations can cause cumulative trauma.
- Physical condition of the person doing the job.
- Vibration of all or part of the body such as when using jack hammers and chainsaws.
- Work organization factors such as where, when, and how the work is done and at what pace. Poorly designed tasks can force workers to do too much too fast. This can increase the risk of accidents and injuries.

When considering the above factors, it is important to remember they can interact, worsening the situation. The more awkward or static the posture; the more excessive force needed to do the work; the more repetitive the tasks, then the greater will be the risk of injury.

Shift workers have irregular patterns of sleeping, eating, working, and socializing that may lead to health and social problems. Guidelines for managing shift work are available.

4. Chemical hazards

Many of the Department's workplaces have chemicals which, if not properly used or handled, can seriously affect the health of the workers. Some of these chemicals are materials brought into the workplace, such as cleaning agents; others may be by-products of work processes, such as welding fumes.

The following is a general list of the types of chemical agents:

- Gases (e.g. carbon monoxide)
- Vapours (e.g. from gasoline)
- Dust (e.g. from asbestos)
- Solvents (e.g. toluene)
- Fumes (e.g. welding)

- Smoke (e.g. tobacco)
- Mists (e.g. paint)

Each workplace should have a complete and current list of the chemicals which could harm the workers. “Controlled Products” are hazardous chemicals which are subject to the Workplace Hazardous Materials Information System (WHMIS) regulations. Workplace inspections of possible chemical hazards associated with WHMIS regulations require more than simply identifying the chemicals on hand. In addition to finding out when hazardous chemicals are in the workplace, the inspection must address the following questions:

- Have workers been adequately trained in how to safely use, handle, store and dispose of all the specific chemicals they use at work?
- Have workers who may have to work in areas adjacent to hazardous chemicals been informed about the hazards they may be exposed to?
- Are workers adequately trained in emergency response procedures, and are they equipped with the appropriate personal protective equipment for the chemicals they are working with?
- Do workers know the requirements for container labelling and are they able to access a current (dated within the past 3 years) Material Safety Data Sheet for each controlled product in the workplace?

Wherever hazardous chemicals are transported between the Department’s workplaces, the “Transportation of Dangerous Goods” (TDG) regulations apply. All workers involved in transporting dangerous goods must have valid TDG training certification.

6.5.2 SAFETY HAZARDS

Safety hazards are anything in the workplace that could cause an injury, and are often quite obvious. For example, a tripping hazard may not be removed until after an accident happens, even though many people in the area were aware of it. Careful workplace inspections are an effective means of identifying safety hazards.

Following is a general list of the types of safety hazards that may be found in Departmental workplaces.

- Machine hazards:
    1. Moving parts, hot parts, absence of guards, poor maintenance
- Energy hazards:
    - Electricity;
    - Steam;

- Heat;
- Pressure;
- Gravity;
- Mechanical (machines with moving parts)
- Chemical (mixing solvents can cause a reaction)
- Kinetic (slip and fall)
- Potential (hydraulic lifts)

- Confined space hazards
  - Not intended for human occupancy;
  - Restricted entry or exit;
  - Medical aid not readily available if required;
  - Where hazardous atmospheres may exist (e.g. methane, hydrogen sulfide, oxygen deficiency or oxygen enriched)

- Materials handling hazards
  - Mechanical materials handling – includes lifting, lowering, carrying, pushing, pulling, and shoveling items; and,
  - Handling hazardous materials – involves handling flammable, reactive, explosive and/or corrosive substances.

- Work practice hazards
  - Failure to develop or follow safe work practices, for example, working from heights without “fall arrest” equipment; and.
  - Poor housekeeping (e.g. improper storage areas, exits not cleared, grease on the floor)

6.6 HAZARD RECOGNITION, EVALUATION AND CONTROL PROCESS

Hazard recognition, evaluation and control is a systematic process that examines the operations and work carried out in an organization by the following:

- Doing an inventory of jobs in the workplace;
- Identify the tasks within each job;
- Identifying hazards;
- Determining the risk levels;
- Prioritizing hazards;
- Eliminating hazards where practicable
- Implementing controls.
- Monitoring the effectiveness of controls and making adjustments where necessary.

It is best done by the individual or a team of individuals who do the work or work in the area being assessed. They must have adequate training, knowledge and experience to describe relevant hazards and analyze their associated risks. The manager/supervisor of the area should be on the team and familiar with the activity. OHS committee members can facilitate the process and provide assistance.

6.7 THE STEPS OF HAZARD ASSESSMENT

The person who is responsible for a task, a project, or work area must make sure it is safe. That is, they must identify the environmental or occupational health and safety risks and make sure these risks are within acceptable levels.

The process of identifying, assessing, and controlling hazards is most effective when done in consultation with the employees who perform those activities. The hazard assessment is completed before the work or activity commences, based on the workers' and the supervisor's past experience and knowledge of the activity. These factors must be documented, in writing, on the hazard assessment form.

To be sure that all hazards are found:

- Look at all aspects of the work.
- Consider non-routine activities associated with the work such as maintenance, repair, or cleaning.
- Consider past accident / incident / near-miss records.
- Include activities "off site", such as driving to the workplace, working with clients and contractors, etc.
- Look at the way the work is organized or "done" (include experience and age of people doing the work, systems being used, etc).
- Look at foreseeable variable conditions, such as weather conditions, lighting, time of day, etc.
- Examine risks to, or from, visitors or the public.
- Include an assessment of groups that may have a different level of risk such as young, seasonal or inexperienced workers, or persons with disabilities.

It is not necessary to complete a new hazard assessment form every time a repetitive task is performed. If an existing hazard assessment is used, workers and supervisors must be able to demonstrate that they have discussed and understand the hazards and controls associated with that activity.

Likewise, a unique hazard assessment need not be performed for each workplace. If the Department faces the same hazards at multiple workplaces, and the safe work practices to be followed are identical at each workplace, then a single hazard assessment applicable to all the workplaces is acceptable.

Ideally, hazard assessments involving the work for each shift are discussed by the workers and the supervisor during a Toolbox Talk. This gives the opportunity to discuss any concerns, and helps ensure that all employees have a thorough understanding of activities during the shift. While the Toolbox Talk may not always be practical, all workers must be able to demonstrate that they have considered the expected or known hazards, including any field level risk assessments, that they understand the controls required, and that they have implemented these controls prior to work commencing.

The hazard assessment process consists of the following components:

- Identification of expected or known hazards;
- Rating of the exposure to the hazard based on estimated frequency, severity and probability;
- Documentation and prioritization of expected or known hazards;
- Completion of plan for control of risks, including reasonable target dates;
- Reviewing the assessment form with the workplace supervisor responsible for ensuring recommendations are adequate and implemented;
- Providing a copy of the completed hazard assessment to the administrative support person at the workplace, for filing and possible future reference;
- Communicating information to employees, contractors and the general public.

See the **HAZARD ASSESSMENT** form, Section 11.2

Step 1
List the steps of the task:

The formal hazard assessment process begins with a brief description of all work related activities that take place within a task. This should include all parts of the tasks, including the equipment, machinery, materials, tools, ergonomic factors, and chemicals used with all jobs/tasks as well as any physical and psychosocial environmental factors that impact the work.

Step 2
Identify the hazards:

The next step is to identify the health and safety hazards associated with each work-related activity.

Several techniques can be used to identify hazards including:

- Apply individual experience, knowledge and training;
- Observe how the work-related activity is currently being done and making note of potential and known hazards;
- Talk to employees and supervisors who do the work;
- Review inspection reports and incident investigation reports to identify recurring hazards;
- Analyze incident and injury trends for patterns and high incidence rates;
- Check maintenance and service records of equipment, tools, machinery, etc. used in work site operations.

Step 3
Risk Assessment – Ranking Risk

When a hazard has been identified, it may be necessary to assess the level of risk involved. The reasons for these assessments are to discover if present controls are utilized; if further controls are necessary and to provide an acceptable level of risk to the employee and employer. This additional step may not be necessary when the hazards identified are all going to be corrected in the immediate future or otherwise dealt with before the hazard could result in a mishap. However, where several hazards have been identified and the resources available to correct the hazards are limited, it is useful to estimate the level or risk for each hazard in order to determine the priority for correcting the hazards. Hazards should be addressed in accordance with the principle of - "correct the hazards with the highest risk first", or "worst first". Another possible reason for estimating the risk associated with a hazard would be when one or more members of the workplace begin to overreact because of the presence of a hazard, expressing a level of fear or agitation which is disproportionate to actual risk of harm. In this situation, a careful and reasoned evaluation of the risk may help to restore a more rational outlook and attitude about the hazard. Risk assessment, or risk analysis, involves a careful prediction of the consequences of an accident/incident caused by the hazard. The level of risk associated with the hazard is assessed by considering probability, severity and frequency.

The following tables explain the ranking system:

Probability (P): What is the likelihood of the hazard causing an incident?

Probability Rating	Explanation
1	Unlikely to occur
2	Likely to occur
3	Will occur if not controlled

Severity (S): If an incident does occur, what are the consequences?

Severity Rating	Explanation
1	First aid or minor property damage
2	Lost time injury or significant property damage
3	Fatality/permanent disability or major property damage

Exposure (E): How frequently is the employee exposed to the hazard?

Frequency Rating	Explanation
1	Less than 10% of the activity is exposed to the hazard
2	10% - 49% of the activity is exposed to the hazard
3	50% - 100% of the activity is exposed to the hazard

The hazard assessment team shall express the level of risk using the following formula:

Risk = Probability (1-3) + Severity (1-3) + Exposure (1-3)

The resulting calculation will be the basis for ranking hazards:

Low Risk	Medium Risk	High risk
3 or 4	5 or 6	7-8-9

Step 4
Prioritize Hazards

After the risk assessment has been done, hazards are classified as high, medium, or low risk to establish priorities for action.

Degree of Risk	Risk Classification	Action
7-8-9	High Risk	Requires immediate attention; eliminate the risk or implement appropriate controls to lower the degree of risk to a level as low as reasonably achievable.
5-6	Medium Risk	Requires attention; implement appropriate controls to lower or minimize the degree of risk.
3-4	Low Risk	Requires monitoring; continued operation is permissible with minimal controls; take action if the degree of risk increases.

Step 5
Eliminate Hazards

When eliminating hazards or identifying and developing controls, it is recommended that employees knowledgeable about the work be involved in the process, either through consultation or direct participation as members of the team. The team starts with the high risk hazards and goes through eliminating hazards whenever it is reasonably practicable to do so. Where elimination is not practicable, the team identifies existing or proposed controls (see Step 6).

Step 6
Identify/Implement Hazard Controls

When hazards cannot be eliminated, controls need to be developed and implemented to minimize associated exposure and reduce levels of risk. Hazards that are high risk are dealt with first, followed by medium risk hazards, then low risk hazards. During this process, the team needs to consider all hazard control alternatives including elimination, substitution and redesign or automation.

Step 7
Implement Controls

Once identified, existing or new controls must be implemented in a timely fashion. All controls must be implemented. If several jobs or processes are hazardous, they should be prioritized. The controls to mitigate high risk hazards must be considered a high priority. The controls for medium hazards are implemented second, and the controls for low hazards are implemented last.

Factors to consider when implementing controls:

- ***Allocating Resources****:* Management, Directors and Executive must allocate sufficient money, staff and materials to implement the controls;

- ***Training:*** Management must communicate changes and provide training to employees on any controls introduced (e.g., orientation to new or modified equipment, training on a revised work procedure, training on a piece of personal protective equipment, etc.);

- ***Coaching and Monitoring:*** Supervisors must reinforce the proper use, care and maintenance of controls through observation and feedback, discussion during staff meetings, etc., and

- ***Evaluating Effectiveness:*** Once controls have been implemented, supervisors need to continue to determine their effectiveness to prevent future incidents.

Step 8
Evaluation

After hazards have been identified and controls have been implemented and evaluated for effectiveness, the process continues on an ongoing basis.

Sometimes hazard controls do not work as well as expected. Therefore, the OHS committee or workplace representative should monitor the effectiveness of the corrective action taken by the Department during their inspections. The following are appropriate questions:
• Have the controls solved the problem?
• Is the risk posed by the original hazard contained? Have any new hazards been created?
• Are new hazards adequately controlled?
• Are monitoring processes adequate?
• Have workers been adequately informed about the situation?
• Have orientation and training programs been modified to deal with the new situation?
• Are any other measures required?

Hazard assessments are most useful when they are current. Therefore, managers and employees must evaluate the effectiveness of all new or additional controls.

Hazard Assessments must be reviewed and updated:

- whenever new work processes or new equipment are introduced;
- whenever work processes or operations change; and,
- before significant additions or alterations at the workplace

Elements of the Occupational Health and Safety Program are not developed independently of one another and are typically linked in some way. Activities that may lead to a review of the Hazard Assessments include:

- ***Scheduled Workplace Inspections:*** Workplace inspections will often identify hazards and even prioritize them but there will be a need for further analysis if there is a recurring condition. Workplace inspections can also ensure that controls implemented from hazard assessments are in place and effective.
- ***Incident Investigations:*** Incident investigations determine if the hazard controls identified in the Hazard Assessments are in place and working as intended or whether control revisions are required. When the above elements identify deficiencies, the hazard assessments should be revised;
- ***Revision*****:** Control measures may require revision to eliminate or reduce the hazard to the lowest degree of risk;
- ***Training:*** Provide refresher training if it is a seasonal hazard or if the controls have changed to make sure employees are aware and competent in the tasks; and
- ***Communication:*** Managers must communicate newly identified hazards and controls to employees.

6.7.1 FIELD LEVEL RISK ASSESSMENT

Upon arrival at a workplace, unforeseen factors may be identified which have the potential to affect the safety of the work, possibly resulting in a decision to implement additional controls or even delay the job until additional or different controls have been implemented. This process is often referred to as a “Field Level Risk Assessment” (FLRA). At work locations where the activities and conditions change frequently, for example construction sites, road building activities, outdoor work activities affected by weather conditions, etc., the FLRA is completed on-the-spot. This is a careful consideration of environmental and other conditions affecting the safety of an activity, and may help an employee explain why, or why not, a course of action was taken. The FLRA is an ongoing process and safety decisions may change in relation to the changing conditions.

Some examples of considerations in an FLRA follow on the next page. This FLRA Form is also located in Section 11.17 of this manual

11.17 FIELD LEVEL RISK ASSESSMENT

Check off the hazards that apply to the job.

Environment Hazards 1. Work area clean 2. Material storage identified 3. Dust/Mist/Fume 4. Noise in area 5. Extreme temperatures 6. Spill potential 7. Waste containers needed 8. Waste properly disposed 9. Waste plan identified 10. Excavation permit required 11. Other workers in area 12. Weather conditions 13. MSDS reviewed	Access/Egress Hazards 23. Aerial lift/Man basket (inspected and tagged) 24. Scaffold (inspected and tagged) 25. Ladders (tied off) 26. Slips. Trips 27. Hoisting (tools, equipment) 28. Evacuation (alarms, routes, phone numbers) 29. Confined space entry permit required	Rigging & Hoisting Hazards 38. Lift study required 39. Proper tools used 40. Tools inspected 41. Equipment inspected 42. Slings inspected 43. Others working overhead/below 44. Critical lift permit
Ergonomic Hazards 14. Awkward Body Position 15. Over extension 16. Prolonged twisting bending motion 17. Working in a tight area 18. Lift too heavy/ Awkward to lift 19. Parts of the body in line of fire 20. Repetitive motion 21. Hands not in line of sight 22. Working above your head	Newfoundland Labrador Transportation and Works	Electrical Hazards 45. GFI test 46. Lighting levels too low 47. Working on/near energized equipment 48. Electrical cords condition 49. Electrical tools condition 50. Hot work or electrical permit required
	Overhead Hazards 30. Barricades & signs in place 31. Hole coverings identified 32. Harness/ Lanyard inspected 33. 100% tie-off with harness 34. Tie off points identified 35. Falling items 36. Foreign bodies in eyes 37. Hoisting or moving loads overhead	Personal Limitations/ Hazards 52. Procedure not available for task 53. Confusing instructions 54. No training for task or tools to be used 55. First time performing the task 56. Micro Break (stretching/flexing) 57. Report all injuries to your supervisor

The supervisor will review the recommended actions and timelines and suggest changes if necessary. The process of implementing controls will be carried out, in the order of priority as prescribed on the hazard assessment form. Any identified hazard(s) that represents an imminent danger or threat to life, property or the environment must be dealt with immediately.

It will be the discretion of the manager and director to determine if any specific recommendations require intervention by executive or senior level administration.

The employer will provide training in the hazard recognition, evaluation and control process to individuals, who will then be responsible for conducting hazard assessments in their individual workplaces.

6.8 STRATEGIES FOR HAZARD CONTROL

The first consideration in hazard control is to determine if the hazards can be controlled at their source (where the problem is caused) through applied engineering. Where this is not practical, controls may be placed between the source and the worker. The closer the control is to the source, the better. If this is not possible, hazards must be controlled at the level of the worker. For example, workers may be required to use a specific work procedure to prevent harm.

One type of hazard control may be completely effective. A combination of several different types of hazard controls may also work well. Whatever method is used, it is important to try to find the root cause of each hazard and not simply control the symptoms. It may be helpful to review the four types of contributing factors discussed above in Section 6.4. For example, it might be better to redesign a work process than simply improve a work procedure. It is better to replace, redesign, isolate or quiet a noisy machine than to equip nearby workers with hearing protectors.

6.8.1 CONTROL AT THE SOURCE

Elimination The very best method of controlling a hazard is to eliminate it completely, if possible. This is the best way to protect workers.

Substitution Where elimination of a hazard is not possible, it may be possible to replace the hazardous condition with something less hazardous. For example, a less hazardous chemical may replace a more hazardous one; and a safer work practice may replace a less safe one. Where substitution is possible, it becomes necessary to complete a hazard assessment of the new condition.

Redesign Sometimes engineering can be used to redesign the layout of a workplace, work station, work processes and jobs to prevent hazards. For example, containers might be redesigned so they are easier to lift and hold. Engineering may be able to improve workplace lighting, ventilation, temperature, process control and so forth.

Automation Dangerous processes can sometimes be automated or mechanized through purchase of equipment which eliminates worker exposure.

6.8.2 CONTROL ALONG THE PATH TO THE WORKER

Hazards that cannot be isolated, replaced, enclosed, or automated can sometimes be removed, blocked, absorbed, or diluted before they reach workers. Usually, the further a control keeps hazards away from workers, the more effective it is.

Barriers A hazard can be blocked. For example, proper equipment guarding can protect workers from contacting moving parts. Screens and barriers can block a welding flash from reaching workers. Machinery lockout systems can protect maintenance workers from physical agents such as electricity, heat, pressure and radiation.

Absorption Baffles can block or absorb noise. Local exhaust ventilation can remove toxic gases, dusts and fumes where they are produced.

Dilution Some hazards can be diluted or dissipated. For example, general (dilution) ventilation might dilute the concentrations of a hazardous gas with clean, tempered air from outside. Dilution ventilation is often quite suitable for less toxic products. However, it is not effective for substances that are harmful in low concentrations. It may also spread contaminants through the workplace rather than removing them.

6.8.3 CONTROL AT THE LEVEL OF THE WORKER

Control at the level of the worker does not remove the risk posed by the hazard. It only reduces the risk of the hazard injuring the worker and lessens the potential seriousness of the injury. Therefore, most safety experts consider control at the level of the worker to be the least effective means of protecting workers.

6.9 TYPES OF HAZARD CONTROL

Three types of hazard controls can be used when taking measures to reduce levels of risk and should be considered in the following order:

- Engineering Controls
- Administrative Controls
- Personal Protective Equipment (PPE)

Note: The three types of controls are often combined to obtain a greater level of protection for workers.

6.9.1 ENGINEERING CONTROLS

Engineering controls are considered first since they are the preferred type of control. The ultimate goal is to design work environments, work processes, and equipment that either eliminate or control hazards. Engineering controls are designed to control the hazard at its source through elimination, substitution or isolation. It is the only form of control that does not require continuous intervention.

Examples of engineering controls include:

- Replacing diesel motors with electric to eliminate diesel fumes
- Replacing spray painting processes with airless systems
- Decreasing the temperature of a process
- Utilizing mechanical transportation methods to decrease manual handling
- Installing ventilation systems, fume hoods, ductwork, etc.
- Eliminating the use of extension cords by installing more electrical outlets

6.9.2 ADMINISTRATIVE CONTROLS

Administrative controls are considered next. These controls are procedure and best-practice focused. They include things like development of safe work practices, scheduling, organizational rules, housekeeping policies, staff rotation, standards, hazard warning signs, training, codes of practice, etc. Examples of administrative controls:

- Departmental policies or directives that require specified behaviour. These either apply to all employees (e.g. emergency evacuation procedures) or to selected groups of employees (e.g. take breaks when operating computers). It is important that polices and directives be communicated to employees at orientation, re-emphasized during training, and enforced by management;
- Installing panic buttons with visible and audible alarms
- Posting hazard-warning signs in appropriate areas (e.g. slippery floors)
- Providing cell phones, radios and telecommunications devices to staff
- Rotating staff in a work area to limit hazardous exposures (e.g. heat)
- Providing hazard-specific training to employees.
- ***Safe Work Practices (SWP):*** These are descriptions of how work-related activities (usually those with associated medium/low risk hazards) are performed safely (operating a computer, lifting a load, inspecting a vehicle prior to operation).
- ***Codes of Practice:*** These are very similar to SWPs but they are legislated. A Code of Practice contains the same information as an SWP but must be worksite specific and include details specific to the work site where the activity is carried out.
- ***Equipment/Vehicle Maintenance Program:*** While the use and operation of equipment depends mainly on operator skills, maintenance depends on strict scheduling, thorough inspections, and is normally based on manufacturer's specifications and recommendations.

6.9.3 PERSONAL PROTECTIVE EQUIPMENT

The third hazard control option is the provision of proper personal protective equipment (PPE) for employees. In terms of hazard control, PPE is considered a method of last resort and should not be used as a substitute for other reasonable measures which would result in the control of a hazard. Personal protective equipment is the last line of defense a person has against a hazard that may be encountered on the job. The proper use of this equipment may reduce or eliminate the extent of harm or injury and therefore its importance must not be under-estimated. It is critical that the appropriate personal protective equipment for the situation is used, and that:

1. Its limitations are fully understood;
2. It is properly fitted for the individual;
3. The person using the personal protective equipment is trained in its use, care and maintenance, and;
4. Is regarded by the person using it as normal attire for working in that environment or with the particular hazard.

6.9.3.1 Skin, Hands and Body Protection

Clothes are a major line of defense against hazards on the job. Employees are reminded of the Departmental uniform policy (**see Section 1.10**), and must always dress suitably for work. Items such as long sleeve cotton shirts protect against minor scrapes and bruises as well as ultraviolet exposure outdoors. Clothing made of synthetic fibers can be readily ignited by or melted by heat or electric flash, and do not insulate well in wet conditions. Cotton or wool are more flame retardant and are therefore recommended. Special body apparels may be required to prevent contact with:

- noxious gas, liquid, fume or dust;
- an object that may puncture, cut or abrade the skin,
- a hot object, liquid, or molten metal; or
- radiant heat or cold.

Gloves are effective against most minor cuts, scrapes and abrasions and are recommended when handling sharp or abrasive materials. Specialized personal protective equipment for hazards include: finger guards, thimbles and cots, hand pads, mitts and barrier creams. Personal protective equipment for hands comes in many forms, each designed to protect against certain hazards. The Material Safety Data Sheets for hazardous chemicals indicate which gloves and other personal protective equipment are required for safe handling. This information should always be checked before working with controlled products.

Generally, personal wearing apparel of an employee must be of a type and condition that will not expose him or her to unnecessary and avoidable hazards. Where there is danger of contact with moving parts of machinery;

- the clothing must fit closely around the body;
- dangling neckwear, bracelets, wristwatches, rings, etc must not be worn; and
- cranial and facial hair must be completely confined or cut short.

Employees whose duties are regularly performed in areas and under circumstances where they are exposed to the danger of moving vehicles or equipment must wear distinguishing apparel or devices of highly visible material.

6.9.3.2 Eye and Face Protection
Eye and face protection is designed to protect the worker from such hazards as:

- flying objects and particles;
- molten metals
- splashing liquids; and
- ultraviolet, infrared and visible radiation (welding).

This type of equipment may be divided into two types. The first type, "basic eye protection" includes safety spectacles with or without side shields, monoframe goggles and eyecup goggles (as with some styles of flame cutting and gas welding goggles). Clip-on side shields must be used if they are not a built-in feature of the spectacles. Prescription lens may be acceptable safety eye wear only if the lens provider has certified them as "safety eye wear". In these cases, side shields must be clipped in place.

The second type "face protection", includes chemical and impact resistant (plastic) face shields and welders shields or helmets with specified cover and filter plates and lenses. Basic eye protection should be worn with (underneath) face shields.

Comfort and fit are important in the selection of safety eye wear. Lens coatings, venting or fittings may be needed to prevent fogging or to fit over regular prescription eyeglasses. Safety glasses should be cleaned daily, or more often if required. Eye and face protection must have a CSA certification and be in accordance with the current Occupational Health and Safety regulations.

6.9.3.3 Head Protection
Safety headgear is designed to protect the head from the impact of flying and falling objects, bumps, splashes from chemicals or harmful substances, and contact with energized objects and equipment. Safety hats must be CSA approved and be in accordance with the current Occupational Health and Safety regulations. This requirement implies the safety hat will provide protection from impact to the side and back of the head. Where a hazard of electrical contact is present, the worker must use a safety hat which is specifically designed to provide protection from this type of hazard.

Safety hats must be adjusted to fit securely on the head. Where there is a likelihood of the hat falling off, or being blown off, chin straps must be used. If attachments are used with the headgear, they must be specifically designed for use with the specific headgear issued.

Safety hats should be inspected before and after each shift. Any signs of wear or damage to the suspension harness indicate it must be repaired or replaced. Similarly, any damage to the shell indicates it must be replaced. A visual inspection of the shell should look for breakage, cracks, discoloration, chalky appearance and brittleness. The entire safety hat must be discarded if it was subjected to any penetration or significant impact.

Safety hats should be cleaned using warm water and mild soap. Solvents, such as paint thinner, should be avoided because it can damage the material. They should not be painted. They should be stored in a clean, dry location.

Safety headgear must be worn wherever there is a hazard of flying or falling objects. It must routinely be worn at all construction sites and road maintenance operations, although it does not have to be worn while a worker is inside a vehicle. Safety hats must be worn by traffic control persons at all times while on duty.

6.9.3.4 Foot Protection

Safety footwear must be worn where there is danger of injury to feet through falling or moving objects, or from burning, scalding, cutting, puncturing, slipping or similar causes. Personal foot protection must meet the design and manufacturing specification of CSA. The minimum level of foot protection allowed at a worksite is CSA Grade I. This footwear bears a green triangle patch stamped with the CSA registered trademark on the outside and a rectangular green label on the inside, indicating the footwear is slip-resistant, steel or composite toe, and puncture-resistant shank.

The following types of hazards require particular protective features which are incorporated into the footwear design:

- Electrical shock - Safety footwear which is resistant to electrical shock has a white rectangular label bearing the CSA trademark and the Greek letter Omega in orange lettering. This footwear does not completely eliminate the risk of electrocution but it does provide some level of shock resistance in dry locations.

- Chainsaw cuts - Boots which provide some degree of protection against chainsaw cuts have embedded "ballistic nylon", kevlar, or other material designated for the purpose. They are typically high top, orange colored, rubber boots which provide reasonably good anti-slip protection.

- Ankle injury - Where there is a danger to the ankle from materials or equipment which could provide injury, or of twisting the ankle from walking on uneven ground or slippery surfaces, the safety boots must have at least a 15cm high ankle support.

Safety footwear should always be laced up and securely tied to prevent a tripping hazard or the footwear from falling off. It must be maintained in good condition. Routine inspections should be completed to:

- check for tears or holes in the leather;
- make sure the steel toe caps are not exposed; and
- check the wear of the sole

6.9.3.5 RESPIRATORY PROTECTION

As of this manual revision, the Respiratory Protection Program for the Department is under development. Details of the most recent program elements will be available through your SHRM unit. Most workplaces in the Department are free of respiratory hazards. Where required, the Department shall establish, implement, maintain and revise a written respiratory protection program in accordance with CSA Standard Z94.4 "Selection, Use and Care of Respirators".

Where suspected respiratory hazards are present in a workplace, access points shall display signs warning that respiratory protection equipment is required, naming the contaminant or hazard involved.

In such workplaces, the Department shall ensure that sufficient workers who are trained in rescue procedures are immediately available whenever workers are working in areas where an oxygen deficient atmosphere or hazardous contaminants may be present. Rescue workers shall have immediate access to appropriate breathing equipment or other equipment necessary for rescue purposes.

Personnel are sometimes exposed to respiratory hazards generated by equipment, materials, or procedures. The Department shall select and provide appropriate respiratory protection equipment based on the respiratory hazard to which a worker is exposed, and workplace and user factors that affect the performance and reliability of the equipment. The Department shall identify and evaluate the respiratory hazards in the workplace, and the evaluation shall include an employee's potential exposure to respiratory hazards and an identification of the contaminant's chemical composition and physical state. Although proper work practices and engineering controls may be used to reduce these hazards, often the only practical control is respiratory protective equipment. Protection is ensured not only by the respirator but also by its proper selection and use. To select the proper respirator for a particular job, the worker must know the characteristics of the hazard, the anticipated exposure, and the limitations of the equipment. Respiratory equipment should only be selected by someone who understands all three factors. Most manufacturers can assist with selection.
Respiratory hazards may be present as:

- Gas: Common toxic gases are carbon monoxide and hydrogen sulphide.
- Vapors: Vapors are produced by solvents such as xylene, toluene, and mineral spirits used in paints, coatings and degreasers.
- Fumes: Exhaust fumes are the most common type of fumes, such as from diesel engines.
- Mists: The spraying of materials generates mists of varying composition.
- Dust: Dust is generated by crushing, grinding, sanding or cutting.

Controls
Work areas must be ventilated to reduce hazards from dust, fumes, mists, gases or vapors. Where ventilation is not practical, workers must be provided with respirators appropriate to the hazard and be trained to use and maintain the respirators properly.

Respiratory protection falls into two major categories:

1. The first is Air Purifying Respirators (APRs) which have particle (dust) chemical cartridges but no visor plate. The air is inhaled from the surrounding air but cannot replenish or increase its oxygen content.

2. The second category is Atmosphere Supply Respirator, which includes self-contained breathing apparatus (SCBA), airline systems and protective suits that completely enclose the worker and incorporate a life support system. Any compressed air, compressed oxygen, liquid air and liquid oxygen used for respiration shall comply with the CSA Code Z180.1 “Compressed Breathing Air and Systems”.

Only APRs will be dealt with in this section. The second category of respirators requires much more specific information and training. If workers need to use Atmosphere Supplying Respirators, they should get expert advice. Although supplied-air respirators provide the best protection against many hazards, they present their own set of problems. With self-contained breathing apparatus (SCBA), there are problems with weight and limited service life. With airline units, the trailing hose can get snagged or tangled. Another concern relates to the quality of air stored in cylinders and supplied by compressors. For breathing, this air must meet the high standards required by CSA air purity.

Air-Purifying Respirators (APRs)
WARNING: Air-purifying respirators simply remove certain airborne hazards. They do NOT increase or replenish the oxygen content of the air and should never be worn in atmospheres containing less than 19.5% oxygen. These devices purify the air drawn through them. Although various filters have been designated for specific hazards, there are two basic types used with air-purifying respirators; mechanical (particulate) and chemical (gas and vapor).

Mechanical filters remove solid particles such as dust and fumes but provide no protection against hazardous gases or vapors. Chemical cartridge filters use substances which absorb or neutralize gases and vapors. Chemical cartridge filters include the following:

- Organic vapor cartridges remove vapors such as toluene, xylene, and mineral spirits found in paints, adhesive and cleaners;
- Acid gas cartridges protect against limited concentrations of hydrogen chloride, sulphur dioxide and chlorine;
- Ammonia cartridges designed especially to remove only ammonia gases; or
- Combination cartridges can be used where more than one type of hazard exits.

Face Pieces
There are five different types of face pieces available:
1. Disposable dust masks and disposable gas/vapor masks.
2. Quarter-face masks
3. Half-face masks
4. Full-face masks
5. Hoods and helmets

Fit Testing
A worker must not use any air-purifying respirator that has not been fit tested on the wearer. Fit testing of a potential wearer must be conducted before he/she is allowed to wear any tight fitting respirator. This must be done by a competent person who has been trained in fit testing. Any changes to facial features require another fit test. **See Section 11.8**

Fit Checking
With every respirator except hoods and helmets, a tight seal is required between face piece and face. Positive or negative pressure tests can be used to check the fit each time a respirator is used. This never takes the place of Fit Testing.

Negative pressure test:
Block inlets. Inhale gently. Respirator should collapse slightly and not allow any air into face piece.

Positive pressure test:
Cover exhaust port and try to exhale gently. The face piece should puff away from the face but no leakage should occur.

If at any time a worker cannot get proper results from fit checking, he or she must be refitted. The service life is affected by the type of APR, wearer breathing demand and the concentration of airborne contaminants. When an APR is required, consult the Material Safety Data Sheet (MSDS) or supplier for the exact specifications for the APR.

Facial hair can prevent a good seal and fit of an APR. One to three days of growth is the worst. The manufacturer's instructions must be followed to the letter regarding the mask, filters, cartridges and other components. As required by the OHS act and regulations, the Department shall not permit a respirator with a tight-fitting facepiece to be worn by an employee who has hair on the face or scalp that is likely to prevent effective sealing of the facepiece to the facial skin, or a condition that interferes with the face to facepiece seal or valve function. An APR is only as good as its seal and its ability to filter out the contaminants it was designed to filter.

Similarly, where an employee wears corrective glasses, goggles or other personal protective equipment, the Department shall ensure that the equipment is worn in a manner that does not interfere with the seal of the facepiece to the face of the user.

Inspection, Cleaning and Storage
Respirators must be inspected before each use to ensure that it is in good operating condition. The face piece should be disposed of upon observation of damaged or defective parts. The following inspection procedure is suggested:
• Check the face piece for cracks, tears and dirt. Be certain the face piece, especially the face seal is not distorted.
• Examine the inhalation valves for signs of distortion, cracking or tearing. Lift the valves and inspect valve seal for dirt or cracking.
• Make sure that the head straps are intact and have good elasticity.
• Examine all plastic parts for signs of cracking and fatigue. Make sure the filter gaskets are properly seated and in good condition.

• Remove the exhalation valve cover and examine the exhalation valve and valve seat for signs of dirt, distortion, cracking or tearing. Replace the exhalation valve cover.
• Equipment maintained for use in emergency situations is to be inspected at least monthly and according to the manufacturer's recommendations, and is to be checked for proper function before and after each use.
cover and examine the exhalation valve and valve seat for sig
• Equipment intended for escape only is to be inspected before being brought into the workplace.
• Where inspection of emergency equipment reveals damage, the equipment shall be discarded and replace.

Cleaning
Cleaning is recommended after each use:

- Remove cartridges and/or filters.
- Clean the face piece (excluding filters and cartridges), with respirator wipes or by immersing in a warm cleaning solution, water temperature not to exceed 120°F, and scrub with soft brush until clean. Add neutral detergent if necessary. Do not use cleaners containing lanolin or other oils.
- Rinse in fresh, warm water and air dry in non-contaminated atmosphere.
- Respirator components should be inspected prior to each use. A respirator with any damaged or deteriorated components should be discarded.
- The cleaned respirator should be stored in a sealed plastic bag and kept away from contaminated areas when not in use.

6.9.3.6 Fall Arrest/Restraint Systems – Effective January 1, 2012, fall arrest training was mandatory prior to using fall arrest equipment.

Where the Department determines it is impractical to provide adequate work platforms or staging, fall protection systems are used to provide workers working at heights above ground a level of freedom to move and protection from falls.

The Fall Protection legislation *(OHS Regulations, Part IX)* requires that, where a person is exposed to the hazard of falling from a work area that is:

- 3 meters or more above the nearest safe surface or water; or
- 1.22 meters where the fall arrest system is not equipped with a shock absorbent system; or
- above a surface or thing that could cause injury to the person on contact; or
- above an open tank, pit or vat containing hazardous materials,

the worker shall be provided with a fall arrest system. A guardrail, personnel safety net or temporary flooring may be used instead of a fall arrest system, or the worker is provided with another means of fall protection that provides a level of safety equal to or greater than a fall arrest system.

There are different types of fall arrest systems, depending on the work performed, however all systems should be inspected and certified for use by a competent person. All safety belts, full body harness and lanyards must be CSA-certified. Full body harnesses must be snug-fitting and worn with all hardware and straps intact and properly fastened. Safety belts are only allowed to be used as a travel restraint/restrict system. Fall arrest systems require a full body harness. A lifeline can never be used as a service line. The only time a lifeline becomes a load bearing line is in the event of a fall. At all other times it should be just slack enough to permit free movement of the service lines. No more than one worker shall be attached to a life line.

<u>Maintenance</u>
The following is only a guideline for maintenance, care and storage. All equipment used in a fall arrest system must be maintained to manufacturer's specifications. Any equipment in need of maintenance must be tagged and removed from service.

- All hardware should be cleaned and lubricated with a light oil;
- Store in a clean, dry location free of corrosives and harmful fumes;
- Store out of direct sunlight;
- Clean synthetic webbing with a wet sponge. Use a mild detergent for more difficult stains;
- Equipment should always be dried thoroughly after becoming wet;
- Keep away from excessive heat; and,
- Lubricate parts as recommended by manufacturer.

Inspection

Fall Protection equipment must be inspected by the user before each and after every use. A detailed inspection must also be conducted at regular intervals, (minimum yearly), by a competent person. Check the following during inspections:

- **Webbing**: Examine all webbing on both sides from end to end. Flex webbing over fingers bending it to expose any signs of damage. Look for evidence of damage related to cuts, tears, abrasions, heat burns, kinks, knots, broken strands or excessive wear. Discolored, fused, brittle or melted fibers may indicate signs of damage from heat, paints solvent or chemicals.
- **Lanyards**: Should be examined for signs of shock loading. Any piece of equipment that has arrested a fall must be removed from service, destroyed or returned to manufacturer for evaluation.
- **Hardware**: Evidence of defects or damage to hardware elements will require the equipment to be taken out of service. Cracks, sharp edges, deformation, corrosion, chemical attack, excessive aging or excessive wear should be examined. Check the metal wear at the base of the D-ring and make sure the D-ring pivots freely. Check buckles to ensure that they are not bent or distorted and that they can move freely back and forth and engage correctly. All locking snaps and karabiners should operate smoothly. The latch (keeper) must close securely against the snap nose.
- **Rivets**: Make sure rivets are holding tightly and have not pulled through the webbing. Rivets should not be bent. Pitted rivets indicate chemical damage.
- **Stitching**: Make sure there are no more than two breaks in the thread or any stitch pattern.
- **Grommets**: Must be tight, not distorted or broken. Check for corrosion, dents, sharp edges or cracks.
- **Ropes and cables**: Examine the rope from end to end, rotating it as the inspection proceeds. Rope must be free of knots and of consistent diameter. Look for discoloration, broken, cut, crushed, worn, or deformed fibers. Damage can be caused by chemicals, welding, painting and exposure to light or heat.
- **Retractable lines**: Check the wire rope life line for broken strands. The locking mechanism should be examined at different extended lengths to ensure correct operation. The hook should be secure on the line, in good condition and free to swivel. Check indicator button, where applicable, to ensure the unit has not arrested a fall.

6.9.3.7 Ergonomics

Ergonomics is the practice of fitting workplace conditions and job demands to the capabilities of the working population. While ergonomics can be applied at home and in recreation, the most common uses are in workplaces in areas such as workstation design and the layout of the work environment. The goal is to optimize the health, safety, comfort and efficiency of workers by preventing soft-tissue injuries. This will be achieved through proper training, precautions, equipment and implementing an active health and safety program that features an ergonomic component. Under the *Occupational Health and Safety Regulations*, the Department will perform a risk analysis of the workplace, consulting with potentially affected workers. Controls arising from this analysis will be monitored for effectiveness.

Supervisors have a leadership role primarily focused on ensuring Departmental compliance with Occupational Health & Safety standards and regulations by securing the health, safety and welfare of all workers under their supervision. This includes ensuring that work is conducted ergonomically. They advise workers under their supervision of the musculoskeletal hazards in their work environment; provide proper written or oral instructions regarding precautions to be taken for the protection of all workers under their supervision regarding musculoskeletal injury prevention; and ensure that a worker under their supervision uses or wears protective equipment, devices or other apparel that the Act, regulations or the employer requires to be worn to prevent musculoskeletal injury.

The OHS Committee will include ergonomics into their legislated annual inspections; the committee shall receive complaints of ergonomic hazards while conducting their inspection. Should alternate equipment be needed by an employee or further investigation be needed, the OH&S committee will outline it in their inspection and communicate the issue to management for resolution.

Employees will integrate ergonomics into everyday work activities; follow the directives set by management regarding ergonomic guidelines in the workplace; follow general ergonomic practices; report & document any ergonomic hazards or injuries that may be found or sustained throughout the workplace; become familiar with the Occupational Health & Safety information and regulations relevant to the workplace and their jobs; and, know and understand their OH&S responsibilities.

6.10 HEARING CONSERVATION PROGRAM

When a worker is required to work in an area in which noise levels exceed permitted criteria, the Department will establish a hearing conservation program. This will include:

- A noise survey in the workplace to determine high noise areas
- Baseline testing for new employees, and annual testing thereafter.
- Mandatory training and education for all workers in the health hazards of noise and the fitting, maintenance, care and use of hearing protection.

Details of the hearing conservation program will be recorded and maintained by the Department. Legislation requires that signage is posted advising of high noise levels in excess of the threshold limit. These signs will clearly state that a noise hazard exists and shall describe the personal protective equipment that is required. Upon termination of employment, the worker may request his or her record of noise exposure during the term of employment.

Where the level of noise is sufficiently intense, it will pose a potential hazard to the hearing of employees who are exposed to it for long periods of time. Too much noise exposure can cause a temporary loss of hearing, and, if the noise exposure is repeated too many times, the loss gradually becomes permanent. Occupational Health and Safety legislation has adopted a standard which requires the use of hearing protection where the level of noise in a workplace exceeds an average of 85 decibels over an eight hour shift. This standard may be proportionately pro-rated. For example, the maximum duration of unprotected exposure for sound levels averaging 88 dB(A) is 4 hours; for 91 dB(A), 2 hours; and for 94dB(A), 1 hour. Similarly an unprotected person may be safely

exposed to noise levels of an average of 82 dB(A) over 16 hours and 80 dB(A) over 24 hours.

6.10.1 RESPONSIBILITIES

Management
Executive, directors, and managers are responsible for ensuring that all components of the Hearing Conservation Program are implemented and enforced in noise hazard areas under their jurisdiction. Managers and supervisors, in conjunction with Strategic Human Resource Management, are responsible for:

a) identifying noise hazard areas and occupational areas which may be noise-exposed;
b) maintaining an up-to-date list of noise hazard areas/operations and noise-exposed employees;
c) taking appropriate steps to minimize the risk of noise-induced hearing loss, including, but not limited to, implementation of noise control measures where feasible and the provision of appropriate hearing protection devices;
d) ensuring that noise-exposed employees are advised of and participate in the audiometric testing program conducted annually;
e) ensuring audiometric testing results are received from staff within the first three months of employment and as required thereafter; and,
f) ensuring that any noise-exposed employees who have terminated employment with the Department undergo audiometric testing prior to departure.

Supervisors
The front line supervisor's role is vital to the Hearing Conservation Program. Supervisors are responsible for ensuring that all noise-exposed employees under their jurisdiction are trained, are aware of the noise hazards, and are provided with the means to protect his/her hearing. If hearing protection is necessary, the supervisor must enforce the use of it and be prepared to take appropriate disciplinary action in the event an employee does not comply with this requirement. Enforcing the proper use of hearing protection should be viewed in the same manner as the enforcement of other types of personal protective equipment (PPE), such as safety glasses, hard hat, safety shoes/boots, etc.

Employees
Employees exposed to hazardous noise levels are responsible for:
a) reporting noise concerns to the supervisor;
b) using and caring for hearing protective devices where these devices are required;
c) attending noise training workshops as required; and,
d) participating in the audiometric testing program.

Occupational Health and Safety (OHS) Committee
The local Occupational Health and Safety Committee's duties include ensuring that there are inspections and regular identification of hazards in the workplace. If noise hazards are detected or suspected, the OHS Committee shall inform the supervisor for further investigation and follow-up. The committee shall be informed when sound level measurements will be conducted in the workplace. A worker member of the committee is entitled to be present at the beginning of testing.

Strategic Human Resource Management Unit
Your SHRM Unit is responsible for:
a) defining the Hearing Conservation Program;
b) ensuring noise surveys and personal noise dosimeter assessments are conducted;
c) providing technical services and advice regarding control measures and hearing protection;
d) providing appropriate noise training and education;
e) auditing the program;
f) providing confidential (individual) counseling and, where necessary, referral to an appropriate health care practitioner;
g) reporting noise-induced hearing loss cases to the Workplace Health, Safety & Compensation Commission;
h) reporting general summaries of the results (stripped of individual identities) to the pertinent supervisors and Occupational Health and Safety Committees, as appropriate.

6.10.2 EMPLOYEE AWARENESS

To ensure employees are aware of and understand the Hearing Conservation Program, the Department will take the following steps:

Training / Information Sessions
Throughout the various regions there will be information sessions which provide the details of the program. These sessions will explain what is required by employees, as well as measures taken to prevent hearing loss; such as audiometric testing, sound surveys, and providing PPE, as it relates to hearing conservation. Annual training may occur to ensure all employees receive instruction on proper usage and maintenance of hearing protection equipment. These sessions will also highlight some hazards of hearing loss, as well as hazards at work and at home.

Brochure / Pamphlet
Accompanying the Hearing Conservation Program will be a quick reference brochure. This is a brief pamphlet which describes important elements of the Hearing Conservation Program, such as measures to avoid hearing loss.

Signage
In accordance with the Occupational Health and Safety Regulations, wherever practicable, there will be signage to warn employees when they are about to enter a noise hazardous area. This will prompt employees to make use of available and proper hearing protection devices. If you are required to order signage for your workplace, please contact the sign shop at 729-2406 and request “noise hazard” signage.

6.10.3 HAZARDS OF HEARING LOSS

Hearing loss is a progressive illness, so you may not even notice it is happening. Some examples of hearing loss may include:

- **Tinnitus**: presence of noise or sound in your head even when real noise is not present. Can take the form of an annoying ringing in your ears;

- **Speech discrimination**: inability to understand speech well, even if it is made loud enough to hear without straining;

- **Recruitment**: a tolerance problem, raising the noise level a little can seem like a drastic change.

Hearing loss can be harmful to your safety. If your hearing is reduced you may not be able to hear an oncoming hazard, or hear a co-worker trying to communicate a warning to you.

6.10.4 CALCULATING EXPOSURE LIMITS

Results of such calculation for various extended work shifts are listed in Table 1.

Table 1 also shows the noise exposure limit for extended shifts using both 5dB and 3dB exchange rates.

TABLE 1
Calculation of Noise Exchange Rates for Extended Shifts

3dB exchange rate		
Time (hours)	**Noise limit**	
T	**85**	**90**
4	88.01	93.01
5	87.04	92.04
6	86.25	91.25
7	85.58	90.58
8	85.00	90.00
9	84.49	89.49
10	84.03	89.03
11	83.62	88.62
12	83.24	88.24
13	82.89	87.89
14	82.57	87.57
15	82.27	87.27
16	81.99	86.99

The noise exposure limit for a 12-hour shift, based on the equal energy rule, is 88.2 dB(A). In other words, if the noise level is kept below 88 dB(A) then, according to equal energy concept, the maximum permissible limit is not exceeded.

Occupational exposure limits may also be expressed in the following terms:

	Duration per Day (hrs)	Sound Level (dBA)
Hours	24	80
	16	82
	8	85
	4	88
	2	91
	1	94
Minutes	30	97
	15	100
	7.50	103
	3.75	106
	1.88	109
	0.94	112
Seconds	28.12	115
	14.06	118
	7.03	121
	3.52	124
	1.76	127
	0.88	130
	0.44	133
	0.22	136
	0.11	139
	(0)	(140)

6.10.5 WORK RELATED CONTRIBUTORS

Continuous Noise: this form of noise fluctuates over time, but has no rapid rise or fall. With continuous noise exposure, hearing loss will likely initially occur at 4000Hz. An example of continuous noise would be the engine room of a boat.

Variable/Intermittent Noise: noise levels vary with time or there are periods of relative quiet mixed with the noise. An example of variable noise is a garage work environment.

Impact Noise: this is a sudden sound that quickly rises to a high noise level. Major damage can occur around 6000Hz. An example of impact noise would be a gun shot.

6.10.6 AUDIOMETRIC TESTING PROGRAM

An audiometric test evaluates a person's ability to hear. This testing is required for those individuals who work in a high noise area – those areas with a sound level higher than 85dB. The test will allow the Department to establish hearing records to go on file. This testing will take place within the first three months of employment. Audiometric testing will continue annually, for the duration of the employee's time with the department, or for the time spent in a noise hazardous area.

Regular audiometric testing allows early detection of noise-induced hearing loss. Changes in an employee's audiometric health may indicate that noise conditions in the workplace have changed or that hearing protection is not being used correctly. Audiometric testing does not prevent hearing loss, rather it is a measure of the effectiveness of the Hearing Conservation Program.

Upon leaving the Department, or relocating to a non-noise hazardous area, there will be a final test performed. The annual tests, along with the exit test, will determine the effectiveness of the Hearing Conservation Program.

Noise Survey: There will be a noise survey of the workplace conducted to identify high noise areas, according to CSA standard Z107.56 "Procedures for the Measurement of Occupational Noise Exposure"

6.10.7 CONTROL OF NOISE EXPOSURE

Sound Control Measures
If a noise exposure assessment indicates that workers are exposed to levels above 85 dBA, employers must use sound control measures to reduce the noise exposures to below 85 dBA. Sound control measures are engineering or administrative controls that eliminate control or reduce noise exposure, including:

- replacing, changing or eliminating noisy equipment (ex: rearranging to block or increase distances between sound sources and workers, maintenance programs);
- changing buildings or structures (ex: sound dampening walls, installing barriers);
- changing operations or work processes (ex: limit length of time worker is exposed to noise, do noisy jobs during lunch times).

Personal Protective Equipment
When workers or employees are exposed to noise levels greater than 85 decibels, and it is a situation that the hazard cannot be removed or adequately controlled, hearing protection must be used.

Types of PPE:

- **Ear Plugs**: inserted to block ear canal. May be pre molded or moldable, reusable or disposable;

- **Semi-Insert Ear Plugs**: two ear plugs held over the ends of the ear canal by a rigid headband;

- **Pod type foam plugs**: include a small handle that keeps the portion inserted in to the ear clean;

- **Canal Caps**: resemble ear plugs, but worn on flexible band;

- **Noise Cancelling Head Phones**: often worn on airplanes to reduce engine noise;

- **Ear Muffs**: have sounds attenuating material and soft ear cushion that fit around the ear and hard outer cups, they are held together by a head band.

Hearing protection has to be worn at all times during noisy work. Removing hearing protection devices, even for a short time, can substantially reduce its effectiveness.

6.10.8 RECORD KEEPING

Hearing Health
To implement the program, employees at risk will be asked to fill out a 'Hearing Health History Form'. (See Section 6.10.10 of this Manual) This will help the department determine when deterioration in an employee's hearing occurs.

Tracking Information
Regions will keep track and maintain their own records for employees in their areas; this will include a copy of the hearing health history, as well as results of annual testing. These records will also be forwarded to the Strategic Human Resource Management Division, so a centralized record can be kept. Upon termination an employee may request a record of noise exposure during their term of employment.

Confidentiality of Employee Information
All employee health related information is considered to be highly confidential. Access to such information shall be strictly limited to the employee and approved human resource personnel.

6.10.9 CONCLUSION

Judging Hearing Conservation Effectiveness
There will be several activities to evaluate the effectiveness of the program. Occupational Health and Safety Consultants will make visits to the regions and workplaces to ensure that hearing protection equipment is used and used effectively.

Annual hearing results will be reviewed to see if trends can be identified. An investigation may ensue to determine whether the appropriate controls are in place.

The effect of education will also be reviewed. Through questioning individuals in various regions, the department will be able to determine if employees are more aware of issues and preventative measures regarding hearing loss.

6.10.10 HEARING HEALTH HISTORY FORM

Employee's medical and health records containing information related to the health of an employee are confidential documents maintained in confidential employee files.

Name (Last, First) _____

Date of Birth (Year/Month/Day) _____/_____/_____.

Work Details

Job Title: _____

Region: _____

Location: _____

Hearing Health History

How long have you worked in your current position? _____

Previous to this position, did you work in a noise hazardous area? (Yes/No)

If Yes, Please provide details

_____

_____

_____

Do you use hearing protection devices? _____

If yes, what type of hearing protection device do you use? _____

If yes, do you wear it continuously or intermittently? _____

Have you previously had your hearing tested? (Yes/No) _____

If yes, what was the date of the test? (Year/Month/Day) _____/_____/_____

If yes, were you told you have some form of hearing loss? (Yes/No) _____

Do you wear a hearing aid? (Yes/No) _____

Do you have ringing in your ears? (Yes/No) _____

Do your ears feel plugged? (Yes/No) _____

_____ _____

Employee Signature Supervisor Signature

_____

Date

6.11 HIGH VISIBILITY SAFETY APPAREL

A worker whose duties are regularly performed in areas and under circumstances where he or she is exposed to the danger of moving vehicles or heavy equipment shall wear distinguishing apparel containing highly visible material suitable for daytime or night time use, as appropriate. (*OHS Regulations, Section 81*)

When selecting High Visibility Safety Apparel (HVSA) the following criteria must be taken into account:

HVSA should:

- Signal the user's presence visually; and,
- Provide the user with conspicuous visibility in hazardous situations under any light condition and under illumination by vehicle headlights.

6.11.1 CLASSES OF HIGH VISIBILITY SAFETY APPAREL

Classes are based on the risk of the job being performed. The class number will determine the amount of body coverage that is required by the HVSA. Class 2 apparel provides the greatest visibility for the wearer at great distance and under poor light conditions.

Class 1: Low Risk – Moderate Risk
(examples, garages; carpentry shops; sign shop)
Some criteria for this category are:

- Limited traffic and moving equipment with speeds less than 20 kph
- Ample separation from the user and conflicting vehicle traffic
- Work activity permits full, undivided attention to approaching traffic
- Areas that enable passers-by to distinguish workers from the background

Class 2: Moderate to High Risk
(examples, outside construction or road work, marine)
Some criteria for this category are:

- Traffic and moving equipment with speeds greater than 20 kph
- Reduced separation from the user and conflicting vehicle traffic
- Work activities that take place in or adjacent to traffic
- Backgrounds that are complex and reduce one's ability to notice workers
- Greater flame resistance (FR) requirements

6.11.2 COLOR/LEVEL OF PERFORMANCE

The background material of the HVSA should be of *brightly colored (Class 1) or fluorescent (Class 2) material* and have contrasting reflective stripes/bands. Background material can cover the whole garment (Class 2) or a portion of the garment (Class 1).

Three colors can be used: Red, Orange-Red, or Yellow-Green.
Fluorescent colors are more effective than bright colors under low light conditions.

6.11.3 PLACEMENT OF STRIPES/BANDS

Stripes/bands shall be laid out in the following standardized pattern:

- Symmetrical "X" pattern on the back extending from the shoulders to the waist.
- 2 vertical stripes on front extending over the shoulders and down to the waist.
- A waist level horizontal stripe extending entirely around the back and encircling the waist.
- The total width of stripes/bands shall be at least 50mm throughout.
- For Class 2: stripes/bands shall be of a contrasting color to the background.
- If a combined performance material is used in HVSA, it means the reflective material on the stripes/bands is fluorescent in color (not silver).

6.11.4 EXAMPLES OF DESIGNS

Class 1 – Vest Over Clothing

Class 2 – Shirt

Class 2 – Jacket

Class 2 – Bib Overalls

All management and employees of the Department will adhere to this policy, to help create a healthy and safe work environment for employees and visitors.

There is no reference to a CSA standard in the OHS Regulations; however, additional information can be found in CSA Z96.1-06, "Selection, Use and Care of High Visibility Safety Apparel".

6.12 CONFINED SPACE

6.12.1 DEFINITION

The Newfoundland and Labrador *OHS Regulations* definition of confined space is below. To be classified as a confined space all three criteria must be met.

PART XXVII

(2) For the purpose of this part, "confined space" means an enclosed or partially enclosed space that

(a) is not primarily designed or intended for human occupancy except for the purpose of performing work;
(b) has restricted means of access or egress; and,
(c) may become hazardous to a person entering it as a result of

- its design, construction, location or atmosphere,
- the materials or substances in it, or
- any other conditions relating to it.

Confined spaces can be below or above ground. Confined spaces can be found in almost any workplace. A confined space, despite its name, is not necessarily small. Examples of confined spaces include utility vaults, tanks, sewers, pipes, access shafts, truck or rail tank cars, aircraft wings, boilers, manholes, and machinery spaces on vessels. Ditches and trenches may also be a confined space when hazardous atmospheres exist.

A **Confined Space Entry Work Permit** is a written agreement detailing the conditions, planning and precautions under which certain types of work can be conducted. This document is utilized to control and authorize work, while ensuring there is a clear understanding of the precautions, planning and safe work practices to conduct the work or task specifically identified in the permit. All planning and precautions are to be completed prior to the start of the work.

Permit systems must be enforced with no room for error. Documents must be completed and fully legible, nothing overlooked, and all relevant information provided. The supervisor approving the permit is responsible for ensuring that all information is in order and the work plan is properly followed by all persons on site. Only work specifically listed on the Permit can be conducted. Should additional work or equipment be required, the Permit must be redone with the additional work, equipment or materials identified and again signed off by the supervisor. A sample permit can be found in **Section 11.18.**

Hot Work is any work that can generate a spark or source of ignition. This would include welding, cutting, burning, grinding, etc. Such work can impact the environment in any space but with greater risk in a confined space. The increased risk of explosion or fire due to hot work can be considerable. When Hot Work is being conducted in such a space, a hot work permit is required as well as an entry permit.

Cold Work is any work that cannot generate a source of ignition or spark.

6.12.2 RESPONSIBILITIES

The Department:

- must write, utilize, update and enforce the Confined Space Entry Program.
- must ensure appropriate equipment for Confined Space Entry is purchased.
- must ensure that supervisors and necessary staff have been properly trained in the use, selection and care of equipment.
- must ensure that supervisors and necessary staff have been properly trained in Confined Space Entry and rescue plans.
- must ensure that Safe Work Practices are developed and reviewed.
- must ensure that supervisors are utilizing and maintaining standards in the Confined Space Entry Program and entry permit requirements.

Supervisors:

- shall ensure that prior to commencing work all necessary equipment is available.
- shall ensure prior to work that all equipment is inspected by staff for defects and worn areas and is in good condition for use.
- shall ensure that any equipment that has been deemed unacceptable is immediately taken out of service and/or destroyed.
- shall ensure that all staff working in confined spaces or restricted accesses have been informed of the safety risks and preventative measures.
- shall ensure that any Safe Work Practices, rules, policies, etc, related to confined space entry, restricted access and the work being conducted are regularly reviewed with staff.
- shall document any and all communication and training with staff.
- shall ensure that any persons under their supervision required to enter a confined space or restricted access have been trained in the WHSCC two day certification training.
- shall ensure that where required an entry permit, hot work and cold work permits are completed. This shall include the identification, training, review and understanding of rescue operations for the specific site.
- shall monitor the work or shall designate another competent person on site to monitor staff working in a confined space or restricted access area.

Entrants and attendants:

- shall ensure that confined space entry equipment is in good condition and has been inspected prior to donning and they have been trained in first aid, WHSCC two day confined space entry and fall protection courses.
- shall ensure that entry permits including, communication, check-in, rescue plans, hot and cold work permits, etc, have been communicated and reviewed prior to confined space work.
- shall ensure that they adhere to all Safe Work Practices, site safety rules, and conduct work as safely identified in tool box meetings, education and site communications.
- shall immediately bring concerns, questions and hazards to the attention of the supervisor, specifically in relation to confined space entry.

6.12.3 HAZARDS

All hazards found in a regular workspace can also be found in a confined space. However, they can be even more hazardous in a confined space than in a regular worksite. Every confined space must be assessed for all hazards. Hazard assessments are critical to identifying existing or potential hazards associated with each confined space. The hazard assessment also includes work practices that may generate hazardous atmospheres. Once hazards have been assessed control measures must be determined to reduce or control the hazards if elimination is not possible.

Atmospheric Hazards

"Atmospheric Hazards" include, but are not limited to:

1. accumulations of flammable, combustible or explosive agents;
2. an oxygen content in the atmosphere that is less than 19.5% or more than 23% by volume; or
3. the accumulation of atmospheric contaminants, including gases, vapours, fumes, dust or mists that could
    1. result in acute health effects that pose an immediate threat to life, or
    2. interfere with a person's ability to escape unaided from a confined space.

Associated Hazards

Associated hazards include, but are not limited to:

- oxygen deficiency/enrichment;
- flammable, combustible or explosive agents;
- toxic air contaminants, smoke, fumes and dusts;
- residual chemicals;
- ignition hazards;
- moving parts;
- thermal stress to worker;
- engulfment;
- electrical;
- visibility;
- traffic (pedestrian and vehicular);
- biological (animals, droppings, etc.);
- residual pressure; and,
- access/egress

The supervisor shall ensure a hazard assessment is completed prior to entry into any confined space, the results of which must be incorporated into the relevent entry plan.

Many factors need to be evaluated when looking for hazards in a confined space. There is smaller margin for error. An error in identifying or evaluating potential hazards can have more serious consequences. In some cases, the conditions in a confined space are always extremely hazardous. In other cases, conditions are life threatening under an unusual combination of circumstances. This variability and unpredictability is why the

hazard assessment is extremely important and must be taken very seriously each and every time one is done.

Some examples include:

- The entrance/exit of the confined space might not allow the worker to get out in time should there be a flood or collapse of free-flowing solid.
- Self-rescue by the worker is more difficult.
- Rescue of the victim is more difficult. The interior configuration of the confined space often does not allow easy movement of people or equipment within it.
- Natural ventilation alone will often not be sufficient to maintain breathable quality air. The interior configuration of the confined space does not allow easy movement of air within it.
- Conditions can change very quickly.
- The space outside the confined space can impact on the conditions inside the confined space and vice versa.
- Work activities may introduce hazards not present initially.

6.12.4 PREPARING TO ENTER CONFINED SPACE

The important thing to remember is that each time a worker plans to enter any work space, the worker should determine if that work space is considered a confined space. Be sure a confined space hazard assessment and control program has been followed.

Before entering any confined space, a trained and experienced person should identify and evaluate all the existing and potential hazards within the confined space. Evaluate activities both inside and outside the confined space.

Air quality testing: The air within the confined space should be tested from outside of the confined space before entry into the confined space. Care should be taken to ensure that air is tested throughout the confined space - side-to-side and top to bottom. A trained worker using detection equipment which has remote probes and sampling lines should do the air quality testing. Always ensure the testing equipment is properly calibrated and maintained. The sampling should show that:

- The oxygen content is within safe limits - not too little and not too much.
- A hazardous atmosphere (toxic gases, flammable atmosphere) is not present.
- Ventilation equipment is operating properly.

The results of the tests for these hazards are to be recorded, along with the equipment or method(s) that were used in performing the tests.

Air testing may need to be ongoing depending on the nature of the potential hazards and the nature of the work. Conditions can change while workers are inside the confined space and sometimes a hazardous atmosphere is created by the work activities in the confined space.

6.12.5 HAZARD CONTROL

The traditional hazard control methods found in regular worksites can be effective in a confined space. These include engineering controls, administrative controls and personal protective equipment. Engineering controls are designed to remove the hazard while administrative controls and personal protective equipment try to minimize the contact with the hazard.

However, often because of the nature of the confined space and depending on the hazard, special precautions not normally required in a regular worksite may also need to be taken. The engineering control commonly used in confined spaces is mechanical ventilation. An Entry Permit system is an example of an administrative control used in confined spaces. Personal protective equipment (respirators, gloves, ear plugs) is commonly used in confined spaces as well.

6.12.6 AIR QUALITY MAINTENANCE

Natural ventilation (natural air currents) is usually not reliable and not sufficient to maintain the air quality. Mechanical ventilation (blowers, fans) is usually necessary to maintain air quality.

- If mechanical ventilation is provided, there should be a warning system in place to immediately notify the worker in the event of a hazard or a failure in the ventilation equipment.
- Care should be taken to make sure the air being provided by the ventilation system to the confined space is 'clean' throughout the entire space.
- Ease of air movement throughout the confined space should be considered because of the danger of pockets of toxic gases still remaining even with the use of mechanical ventilation.
- Do not substitute oxygen for fresh air. Increasing the oxygen content will significantly increase the risk of fire and explosion.
- The use of mechanical ventilation should be noted on the entry permit
- Ensure air being removed from the confined space is exhausted away from workers on the outside.

6.12.7 FIRE AND EXPLOSION

Work where a flame is used or a source of ignition may be produced (hot work) should not normally be performed in a confined space unless:

- All flammable gases, liquids and vapors are removed before the start of any hot work. Mechanical ventilation is usually used to:
- Keep the concentration of any explosive or flammable hazardous substance less than 10% of its Lower Explosive Limit AND
- Make sure that the oxygen content in the confined space is not enriched. Oxygen content should be less than 23% but maintained at levels greater than 18%. (These numbers can vary slightly from jurisdiction to jurisdiction.)

- Surfaces coated with combustible material should be cleaned or shielded to prevent ignition.
- Do not bring fuel or fuel containers into the confined space (e.g., gasoline, propane), if possible. Ensure welding equipment is in good condition.
- Where appropriate, use spark resistant tools, and make sure all equipment is bonded or grounded properly.

While doing the hot work, the concentrations of oxygen and combustible materials must be monitored to make certain that the oxygen levels remain in the proper range and the levels of the combustible materials do not get higher than 10% of the Lower Explosive Limit. In special cases it may not be possible, and additional precautions must be taken to ensure the safety of the worker prior to entering the confined space.

6.12.8 CONTROLLING ENERGY SOURCES

All potentially hazardous energy sources such as electrical, mechanical, hydraulic, pneumatic, chemical, or thermal must be de-energized and locked out prior to entry to the confined space so that equipment cannot be turned on accidentally.

6.12.9 OTHER SAFETY PRECAUTIONS

Many other situations or hazards may be present in a confined space. Be sure that all hazards are controlled including:

- Any liquids or free-flowing solids are removed from the confined space to eliminate the risk of drowning or suffocation.
- All pipes should be physically disconnected or isolation blanks bolted in place. Closing valves is not sufficient.
- A barrier is present to prevent any liquids or free-flowing solids from entering the confined space.
- The opening for entry into and exit from the confined space must be large enough to allow the passage of a person using protective equipment.

6.13 TRAVEL OVER, AND WORK ON WATER AND ICE

When working on or about water the following conditions must be met;

- Lifebuoys measuring 76.20 centimetres diameter shall be provided during working hours on all fixed and floating structures where workers are employed on or about the water.

- Lifebuoys shall be fitted with not less than 15.24 metres of 9.52 millimetres diameter manila rope or other material of equal strength and the lifebuoys shall be placed in conspicuously marked locations spaced at intervals not exceeding 76.20 metres.

- Lifebuoys must meet the requirements of standards acceptable to the Canadian Coast Guard.

- Floats or rafts used as work stages with staging erected on them shall be constructed and used so that workers are not endangered by instability or excessive movement of the equipment.

- When workers are employed on floating equipment exposed to the hazards of weather or the movement of water traffic, the equipment shall be provided with a warning or signalling device for use in case of distress, fog or other hazardous or emergency circumstances.

- Whenever workers are employed on floating equipment, a boat ready for immediate use shall be available for rescue or escape.

According to the OH&S regulations, Section 27, where a worker is to travel over or work on ice and the water beneath the ice is more than one meter deep at any point, the Department shall ensure the ice supports the load to be placed on it. The ice shall be checked before the work begins, and as often during the work as necessary to ensure the safety of the workers.

6.14 WORKING ALONE OR IN ISOLATION POLICY

The Department of Transportation and Works is committed to providing a safe and healthy work environment for our employees. "Working Alone" or "In Isolation" refers to those work situations where an employee is not directly supervised and, in the event of critical injury, health impairment, victimization, or other foreseeable serious emergency, assistance is not readily available. This would also apply if another individual is not nearby or within shouting distance. Individuals are alone at work when on their own; they cannot be seen or heard by another worker; cannot expect a visit from another worker or member of the public for some time; and/or where assistance is not readily available when needed.

Each location will be required to conduct a risk assessment where a worker is required to work alone or in isolation. Based on the results of risk assessments, a Safe Work Practice (SWP) will be developed by the Department and this procedure will be adopted consistently by each employee.

The primary responsibility is on management for ensuring the well-being of employees under their supervision and direction. Therefore, the local management in consultation with the worker determines the risk level of the work and the frequency and method of verifying the health and safety status of the worker when working alone. Local management must make every reasonable effort to ensure compliance by the worker.

The frequency and method of checking on the individual depends on the degree of hazard of the work and the work environment. For assistance on the development of this procedure, please refer to **Sections 11.2, 11.3, and 11.4** of this manual.

If an individual supervisor or worker has difficulty determining a hazard level or has other concerns with respect to this, the SHRM unit may be contacted for assistance.

It is the goal of this Department to strive towards an injury and accident free workplace. To accomplish this goal, we are committed to continuous improvements in our safety and loss control effort.

6.14.1 INTRODUCTION AND DEFINITIONS

Security, managers, co-workers, qualified first aiders, etc. are readily accessible during normal working hours, but are not readily accessible after hours, on weekends, or in isolated areas where the working conditions or circumstances may present foreseeable personal safety risks; as a result the following practices have been developed and will be implemented.

A) Definitions:
Normal Working Hours
Between 8:00am and 4:30 pm, Monday through Friday, excluding any statutory holiday, when the location might be closed.

After Hours
Between 4:30 pm. and 8:00 a.m. Monday through Friday. All day and all night, Saturday and Sunday. All statutory holidays, when the location may be closed.

Working Alone
Those work situations where an employee is not directly supervised and, in the event of critical injury, health impairment, victimization, or other foreseeable serious emergency, assistance is not readily available. This would also apply if another individual is not nearby or within shouting distance. Individuals are alone at work when on their own; they cannot be seen or heard by another worker; cannot expect a visit from another worker or member of the public for some time; and/or where assistance is not readily available when needed.

Buddy System
A system of organizing work so that the worker can always be seen or heard by at least one other worker. In addition, the buddy system must include periodic checking of the person's safety.

Hazard Assessment
The identification of hazards through a systematic hazard analysis program that includes job safety analysis, inspection, measurement and testing, and incident investigation.

B) Working Alone Categories:
Workers who work alone are often grouped into five categories:

- Workers who handle cash, valuables, and associated banking.
- Workers who travel by themselves as part of their job, to a private location, or to an interaction with a member of the public.
- Workers who do hazardous work in isolation.
- Workers who work or travel alone with no routine interaction with co-workers, customers or the public.
- Workers who are at risk of violent attack because their workplace is isolated from public view.

6.14.2 RESPONSIBILITIES

Management

It is the local management's responsibility to evaluate work assignments on a case-by-case basis, considering the following:

- Any regulation, code or existing policy that prohibits a person from working alone;
- Tasks and associated hazards involved in the work being assessed;
- Potential consequences resulting from the worst case scenario;
- Personal safety issues including but not limited to physical disabilities or medical conditions;
- Probability of other people being in the area if emergency assistance is required
- Security of the work area.

Employee

It is the employee's responsibility to:

- Participate in the evaluation of the risks associated with the work and the work environment;
- Follow any procedures outlined on the Safe Work Practice (SWP) implemented for protection;
- Work in the safest possible manner at all times;
- Periodically verify the health and safety status of any other worker(s) if participating in the buddy system;
- Determine who will act as a buddy, should the buddy system be required, and ensure that the buddy is available as agreed.

6.14.3 HAZARD ASSESSMENT

In completing the hazard assessment and developing the Safe Work Practice, the following items must be included:

- Identification of the individual and work location
- Identification of the possible risks;
- The required communication systems;
- The length of time the worker will be alone;
- The required frequency of the communication;
- Employee training;
- The procedures to eliminate or minimize the identified risks;
- Details of how emergency assistance will be obtained in the event of an injury or incident

As stated in the Departmental policy, the frequency and method of checking on the individual depends on the degree of hazard of the work and the work environment.

Classification System for Assessing Hazardous Areas

Hazard Level I

There is minimal hazard with respect to the activity and the work environment.
Examples include, but are not limited to, general office work, computer work, writing reports, etc.

Hazard Level II

Some minor hazard(s) exist in the activity and/or the work environment, but the risk is decreased by the control measures in place.
Examples include, but are not limited to, handling cash, valuables and deposits, working with the public, travelling alone.

Note: *It is a good practice to use an effective buddy system under certain circumstances. It is also recommended that the buddy check on his/her co-worker a minimum of once every hour.*

Hazard Level III

There is considerable hazard in the activity and/or the work environment, but the risk is minimized by multiple effective control measures.
Examples include, but are not limited to, working in remote locations which are accessible to the public, working with hazardous substances or materials.

Note: *Each location should have performed a risk assessment, identifying proper emergency response procedures.*

If an individual supervisor or worker has difficulty determining a hazard level or has other concerns with respect to this, the SHRM unit may be contacted for assistance.

6.15 SUMMARY HAZARD RECOGNITION, EVALUATION AND CONTROL

Hazard recognition, evaluation and control in the workplace is essential to protect the health and safety of employees. It is the foundation of an effective health and safety program and it provides an excellent opportunity to involve employees in a meaningful way.

- Assessments must be in writing and include the result of the hazard assessment and the methods used to eliminate or control the hazards identified;
- When undertaking hazard assessments or getting hazard assessment content for applicability in your workplace, employees knowledgeable about the work or process being assessed must participate. Employees participating should also have an understanding of the hazard assessment process to allow for accurate review and creation of hazard assessments;
- Hazard assessments must be conducted to address specific areas where unique hazards and controls exist, (i.e. working at heights, working alone);

- In cases where the same hazard exists at multiple work sites, and the controls and work practices are identical at each work site then a single hazard assessment applicable to those work sites is acceptable;
- Appropriate workplace parties are required to identify and assess, then eliminate or control reasonably foreseeable workplace hazards;
- Hazards should be eliminated wherever possible. When hazards cannot be eliminated, they must be controlled by identifying and developing, in this order (first to last):
  1. Engineering controls.
  2. Administrative controls.
  3. Personal Protective Equipment;
- Hazard Assessments must be dated;
- Hazard Assessments must be reviewed periodically to ensure that they apply to the current operation. Some activities that would warrant a review of hazard assessments include:
  - Introduction of a new work process
  - Work process or operation changes
  - Before the construction of a new work site
- Communication of the hazard assessment results is required to those employees affected by the hazards, including the types of hazards and methods used to control those hazards. The effectiveness of hazard controls should be documented in inspection reports, and if appropriate, in the OHS Committee minutes.

Section 7.0
Inspection Program

7.1 WORKPLACE INSPECTION POLICY

It is the policy of the Department of Transportation and Works to maintain a comprehensive program of health and safety inspections at all its workplaces and facilities. Inspections are an essential method of identifying existing and potential hazards for corrective action. They are also a means of determining the level of compliance with established standards for hazard controls, safe work practices, job procedures and safety rules.

All members of the Department have a role in conducting workplace inspections:

- All employees are required to participate in the Inspection Program through informal inspections of their workplaces. As part of their daily routine, employees are expected to maintain a practiced awareness which identifies potential hazards. Employees have a duty to report all hazards to their supervisors.

- Supervisors are responsible for conducting informal inspections of all their workplaces and for directing formal inspections of workplaces under their control. They ensure the OHS Committee or Workplace Health and Safety Representative is involved in formal inspections.

- OHS Committees and Representatives have a key role in the inspection program, as provided for under the *Occupational Health and Safety Act* and *Regulations.* They shall participate in inspections, record and analyze results, make recommendations for corrective action and follow up to ensure proper actions have been taken.

As part of its inspection program, the Department endorses preventative maintenance of all its tools, equipment, fleets and buildings to ensure safe operating conditions are maintained.

The Occupational Health and Safety Program will be audited annually, to ensure it is successfully implemented and kept current with changing conditions.

7.2 LEGISLATIVE REQUIREMENTS FOR INSPECTIONS

The *Occupational Health and Safety Act* and regulations require workplace inspections be conducted as often as necessary to ensure safe workplaces. Where the workplace is large and diverse, inspections may be broken into sections so that over the period of a year, the whole workplace has been inspected. The Department requests formal inspections be held at least quarterly, and scheduled to coincide with OHS committee meetings to allow for thorough discussion of inspection findings while the details are still clear. According to the Act, the Department's management at each workplace has a duty to consult with the Occupational Health and Safety committee or the Workplace Health and Safety representative regarding the scheduling of inspections and must ensure the committee members or the representatives participate in the inspections.

It is expected that the inspection team will make recommendations to the workplace management for appropriate corrective actions. The recommendations made be made formally or informally. Where the inspection team believes it is necessary to make a formal recommendation, it will be documented and sent to management. Management, in turn, is required to respond to formal recommendations in writing within 30 days. Informal recommendations may be made verbally although possibly recorded in inspection notes and meeting minutes.

The written response from management must indicate agreement or disagreement with a formal recommendation. Where agreement is indicated, the matter of scheduling the implementation of the corrective action must be outlined. If the implementation cannot be scheduled for a significant period of time, the matter of temporary hazard controls must be discussed and periodic updates must be provided on the progress of the implementation. Where management disagrees with the recommendation, it must state its reason for disagreement.

Inspection team members should keep records of their activities. They may utilize checklists developed specifically for their workplace and their inspections should generate a report of their findings. Sample checklists may be found in **Section 11** of this manual

7.3 TYPES OF INSPECTIONS

Inspections usually consist of walking through the workplace to determine the level of compliance with established standards for hazard controls, Departmental policies, safe work practices and established procedures. It is often advisable to speak with workers and supervisors in the area to find out if they are aware of possible problems. Unlike investigations which are usually conducted in reaction to an event, inspections are usually proactive measures.

The purpose of inspections is to identify:

- Potential problems;
- Equipment deficiencies;

- Improper employee action;
- Inadequacies in hazard controls or remedial actions; and,
- The effects of change, including new hazards that were not previously identified.

The Department conducts three types of inspections:

- Formal;
- Informal; and,
- Pre-use

7.3.1 FORMAL INSPECTIONS

Formal inspections are planned, careful, systematic and periodic examinations of the workplace which are conducted by the Occupational Health and Safety committee or the Workplace Health and Safety representative. Workplace management, in consultation with the committee or representative must decide how frequently to conduct formal inspections as warranted by the nature of the workplace. Major facilities, such as depots, mechanical shops, public works shops and yards are often inspected on a monthly basis. The findings of formal inspections must be recorded in an inspection report which is filed with the committee or representative and a copy sent to the workplace management. The length of time required to conduct a formal inspection will depend on the size and complexity of the workplace.

7.3.2 INFORMAL INSPECTIONS

Informal inspections are ongoing inspections continually conducted by supervisors and workers as part of their job responsibilities. Hazardous conditions are noted and are either corrected immediately or reported for corrective action. These inspections do not usually generate inspection reports.

Informal inspections should be undertaken on a daily or weekly basis, and should be a significant part of the responsibilities of supervisors. Informal inspections of temporary workplaces (such as construction and maintenance sites) are particularly important, as these workplaces may never get a formal inspection.

7.3.3 PRE-USE INSPECTIONS

Pre-use inspections refer to inspections of equipment before it is put in operation. These inspections may be routine, such as “pre-trip” inspections of snow plows or other mobile equipment conducted by the equipment operators. Or, they may be occasional inspections performed on new or modified machinery, as would typically be done after a “shutdown” at a plant. On the following page, please see a sample of the current “Pre-Trip/Post-Trip” Inspection form used by the Department.

DAILY VEHICLE PRE-TRIP / POST-TRIP INSPECTION REPORT

Company Name: Transportation and Works
Inspection Location (Unit Name): _____
Plate Number/Unit Number (Truck): _____ / _____
Inspection Date (YYYY/MM/DD): _____
Plate Number/Unit Number (Trailer): _____ / _____
Inspection Time: _____AM / PM
Request for Service Number (if applicable): _____

Driver use an 'X' if defect found and describe below ***Repairer use √ when corrected and initial***

PRE-TRIP

Truck			*Trailer*		
Inspection Item	**Driver**	**Repairer**	**Inspection Item**	**Driver**	**Repairer**
General			*General*		
Tailgate Seal / Mud Flaps			*Air Brake System*		
Lights			*Tires*		
Exhaust System			*Wheels, Hubs, Fasteners*		
Check All Fluid Levels & Condition			*Suspension System*		
Check Belts Hoses & Condition			*Coupling Devices*		
Fluid Leaks			*Lamps/Reflectors*		
Cutting Edges/Shoes, Wing Arm, Safety Chains			*Dangerous Goods*		
D-Sign/Chevron			*Frame and Cargo Body*		
Tires, Rims and Wheel Nuts			*Cargo Securement*		
Inspect Snow Clearing Attachments/Dump Box			*Hydraulic Brakes*		
Fuel Systems			*Electric Brakes*		
Steering			*Documentation*		
Braking System					
Driver Controls / Gauges					
Heater/Defroster					
Cab (Condition/Cleanliness)					
Driver Seat					
Glass					
Windshield Wiper/Washer/Horn, Mirrors					
Emergency Equipment/Safety Devices					
Documentation					

POST-TRIP (To be done during five minute idling cool down)

Truck			*Trailer*		
Inspection Item	**Driver**	**Repairer**	**Inspection Item**	**Driver**	**Repairer**
Fuel Level			*Air Brake System*		
Windshield Wiper/Washer/Horn, Mirrors			*Tires*		
Cab Cleanliness			*Wheels, Hubs, Fasteners*		
Tires, Wheels, Hubs			*Suspension System*		
Lights			*Coupling Devices*		
Fluid Leaks			*Lamps/Reflectors*		
Cutting Edges/Shoes/Safety Chains			*Frame and Cargo Body*		
Shut down/Plug In			*Hydraulic Brakes*		
D-Sign/Chevron			*Electric Brakes*		
Inspect Snow Clearing Attachments/Dump Box					

No Defects Found _____ _____
Driver's Name (Print) *Driver's Signature*

Description of Defects Noted Above (if any): _____

_____

_____

_____

_____ Above Defect Corrected _____ Above Defect Need Not Be Corrected for Safe Operation of Vehicle

_____ _____
Repairer's Name (Print) *Driver's Name (Print)*

_____ _____ _____ _____
Repairer's Signature *Date* *Driver's Signature* *Date*

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Pre-use inspections are particularly relevant for mobile equipment operators. They are required to perform “pre-trip” and “post-trip” inspections at the beginning and end of each shift. Pre-trip inspections must include at least all of the items on the pre-trip inspection list and the post-trip inspection, conducted during the engine cool-down period, must include at least all of the items on the post-trip list. Any deficiencies identified must be reported immediately to the supervisor. While there are no reports associated with these inspections if no defects are found, operators must record in their log books that the inspections were completed. If the inspection discovered a defect which could interfere with the safe operation of the equipment, it must be addressed immediately and recorded on the appropriate request for maintenance form.

Another type of pre-trip inspection must be completed at any time during a shift where the vehicle has remained parked for more than a very brief period. These inspections are intended to be quick walk-arounds to ensure no hazards or obstructions have entered the operator’s blind spots. They are not recorded.

Yet another type of pre-use inspection is the “Bi-Weekly Inspection”. These are intended to be more in-depth inspections of the vehicle performed by the operator and require completion of a checklist. After it is completed, it must be given to the supervisor who will retain a copy on file.

7.3.4 INSPECTION OF TOOLS AND EQUIPMENT

Accidents and injuries often result from using tools and equipment which have not been properly maintained. A worker should not use a tool or equipment which has any defects. The management at each workplace has a responsibility to adopt a system of maintaining tools and equipment that will ensure they are free from defects and will not break down during proper use.

Most tools and equipment are provided with instructions for servicing or manufacturer’s specifications for maintenance. These documents should be referred to for guidance regarding routine preventative maintenance and repairs. Preventative maintenance should be undertaken according to the schedule recommended by the manufacturer.

Tools and equipment that are not in good working order must be immediately taken out of service and “tagged out”. Any tool or equipment removed from service must be inspected and repaired by a qualified person. Any modifications made to tools or equipment that changes the intended use must comply with the requirements of the manufacturer or provisions of the Occupational Health and Safety regulations. The latter generally requires approval by a professional engineer.

Preventative maintenance of tools and equipment is necessary from a health and safety viewpoint. It should be considered as proactive maintenance as opposed to reactive maintenance, which only comes into play after something has broken, and possibly injured a worker.

7.4 INSPECTION RELATED FORMS AND DOCUMENTATION

A number of forms are available to assist Occupational Health and Safety committees and Workplace Health and Safety representatives in doing inspections. A committee or representative may develop their own checklists, or modify the existing forms to better suit their purposes. Some available forms are located in Section 11 of this manual, depending on the item(s) being inspected. One of the most widely used forms is the Site Inspection Checklist, found in **Section 11.6**

Checklists should be developed for each workplace as part of planning for a formal inspection. They ensure the inspection is comprehensive and systematic and add structure to the inspection. They also provide a record of inspected items and serve as a record of the conditions of the inspected items. While checklists are recommended aids for formal inspections and pre-use inspections, inspectors should always be aware they may not be complete. Inspections should not avoid inspecting any aspect of the workplace because it does not appear on the checklist.

Section 8.0
Accident/ Incident Investigation

8.1 ACCIDENT/INCIDENT INVESTIGATION POLICY

It is the policy of the Department of Transportation and Works to thoroughly investigate all accidents where an employee was seriously injured and/or where there was significant damage to property. These investigations will also be completed for all personal loss claims. Similarly, accidents which did not result in serious injury and/or significant property damage but had reasonable potential to do so, must be investigated. The purpose of these investigations is to find out the causes of the accident, and in particular, the root causes, so that corrective measures can be put in place to prevent similar occurrences.

The Department recognizes the value of investigating events which had potential for serious injury or significant property damage. Incidents are warning signs that something is wrong in the workplace and, if not corrected, will likely result in an accident. Implementing corrective measures to address the causes of events is regarded as an important means to reduce the risk of workplace accidents.

All employees have a duty to report accidents, incidents and near misses to their supervisors. Supervisors have a responsibility to ensure the investigation is completed. The depth and scope of investigation will normally be determined by the potential for serious consequences.

8.2 RESPONSIBILITIES

As stated, it is Departmental policy to thoroughly investigate all accidents where an employee was seriously injured and/or where there was significant damage to property. The purpose of the investigation is not to lay blame, but to identify the circumstances surrounding the problem so as to prevent any future injury or loss, fulfill any legal requirements, determine costs, determine compliance with regulations, and help process any claims. Accordingly, it is management's responsibility to support this process and to make available any resources required. The supervisor is responsible to ensure that the investigation is completed, and that necessary controls or preventive measures are put in place. The OHS Committee is often involved in the investigation, the identification of root causes, and the recommendation of preventative measures. They must treat any individuals or details concerning the event with confidentiality.

All parties in the workplace also have a responsibility to cooperate with external investigators. This may require the production of records, books, plans, or other related documents, or the provision of any other evidence to determine the cause and particulars of the event. If requested, all parties can be required to provide evidence or testimony.

8.3 ACCIDENT/INCIDENT/NEAR MISS INVESTIGATION

An accident, incident and near miss investigation process provides a mechanism for hazard recognition, evaluation and control by determining the root cause(s), and recommending controls/corrective actions to prevent it from happening again. Incidents are warning signs that something is wrong in the workplace. If an incident is not investigated and addressed, then an accident may occur. The investigation should be completed by the supervisor and a member of the OHS committee, or the worker OHS representative, and copied to the Human Resources division, fax 729-6463. The details of the investigation should be reviewed at the next OHS meeting, for input from other committee members. Investigations should be documented using the Hazard Accident Incident Reporting Form and in the event of an injury the WHSCC Forms 6 and 7 **(Sections 11.3; 11.13 and 11.14)**

8.4 WHAT TO DO IN THE EVENT OF AN ACCIDENT OR INJURY

In the case of an accident or incident the workplace supervisor should immediately:

- Make the area safe (to prevent other accidents);
- Get medical attention for injured worker(s), if any;
- Protect evidence;
- Gather names of witnesses;
- Refer to Emergency Response Plan when applicable;
- Complete a WHSCC Injury Form 7, Employer's Report of Injury (within 72 hours)
- Ensure the injured worker completes the WHSCC Injury Form 6, Worker's Report of Injury, (within 72 hours) when reasonable to do so;
- Complete the Workplace Hazard, Accident, Incident Report Form, **see Section 11.3**

- Fax a copy of Forms 6 & 7, as well as the Workplace Hazard, Accident/Incident Report form to Human Resources at 729-6463.

The *Occupational Health and Safety Act* and regulations require all accidents which resulted in serious injury or death be reported immediately to Service NL. The Accident Reporting Line is (709)729-4444 or 1-800-563-5471. Similarly, all accidents which had reasonable potential for serious injury must be reported to Service NL. It is management's responsibility to ensure these reports are made. If there is doubt as to whether an accident should be reported to Service NL, the manager should consult with Human Resources at (709)729-4980. Under Section 54 and 55 of the OH&S Act, serious injury means:

- a fracture of the skull, spine, pelvis, femur, humerus, fibula or tibia, or radius or ulna;
- an amputation of a major part of a hand or foot;
- the loss of sight of an eye;
- a serious internal hemorrhage;
- a burn that requires medical attention;
- an injury caused directly or indirectly by explosives;
- an asphyxiation or poisoning by gas resulting in a partial or total loss of physical control; or,
- another injury likely to endanger life or cause permanent injury.

The legislation also requires that management immediately inform the Occupational Health and Safety committee or Workplace Health and Safety representative at the workplace of all serious accidents.

The OHS Division of Service NL may choose to investigate a serious accident. The scene of a serious accident must not be disturbed except to attend to persons injured or killed and to prevent further injuries or property damage. Persons at the workplace have a legal duty to cooperate with an investigating officer and provide information related to the accident upon request. In these cases, employees should be advised they have a right to be represented by counsel, and the employer will provide this representation.

8.5 REQUIREMENT TO REPORT INJURIES TO WORKER'S COMPENSATION

Wherever an injury may require medical aid or could result in a claim to the Workplace Health, Safety and Compensation Commission, the worker must complete a "Form 6" and the supervisor must complete a "Form 7". These forms describe the accident and must be filed with the Commission within three days of the accident.

8.6 GUIDELINES FOR INVESTIGATIONS

The workplace supervisor is responsible for ensuring the investigation of accidents and incidents. The supervisor may request assistance from members of the Occupational Health and Safety committee or Workplace Health and Safety representative, or other individuals who are regarded as a helpful resource. However, the supervisor is responsible for planning and assisting the investigators if requested, reviewing the completed report, and following up to ensure control measures are implemented.

8.6.1 FIRST RESPONSE TO A SERIOUS ACCIDENT

The first responder to the scene of a serious accident must assess the situation, perhaps from a distance, to see if it safe to approach. If the situation appears unsafe, the individual should call for other emergency assistance and continue to monitor from a distance.

If the scene appears safe, the first responder should do what is necessary within their abilities to make the area safe (eg. shut off power or close valves). The next step is to attend to injured workers, getting medical help if necessary.

Any aid provided should be recorded in the first aid register. Particulars shall include:

- the full name, age and occupation of the worker;
- the nature of the injury or illness;
- a short description of the cause of the injury or illness;
- the nature of the work in which the worker was engaged at the time of sustaining the injury or becoming ill, with date and time;
- the treatment given, with date and time;
- the disposition of the case stating whether the worker returned to work, was sent home or to a physician or hospital and means of transportation where applicable;
- the signature of the person making the entry; and
- for later completion, if necessary, total time lost, time on restricted work activity and whether or not a Workers' Compensation Commission claim was filed.

First aid registers shall be available for inspection by the occupational health and safety committee or worker health safety representative or by an occupational health and safety officer.

First aid registers must be retained by the employer for a period of at least 5 years from the date of the last entry.

Finally, the first responder should help protect evidence for the investigation, and gather names of witnesses.

8.6.2 CONDUCTING AN INVESTIGATION

The investigator, or investigating team, will gather all the relevant information about the accident with a view to identifying the causes of the accident. The time, location, conditions, work being performed, etc. must all be recorded. Where relevant, photos should be taken, sketches drawn and witnesses interviewed.

While immediate causes of a serious accident may be readily apparent, the task of the investigators is to determine the root causes. Asking the question “why” the immediate causes were allowed to develop may suggest directions towards the root causes. The contributing factors of people, equipment, materials and environment should be analyzed.

8.6.3 REPORTING THE FINDINGS OF AN INVESTIGATION

The findings of the investigation must be reported by the person who is responsible for the investigation. The Department has adopted an Accident/Incident Report Form which is shown in **Section 11.3**. Completion of all the questions on this form will guide the investigators to gather the necessary information, perform analysis of the information to identify the root causes of the accident, and make recommendations for hazard controls so that similar accidents will not occur.

The report must be signed by the supervisor and, where applicable, other members of the investigating team. The supervisor must keep a copy on file and send one copy to each of the following:

1. Regional Director and the manager of the workplace;

2. The Occupational Health and Safety committee or Workplace Health and Safety representative; and,

3. The OHS Manager of the Human Resources Division in St. John's

8.6.4 FOLLOW UP ON RECOMMENDATIONS

After identifying the immediate causes and root causes of the accident or incident, the investigator(s) must recommend corrective measures to be put in place to prevent similar accidents or incidents. The supervisor responsible for the workplace, in combination with other appropriate personnel where necessary, should implement the corrective measures. Follow-up in terms of monitoring the effectiveness of the corrective measures, is necessary. The Occupational Health and Safety committee, or Workplace Health and Safety representative, should also follow up on the corrective measures and provide information on their findings to the supervisor.

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Section 9.0
Emergency Preparedness

9.1 EMERGENCY PREPAREDNESS POLICY

It is the policy of the Department of Transportation and Works to have each of its workplaces achieve a level of emergency preparedness so that immediate and appropriate response will be taken in the event of a local emergency. Emergency preparedness will:

- prevent, or at least minimize, harm coming to any employee from a foreseeable emergency;
- minimize damage to equipment, facilities and the environment; and,
- minimize the time required to restore full services after the disruption caused by an emergency.

The supervisor is responsible for ensuring that each workplace has developed and implemented emergency preparedness and response procedures specific to the workplace. Supervisors are responsible to ensure that: individuals are designated and trained; response procedures are developed; employees are trained in emergency procedures; hazard assessments are regularly conducted; and concerns raised are addressed.

Occupational Health and Safety committees and Workplace Health and Safety representatives will play a key role in developing emergency preparedness plans for their workplace as well as ensuring the plan is effective. Ensuring a level of readiness requires:

- monitoring the adequacy of training and instruction given to employees at the workplace, particularly the designated employees who are assigned specific roles and responsibilities within the scope of the plan;
- ensuring the availability and functioning of necessary equipment, supplies and emergency devices;
- ensuring the plan is exercised on a regular basis, including at least bi-annual evacuation drills;
- ensuring the plan is reviewed and updated on an annual basis to accommodate new processes, systems, equipment or facility modifications.

9.2 RESPONSIBILITIES

Emergency preparedness refers to established procedures to reduce or eliminate risk of injury or death and/or damage or loss to property during a foreseeable emergency. Some emergencies require evacuation of a building. The Department of Transportation and Works has provided all provincial government buildings with an *Emergency Evacuation Procedure Manual* which is a guide for developing an evacuation procedure. (As of this writing, this document is being revised. A pdf copy is available from your Fire Protection Officer, telephone 729-3024). Occupational Health and Safety Committees and Representatives developing an emergency preparedness plan must incorporate the evacuation procedures as outlined in the Manual into their plan. The Manual describes the basic requirements for a safe and orderly evacuation in the event of a fire, hazardous material incident, bomb threat, or other serious emergency.

Management is responsible for developing and maintaining a current floor plan of the specific site that will include but is not limited to the following:

- fire exits
- fire extinguisher locations
- designated muster (assembly) areas

Management is responsible for providing emergency personnel a list all employees working on that day, if an emergency takes place.

Each workplace will be responsible for providing the appropriate people certain responsibilities during an emergency which may include but are not limited to:

- Contacting the emergency response unit (police/fire/ambulance)
- Accounting for all employees (head count)
- Greeting the emergency response unit (police/fire/ambulance)
- Authorizing workplace re-entry

Specific responsibilities of members of the emergency planning group are listed below, in **Section 9.2.**

Who Develops the Plan?
Occupational Health and Safety Committees and Representatives are assigned the task of developing emergency preparedness plans for their workplaces. They are in a good position to do so because they are familiar with the types of emergencies their workplaces are uniquely vulnerable to, as well as the resources which are uniquely available to their workplaces and would be essential in responding to an emergency. At one of the first meetings dealing with plan development, the committee should fill, as appropriate for the workplace, the following positions with the best candidates available. Planning is usually the first step in working toward preparedness. While planning is necessary, the important goal for each workplace to reach is preparedness. Written plans, by themselves, will not be effective in coping with an emergency. The most important aspect of preparedness is the training of employees at the workplace.

9.2.1 EMERGENCY RESPONSE TEAM

The size of the workplace will dictate the number of positions that would be required for the emergency response team. Listed below are the responsibilities for each position. Positions can be combined.

9.2.2 EMERGENCY RESPONSE COMMITTEE (OHS COMMITTEE)

- Oversees development of the Emergency Response Plan.
- Reviews the Emergency Response Plan to ensure it is current and up to date.
- Ensure necessary Emergency Response Team positions are filled with competent people.
- Maintains a list of emergency phone numbers.
- Maintains a list of locations of emergency equipment and devices.
- Maintains a list of locations of first aid kits and its inventories.

9.2.3 EMERGENCY PLANNING COORDINATOR

- Writes Emergency Response Plan approved by the Emergency Response Committee
- Chairs meetings of Emergency Response Team, ensures that they occur on a regular basis, and that proper meeting minutes are taken and are readily available for reference.
- Responsible for the organization and facilitation of Emergency Response Team.
- Ensures the facilitation of fire drills.

9.2.4 CHIEF EMERGENCY RESPONSE OFFICER

- Chief of Operations during an emergency.
- Depending on the nature of the emergency or in the event of inclement weather he/she shall direct the movement of staff from their designate muster area to another area.
- Determines the requirement for the establishment of an Emergency Operations Center.
- In the event that an Emergency Operations Center is established, assumes the role of Emergency Operations Center Manager.

9.2.5 ASSISTANT CHIEF EMERGENCY RESPONSE OFFICER

- Fills in as Chief Emergency Response Officer when the Chief is absent.
- Acts as liaison between Chief Emergency Response Officer or other Emergency Response professionals and the Deputy Wardens during an emergency.
- In the event that an Emergency Operations Center is established, assists the Chief Emergency Response Officer.

9.2.6 FLOOR WARDEN

- Responsible for their work area or department. Ensures all persons are out, everything is put away, locked, turned off, anything suspicious or other concerns noted. In the event of a fire evacuation he/she shall ensure all or as many windows and doors as possible are closed before leaving the area. In the event of a bomb threat evacuation, he/she shall ensure that all or as many windows as possible are opened and all cabinets are unlocked before leaving the area.
- Reports the status in their area to the Chief Emergency Response Officer after being briefed by the Deputy Floor Warden.
- Acts as liaison between the Chief Emergency Response Officer and the Deputy Floor Warden.
- Arranges an alternate Floor Warden to carry out his/her duties in their absence.

9.2.7 DEPUTY FLOOR WARDEN

- Assumes role of Floor Warden in his/her absence
- Gets everyone's attention at the sound of an alarm (or of being notified of another emergency) by calling "**May I have your attention. Follow me**" (or whatever objective may be required).
- Assembles all staff at the designated exit before vacating the building.
- Escorts staff to their respective assembly area.
- Ensures assembly area poses no harm or hazards to the staff.
- Remains with the staff and maintains order.
- Accounts for all staff and visitors and provides this information to the Floor Warden.
- Liaises with the Floor Warden and updates staff on the status of the emergency.
- Arranges an alternate Deputy Floor Warden to carry out his/her duties in their absence.

9.2.8 WARDENS & DEPUTIES – COMBINED RESPONSIBILITIES

It should be explained that the primary role of Floor Wardens is not to combat fire and emergencies, but to ensure as far as practical, the safety of the occupants and their orderly evacuation in emergency situations.

- ✓ Know the specific area you are responsible for and the people assigned to your area.
- ✓ Be aware of visitors in your area and any persons with disabilities
- ✓ Be aware of the security concerns in your particular area and who is looking after them.
- ✓ Know your primary and secondary exits and the complete attendance of your assembly area.
- ✓ Know the boundaries of your assembly area. Report any concerns such as the size of your assembly area, and any safety security or other concerns.
- ✓ Ensure that all people in your area know their primary and secondary exits and where they are to assemble in the event of an evacuation.

- ✓ Introduce yourself to new staff assigned to your area and inform them of your Emergency Plan and what to do if an alarm sounds.
- ✓ Know the location of:
  - ✓ all pull stations in your area
  - ✓ all fire extinguishers in your area
  - ✓ the nearest fire hose cabinet
  - ✓ the nearest first aid kit in your area
  - ✓ the nearest stretcher in your area
- ✓ Keep a list of the staff in your area trained in first Aid and/or CPR in case you may need them as monitors.
- ✓ Discuss with 2 or 3 people in your area the role of monitors and what may be expected of them if you may need them to assist in an emergency. Monitors should be familiar with exit routes and assembly areas, and should be available to provide assistance if required.
- ✓ Keep these phone numbers by your desk:
  - Fire:
  - Police:
  - Ambulance:
  - Poison Center:
  - Environmental Emergency:

9.2.9 MONITORS

- During both fire drills and emergency evacuations, persons needing assistance are to be accompanied to the nearest exit by assigned monitors. Such action should never obstruct the exit way for others or subject the participant to injury.
- After the floor has been evacuated, assists the individual to the exterior or a place of refuge (i.e. stairwell) and calls the fire department.
- Notifies the emergency responding personnel (fire department) of exact location of the person, if evacuation proceeds.
- Persons needing assistance are never to be left alone.
- Always have monitors assigned to each physically challenged individual.

9.3 HOW TO DEVELOP AN EMERGENCY PLAN

9.3.1 IDENTIFY POSSIBLE EMERGENCIES

The planning committee must meet to prepare a list of emergencies which could occur at their workplace. The types of emergencies identified will be different for different workplaces, depending on location and nature of work. However, all workplaces should include medical emergencies, fire and severe weather. See **Appendix 9A** for a sample "**List of Possible Emergencies**".

9.3.2 ASSESS CURRENT LEVEL OF PREPAREDNESS

Using the list of emergencies identified in step 1, a detailed assessment of the workplace must be conducted to determine the current level of preparedness for each type of emergency.

Initially, the inspection should examine and record relevant equipment and supplies. Equipment or supplies which are not in good working order or otherwise are inadequate should be noted.

Secondly, the inspection should assess and record the in-house skills which can be applied to each emergency. It may be necessary to conduct interviews with some employees to find out who has valid certificates of training (for example, first aid training) or relevant experience and skills.

Finally, the inspection should determine the availability of outside or community resources which could be called upon to deal with a workplace emergency (for example, ambulance, fire department, police, neighboring businesses, etc.).

The “Emergency Preparedness Checklist” should be used as a guide in assessing the current level of preparedness for several types of emergencies. Please note, many of the questions on this checklist are not applicable for all workplaces. See **Appendix 9B** for a sample “**Emergency Preparedness Checklist**”.

9.3.3 LIST IDENTIFIED NEEDS

The committee must review the list of possible emergencies (step 1) along with the available resources to deal with each emergency (step 2), and determine what, if any, resources are lacking in order to reach an adequate level of preparedness (step 3).

The list of identified needs, if any, in terms of skills, equipment and supplies should be discussed by the committee from the viewpoint of the most practical and reasonable ways to acquire the needed resources.

If any outstanding needs are identified (which may be training, equipment or supplies), they must be requested by making a formal recommendation to management. Each individual request must include the reasons for needing the item, and the suggested method for acquiring it.

9.3.4 WRITING THE PLAN

The Emergency Preparedness Plan should:

- Be in plain language,
- Give clear instructions,
- Be as concise as possible,

- Be reviewed annually and revised if there are any changes in the workplace,
- Be posted prominently in various areas of the workplace,
- Be tested, at least twice annually, by surprise alarm activation, with records maintained of the tests.

There should be a plan to deal with each emergency identified in step 1. (Note: Being organized to deal with a few types of emergencies will greatly help in being able to cope with any emergency, even if it is not previously identified or has a written plan.)

The training of workplace employees, particularly those with dedicated roles and responsibilities within the scope of the plan, is the most important part of emergency preparedness. Each of the Department's workplaces with two or more employees have either an Occupational Health and Safety committee or a Worker Health and Safety representative who will be responsible for developing the emergency response plan. Workplaces which have only one Departmental employee must acquaint themselves with the emergency response plan of the facility where they work. The Worker Health and Safety representative must consult with their supervisor regarding plan development. The plan must identify an "Emergency Response Team", which will consist of those individuals in the workplace who are best capable of dealing with the emergency. Usually, one of the senior managers of the workplace is designated as having the authority to activate the plan. The names of these individuals should be posted on the list of emergency phone numbers.

Emergency drills/exercises will be conducted, arranged at convenient times.

Having a proper plan can prevent an undesired event from resulting in a loss. This loss would not only be to the Department but also to the employee and their family. See **Appendix 9C** for a sample "**Emergency Response Plan**".

9.4 FIRST AID

In Newfoundland and Labrador, the *Occupational Health and Safety First Aid Regulations* outline the first aid requirements that the Department must follow and make readily accessible during working hours. The Department must provide for each location, equipment, supplies, first aid facilities, first aid attendants and services appropriate for rendering first aid to workers injured on the job and transporting the injured worker to a medical treatment facility.

At each site, appropriate first aid supplies, facilities and personnel shall be available to provide workers with prompt, accessible treatment to injuries sustained on the job. Any first aid treatment performed will be documented and retained in a first aid log book. **See Section 11.12**. First aid equipment and supplies will be kept clean, dry and ready for use and be readily accessible at any time a worker works in the workplace.

9.4.1 FIRST AID KIT REQUIREMENTS

#1 First aid kit **Every workplace should have this FA kit at a minimum**	**#2 First aid kit** **Workplaces where there are more than one but less than 15 employees**	**#3 First aid kit** **Workplaces where there are 15 or more but less than 200 employees**
1 emergency first aid safety oriented manual	1 emergency first aid safety oriented manual	1 standard safety oriented first aid manual
1 first aid record book	1 first aid record book	1 first aid record book
12 safety pins	12 safety pins	12 safety pins
1 splinter tweezers, blunt nose	1 splinter tweezers, blunt nose	1 splinter tweezers, blunt nose
1 pair scissors - 10 cm	1 pair scissors, 10 cm	1 pair scissors, 10 cm
DRESSINGS (Each item to be individually wrapped for sterility.)	DRESSINGS (Each item to be individually wrapped for sterility.)	DRESSINGS (Each item to be individually wrapped for sterility.)
2 sterile bandage compresses, 10 cm x 10 cm	2 sterile bandage compresses, 10 cm x 10 cm	6 sterile bandage compresses, 10 cm x 10 cm
12 sterile adhesive dressings, 2.5 cm x 7.5 cm	16 sterile pads, 7.5 cm x 7.5 cm	32 sterile pads, 7.5 cm x 7.5 cm
12 sterile pads, 7.5 cm x 7.5 cm	16 sterile adhesive dressings, 2.5cm x 7.5cm	32 sterile adhesive dressings, 2.5cm x 7.5cm
4 - triangular bandages, 95 cm x 95 cm	6 - triangular bandages, 95 cm x 95 cm	6 - triangular bandages, 95 cm x 95 cm
ANTISEPTIC	ADHESIVE TAPE	BANDAGES
100 ml bottle peroxide	1 roll - 2.5 cm x 5 m	2 rolls of adhesive tape, 2.5 cm x 5 m
ADHESIVE TAPE	ANTISEPTIC	tubular finger bandage with applicator,.01 size x 4.5 m
1 roll - 1.25 cm x 2.3 m	100 ml bottle peroxide	10 finger tip dressings
		10 knuckle pad dressings
		ANTISEPTIC 100ml.

9.4.2 FIRST AID ROOM REQUIREMENTS

Furnishings: Hot and cold water; Permanent sink installations (knee or elbow controls preferred); 1 refuse pail with cover; 1 treatment chair with arm rests; 1 bed with pillows, sheets and blankets, the whole to be covered with a plastic sheet; 1 cabinet suitable for storing dressings and instruments

Equipment: 1advanced first aid safety oriented manual, current edition; 1 first aid record book; 1 pair bandage scissors, 13.9 cm; 1 dressing forceps, 12.5 cm; 1 splinter tweezers, blunt nose; 1 dozen safety pins, assorted; 2 wash basins (stainless steel or

polypropylene); 1 nail brush;1 package paper towels; 1 package of disposable paper cups; 1 eye lamp;1 cold sterilizer or equivalent, with a supply of non-rusting germicidal solution to keep instruments sterile1 kidney basin, polypropylene or stainless steel; 1 carrying stretcher with 3 blankets; 1 set wooden or air splints, assorted sizes; 3 splints - x-ray transparent or equivalent; and 1 emergency first aid kit (No. 3) and flashlight for use outside the first aid room at the scene of the accident. Those other supplies, in addition to those required under these regulations, as the first aid attendant in consultation with a physician considers necessary.

9.4.3 FIRST AID TRAINING

- ***"Emergency First Aid Certificate"*** means successful completion of a 6.5 hour training program.

- ***"Standard First Aid Certificate"*** means successful completion of a 13 hour training program

- ***"Advanced First Aid Certificate"*** means the certificate issued upon successful completion of the 70-hour St. John Ambulance Safety Oriented First Aid Certificate Course.

The Department will pay the cost of a first aid course for an employee for the purpose of the employee acting as a first aid attendant. In addition, the Department will pay an employee who is taking a first aid course for the purpose of acting as a first aid attendant, the same wages and benefits that they would receive in the ordinary course of their employment.

The number of persons trained at each workplace depends on the number of workers at the workplace: where there are 2-14 employees, at least one worker must be trained to the "emergency level" of training; where there are 15 or more but less than 200 employees, one worker must have a standard first aid certificate. There will also be one additional worker trained to the emergency level for each group of 25 workers or part there off (i.e. 105 workers requires 5 workers trained in the emergency level).

Acceptable first aid certificates must be issued by the St. John Ambulance Society. They normally expire after three years from date of training. The names of persons holding valid first aid certificates must be posted at the workplace.

Every employee at the worksite has the duty to;

a) use the first aid supplies and services provided at the worksite as needed without undue delay; and
b) report all injuries to the employer without delay.

A more complete description of workplace First Aid regulations can be found at **http://assembly.nl.ca/legislation/sr/regulations/rc961148.htm**

9.5 EMERGENCIES WHILE WORKING ALONE

In cases where employees work alone or in isolation, the employer shall supply a pocket first aid kit. This shall be carried by all supervisors of workers where the nature of the work or the location of the workplace would make it reasonable to be so equipped. The Department requires at least basic first aid supplies, an ABC-rated fire extinguisher, and an eye wash bottle to be provided in all vehicles used for Departmental purposes. These supplies should be inspected on a regular basis, kept in a clean and sanitary condition, and replaced as required. The Department will, if it is reasonable to do so, ensure that any employee working alone or in isolation holds a valid emergency first aid certificate.

Each location will be required to conduct a hazard assessment where a worker is required to work alone or in isolation. Based on the results of risk assessments, a Safe Work Practice (SWP) will be developed by the Department and this procedure will be adopted consistently by each employee. This assessment should consider health hazards and the controls required.

9.6 VIOLENCE IN THE WORKPLACE

9.6.1 INTRODUCTION

The Government of Newfoundland and Labrador is committed to working collaboratively with employees, unions, contractors and client groups to ensure a safe, secure and respectful workplace and to prevent all forms of violent behavior and inappropriate conduct at our workplaces.

In accordance with Newfoundland OH&S legislation, workplace violence is defined as: “The attempted or actual exercise by a person, other than a worker, of physical force to cause injury to a worker, and includes threatening statements or behavior which gives a worker reason to believe that he or she is at a risk of injury”. (Section 22, Occupational Health and Safety Regulations, 2012)

Violence in the workplace may take many forms including physical, verbal and sexual. Workplace violence also includes types of abusive behavior including verbal or written threats, verbal abuse, bullying, and cyber bullying or cyber violence. Workplace violence may occur only once, it may involve various tactics of subtle manipulation or it may occur frequently while escalating over a period of months or years. Workplace violence can occur at or outside the workplace. It may occur at off-site business-related functions, such as conferences; or in clients’ homes. It can also include violence that occurs away from work, but resulting from work. For example, an employee who receives a threatening call or e-mail at his or her home, from a client, is a victim of workplace violence.

There are several forms that workplace violence can take:

- Violence committed by a client/customer/stranger usually involves either a random act committed by an outsider or stranger or being victimized by someone receiving a service. An example of this would be an employee being threatened over the phone by a client complaining about the loss of a benefit.
- **Physical violence** is the most visible form of violence and is characterized by the inflicting of injury or injuries. Stalking behavior is characterized by following, watching or maintaining surveillance of a co-worker, client, or contractor. It can also consist of repeated, unwanted contact via telephone calls, hang-ups, letters and faxes or over the internet through e-mails and can involve acts of intimidation or other threatening behavior. Threatening behavior includes, but is not limited to shaking fists, destroying property or throwing objects.
- **Verbal abuse** refers to offensive behavior through the use of vindictive, harsh or humiliating language. It can include but is not limited to swearing, shouting, constant and/or public criticism, condescending language and inappropriate comments. It may occur in private without a witness. Verbal or written threats may include any expression of intent to inflict harm, and may include:
- **Direct threats**, which are clear and explicit communications which distinctly indicate that the potential offender intends to do harm, for example, “I am going to make you pay for what you did to me.”
- **Conditional threats** involve a condition, for example, “If you don’t get off my back, you will regret it.”
- **Veiled threats** usually involve body language, verbal comments or behaviors that leave little doubt in the mind of the victim that the perpetrator intends harm, for example, “Do you think anyone would care if someone beat you up?”

Violence can happen at any workplace and can have a serious impact on victims, their families and productivity and morale in the workplace. For this reason, Sections 22, 23 and 24 of the OH&S Regulations were changed, requiring provincially regulated employers to conduct a hazard assessment, establish procedures to control the risk for workplace violence and communicate those procedures to workers.

These documents address issues of workplace violence by a client or visitor, against an employee of the Government of Newfoundland and Labrador. Each branch needs to establish protocols and safe work practices specific to the individual needs of their workplace, based on the outcome of hazard assessments.

9.6.2 RESPONSIBILITIES

Each branch:

- Demonstrates a commitment to the prevention of workplace violence and associated behaviors.
- Leads by example in showing respect and dignity in all interactions with others in the workplace.
- Takes a proactive role in the prevention of violent, inappropriate, or objectionable behavior and conduct.
- Becomes familiar with potentially violent situations by identifying/assessing the risk of violence in the workplace and provide adequate protection to employees from these potential threats.

- Develops procedures to minimize the risk of violent situations occurring.
- Provides proper training and awareness for employees in workplace violence prevention practices and procedures.
- Identifies criminal behavior (assault, destruction of property, threats, etc.) and treats it as such by reporting them to police.
- Supports the victim in exercising his/her legal rights in regards to a violent incident.
- Investigates and takes action on all legitimate reports, suspicions or indications of workplace violence.

Employees:

- Should be aware of the workplace violence prevention program.
- Act in a professional and respectful manner towards both co-workers and clients and abstain from conduct that is inappropriate.
- Participate in any required training regarding workplace violence prevention practices and procedures.
- Report to a supervisor any incidents or suspicions of workplace violence or other conduct that is affecting the morale or productivity of the workplace.

Human Resource Secretariat (HRS):

- Develops programs, toolkits and other support materials with respect to workplace violence prevention.
- Designs and assists with facilitation of educational and awareness sessions on workplace violence prevention.
- Assists with the development of emergency response protocols.
- Provides direction and support to departments and agencies who are dealing with incidents of workplace violence.

OHS Committees:

- As part of the internal responsibility system, the employer should consult and involve the Occupational Health and Safety committee or the health and safety representative at each stage of workplace violence prevention. In striving for a violence-free workplace, the members of the OH&S committee, or the representative, should be familiar with what defines workplace violence as well as the factors that may contribute to it. With this knowledge they will be more effective in taking part in the different steps of a violence prevention program such as the development of practices, procedures, and controls.
- They will also be able to assist in completing workplace inspections which will help to determine any weaknesses that exist that may encourage or escalate incidents involving workplace violence.
- To effectively manage the prevention of workplace violence, it is recommended that the committee members who participate in the process be given the training that will enable them to carry out their responsibilities effectively.

9.6.3 HAZARD ASSESSMENT

The purpose of doing a hazard assessment is to create an awareness of possible hazards and risks in the workplace. The assessment identifies who is at risk and what the risk(s) may be to an individual. It is also an opportunity to determine if existing controls that are in place are adequate, and allows for the risk(s) to be prioritized and measured.

Step 1 - Establish a hazard assessment team
In order to successfully prevent workplace violence it is necessary to first look at all the factors that may contribute to violence in the workplace. Once this has been done the factors can be assessed and controls can be implemented before these factors actually result in violence. Working together, management and employees are in the best position to identify existing and potential hazards for their workplace. As such, a team comprised of both management and front line staff who work in the area being assessed should participate in the hazard assessment.

Step 2 - Review previous incidents of workplace violence
There are risk factors, processes, and interactions associated with certain jobs that may put someone at risk. The employees, the location and circumstances in which the work activities take place make each workplace unique. Additionally, the risk of violence may be greater during certain times of the day or year (e.g. night time/early morning, holidays) or because of the geographical location (e.g. near buildings/businesses susceptible to violence, isolated from other buildings/structures). Managers can learn from experiences, such as incidents that may have occurred in similar workplaces, by obtaining information from any organizations with which they are associated (e.g., industry association, Workplace Health, Safety and Compensation Commission, Service NL). Managers should also review any incidents of violence by consulting existing incident reports, first aid records and occupational health and safety committee minutes. It is critical to take these experiences into account when determining appropriate controls. It is also important to review the information that is collected to identify any common factors or business processes that may contribute to workplace violence. This information can then be used to identify jobs, locations or times when there is elevated risk for violence. Make a note of any potential solutions that may be implemented to prevent similar incidents from occurring in the future. Some factors to consider in carrying out a hazard assessment include:

- The nature of the work activities such as the type of work (handling valuables, dealing with clients face to face), make-up of the staff and type of client group.
- Working conditions such as working alone or in remote locations or locations/ areas under the control of the client. Also consider the neighborhood or region.
- The design of the work activities and surrounding environment such as characteristics of the work area (noise, stuffiness, uncomfortable temperatures and other conditions that may make clients more irritable).
- The frequency of situations that present a risk of workplace violence.
- The severity of the adverse consequences to the employee exposed to a risk of workplace violence.
- Observations and recommendations of the OHS committee or the health and safety representative, and of the employees.
- The measures already in place to prevent & protect against workplace violence.

Step 3 - Obtain staff input
Managers and/or the hazard assessment team should also talk to employees for feedback about their experiences with workplace violence and about whether they are concerned for themselves or for their co-workers. Managers should emphasize that perceived or real threats of violence, near misses and actual incidents of physical violence are all important. This information can be gathered from employee interviews or staff surveys. Ensure that all concerns are documented.

Step 4 - Conduct a workplace inspection
A visual inspection of the workplace should be conducted by the hazard assessment team to determine the physical layout and workplace design as well as a review of the work procedures taking place in each area. This should include a review of administrative practices, such as visitor policies as well as work practices. This will help determine any vulnerabilities that exist that may encourage or escalate incidents involving workplace violence. Evaluate the history of violence in your own workplace:

- Ask employees about their experiences, and whether they are concerned for themselves or others
- Survey every employee, **see Section 9.6.8** for a sample survey
- Use interviews, a short questionnaire, or a checklist
- Review any incidents of violence by reviewing:
    - Incident reports
    - First aid records
    - OH&S committee records
- Determine whether your workplace has any of the identified risk factors associated with violence:
    - Work processes, situations or interactions (working alone, working with the public, handling cash)
    - High risk occupational groups
    - Time of the day, night or year
    - Geographic location
- Conduct a visual inspection of your workplace and the work being done, including:
    - Workplace design and layout
    - Administrative practices
    - Work practices
- Review legislative requirements. Organize and review the information you have collected. Ask yourself:
    - How many incidents of workplace violence have been documented or reported in the workplace?
    - How many incidents of potentially violent situations such as threats, have been documented or reported in the workplace?
    - What occupational groups or individual employees appear to be more at risk of violence or potential violence?
    - Is there any particular location that appears to have experienced a higher proportion of incidents of violence?
    - Is there a time of day, month or year when incidents of violence have occurred more often?

- Record the results of your assessment. For each type of risk that is identified, it is important to determine:
    - the frequency of the occurrence.
    - the impact to staff and business operations.
- Once risk factors have been identified, these factors must be assessed in order of priority so that prevention measures can be prioritized, without losing sight of the final objective, which is to control all of the risk factors.

All information should be documented using the Hazard Assessment Report Form found in **Section 11.2**. Not only will this documentation assist in any future legal issues that may arise but it will also serve as a baseline for future hazard assessments that will be conducted. This will ensure the effectiveness of the program over time.

9.6.4 IMPLEMENTING CONTROLS

Controls are the practical measures that can be taken to prevent and protect against workplace violence. The hazard assessment will have identified the most significant concerns for the workplace. The next step is to develop controls to minimize or eliminate these risks.

Preventative measures include training and education as well as improvements to the physical workplace design, administrative practices and work practices. Of all the possible prevention techniques, eliminating the risk altogether is the most effective. The goal is to remove the risk, condition or activity, and where necessary, replace it with another condition or activity that does not involve the risk. If the risk cannot be eliminated, attempt to reduce it through control techniques that can help limit the severity if workplace violence does occur. Protection techniques make it possible to counter a workplace violence occurrence or diminish the scope of potential violence.

There are two types of protection: group and individual. Group protection involves blocking potential aggressors or keeping them apart from the employees. For example, installing access card readers on doors to prevent unauthorized access to employee areas. Individual protection may involve implementing safe work procedures to safeguard employees working alone. In taking a measure to control a present risk, a current working condition or an existing activity, it will be necessary to ensure that the measure itself is not a source of risk before implementing it. For example if a locked security door is installed to prevent unauthorized access, confirmation should be received that it meets the applicable fire protection requirements in case of an emergency. A prevention measure must not create a new hazard. If a new hazard arises, it must be dealt with as soon as possible. For example, if a customer service area is closed off with protective glass, there should be proper ventilation for the employee working in the closed-off area.

The following are some examples of how to control hazards in a variety of situations:

A. Working Alone
An effort should be made so that working alone in an area of recognized risk is avoided. When employees are required to work alone the employer should consider the following options:

- Establish a check-in procedure. Make sure regular contact is kept with all workers.
- Establish ways to account for people (visually or verbally) while they are working.
- For most lone workers, the telephone will be the main source of contact. If work is at a desk or station, have a telephone close by. If work is away from a main office or work station, the use of a cellular phone is recommended. If a cellular phone is unreliable in the area, attempt to have alternative methods of communication available (such as use of public telephones, site visits or satellite technology).
- Schedule high risk tasks during normal business hours, or when another worker is capable of helping if an emergency situation arises.
- Position workers, where possible, in locations of highest visibility.
- Keep windows clear to allow the worker to be clearly visible to the public.
- Encourage the use of a "buddy system" in high risk situations - ensure that workers are aware that this option is available to them.
- Where appropriate, use a security system such as video surveillance cameras, mirrors, observation windows, etc., however, ensure that informed consent is obtained.

B. Parking Lot Safety
Encourage employees to:

- Park near the building in a highly visible and well-lit area.
- Park near the stairs or a well-lit exit in an underground lot.
- Use the main building entrance -- avoid rear or secluded exits.
- Lock the doors and roll up windows once they are in the vehicle.
- Have a plan ahead of time. Know where to go for safety and how to call for help.

Tips when walking to and from the car after dark or in a high-risk area:

- Always try to walk with a co-worker, or a security guard.
- Give them a ride back to the main entrance so they do not have to walk back alone.

If employees have to walk alone:

- Have a co-worker watch him/her from a window.
- Encourage him/her to wave to a window even if no one is watching to give the illusion that someone is there.
- They should be reminded to stay on well-lit streets, and in the center of the sidewalk. Stay away from hiding spots such as bushes, doorways, alleys and parked cars. Cross the road if necessary.

Employees should be reminded to be aware of their surroundings and to trust their instincts when they feel something is not right. Employees should not:

- Dig in their purse or bag.
- Wear headphones or be distracted by a cell phone conversation.
- Carry heavy briefcases or bags that may get in the way.

Have ready:

- Keys to unlock the vehicle.
- Keys or cardkey to unlock building doors.
- A whistle or other personal alarm.

As employees approach their car they should look around, inside, and even glance underneath for people who may be present. If they are suspicious they should walk away and go to a safe place and call for help.

C. Working Late

When employees are working late there are precautions that should be taken:

- The employee should let a security guard or supervisor know that he/she is working late and when he/she expects to leave.
- Before dark, all employees should move their cars to a well-lit area close to the building.
- All those working late should be reminded to let a friend, family member or security guard know they are working late and when they expect to leave.
- Have a check-in procedure in place. Arrange for employees to work late on the same night as a colleague.
- Have a procedure in place to ensure that all windows and doors are locked and that nobody is in the washrooms and storage rooms before employees leave for the day.
- If an employee enters a room and suspects that someone might be inside, he/she should back out quietly and go to a safe area with a lockable door and call for help.
- If an employee encounters someone unfamiliar he/she should indicate that they are not alone. He/she may want to say something like "my supervisor will be right here and will be able to help you".
- If an employee suspects that someone is lurking outside, he/she should call the police or security officers.
- Encourage employees to be aware of the services offered by local transit companies, for after-hours commuters (e.g., they may have a "request stop" service that allows commuters to get off anywhere along the route after dark, rather than at a designated stop).

D. Working Off-site

It is sometimes necessary for employees to conduct business away from the traditional office setting and in these situations employees should be advised to exercise extra caution. Work practices include all the things that employees do while performing a job. Procedures or safe work practices should be developed to ensure that these employees:

- Have access to a cell phone to allow them to remain in contact with others in case of emergency.

- Prepare a daily work plan so that others know where they are as well as when they are expected somewhere. Develop a check-in procedure. Do not enter any situation or location where they feel threatened or unsafe.
- Arrange to meet clients in a 'safe' environment where other people are around.
- Always wear or carry an identification badge. It will show that they are acting in an official capacity and that they are an employee doing their job.
- Keep records and indicate if the client is known to be aggressive, hostile or potentially violent.

E. Handling Stalking Situations

- Keep a record of all relevant information such as the date and time of incidents, witnesses, and anything that could help establish the identity of the stalker.
- Encourage the victim to report the incidents to police.
- Alter the work pattern of the threatened employee such as his/her hours and parking arrangements.
- Provide assistance for the victim such as changing his/her work telephone number and having calls screened through voicemail.

F. Safety Precautions for the Workspace Layout

- Provide sufficient personal work space.
- Arrange furniture in a manner to prevent employees from being confined and to maintain a minimum distance between the employee and the client in order to minimize the opportunity for physical contact.
- Minimize the amount of furniture in a given room and provide a clear route from an employee's work area to the door.
- Provide alternative exits if possible and make employees aware of such alternative exit routes.
- Minimize the number of objects that could be possibly thrown or used as a weapon.
- If possible, provide rolling chairs for staff and stationary ones for clients.

9.6.5 REPORTING AND MANAGING WORKPLACE VIOLENCE

Unfortunately, even after the hazard identification and assessment process has been completed and controls have been implemented, workplace violence may still occur due to unforeseen factors and the nature of the work being done. It is important for managers to instruct employees that they have an obligation under the OHS Act to report any workplace violence that they are aware of, even if they are not involved. Some minor conflicts or incidents may be able to be resolved through mediation by a manager or supervisor and an attempt should be made to do so if possible and when appropriate. The employer should call the police in case of uncertainty and the police will then decide whether the incident is a matter for them to handle. It is important to note that even if the employees involved do not wish the police to be contacted, it remains the responsibility of the employer to make the final decision regarding police involvement to address the incident. However, if the employees involved request to have the police notified, the

employer must do so. All incidents of violence, regardless of degree should be reported and documented. These reports should be completed as soon as possible following the incident and should be given to the manager. The reports should include:

- Information about the victim.
- Information about the alleged offender.
- A description of the incident or interaction in question.
- Information about witnesses and their testimony.
- Other relevant information (e.g. events leading up to incident, suggested course of action).

The effectiveness of any workplace violence prevention program depends in part on how quickly and efficiently reports of violence are handled. When necessary and if there is imminent danger, managers and staff should refer to the Emergency Response Plan for their department for evacuation or lockdown procedures. If the department does not have an emergency response plan, one should be developed. Managing an incident of workplace violence may include the following:

- Providing emergency intervention to protect potential victims.
- Notifying the police, fire or ambulance services.
- Providing emergency first-aid to victims.
- Evacuating staff or facility lockdown.
- Containing the scene.
- Securing witnesses.
- Preserving evidence until the police arrive.
- Coordinating professional counseling for victims.
- Notifying family members of victims.
- Briefing staff and senior management.
- Business resumption planning.
- Coordinating ongoing victim support.

9.6.6 INVESTIGATING WORKPLACE VIOLENCE

As soon as possible after an incident of workplace violence, an investigation must be initiated by the manager. In many cases, it may be appropriate for the manager to refer the incident to Strategic Human Resource Management units for investigation or follow up. It is essential however that the person investigating the violent incident be properly trained to handle the incidents that are reported to them. In more serious cases, a qualified and experienced investigator may be required, such as the police. All information related to the incident must be documented as this information may be used to support any legal action that may be taken. It may also be useful in evaluating existing controls and may result in the identification of previously unidentified risks. Ensure that all findings and outcomes are appropriately communicated to all staff involved; however, the individual's right to privacy must be respected.

9.6.7 ESTABLISHING AN EMERGENCY RESPONSE PLAN

It is necessary to have a specific plan, which clearly outlines how to respond to a serious incident in progress. In establishing the Emergency Response Plan, Departments may need to consult with Building Security and/or local law enforcement agencies. Consider the following steps when developing your plan:

- Determine how to secure the workplace.
- Establish internal emergency numbers and/or code words to alert co-workers that urgent help is required.
- Assign responsibilities for decision making and action to staff with the appropriate skills and authority. Appoint alternates in case a key person is unavailable.
- Provide clear guidelines to follow in various situations.
- Provide necessary training to respond to and diffuse potentially violent situations.
- Outline supervisor's responsibilities.
- Identify scenarios where you would call for emergency services.
- Identify who is responsible for contacting emergency services such as the police, emergency response personnel, and victim support services
- Identify scenarios where you would "lock down" the workplace.
- Develop a detailed evacuation plan.
- Practice emergency drills.
- Develop a system to account for the safety of all staff; and set up procedures to provide first aid, communicate with the police, and complete reports

Supports Available
Following a violent incident, it is essential that the victim(s), affected employees, and in some cases, the victim's family obtain immediate assistance. Affected employees may require emotional support (critical incident stress management, counseling), workplace accommodation, and/or medical treatment. Some available supports and resources include:

Employee Assistance Program
The Employee Assistance Program (EAP) provides all employees in the Newfoundland and Labrador Public Service with an opportunity to obtain assistance for personal problems that are either affecting, or have the potential to affect, work performance. Problems may be marital, family, financial, emotional or those associated with substance abuse, domestic abuse, or gambling. Further information, as well as contact information, 24 hour crisis phone numbers and a list of resources and related services is available via the EAP's website at **www.psc.gov.nl.ca/psc/EAP**. You may also contact by telephone: (709) 729-2290 or 1-(888) 729-2290.

Strategic Human Resource Management (SHRM) Units
The Strategic Human Resource management (SHRM) Units provide departmental and employee support. Transportation and Works Sector SHRM Unit: Tel (709) 729-3823.

Providing Workplace Violence Training and Education
Education and training are a necessary part of any violence prevention program. The content and type of training will depend on the results of the hazard assessment and may vary between departments. In all cases, employees should be made aware of the workplace violence prevention program during orientation. Training should be provided for safe work practices and procedures that are job specific. Training is essential when striving for a violence-free workplace as it raises awareness and educates employees. With increased awareness and knowledge, employees will know what to do if involved in violence in the workplace and can contribute to preventing it from occurring. If the employees cannot be trained all at one time, the priority should go to training for employees who are considered to face a higher risk of work place violence.
Every employee needs to understand:

- Their rights and responsibilities under the OHS Act and the Government of NL Workplace Violence Prevention Program.
- Risk factors in the workplace.
- Procedures to control the risk of workplace violence.
- Appropriate responses to incidents, including how to get help.
- Procedures for reporting and documenting incidents or potential incidents.
- The follow up and support services available in the event of an incident of workplace violence.

Training should be specific to the risk of each individual employee or occupational group and may consider warning signs that may precede a violent situation, how to prepare a profile of a potentially violent client, and ways of preventing or diffusing violent situations or aggressive behavior including:

- Anger management
- Mediation
- Interpersonal skills
- Conflict resolution
- Behavior management
- Assertiveness training
- Stress management.
- Crisis intervention.

Whenever information sessions are held or training is provided, the employer should document the content of the session and a sign in sheet should be completed by those attending the session. Ideally, if training is provided on a topic of high risk it may be appropriate to confirm employees understanding of the training by having them complete a short quiz which highlights the most important aspects of the training. This will not only confirm that the training was adequate but will also demonstrate due diligence.

Program Evaluation
An annual review of the Workplace Violence Prevention Program should be done by the supervisor and members of the OHS committee to evaluate how well the program is working and to identify any necessary changes. Prevention measures must be updated as necessary. The review may take place more often if there is a change that impacts the effectiveness of the controls. For example, if a client services counter was installed

to act as a barrier but an incident occurs where a customer climbs over the counter, the prevention measures (or controls) need to be reviewed and modified. Program evaluation should include:

- ☐ Listing all incidents of violence which occurred in the past year.
- ☐ Listing corrective actions taken following violent incidents.
- ☐ Citing specific changes to the violence prevention practices or procedures.
- ☐ Revisiting the hazard assessment.
- ☐ Re-do the employee survey and compare the results to any prior surveys.

For assistance with the development or scheduling of Workplace Violence training and awareness programs, please contact the Organizational Development branch of the SHRM unit, phone 729-1970.

9.6.8 WORKPLACE VIOLENCE SURVEY FORM

Department Name:
_____
Date of Assessment:
_____
Completed by:
_____
Workplace or Tasks Covered by this Assessment:
_____
_____
_____

- ☐ When you are open to the public, are there times when only one employee is present?
- ☐ Do your employees handle cash?
- ☐ Do your employees deal with the public?
- ☐ Do your employees exercise control over others (passengers, travelers, etc.)?
- ☐ Do your employees inspect other people's business or property?
- ☐ Do your employees exercise security functions?
- ☐ Do your employees work in community based settings?
- ☐ Do your employees deal with or handle firearms or similar weapons?
- ☐ Has this workplace experienced incidents of violence in the past?
- ☐ Have similar workplaces in other organizations experienced violence?

In addition to the factors listed in the table, the employer should consider the following factors that may increase the potential for violence:

- ☐ Late hours of the night or early hours of the morning
- ☐ Time of year (Christmas)
- ☐ Being located next to buildings or businesses that are high risk for violent crimes (bars, banks)
- ☐ Being located in areas isolated from other buildings or structures

If there is the potential for violence at this workplace, describe the violence by answering the following:
What activity or feature of the workplace may trigger the violence?
_____
_____
_____
Describe the potential type of violence (assault, robbery, verbal abuse).
_____
_____
Describe how often the predictors of violence occur (for example, how often is there cash in the workplace? This could be daily, weekly, occasionally).
_____
_____

9.7 FIRE AND EMERGENCY SERVICES

No single segment of society can meet the complex needs of a major emergency or disaster on its own. Fire and Emergency Services - Newfoundland and Labrador envisions a comprehensive, integrated program of mitigation, preparedness, response and recovery, for emergencies and disasters of any kind. It provides awareness, education, certification and training initiatives within the provincial fire services. Developing and maintaining a fire and emergency management system in Newfoundland and Labrador is part of the continued focus of our provincial government. For additional information on the mandate and services provided by this agency please refer to http://www.gov.nl.ca/fes/agency/

9.8 AUTOMATED EXTERNAL DEFIBRILLATORS

9.8.1 INTRODUCTION

This document summarizes the policies and procedures of the Department of Transportation and Works relating to employees who are trained and certified in CPR and Automated External Defibrillator (AED). A more complete version is available from the Security Services Branch, Confederation Building, St. John's.

The policies and procedures that follow will ensure a consistent guideline for location, maintenance, training and use of the AED. A response time of less than six minutes from time of incident to the first shock is the goal; this will increase the chance of survival in the event of sudden cardiac arrest (SCA). Two to three minutes is ideal.

Using the AED is a fairly simple process that involves placing the electrode pads on the casualty's bare chest and delivering an electrical shock to the heart. The shock delivered often restores the heart's normal rhythm. A combination of CPR and AED provides the greatest chance of survival for a casualty in cardiac arrest.

While there is no single standard for government, the AED model selected by the Department is the LifePak CR Plus. For consistency of training, if multiple units are purchased for a given area, it is recommended that they all be of the one brand.

Locations considering the purchase of an AED should be aware that there is an ongoing requirement for training, maintenance and inspection. This ongoing commitment is the responsibility of the AED Program Coordinator. There is also a purchasing requirement, covering replacement batteries, defibrillation pads, and accessories. The AED units are to be protected against loss and abuse at all times. It is recommended they be housed in an alarmed cabinet. The AED kit contains accessory equipment which must remain with the defibrillator and must be inspected along with the AED to ensure all is ready to use.

9.8.2 DEFINITIONS

Automated External Defibrillator (AED)
A computerized medical device programmed to analyze heart rhythms, recognize those that are shockable and provide the operator with step by step instructions on defibrillation.

AED Program Coordinator
Individual responsible at each workplace for the Department's AED Program. The AED Coordinator develops and reviews policy and guidelines of the program at that workplace, and assists with the training of First Aid/AED Responders when necessary.

Cardiopulmonary Resuscitation (CPR)
A combination of rescue breaths (one person breathing into another person) and chest compressions performed when a person has stopped breathing or when a person's heart has stopped beating.

Defibrillation
Applying an electrical shock to a fibrillating heart.

Fibrillation
An irregular and uncoordinated contraction of the heart muscles. In this condition the normal electrical pulses causing the heart to pump blood throughout the body are overwhelmed by disorganized electrical impulses. The fibrillating heart quivers, but the heartbeat is not strong enough to pump blood, oxygen and nutrients.

First Aid/AED Responder
Any individual trained and certified in First Aid and AED use. The Department of Transportation and Works has authorized all security personnel as First Aid/AED Responders. A First Aid/AED Responder has a legal duty to respond to an emergency situation in the workplace.

9.8.3 RESPONSIBILITIES

AED Program Coordinator:

It is the responsibility of the AED Program Coordinator to:

- Participate in responder training, data collection, and assist in practice sessions and retraining, as needed;
- Assure maintenance of the AED and related response equipment by performing quarterly inspections of the equipment and supplies;
- Replace any supplies as needed;
- Report to and follow up with the Director of Security Services and/or the AED manufacturer regarding any performance discrepancies, device defects, or missing, expired, and/or damaged accessories;
- Maintain a list of trained First Aid/AED responders at their site;

- Following an incident, ensure an AED Casualty Care Record or First Aid Record is completed;
- Following an incident, ensure the data is transferred to a data management system and a copy is available to the casualty's health provider, and restore the AED and kit to a "Ready to Use" state;
- Develop and maintain policies and procedures of the AED program; and,
- Ensure compliance with the policies and procedures of the AED program.

First Aid/AED Responders:

It is the responsibility of the First Aid/AED Responders to:

- Successfully complete all required AED training;
- Respond to emergency calls related to AED use; and,
- Follow the guidelines of the AED program, remain current on CPR/ AED training, updates, and participate in annual refresher training.

9.8.4 AED EQUIPMENT

Each AED unit should be located in a secure area with accessibility appropriate to the operations of the workplace. In the Confederation Building complex in St. John's, the LifePak CR Plus defibrillator is located in the first aid room on the main floor of both the East and West Blocks. All security have access to the room, and are trained and certified in CPR and AED.

Each kit includes:

- LifePak CR Plus with battery installed
- Carrying Case
- Defibrillation Pads (2 Adult sets)
- Defibrillation Pads (2 Pediatric sets)
- Accessories (scissors, towel, razor, pocket mask, 2 sets of latex-free gloves)

9.8.5 AED MAINTENANCE

Follow the manufacturer's recommendations for all scheduled AED maintenance checks. Report any performance discrepancies, device defects, missing, expired, and/or damaged accessories to the AED Program Coordinator.

Most AED units perform regular self-tests and each time it is turned on. In the Confederation complex, Security will perform a routine check of the AED's every shift.

- Ensure the readiness window displays "**OK**"
- Ensure the electrode pads have not expired (upper right corner)
- Ensure the battery charger is in place (charger should be in place at all times)

******* When a battery charger is inserted into a defibrillator, it is internally linked to that AED, it cannot be switched to another AED, as the AED will not function properly.

The charger and the electrode pads are a kit and expire on the same date. Do not switch either to another machine.

Cleaning

Upon use or when necessary:

- Wipe the exterior case and display windows with a damp cloth. Non-abrasive soap, rubbing alcohol or peroxide may be used.
- Wipe the carrying case with a damp cloth, water only.
- Wipe the quick reference card with a damp cloth, water only.
- The Battery Charger and Electrode Pads do not require cleaning. They will be disposed of after use or upon expiry.

9.8.6 RESPONSE PLAN OVERVIEW

Initiation of the Response Plan.

An employee who recognizes a medical emergency should initiate their Emergency Response Plan immediately by calling 911 or other number designated for that workplace. Gather the following information:

- Casualty's name
- Type of emergency, casualty's condition
- Location of emergency (Dept., floor, room)

*** The responder should ask that an employee be waiting at the department entrance to lead them to the casualty. The responder collects the emergency first aid kit and AED to bring to the scene.

First Aid/AED Responder

At the scene, the First Aid/AED responder should:

- Ensure medical help has been called; request additional help to assist and/or wait for medical help and lead them to the emergency scene. Remain calm and remember your training!
- Approach the casualty feet first or from their line of vision, identify yourself and get consent to provide first aid if the casualty is conscious.
- Perform a Primary Survey (Airway, Breathing, Circulation). Assess the casualty. Open the airway, check for breathing, check for a pulse if trained, check circulation. If the casualty is not breathing, is unresponsive, has no pulse, or if you are unsure, use the AED.
- Ask that a bystander begin CPR while you prepare the AED or until additional help arrives.
- Place the AED close to the casualty and on the side next to you. Activate the AED. Follow the voice prompts, these are your step by step instructions.
- Bare the chest, remove any medication patches, wipe the chest dry, wipe the area where the pads are to be placed, and shave the area if necessary.

- Open the package of electrode pads. Remove the pads, one at a time, from the package and apply to the casualty's chest exactly as shown on the picture on the pads. Press firmly on the pads to ensure a good seal. Quickly scan the area for signs of an implant or pacemaker – a bump in the skin and a scar. If an implant or pacemaker is in place, apply the pads approximately one inch below the bump, do not apply over the implant or pacemaker.
- The AED will analyze and determine if a shock is required. Continue to follow the voice prompts.
- Do not remove the pads or disconnect them from the AED until medical help arrives. If defibrillation is successful, the casualty may begin to move, cough or breathe regularly, or they may begin to breathe but remain unresponsive. Place them in the recovery position and give ongoing casualty care until medical help arrives.

Transfer of Casualty Care

When medical help arrives, the First Aid/AED responder will transfer casualty care. Do not remove the pads from the casualty's chest, medical personnel will disconnect the pads from the AED and reconnect to their AED.

Provide a report to EMS including :

- The initial time of the event or collapse.
- Casualty's condition upon arrival.
- Time CPR was started and/or any known care given.
- Time first shock was delivered.
- Number of shocks delivered.

Post-Event Procedures

After transferring care to EMS, the responder should:

- Turn the AED off.
- Clean the AED and accessories as per the cleaning section.
- Replace the battery charger
- Replace the pads.
- Dispose of the used pads.
- Complete a Casualty Care/First Aid Record
- Provide and review the report with your AED Program Coordinator

The AED Coordinator will download or arrange the download of the data, and ensure the unit is ready to use.

Debriefing Procedures

As soon as possible, a debriefing, led by the AED Program Coordinator should be conducted to evaluate the response efforts. The AED Coordinator, First Aid/AED Responders, and Occupational Health and Safety Officer or Committee should conduct an evaluation of the emergency response and the strengths and deficiencies of the response plan. Modifications made to improve the plan must be approved by the AED

Coordinator. All changes to the plan must be immediately communicated to First Aid/AED Responders.

9.8.7 POST INCIDENT PROCEDURES

Incident Report

The First Aid/AED Responder must complete an Incident Report immediately following the event. The Responder must document all accounts of the event and any care given on the Incident report. The report is to be provided to and reviewed with the AED Coordinator.

The Incident Report is a part of the casualty care record and is confidential. Any discussion of the event is to be limited to responders, in debriefing, or in training sessions. To prevent violation of confidentiality, all responders are to refrain from any discussion about the incident.

Response Protocol Irregularities

Any protocol or equipment irregularities that occurred during the event are to be reported to the AED Program Coordinator immediately for appropriate action. The AED Coordinator is to ensure the device can be repaired or replaced immediately.

AED Check Procedures

Before returning the AED to service, the AED Program Coordinator will perform the following post-event procedures:

- Check the AED visually for damage or missing parts.
- Ensure all supplies used during the event are replaced.
- Confirm the unit has been cleaned.
- Verify battery has a charge and replace as needed.
- Return the AED to its designated area for future use.

Training

The AED Coordinator will work with the HR Division to schedule AED training and practice sessions for all members of the AED Response Team

Annual CPR/AED certification is required. Supervised practices and refreshers are recommended every three months for all First Aid/AED Responders.

9.8.8 FIRST AID/AED CASUALTY CARE RECORD

Date: _____

Casualty Name: _____ Emergency Contact:_____

Date of Birth: _____ Contact _____

Time of Collapse: _____ Time CPR Started:_____

Time First Shock was Given: _____ Number of Shocks Given:_____

Time Care Transferred to EMS: _____

Casualty Condition:

_____

_____

_____

_____

_____

_____

Comments:

_____

_____

_____

_____

_____

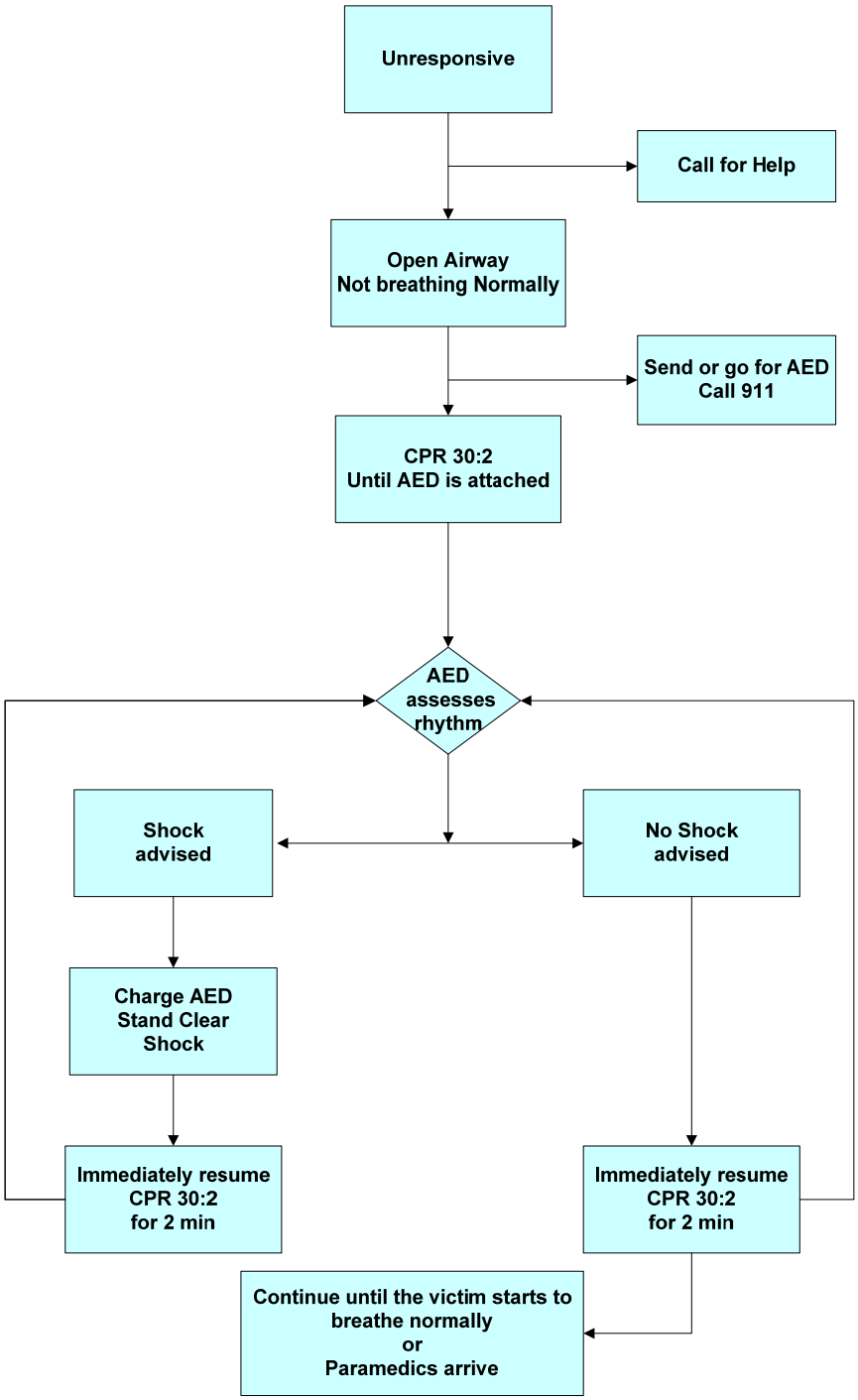
_____

First Aid/AED Responder 1: _____
Signature:_____

First Aid/AED Responder 2: _____
Signature:_____

AED Program Coordinator: _____
Signature:_____

9.8.9 AED SHOCK/NO SHOCK PROTOCOL



APPENDIX 9A LIST OF POSSIBLE EMERGENCIES

Category 1 Hazards

Internal Hazards- Emergencies

1. **First Aid**
2. **Trips and Falls**
3. **Safety Procedure Error**
4. **Medical Emergencies**
5. **Pandemic**
6. **Vandalism/Graffiti**
7. **Fire (Structural)**
8. **Fire (Vehicle)**
9. **Floor (Pipe Break)**
10. **Structural Collapse**
11. **Disabled Elevator**
12. **Property Hazards**
13. **Hazardous Materials Spills**
14. **Ethical Misconduct**
15. **Civil Action**
16. **Loss of Proprietary Information**
17. **Workplace Harassment**
18. **Undesirable Phone Call/ E-Mail**
19. **Trespasser/Theft/Robbery/Burglary**
20. **Hostage Taking**
21. **Undesirable Guest**
22. **Work Rage**

Category 2-Hazards

External Hazards-Disasters

1. **Loss of Water**
2. **Wind Storm (Gale Warnings)**
3. **Hurricane**
4. **Tornado**
5. **Ice Storm (Sleet, Freezing Rain)**
6. **Extended Blackout**
7. **Winter Storm (Heavy Snow, Light Winds)**
8. **Blizzard (Heavy Snow, Strong Winds)**
9. **Fire (Structural)**
10. **Wild Fire**
11. **Flooding (External/ Flood Plain)**
12. **Environmental (Haz-Mat spill; TDG)**
13. **Multiple Vehicle Accident (Fire/ Explosion)**
14. **Civil Action**
15. **Hostage/Barricade**
16. **Explosion**
17. **Terrorism**
18. **Pandemic**
19. **Avalanche/Landslide**
20. **Structural Collapse (Bridge/ Building)**
21. **Aircraft Crash**
22. **Port (Shipping)**
23. **Road/Rail Transport**

APPENDIX 9B EMERGENCY PREPAREDNESS CHECKLIST

EMERGENCY PREPARDNESS CHECKLIST

Date(s) _____

Address _____ Department Area _____

Inspected By _____

STANDARD	YES	N/A	REQUIRES ACTION
Emergency Preparedness Plan □ Has Chief Emergency Response Officer (Building Fire Marshall) been appointed? □ Has an Assistant Emergency Response Officer (Deputy Fire Marshall) been appointed? □ Have sufficient number of Emergency Response Officers (Floor Wardens, Monitors) been appointed? □ Has written Emergency Preparedness Plan been prominently posted in the workplace? □ Has an Emergency Planning Coordinator been assigned to review and update the plan annually? **Emergency Telephone Numbers** □ Has someone been assigned the responsibility to obtain, maintain, update, and circulate annually phone numbers for the following, many of which will be needed in an emergency? Fire Department Ambulance Police Hospital(s) Hydro Service NL-Accident Report Line Dept. of Labour-Regional Office Govt. Service Centre-Regional Office Coast Guard-Emergency Spill Chemical Spills Contractor Chemical Suppliers Electricians, Plumbers, Carpenters □ Does the list contain after hours numbers where necessary?			

STANDARD	YES	N/A	REQUIRES ACTION
□ Are phone numbers for the following internal resources available? All Regional Managers, including the Director All Supervisors Trained Response Teams Maintenance Engineering First Aiders Occupational Health and Safety Committee- Co-chairs □ Are their after-hours phone numbers listed? □ Are the lists conveniently and readily available? **Evacuation Plan** □ Are evacuation routes clearly shown on floor plans and posted on each floor? □ Have Floor Wardens been appointed to verify all workers have been evacuated? □ Have disabled workers been assigned Monitors? □ Have well-known site(s) been designated as muster points for employees to gather after evacuation? □ Has provision been included to account for all employees at the control point, after the evacuation? □ Are evacuation drills conducted at least twice annually? □ Are the results of each evacuation drill evaluated and recorded? □ Are the “lessons” from evacuation drills applied for improved future performance?			

STANDARD	YES	N/A	REQUIRES ACTION
Emergency Lighting □ Are there a sufficient number of lights in all areas? □ Has coverage been tested in total darkness? □ Are lights installed over critical panels and valves? □ Are lights tested monthly to ensure illumination for rated-time? □ Are batteries replaced when required?			
Exits □ Are exits signs over all exits? □ Are all exit signs illuminated? □ Have hazardous exits been adequately barricaded and exit signs removed or covered over? (eg. during construction) □ Have employees been designated to check exterior perimeter to ensure all exits are free of hazards? (eg. snow) **Alarm(s)** □ Does the alarm have a distinctive sound, different from anything else in the workplace? □ Is it loud enough to be heard over production noises? □ Are alarms tested at least bi-annually, and are records of the testing kept? □ Are employees instructed that they will always be advised of when the alarm is to be tested? □ Are employees instructed that if they hear the alarm when they have not been advised, it means there is an emergency? **Fire Extinguishers** □ Sufficient number, as per code? □ Located, as per code? □ Suitable for hazards in area? □ Numbered for control and servicing? □ Check monthly, internally? □ Checked yearly by authorized service? □ Are hands-on practices conducted? □ Are records of practices kept?			

STANDARD	YES	N/A	REQUIRES ACTION
First Aid □ Do the first aid facilities comply with the regulations, based on the number of employees at the workplace? □ Do at least the minimum number of employees have valid first aid certificates, as required by regulations?			
Chemical Spills □ Is there a current inventory of all hazardous chemicals? □ Is there a current material safety data sheet (dated within last 3 years) readily accessible for each hazardous chemicals? □ Are all hazardous chemicals properly labelled, handled, and stored? □ Is there a designated spill response team who has been trained in how to contain and clean up a potential spill? □ Does the spill response team have all the appropriate personal protective equipment? □ Does the spill response team have an appropriate spill response kit? □ Does the workplace require only proper means of disposal of hazardous chemicals? **Site Security** □ Are there plans to secure the property in the event of an emergency? □ Are there plans to control traffic in the event of an emergency? □ Have employees been instructed to refer media questions to the Director of Public Relations? □ Is anything in place to prevent vandalism to vehicles or facilities? □ Are gases or chemicals stored in the yard in locked enclosures? □ Are bulk storage of gases or chemicals adequately protected to prevent damage from nearby traffic? □ Are any materials stockpiled in a manner that might attempt children to climb and play, and if so, is there anything to prevent them from doing it?			

STANDARD	YES	N/A	REQUIRES ACTION
□ Are grounds and yards sufficiently illuminated? □ Are electrical transformers or similar equipment in the property locked in an adequate enclosure and protected from damage by traffic? **Stress Management** □ Is a procedure in place to find out if any employees require stress counseling through the Employee Assistance Program as a result of experiencing an emergency.			

APPENDIX 9C SAMPLE EMERGENCY RESPONSE PLAN

_____
Workplace Location

EMERGENCY PLANNING COORDINATOR

_____ _____
Name **Phone Number**

CHIEF EMERGENCY RESPONSE OFFICER

_____ _____
Name **Phone Number**

ASSISTANT CHIEF EMERGENCY RESPONSE OFFICER

_____ _____
Name **Phone Number**

Revised Date:
_____

Table of Contents

1. POLICY

Use the Policy in Section 9 of the Occupational Health and Safety Manual.

2. EMERGENCY TELEPHONE NUMBERS (This to be posted in the workplace)

Fire:

Police:

Ambulance:

Poison Centre:

Environmental Emergency:

In St. John's Area, for all Emergencies: 911

3. EMERGENCY RESPONSE TEAM

	Name	Phone

3.1 Emergency Response Committee

Occupational Health and Safety Committee

Management Co-Chair _____ _____

Worker Co-Chair _____ _____

Emergency Planning Coordinator _____ _____

Chief Emergency Response Officer _____ _____

Assistant Chief Emergency Response Officer _____ _____

3.2 Emergency Response Team

Chief Emergency Response Officer _____ _____

Assistant Chief Emergency Response Officer _____ _____

Emergency Response Officers

- Floor Wardens _____ _____
- Deputy Floor Wardens _____ _____
- Monitor _____ _____
- Specialist (eg. Chemical Spill Response) _____ _____

4. EMERGENCY RESPONSE TEAM

Only identify those positions required for your workplace. Refer to Section 9.2 in the Occupational Health and Safety Manual.

5. BUILDING EVACUATION PLAN

This information can be found in the Emergency Evacuation Procedural Manual.

6. BUILDING EVACUATION DRILLS

The Emergency Evacuation Manual outlines the process to follow.

7. DEBRIEFING SESSIONS

A debriefing session shall occur within 24 hours of return to the building. This debriefing shall be chaired by the Emergency Planning Coordinator and shall be attended by all members of the Emergency Response Committee, all Wardens and Deputy Wardens from the affected building(s)/areas, as well as representatives of the applicable Emergency Response Organizations, ie Fire Dept., police, ambulance, etc.

All participants shall come to this debriefing session prepared to discuss the following:

1. Problems encountered and possible solutions

2. Suggestions for improvement

3. Positive comments

4. Questions/concerns

8. INCIDENT: FIRE/ EXPLOSION

- The employee shall warn persons nearby in the same area.
- Instruct another employee to call the Fire Department and to come back and confirm that this has been done.

NOTE: For any kind of fire, the Fire Department must be notified immediately. This applies regardless of the size of the fire and even if the fire is extinguished by the employees.

- The Floor Warden shall immediately contact the Chief Emergency Response Officer, or the Assistant Chief Emergency Response Officer, of the incident, who shall in turn contact the technician (where applicable) to shut down the ventilation system, and shall also contact the other floor wardens in the building to put them on notice of a possible evacuation.

- Fight the fire, using extinguishers, ONLY if it is small, and not between you and an EXIT.

- If the fire gets out of control, discontinue the fire fighting efforts and pull the fire alarm.

- Once the alarm is pulled, the building evacuation plan shall take place.

Note to Floor Wardens: **Remember**, during a fire evacuation you should attempt to close all or as many windows and doors as possible before leaving the area.

In the event that an explosion occurs in your area:

- Immediately pull the fire alarm

- Once the alarm is pulled, the building evacuation plan shall take place.

9. INCIDENT: MEDICAL EMERGENCY

In the event there is a medical emergency in your area:

- Phone the local ambulance service, (or in the St. John's area, call 911 and ask for Ambulance Dispatcher).

- Once you are on the line with the Ambulance Dispatcher give the following information:

  -Your name
  -Phone number you are calling from
  -Details of the incident
  -Location of the victim
  -Is the person conscious?
  -Is the person breathing?

NOTE: **Occupants should not attempt to move or assist an injured person unless they have proper training or of the person is in danger of further, more severe injury.**

- The workplace first aider should also be notified in a medical emergency. This should be done by someone other than the person making the ambulance call, to speed notification and to allow the other person to remain on the line with the emergency dispatch if necessary. The Emergency team should be informed as to the location and nature of the emergency.

- Some Floor Wardens shall be assigned to move the entrance area to meet the emergency medical personnel and lead them to the scene.

10. ELEVATOR EMERGENCY (WITH PEOPLE)

ADVISORY: Elevator equipment should be properly maintained to reduce the likelihood of equipment problems. All building occupants shall promptly report any elevator equipment problems to Property Management.

In the event that an incident of this nature should occur the following procedure shall take place:

- Stay calm. Don't panic.

- Pick up the receiver on the emergency phone, located inside the elevator.

- Advise the operator of the situation.

- The operator will send a technician from the elevator company to the scene to free you.

- Remain calm and wait for help to arrive. Be patient, as it may take a while.

SECTION 10.0
DISABILITY MANAGEMENT

10.1 DISABILITY MANAGEMENT POLICY

The Department is committed to providing early and safe return to work programs and services to all its employees who are absent from their workplace because of occupational or non-occupational illness or injury. It will actively seek to establish and maintain partnerships with employees, unions, health care providers, and the Workplace Health, Safety and Compensation Commission (WHSCC) to ensure the success of these programs at each workplace.

When an employee has not fully recovered from an injury/illness but is able to return to work in some limited capacity, the Department will make every reasonable effort to find suitable employment for that employee. The Department recognizes the mutual benefits for both the employee and the employer in sponsoring early and safe return-to-work programs.

Individual return-to-work plans will be developed through consultation with all the relevant partners. Each plan will positively focus on the individual's capabilities and be sufficiently flexible to accommodate the employee's changing condition toward optimal recovery. The shared goal of the early and safe return-to-work programs is to have employees re-gain their pre-injury vocational status and economic benefits as quickly as possible.

10.2 RESPONSIBILITIES

The Human Resources Division of the Department must:

- Maintain records of Return To Work programs and the follow-up documentation.
- Maintain records of all WHSCC and accommodation related files.
- Provide advice for branches as they work through accommodation issues.
- Know collective agreement requirements for medical documentation/leave.

Employees must:

- Visit their recognized medical provider, obtain the necessary documentation & ensure these documents are provided to the supervisor in a timely manner.
- Co-operate in identifying tasks that are suitable for modified work.
- Keep the supervisor aware of any changes in medical conditions.
- Attend any meeting which may be deemed necessary in relation to the early and safe return to work program.
- Produce medical authorization that identifies the medical limitations.
- Only perform duties within their medical restrictions.

Management must:

- Participate in the development of a return to work program by identifying tasks that are suitable for returning the ill/injured employee at the earliest possible time.
- Maintain frequent contact with injured employees (frequency will be determined on a case by case basis).
- Monitor the modified work program to ensure that the modified schedule is progressing appropriately.
- Report regarding how the program is progressing.
- Assist in determining a long-term permanent accommodation plan, if required.
- Forward to Human Resources any documentation when formal accommodations have been requested.

10.3 EARLY AND SAFE RETURN TO WORK

An “Early And Safe Return To Work” (ESRTW) plan involves the return of an employee to modified work or a modified work program. This program can include the modification or re-designation of hours, duties, production level or tasks. A sample ESRTW is located in **Section 11.15**

The first priority is to return the worker to their own job (with accommodation, as required). An alternate comparable job may also be offered. Where the specific functional abilities prevent a return to the employee’s own or a comparable job, then the most suitable work that is available must be offered to the employee. All the factors of

the case must be considered when making decisions on return to work. Modifications can be made or purchased at any time, and all progress should be reviewed regularly. Where appropriate, the return to work plan should have a rehabilitative component which uses work as part of the worker's recovery. There may be combinations of the return to work strategies that are appropriate for a particular employee's RTW program. This service can be accessed by calling the Integrated Disability Manager, who works with the Department of Transportation and Works, at 729-2245. This number is private and direct.

When considering various options, priority should be given to accommodations that attempt to:

- Maintain the employee's dignity, independence, privacy, and workplace inclusion;
- Reduce impact or be the least intrusive on those involved, including co-workers, the accommodation seeker, and the employer;
- Balance the Department's rights to a productive work environment, up to the point of undue hardship; and
- Address the employee's and the employer's needs within a reasonable time frame.

Before looking at changing the employee's job duties, other workplace accommodations must be considered. Some accommodation needs are not related to the employee's ability to perform his/her job duties; rather they are related to the work environment or conditions.

- Review the employee's work environment and conditions, such as office space, facilities, equipment, and work schedule, and investigate changes that could be implemented to address the employee's needs and enable him/her to perform the duties of the current position. Some examples of these kinds of accommodations may include making changes to lighting in the employee's work area, delivering information sessions to co-workers, providing appropriate office equipment or computer software, and changing how and when tasks are performed.
- Determine if the employee can perform all of the duties in his/her regular job as it currently exists.
- If the employee cannot perform all of the regular duties, examine the specific duties he/she can perform.
- Determine if the employee can perform the essential duties.
- Consider modifying or re-bundling job duties so the employee can perform the essential duties.
- If necessary, remove non-essential duties the employee cannot perform.
- Consider shifting job responsibilities between other employees.

The following hierarchy of review would be utilized in all accommodation practice:

1. Return the worker to the same position with the same Division
2. Return the worker to the same (modified) position with the same Division
3. Return the worker to different position with the same Division
4. Return the worker to similar position with a different Division/Department
5. Return the worker to different position with a different Division/Department

If connection with the employees own position cannot be maintained, the following information should be considered:

- **Vacancies and projects** - When looking for an alternative position, reasonable efforts should be taken to identify positions or project opportunities that are vacant or expected to be vacant in the foreseeable future, through retirement or some other way. As well, special project opportunities should be considered that could fulfill the needs of a temporary accommodation. If an employee requires a temporary accommodation, the Department may be expected to re-bundle duties in order to accommodate the employee.

- **Unionized employee/position** - When considering alternative positions or projects that could have potential collective agreement implications, consult with your designated HR representative.

- **Minimum Qualifications** - The employee should meet the minimum qualifications, including essential duties, for any alternate position for which he/she is considered. To determine if the employee meets the minimum qualifications, consult with your HR representative. Also consider whether the employee can be trained using a reasonable amount of resources and time in order to meet minimum qualifications and to be able to perform the job.

- **Assessment Process** - An accommodation seeker does not need to go through the typical recruitment process in order to be placed in an alternative position. To be considered qualified for an alternative position, the employee needs to meet the minimum qualifications of the position (see previous bullet). The employee and immediate supervisor/manager of the alternative position should meet to discuss the job, the work of the Department/division, and possibly the employee's accommodation needs.

- **Work Environment/Conditions** - May involve examining accommodation options that alter the work environment or working conditions.

- **New Department** - If a position is found in a different department, this department must accept the accommodation seeker, provided he/she is minimally qualified, able to fulfill employment requirements, and the transfer does not create undue hardship. The home/permanent department would lead the implementation of the accommodation until the employee officially moves.

- **Minimize Impact** - During the search, the Department should look for alternatives that minimize the impact on the accommodation seeker and others. Therefore, as the search advances, the Department should continue to look for less intrusive means to accommodate.

Two key points to remember when searching for an alternative position:

- Engage Strategic Human Resource Management Units and others, including Departmental executive and the HRS, in searching for an alternative position or project opportunity.
- The process will be coordinated by the IDM Manager. For assistance, information or concerns, phone 729-2245.

The employee will be compensated at the salary rate of a new position. If an employee moves into a job with a lower classification, the Department may continue to look for another suitable position that has the same classification as the employee's original position, unless the employee is comfortable with the new alternative position, or there is no other viable position available.

A series of definitions is provided to assist workplace parties during the return to work planning and to promote a consistent understanding of the program types to be utilized in the hierarchy of return to work. Other relevant policies should be consulted and considered when decisions are being made on return to work programs.

Accommodation:
Accommodation is any change or adaptation to the work, hours of work, work duties or workplace, and includes the provision of equipment or assistive devices. In any specific case, accommodation can include, but is not limited to, any of the options outlined below.

Alternate Duties:
Alternate duties are non pre-injury duties within the worker's functional abilities.

Alternative Work:
A suitable job or bundle of duties (not their own job or duties) provided to accommodate an employee who has temporary or permanent functional restrictions.

Assistive Devices:
Assistive devices include aids or attachments specifically designed for the worker and/or required by the worker to perform job-related activities.

Ease Back:
A gradual return to pre-injury hours of work achieved by increasing the number of hours worked over a defined time frame agreed upon by the workplace parties utilizing the functional abilities information relating to the worker. While the pre-injury hours of work vary, the pre-injury duties are the same.

Modifications:
Changes to the job schedule, equipment, organization of work, and/or facilities.

Modified Work:
The Department may change a job or some of the tasks within a job on a temporary basis to suit a worker's capabilities if he or she is not able to perform all the duties of the job. Modified work allows a worker to continue working while undergoing medical treatment. It is often combined with a reduction in hours of work. Modified work includes altering or removing some duties; however, the worker is still working primarily in his or her own position.

10.4 EMPLOYEE ASSISTANCE PROGRAM (EAP)

EAP is a joint program of the Government of Newfoundland and Labrador, the Newfoundland Association of Public Employees, and the Public Sector Managers' Association. The purpose of EAP is to provide employees with an opportunity to obtain help for personal problems that are either affecting, or have the potential to affect, work performance. Problems may be marital, family, financial, emotional or those associated with substance abuse or gambling. If work performance has deteriorated, the supervisor may make the referral on behalf of the employee, if the employee agrees to participate. Confidentiality is protected; job security and chances for promotion will not be jeopardized. The program is voluntary, is endorsed by both the Government and its Unions/Associations, and applies to all employees, regardless of classification or level.

This service can be accessed by calling the Employee Assistance Program Coordinators at 729-2290 or 1-888-729-2290. Each of these numbers is private and direct to the office of the Employee Assistance Program Co-coordinators. In addition, there are 24-hour crisis lines available to assist:

- Mental Health Crisis Centre 1-888-737-4668
- NL Sexual Assault Crisis & Prevention Centre 1-800-726-2743 or 726-1411
- Gambling Crisis Line 1-888-899-4357(HELP)

For further information, follows this link:
http://www.psc.gov.nl.ca/psc/eap/index.html

10.5 RESPECTFUL WORKPLACE PROGRAM (RWP)

This program is offered through the Public Service Commission and provides an effective way to resolve conflicts without resorting to formal measures. Although all employees have a right to address workplace conflicts in a manner which promotes resolution, employees must access this program willingly. Under some circumstances disciplinary action within the collective agreement framework will be the appropriate response to an incident of misconduct.

Other services provided under the Respectful Workplace Program include:

- **Coaching and Consultations**
  This service provides managers and employees with confidential advice and support on how to constructively respond to situations of conflict and/or explore available avenues of recourse.

- **Mediation**
  This service is conducted by a trained and impartial mediator who assists two or more parties to reach a resolution to their differences in a respectful manner. This requires initial separate meetings between the mediator and each of the parties involved, prior to the scheduling of the mediation.

- **Facilitations**
  Work groups can access impartial facilitation services for meetings and other problem solving sessions which might benefit from such a support. The focus of such sessions is on building interpersonal relationships rather than resolving labour relations disputes.

- **Training**
  Work groups can receive a range of training services which can include short presentations, awareness sessions, team building workshops and skills training.

This service can be accessed by calling the RWP Co-coordinator at 729-2290 or 1-888-729-2290. These numbers are private and direct to the Coordinator's office.

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SECTION 11.0
ADMINISTRATIVE FORMS

11.0 INDEX OF ADMINISTRATIVE FORMS

11.1 OHS PROGRAM Revision Form			
Revision Number	**Date**	**Section(s) / Page(s)**	**Nature of Revision**

- Your SHRM unit is available to assist with changes, revisions or additions to this program. Approval of the Deputy Minister may be required. Please contact your SHRM unit for help in this process, phone 729-3823.
- These changes should be supported by documents stating the exact change(s) required, the approver's signature, and the effective date.
- A copy of the approved change(s) should be faxed to your SHRM unit, fax 729-6463.
- The program manual change(s) will be communicated to the Department by your SHRM unit.

Reviewed Date: October, 2013
GOVERNMENT OF NEWFOUNDLAND AND LABRADOR
Department of Transportation & Works

11.2 HAZARD ASSESSMENT FORM

Hazard Assessments must be completed prior to work being performed.
This form is to be completed in all workplaces.

Division/Region/Location:						
Activity/Job/Task Performed:						
Location of Activity:						
Date:						
#	**Description of Hazard**	**Probability (1-3)**	**Severity (1-3)**	**Exposure (1-3)**	**Total**	**Rating L/M/H**

#	How will the Hazard be controlled?	Action by:

PROBABILITY (P) –
What is the likelihood of an incident caused by the hazard?

3 = will occur if not controlled
2 = likely to occur
1 = unlikely to occur

SEVERITY (S) –
If an incident does occur, what are the consequences?

3 = fatality/permanent disability or major property damage
2 = lost time injury or significant property damage
1= first aid or minor property damage

EXPOSURE (E) –
How frequently is the employee exposed to the hazard?

3 = 50% to 100% of activity is exposed to hazard
2 = 10% to 49% of activity is exposed to hazard
1 = Less than 10% of activity is exposed to hazard.

Add the values of each component: P + S + E = Total

Example of a hazard rating chart:

P	**Will occur if not controlled**	3
S	**Lost time injury**	2
E	**Employee exposed during 60% of activity**	3
Total (transfer rating column on checklist)		8

HAZARD RATING:
(L) Low Hazard (*requires monitoring*)–Total of 3 or 4
(M) Moderate Hazard (*requires attention*)–Total of 5 or 6
(H) High Hazard (*requires immediate attention*) –Total of 7, 8 or 9

Assessment performed by:_____ Date:_____
Supervisor signature: _____ Date:_____

Date: _____
(YYYY/MM/DD)

Reviewed Date: October, 2013

Additional On-Site Hazard Assessment

Task: _____

Procedure: 1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Hazards: 1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____

Controls: 1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____

Additional Comments: _____
_____
_____
_____

Signatures: _____ _____ _____
_____ _____ _____

Have You Completed Your Hazard Assessment Today?

Hazard Assessment must be maintained at your immediate Administrative Office, and available for review upon request.

Reviewed Date: September 18, 2013

GOVERNMENT OF NEWFOUNDLAND AND LABRADOR
Department of Transportation and Works

Newfoundland Labrador

ACCIDENT/INCIDENT FORM

All Accidents/incidents and near misses must be reported in an appropriate manner. This form is to be completed in the event of an accident or incident that resulted in lost time from work, potentially could have resulted in an accident causing severe or permanent injuries or resulted in damages. This form should be accompanied by a completed hazard assessment form upon submission. Where required a WHSCC form 6 and 7 must be completed and submitted within 72 hours of the incident.

Report completed by: _____ **Time and location of the incident:** _____
Persons/position involved: _____ **Equipment involved:** _____
Division: _____ **Incident witnesses:** _____
Date incident occurred: _____ **Incident reported to:** _____

☐ Medical Aid Required	☐ Property Damage	☐ Report Only	☐ Near Miss	☐ Lost time

DESCRIPTION OF THE INCIDENT/ACCIDENT:

IMMEDIATE CAUSES (The events that happened directly before the accident) **check all that apply**			**ROOT CAUSES** (real causes behind the immediate causes) **check all that apply**		
☐ Equipment	☐ PPE	Describe how and why these or any causes contributed to the accident:	☐ Purchasing	☐ Policy	Describe how and why these or any causes contributed to the accident:
☐ Signage	☐ Speed		☐ Supervision	☐ Fear	
☐ Horseplay	☐ Space		☐ Staffing	☐ Stress	
☐ Stacking	☐ Fatigue		☐ Knowledge	☐ Process	
☐ Work practice	☐ Clutter		☐ Instruction	☐ Culture	
☐ Impairment	☐ Noise		☐ Complacency	☐ Time	
☐ Client Action	☐ Weather		☐ Maintenance	☐ Training	
☐ Road Conditions	☐ Distraction		☐ Evaluation	☐ Program	
☐ Judgement	☐ Chemicals		☐ Standards	☐ Conflict	
☐ Product quality	☐ Visibility		☐ Environment	☐ Pressure	
☐ Worker action	☐ Other:		☐ Competence	☐ Other:	

A copy should be kept at your immediate Administration Office and Forward to: 1. OHS Committee 2. Supervisor 3. Occupational Health and Safety Consultant Fax: 729-8483 (Avalon) or 635- 2285 (West Coast)

Reviewed Date: September 18, 2013
GOVERNMENT OF NEWFOUNDLAND AND LABRADOR
Department of Transportation and Works

Newfoundland Labrador

ACCIDENT/INCIDENT FORM

REMEDIAL ACTIONS: WHAT ACTIONS WERE IMMEDIATELY TAKEN TO ADDRESS AND RESPOND TO THIS INCIDENT/ACCIDENT?
PREVENTION OF REOCCURANCE: WHAT ACTION WILL BE TAKEN TO CONTROL AND PREVENT FUTURE INCIDENTS/ACCIDENTS?

Additional Comments:

Report submitted to: _____
Date report submitted: _____

A copy should be kept at your immediate Administration Office and Forward to: 1. OHS Committee 2. Supervisor 3. Occupational Health and Safety Consultant Fax: 729-6469 (Avalon) or 635- 2285 (West Coast)

11.4 HAZARD ASSESSMENT WORKSHEET

(Copy provided to supervisor; OHS Committee/Representative and SHRM Unit)

Core Task:

_____
_____
_____
_____

Part A – Activities

Identify duties & activities associated with the core task to be performed.

_____
_____
_____
_____
_____
_____
_____
_____

Part B – Tools & Equipment

Use a checkmark to identify all tools & equipment to be used over the life of the project.

- ☐ *Trucks, mini vans & vans (½ ton, ¾ ton, 1 ton, 1 ¼ ton, & 5 ton)*
- ☐ *Helicopter / Planes*
- ☐ *Forklift equipment*
- ☐ *All Terrain Vehicles (ATV's)*
- ☐ *Snowmobile*
- ☐ *Small open boats with motor*
- ☐ *Canoe*
- ☐ *Cargo nets*
- ☐ *Operate portable gasoline powered water pumps*
- ☐ *Fire Hoses*
- ☐ *Propane Stoves, white gas stove, fridges, freezers, and heaters*
- ☐ *Power Generators*
- ☐ *Backpack*
- ☐ *Operate spray equipment*
- ☐ *Welder*
- ☐ *Chop & Table Saws, Drills, Routers, Grinders etc.*
- ☐ *Powered Hand Tools – Air hammer, Drills, Air guns, Chainsaws*
- ☐ *Manual Hand Tools - Picks, shovels, , Axe, Sledge Hammers, etc.*
- ☐ *Landscaping equipment, lawnmowers, wheelbarrow, rake, etc.*
- ☐ *Cell phones, satellite phones portable (hand held)*
- ☐ *Rifles and shotguns*
- ☐ *Other* _____

Part C -Task Specific Hazards/Working Conditions

Use a checkmark to identify all hazards associated with the duties and activities to be performed in Part A.

1. Chemical Hazard ~ Exposure to:

Pure Chemical Products

- ☐ *Compressed Gases – (i.e., Propane)*
- ☐ *Flammable Liquids – (i.e.,, gasoline or white gas or kerosene)*
- ☐ *Combustible liquid or solids (i.e., diesel fuel, wood, cardboard, etc.)*
- ☐ *Toxic Liquids or Solids – (i.e., Pesticides)*
- ☐ *Poisonous Liquids or Solids -(i.e., Pesticides)*
- ☐ *Corrosive Liquids or Solids – (i.e., acid, base)*
- ☐ *Dangerously Reactive Materials*

Decomposition Products

- ☐ *Smoke (Burning products, fires)*
- ☐ *Carbon Monoxide (gas emissions)*
- ☐ *Nitrogen Dioxide (Diesel emissions)*

2. Physical Hazards - Exposure to:

- ☐ *Excessive Noise Levels*
- ☐ *Inadequate Lighting / Poor Visibility*
- ☐ *Temperature Extremes, (Frost bite and Hypothermia / Heat Stress/Heat Stroke)*
- ☐ *Radiation (UV Exposure – Sunlight / Radio waves / Microwaves / X-Rays)*

3. Biological Hazards – Exposure to:

- ☐ *Microbial agents (dead animals, bug bites, rusty metal, bird dropping/mold, etc.)*

4. Potential Safety Hazards:

- ☐ *Exposure to Cuts / Abrasions / Burns: Personnel exposed to sharp tools and objects, hot materials.*
- ☐ *Falls From Heights: Potential falls when working from heights (mounting/dismounting equipment, working from ladders/scaffolds, working on building roof).*
- ☐ *Slips /Trips/ Falls At Same Level: Slip/trip/falls due to poor housekeeping, rough and/or slippery terrain and surfaces (ice covered surfaces).*
- ☐ *Falls from Heights / different levels above 10 feet: Working from ladders, scaffolds, roofs, cliffs, etc.*
- ☐ *Falls into water / drowning: when working over/on/and adjacent to water: (offloading operations close to water, working from floating workstation, etc.).*
- ☐ *Electrical Hazards: Potential electrical shocks, burns, electrocution when working with power tools and electrical equipment and accessories.*
- ☐ *Crushing Injuries: Personnel caught between load and equipment.*
- ☐ *Pinch Point Injuries: Personnel getting body parts (fingers, hands, arms, body) caught in pinch points (manual handling, tools and equipment).*
- ☐ *Exposure to Pressurized materials and equipment: (compressed gas cylinders, high pressure hoses).*
- ☐ *Fires & Explosions: hydrogen gas explosion during forklift battery charging, hot work (welding, oxyacetylene cutting) around flammable and/or combustible materials; sparks, static discharge during confined space entry work.*
- ☐ *Confined Space Entry Hazards: Flammable/explosive gases, (leaking propane cylinders), toxic gases, (carbon monoxide), Oxygen deficient atmosphere.*
- ☐ *Manual Material Handling Hazards: Back injuries, hand, arm, shoulder injuries,*

strains and sprains.
- ☐ *Exposure to dropped objects: Working under suspended loads, unsecured loads, improperly stored material at heights, dropped tools and equipment.*
- ☐ *Flying particles / projectiles: Dust particles generated when using power tools, objects under stress*
- ☐ *Mobile Equipment Collisions / Toppling Over: Equipment damage / worker injuries due to collisions, struck-by equipment, caught under equipment, etc.*

Part D – Personal Protective Equipment (PPE) and Controls

Use a checkmark to identify all appropriate PPE & Controls necessary to protect personnel at the workplace.

1. Engineering Controls
- ☐ *Barriers / Barricades*
- ☐ *Machine Guards*
- ☐ *Lighting*
- ☐ *Safety Alarms*
- ☐ *Gas Detection*
- ☐ *Equipment Enclosure*
- ☐ *Personnel Enclosure (Operators Cab)*

2. Administrative Controls
- ☐ *Hazard Assessment Forms*
- ☐ *Written Procedures (SWP's)*
- ☐ *New Employee &/or Visitor Site Orientation*
- ☐ *Training*
- ☐ *Work Permits*
- ☐ *Equipment & Inspections*
- ☐ *Lockout (Padlock)*
- ☐ *Tool-box meetings*
- ☐ *Signs*

3. PPE to Be Used Under Normal Operations
- ☐ *Hardhat*
- ☐ *Liner for Hardhat*
- ☐ *Safety Boots*
- ☐ *Coveralls/ Layered Clothing*
- ☐ *Rip Stop Pant (for chain saw)*
- ☐ *Reflective Safety Vest (High Visibility)*
- ☐ *Ear Plugs &/or Muffs*
- ☐ *Gloves*
- ☐ *Safety Glasses and/or Goggles*
- ☐ *Face Shield*
- ☐ *Personal Floatation Device*
- ☐ *Fall Arrest Harness & Lanyard*

4. PPE to be used under emergency conditions
(all checked items from #3 list plus following)
- ☐ *Supplied Air Respirator or*
- ☐ *SCBA (Self Contained Breathing Apparatus)*

5. Other Safety Equipment
- ☐ *Cell Phone / Satellite Phone*
- ☐ *First Aid Kit*
- ☐ *Fire Extinguisher*
- ☐ *Spill Response Materials*

Part E – Specialized Training

Use a checkmark to identify any specialized training required.

- ☐ *First Aid/CPR*
- ☐ *Workplace Hazardous Materials Information System (WHMIS)*
- ☐ *Transportation of Dangerous Goods (TDG)*
- ☐ *Power Line Hazard Safety*
- ☐ *Confined Space Entry*
- ☐ *Working From Heights (Fall Protection)*
- ☐ *Equipment Lockout & Tag-out*
- ☐ *Certified Worker H&S Representative*
- ☐ *Specialized Equipment Operation Training*

Part F – Safe Work Practices (SWPs)	
Based on the duties and activities identified and the associated hazards use a checkmark to identify the applicable SWPs required to mitigate the hazards. The SWPs are to be reviewed by all personnel, prior to conducting work and/or during the work (toolbox meetings)	
Health & Safety Procedures:	*Tools & Equipment:*
Personal Protection Equipment:	*Process & Operations:*
Emergency Equipment:	*Mobile Equipment:*
Hazard Analysis Completed By: *Date:*	

11.5 Report Form: Work Refusal

EMPLOYEE SECTION

Division/Region: _____ **Location:** _____
Employee/Position: _____
Supervisor: _____ **Date:** _____
Describe work refusal below: ***(describe the safety issues/conditions with completing this work/task)***

Have you completed this work or task in the past?	Yes	No
Has this work refusal already been communicated to your supervisor?	Yes	No
Has a hazard assessment been conducted?	Yes	No

Employee's Signature: _____ **Supervisor's Signature:** _____
Supervisor: _____ **Date:** _____
Title: _____ **Time:** _____

SUPERVISOR SECTION

Describe the work refusal and your response or recommendations:
(include any training, SWP's or knowledge required to conduct the refused work/task)

Was a hazard assessment reviewed/conducted?	Yes	No
Is the employee satisfied with the response taken?	Yes	No
If yes, will this response be communicated to other employees?	Yes	No
If no, have you contacted the OHS Committee?	Yes	No

If the employee is satisfied, the investigation may be closed. The original should be forwarded to the Strategic Human Resource Management Division (fax: 729-6463), and a copy given to the employee and supervisor. A third copy should be given to the OHS Committee for review at their next meeting.

11.5 Report Form: Work Refusal (continued)

OHS COMMITTEE SECTION

Committee Members investigating the work refusal:

_____

Date: _____ Time: _____

OHS Committee description and recommendations based upon investigation of work refusal issues

Was the refusing employee interviewed? Yes No
Was the site and issue reviewed with supervisor and employee? Yes No
Where necessary, were Regulations/specifications/standards reviewed? Yes No
Has an agreement been reached regarding the recommendations? Yes No

Committee Co-Chair Signature: _____

OHS REFERAL SECTION

Work refusal remains open? Yes No

Please describe the recommendations agreed upon to close the work refusal:

Should an agreement not be reached with the employee, supervisor and OHS Committee, the OHS Committee will refer the refusal to the Occupational Health and Safety Division, Service NL, for investigation. (Phone 1-800-563-5471 or fax 709-3445)

Describe the reason for the referral (why the employee is not satisfied):

Has the OHS Division been contacted? Yes No
Committee Co-Chair Signature _____ Employee _____
Supervisor's Signature _____

FORM 11.6 SITE INSPECTION CHECKLIST

WORKPLACE & LOCATION:
WORKPLACE STATUS:
SUPERVISOR:

Of Employees at Site:
Workplace Phone #:

Date of last meeting:
Date of Last Workplace inspection completed:

Tool Box meetings recorded:
Committee/rep Training required:

CHECKLIST ITEMS	PPE Provided √√Yes / No	PPE Meets the Standards Yes / NO	Workers using PPE	COMMENTS *(N/A if item listed is not required)*
Personal Protective Equipment (PPE)				
Safety Headgear (i.e.: Hardhats)				
Hearing Protection (i.e.: Earplugs)				
Safety vests/safety striping on coveralls				
Foot Protection (i.e.: Steel toe boots)				
Hand Protection (i.e.: Gloves)				
Face & Eye Protection (i.e.: safety glasses)				
Respiratory Protection (i.e.: masks)				
Fall Arrest/Restraint Systems				

CHECKLIST ITEMS	Yes / NO	COMMENTS
Stocked first aid kit		
No smoking signs/Designated smoking area		
Posted injury reporting system		
Accessible OHS Manual		
Ventilation System		
System controls smoke, dust and fumes		
Complaints of headaches, skin or eye irritation		
Lighting		
Adequate illumination during the day		
Adequate illumination during the night		
Stairs		
Free from clutter		
Adequate lighting		
Railing available		
Exits		
Signage present		
Width/wheelchair accessibility		
Ice Controls		
Doors opening/closing properly		
Mechanical hardware		

Ergonomics		
Repetitive movements required		
Awkward postures used		
Proper ergonomic material?? i.e.…desks & chairs		
Stacking/Storage		
Safe storage areas and containers		
Safe arrangement of equipment or materials		
Storage of disposal waste		
Materials Handling Equipment (Forklifts)		
Free from tipping hazards		
Operators trained		
Proper placement of mirrors		
Posted information regarding maximum loads		
Regular inspection and maintenance-documented		
Aisles/Passageways		
Adequate width		
Clear of clutter		
Adequate lighting		
Clear signage		
Doors have windows		
Ladders/Scaffolds		
In good condition		
Correct type for job being done		
Dangerous Substances		

Have been identified		
Workers trained in WHMIS		
Updated MSDS sheets		
Eye wash station		
Emergency spill plan in place & posted		
Electrical		
Switches and outlets have plate covers		
All breakers identified		
Access to electrical panels unobstructed		
Electrical cords in good condition		
Building Structure		
Condition of building(s)		
-visible structural damage		
-visible mould		
-broken windows		
-Water damage		
-damaged tiles		
-other		
Washrooms meet standards		
Kitchen meet standards		
Exterior lighting adequate		
Adequate housekeeping		
Maintenance Yards/Service Pits		
Yard clear of clutter		
Main entrance gate installed, marked, & locked during nights & weekends.		

Service pits-egress & aggress unobstructed		
Service pits-chained off when not in use		
Emergency Preparedness		
Emergency plan in place		
Emergency spill kit on site		
Emergency #s posted in workplace		
Emergency lighting		
Fire Protection		
Inspected fire extinguishers		
Fire drills		
Muster station location		
Floor plan available		
Smoke/Heat detectors		
Fire alarms		
Sprinkler system		

Observations / Additional Comments / Concerns not specified in checklist above:

Inspection Conducted by:

Date of Inspection:

Follow up planned:

11.7 FIRE EXTINGUISHERS INSPECTION FORM
Copy provided to OHS Committee (or Fire Committee)

JOB NAME:	**INSPECTION DATE:**
LOCATION:	

ID #	TYPE	SIZE (LB)	SERIAL #	PRESSURIZED		LOCATION	REMARKS	INITIAL
				Yes	No			

11.8 RESPIRATOR INSPECTION & MAINTENANCE FORM
(Copy provided to OHS Committee)

I. Respirator Selection:	YES	NO
Are the respirators selected appropriate for the hazards identified?		
II. Respirator Fitting:	**YES**	**NO**
Have the employees been fit tested on the respirator worn?		
Were the workers clean shaven during the respirator fit test?		
III. Respirator Use:	**YES**	**NO**
Are respirators worn correctly?		
Are workers keeping respirators on at all times when working in designated respiratory protection areas?		
Are respirators properly decontaminated (Cleaned & Disinfected) after each use?		
Are disinfectant supplies available?		
IV. Respirator Storage:	**YES**	**NO**
Are respirators stored in a manner so as to protect them from contamination, excessive heat and cold, sunlight, or damaging chemicals?		
Are respirators stored properly so as to prevent them from deforming?		
V. Respirator Inspection:	**YES**	**NO**
Are workers inspecting their respirators before and after each use and during cleaning?		
Are respirator defects reported for repair purposes?		
VI. Respirator Maintenance:	**YES**	**NO**
Are defective parts replaced prior to reuse?		
Are replacement parts those of the manufacturer of the respirator?		

Inspected By:	Date:

11.9 EMERGENCY RESPONSE DRILL FORM **Copy provided to OHS Committee or Fire Safety Committee**		
Location	Start Time: Stop Time:	Date
Description of the Emergency Drill: Component(s) of the Emergency Response Plan to be tested:		
Drill Coordinator:		
Personnel to be involved in the Drill	Duties & Responsibilities during Drill	
Debriefing Meeting		
Deficiencies Identified during the Emergency Drill		
Recommendations for Improvement		
Signature - Emergency Response Coordinator:		

Government of Newfoundland and Labrador
Department of Transportation and Works

FORM 11.10 Toolbox Talk Form and Checklist

Presenter's Name: _____ **Date:** _____

Location/Project: _____ **Time:**_____

Region/Division: _____

Safety Topic (s): _____

Description of Safety Topic(s) Covered:

_____

_____

_____

Other safety concerns or suggestions made by employees:

_____

_____

_____

Record of Employees Attending:

Name: (Please Print)	Signature:
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
11.	
12.	
13.	
14.	
15.	

Supervisor:

Department of Transportation and Works

All Divisions

Toolbox Talk Checklist

Choose a safety topic

- ❑ Choose a topic relevant to the work the employees are doing.
- ❑ Choose a topic relevant to the time of year or season.
- ❑ Choose a topic relevant to new equipment, forms, policies, safe work practices, etc.

Be prepared

- ❑ Inspect the jobsite for hazards related to your topic.
- ❑ Read over the material you plan to cover.
- ❑ Hazard assessment is used as support for the meeting.
- ❑ Make sure you are familiar with any regulations, guidelines and safety rules or policies related to the day's topic.
- ❑ Review reports of recent accidents on the site, including "near misses."

Get the workers actively involved in the meeting

- ❑ Choose a real-life example (case study) to talk about.
- ❑ Invite the workers to ask questions and make suggestions related to the topic.
- ❑ Respond to questions that you can answer, and offer to find answers you don't know.
- ❑ Allow time at the end of the meeting for questions and suggestions on any safety issue.
- ❑ Ask the employees for feedback about the meeting.
- ❑ Involve the employees in preparing for and/or leading future safety meetings.

Follow up

- ❑ Look into complaints, concerns, and suggestions.
- ❑ Invite the employees to ask questions and make suggestions related to the topic.
- ❑ Keep good records of each toolbox meeting.

11.11 SITE SAFETY ORIENTATION

(Copy provided to employee, supervisor & OHS Committee and placed on employee file)

Meeting Date:

Name: _____ Date: _____

Job Title: _____

The following health & safety issues have been explained/conducted by the Site Safety Officer, and the appropriate boxes have been checked

Introduction:
[ ] Departmental OHS Policy
[ ] Site Management Structure

Responsibility for Safety
[ ] Worker
[ ] Supervisor
[ ] Manager
[ ] Visitors

Personal Protective Equipment Policy
[ ] Hard Hat
[ ] Safety Glasses
[ ] Respirators
[ ] Hearing Protection
[ ] Fall Protection
[ ] Reflective Vest
[ ] Other:

Safety Rules
[ ] Alcohol and Drugs
[ ] Horseplay, Fighting
[ ] Vehicle Operation
[ ] Theft
[ ] Sexual Harassment

Safety Meetings
[ ] Tool Box Meetings/Safety Meetings
[ ] Site Tour/Orientation

Emergency Procedure
[ ] Accident/Incident Reporting
[ ] First Aid
[ ] Ambulance
[ ] Fire
[ ] Security

Safe Work Practices

[ ] Confined Space Entry	[ ]	Work Over Water and Ice	
[ ] Lockout/Tagout	[ ]	Electrical	
[ ] Ladders/Scaffolds	[ ]	Working from Heights	
[ ] Cutting/Welding	[ ]	Manual Lifting	
[ ] Barricades/Railing	[ ]	Posted Signs	
[ ] Traffic Control	[ ]	Hoisting/Rigging	
[ ] General Housekeeping	[ ]	Bonding/Grounding	
[ ] WHMIS/Chemical Hazards	[ ]	Other: _____	

The above items/issues were explained to the employee named above.

_____ _____
Supervisor Date

I have received and reviewed the OHS Program, and acknowledge that a copy of the manual is available for my use. I also agree to abide by the terms and conditions prescribed within the OHS Program.

_____ _____

Worker/Visitor's Signature Date

Additional Topics Discussed:

11.12 FIRST AID REGISTER *(Copy provided to OHS Committee)*			
Injured Employee Name:			Age:
Occupation:			
Nature of injury or illness:			
Brief description of the cause of the injury or illness:			
Nature of work at time of injury or illness:			
Date:			Time:
Treatment given:			
Date:			Time:
Disposition of case:			
Worker returned to work		[ ] Yes	[ ] No
Worker sent to see physician or hospital		[ ] Yes	[ ] No
Means of Transportation:			
Private vehicle [ ]	Department vehicle [ ]	Ambulance [ ]	
Person making entry:			
Name:	Signature:		
Total time lost:			
Time on restricted work activity		[ ] Yes	[ ] No
WHSCC Claim Filed		[ ] Yes	[ ] No
Claim #:			

11.13 EMPLOYEE'S REPORT OF INJURY LINK, FORM 6

Form_6.pdf

All OHS forms are available at www.whscc.nf.ca

For Form 6, search under "Injury Report – Workers (6)"

11.14 EMPLOYER'S REPORT OF INJURY HYPERLINK, FORM 7

Form_7.pdf

All OHS forms are available at www.whscc.nf.ca

For Form 7, search under "Injury Report – Employers (7)"

11.15 WHSCC ESRTW PLAN

Workplace Health, Safety and Compensation Commission
146-148 Forest Road, P.O. Box 9000, St. John's, NL A1A 3B8
Telephone: (709) 778-1000 Fax: (709) 778-1302
www.whscc.nf.ca

Please FAX or MAIL to

EARLY AND SAFE RETURN-TO-WORK PLAN

TO BE RETURNED TO THE COMMISSION WITHIN 1 WEEK FROM RECEIPT OF FUNCTIONAL ABILITY INFORMATION

REFERENCE EMPLOYER'S GUIDE FOR INSTRUCTIONS.

EMPLOYEE		EMPLOYER
CLAIM NUMBER	SOCIAL INSURANCE NUMBER	PRE-INJURY POSITION

☐ **RETURN-TO-WORK NOT APPROPRIATE AT THIS TIME**

EXPLAIN _____

PLANNED DATE TO REVIEW AGAIN

YEAR	MONTH	DAY

PLEASE FORWARD UPDATED RETURN-TO-WORK PLAN AT THAT TIME.

☐ **RETURN-TO-WORK APPROPRIATE**

Check one or more which accurately describes the worker's return-to-work.

- ☐ **modified** pre-injury duties (working at reduced or full hours)
- ☐ **easeback** to pre-injury duties (from reduced to full hours)
- ☐ **alternate duties** (different from the pre-injury employment)
  - ☐ full-time ☐ part-time ☐ part-time increasing to full-time
- ☐ **trial period** (at essential or all pre-injury duties, full-time hours)

DUTIES OF EARLY AND SAFE RETURN-TO-WORK PLAN _____

ARE WORKPLACE MODIFICATIONS NECESSARY? ☐ NO ☐ YES, please explain. _____

RETURN-TO-WORK SCHEDULE

WEEK(S)	FROM AND TO DATE	PROGRAM	INDICATE HOURS OF WORK PLANNED FOR EACH DAY							GROSS HOURLY WAGE TO BE PAID BY EMPLOYER DURING PROGRAM
			SUN	MON	TUES	WED	THUR	FRI	SAT	

DO YOU INTEND TO PAY WORKER FOR HOURS NOT WORKED? ☐ YES ☐ NO

EXPECTED RETURN-TO-WORK DATE FOLLOWING COMPLETION OF PROGRAM. _____ (YY MM DD)

IDENTIFY ANY ISSUES WHICH MAY INTERFERE WITH THE SUCCESS OF THIS PLAN. _____

EMPLOYER REPRESENTATIVE _____ DATE _____ (YY MM DD)

EMPLOYEE (INJURED WORKER) _____ DATE _____ (YY MM DD)

NOTE: See reverse for information regarding co-operation and penalties.

WHSCC USE ONLY

11.16 OHS PROGRAM SELF-AUDIT

Site: _____ Director: _____

Date of Inspection: _____

Evaluator #1: _____ Evaluator #1: _____

Each section covers a specific area of concern in the field of Health and Safety. Questions require a "Yes" or "No" answer with "Yes" meaning acceptable and equal to Health and Safety Standards, and "No" meaning unacceptable and not equal to Health and Safety Standards.

SECTION 1 – LEADERSHIP & ADMINISTRATION		
1 All locations must have the following written policies and procedures:		
a) A copy of the Department's Occupational Health & Safety manual	YES	NO
b) Is it available to employees (electronically or hard copy) at all times?	YES	NO
c) Have all policies and procedures been reviewed by the Department and approved in the past 36 months?	YES	NO
d) Have risk assessments been developed for all equipment and tasks performed by employees?	YES	NO
e) Have safe operating procedures been developed for all equipment and tasks performed by employees?	YES	NO
f) Are safe operating procedures available to the employees?	YES	NO
TOTAL "YES" ANSWERS =	TOTAL "NO" ANSWERS =	

SECTION 2 – OHS COMMITTEE/REPRESENTATIVE		
• **2-9 employees requires representative** • **10 or more employees requires a committee**		
a) Have the appropriate make-up and certification based on the size of the location?	YES	NO
b) Perform (at a minimum) a tour of a portion of the total workplace once every three months, including: • A tour of the entire facility once annually (determined by combining all tri-monthly tours) • Visitors from various members of management (supervisors, etc) Date of last visitor _____ • A minimum of six consecutive months of documentation	YES	NO
c) Meet at least once every three months? (look for records of last two meetings)	YES	NO
d) Make written recommendations to management to improve workplace safety? (Note dates of last two recommendations) _____ _____ Recommendation #1 Recommendation #2	YES	NO
e) Receive formal, written responses from management (within 30 days of the request) addressing the committee/representative request(s)? (Note dates of last two written responses) Response #1 Response #2	YES	NO
f) Review first aid logs, accident investigations, hazard reports and employee/supervisor inspection records at least once every three years to identify major hazards in the workplace. Date of last review _____	YES	NO
TOTAL "YES" ANSWERS =	TOTAL "NO" ANSWERS =	

SECTION 3 – EDUCATION & TRAINING		
Do ALL Employee/Supervisor/Management/Director training records include documentation of:		
a) A completed new employee orientation checklist for all employees (review 5 employee files)	YES	NO
b) A completed new Supervisor / Management / Director orientation checklist	YES	NO
c) A record of proper job instruction being provided for all jobs an employee may perform - use safe operating procedures as method of training (review 5 employee files)	YES	NO
d) All temporary employees trained in the Department's employee orientation training program (review 5 employee files).	YES	NO
e) All contractors verify in writing that they have received a copy of and understand their responsibilities (review 5 contractor files).	YES	NO
f) All visitors sign in prior to entering the area(s) directly under the control of the Department	YES	NO
g) Safety instruction being held monthly (eg. Toolbox Talks, safety meetings) (review records).	YES	NO
TOTAL "YES" ANSWERS =	TOTAL "NO" ANSWERS =	

SECTION 4 – COMMUNICATIONS		
Workplace communications include evidence of:		
a) Material Safety Data Sheet (MSDS) Binder containing all MSDSs of all products currently being used at the location – current within 3 years.	YES	NO
b) Proper WHMIS product labels with either manufacturer or workplace labels.	YES	NO
c) OHS Committee minutes indicate identification of hazards.	YES	NO
d) Discussion of Safe work Practices at communication sessions.	YES	NO
e) Dedicated safety bulletin board with required postings.	YES	NO
TOTAL "YES" ANSWERS =	TOTAL "NO" ANSWERS =	

SECTION 5 – SAFE WORK PRACTICES		
Verify that the following safety measures are in place:		
a) Employees have, and wear, appropriate PPE when required.	YES	NO
b) Supervisors are performing daily inspections of the areas under their control (review 6 months of inspection records).	YES	NO
c) Evidence of a good preventative maintenance schedule (review maintenance requests).	YES	NO
e) Good housekeeping practices are being used.	YES	NO
f) Does the site have the appropriate number of first aid trained employees (minimum of 1 per shift).	YES	NO
g) First aid kits are stocked and inspection records are maintained monthly (review 6 months of records).	YES	NO
h) First aid treatment is recorded in a log book (review 6 months of documentation).	YES	NO
i) Are employees who work alone trained in first aid?	YES	NO
TOTAL "YES" ANSWERS =	TOTAL "NO" ANSWERS =	

SECTION 6 – HAZARD RECOGNITION, EVALUATION AND CONTROL		
Verify that the following safety measures are in place:		
a) Employees are familiar with, and perform, hazard assessments (review any 3)	YES	NO
b) Employees are familiar with, and perform Field Level Risk Assessments claims (review any 3)	YES	NO
c) PPE is available to workers as well as visitors to workplace	YES	NO
d) High Visibility Safety Apparel is worn when required	YES	NO
e) Documented "Working Alone" policy and practice in place		N
TOTAL "YES" ANSWERS =	TOTAL "NO" ANSWERS =	

SECTION 7 – WORKPLACE INSPECTIONS		
All members of the workplace have a role in conducting workplace inspections:		
a) All employees conduct informal inspections and report hazards (speak with 3 employees)	YES	NO
b) Supervisors ensure formal inspections of workplaces under their control.	YES	NO
c) OHS Committees/Representatives participate in inspections and ensure proper corrective actions have been taken.	YES	NO
d) Evidence of "Preventative Maintenance" program.	YES	NO
e) OHS Program "Self-Audit" Tool completed annually.	YES	NO
TOTAL "YES" ANSWERS =	TOTAL "NO" ANSWERS =	

SECTION 8 – ACCIDENT/INCIDENT INVESTIGATIONS		
Are there records of accident investigations, including:		
a) Management and/or the Health & Safety Committee/Representative involvement in the investigation requiring medical attention within 24 hours of the occurrence. (review last 2 claims)	YES	NO
b) Corrective action documented as a result of an accident investigation and communicated to the rest of the workforce. (review last 2 claims)	YES	NO
c) Records of completed accident investigations maintained at the location level to assist with follow-up on injured employees. (review last 2 claims)	YES	NO
d) Documentation that all completed Form 7's have been forwarded to WHSCC within 3 days of injury (review last 2 claims)	YES	NO
TOTAL "YES" ANSWERS =	TOTAL "NO" ANSWERS =	

SECTION 9 – EMERGENCY PREPAREDNESS		
Verify that the following emergency measures are in place:		
a) A written emergency procedures plan	YES	NO
b) The plan is communicated and/or drill performed annually? Date of last drill_____	YES	NO
c) A building / unit floor plan is posted including emergency equipment, eyewash stations and exits.	YES	NO
TOTAL "YES" ANSWERS =	TOTAL "NO" ANSWERS =	

SECTION 10 – DISABILITY MANAGEMENT		
Early and safe return to work efforts include the documentation of:		
a) Regular* contact with the injured employee. (see last 3 claims)	YES	NO
b) Regular* receipt of medical documentation. (see last 3 claims)	YES	NO
c) Regular* updates to modified work available. (see last 3 claims)	YES	NO
e) Regular updates to the WHSCC on: the offer and status of the modified duties, failure to cooperate and/or end of program. (see last 3 claims)	YES	NO
Note: the term "regular" must be defined on a case-by-case basis, depending on severity of injury		
TOTAL "YES" ANSWERS =	TOTAL "NO" ANSWERS =	

SECTION 11 – POSTING REQUIREMENTS		
Are the following documents posted in the workplace:		
a) A signed copy of the Department's Health & Safety Policy Statement.	YES	NO
b) The WHSCC Form ("In Case of Injury") poster.	YES	NO
c) A copy of the Occupational Health & Safety Act and Regulations.	YES	NO
d) WHMIS regulations.	YES	NO
e) Health & Safety Committee names and numbers.	YES	NO
f) Health & Safety Committee "Terms of Reference".	YES	NO
g) Health & Safety Committee meeting minutes.	YES	NO
h) OHS orders or reports (if any) – current within last 30 days.	YES	NO
i) Inspection checklist results.	YES	NO
j) First aid regulations.	YES	NO
k) First aid certificates for certified.	YES	NO

l) Monthly safety talk information.	YES	NO
m) Injury statistics, if any.	YES	NO
n) Emergency procedures.	YES	NO
o) Emergency phone numbers.	YES	NO
p) Emergency evacuation plan.	YES	NO
q) Workplace incident summaries.	YES	NO
r) Health & safety explanatory materials.	YES	NO
s) Hazard/ Near Miss Report and Work Refusal Forms.	YES	NO
TOTAL "YES" ANSWERS =	TOTAL "NO" ANSWERS =	

INSPECTION SCORING SUMMARY

TOTAL # OF "YES" ANSWERS = _____

PLUS (+)

TOTAL # OR "NO" ANSWERS = _____

EQUALS (=)

TOTAL # OF POSSIBLE "YES ANSWERS = _____

TOTAL # OF "YES ANSWERS X 100 = _____ % YES ANSWERS
TOTAL # OF POSSIBLE "YES" ANSWERS

Audit Scoring Guide

Gold (Superior):	98 – 100%
Green (Good):	94 – 97.5%
Yellow (Needs Improvement):	90 – 93.5%
Red (Unacceptable):	89.5% or lower

INSPECTION ANALYSIS & RECOMMENDATION ACTION PLAN

SITE: _____ INSPECTION DATE: _____

1. AREAS OF SAFETY EXCELLENCE:

The following were noted as areas of excellence with respect to safety at your location. The high level of standards is these areas meets or exceeds the safety standards set by the Department in our safety program.

Audit? #	Reason For Excellence

2. AREAS OF CONCERN:

The following were areas which your location received a “NO” score during your audit. For each of these areas, provide a recommended action step to assist you in obtaining s “YES” on the next audit.

Audit? #	Recommended Action Steps	By Whom	By When

SIGNATURE: _____ OHS CO-CHAIR

SIGNATURE: _____ OHS CO-CHAIR

SIGNATURE: _____ LOCATION DIRECTOR

COMMENTS:

11.17 FIELD LEVEL RISK ASSESSMENT

Environment Hazards 1. Work area clean 2. Material storage identified 3. Dust/Mist/Fume 4. Noise in area 5. Extreme temperatures 6. Spill potential 7. Waste containers needed 8. Waste properly disposed 9. Waste plan identified 10. Excavation permit required 11. Other workers in area 12. Weather conditions 13. MSDS reviewed	Access/Egress Hazards 23. Aerial lift/Man basket (inspected and tagged) 24. Scaffold (inspected and tagged) 25. Ladders (tied off) 26. Slips. Trips 27. Hoisting (tools, equipment) 28. Evacuation (alarms, routes, phone numbers) 29. Confined space entry permit required	Rigging & Hoisting Hazards 38. Lift study required 39. Proper tools used 40. Tools inspected 41. Equipment inspected 42. Slings inspected 43. Others working overhead/below 44. Critical lift permit
Ergonomic Hazards 14. Awkward Body Position 15. Over extension 16. Prolonged twisting bending motion 17. Working in a tight area 18. Lift too heavy/ Awkward to lift 19. Parts of the body in line of fire 20. Repetitive motion 21. Hands not in line of sight 22. Working above your head	Newfoundland Labrador Transportation and Works	Electrical Hazards 45. GFI test 46. Lighting levels too low 47. Working on/near energized equipment 48. Electrical cords condition 49. Electrical tools condition 50. Hot work or electrical permit required
	Overhead Hazards 30. Barricades & signs in place 31. Hole coverings identified 32. Harness/ Lanyard inspected 33. 100% tie-off with harness 34. Tie off points identified 35. Falling items 36. Foreign bodies in eyes 37. Hoisting or moving loads overhead	Personal Limitations/ Hazards 52. Procedure not available for task 53. Confusing instructions 54. No training for task or tools to be used 55. First time performing the task 56. Micro Break (stretching/flexing) 57. Report all injuries to your supervisor

SECTION 11.18 CONFINED SPACE ENTRY WORK PERMIT

A Confined Space Entry Work Permit must be completed prior to entering a confined space. Should work in the confined space bridge multiple days, it will be necessary to complete this permit each day. A reassessment of the space should also be conducted during periods of inactivity during the workday (i.e. lunch time).

All persons completing this permit and working in or attending the confined space must be trained in the two day WHSCC certified confined space entry course. Should rescue equipment be worn by entry personnel it must be inspected prior to use. Where hazardous atmospheres may be present atmospheric testing must be performed and recorded.

SITE INFORMATION: *THIS PERMIT EXPIRES AT THE END OF EACH SHIFT*	
Permit/assessment completed by: (Name/Position/Date)	
Site Address:	Contractor (if Applicable):
Confined Space Description/Name:	
Work Area	
Description of tasks to be performed:	

PERMIT REQUIREMENTS	
Permit Expiry: (Date and Time)	Confined Space Entry Supervisor:
Confined Space Entry Attendant(s):	Confined Space Entrant(s):
Identify method of communication: ❑Verbal ❑ Visual ❑Radio ❑ Other _____	
All persons above have completed the WHSCC Certified confined space entry training and first aid: ❑Yes ❑ No	

INITIAL ASSESSMENT INFORMATION (CHECK ALL THAT APPLY)

	Isolation/Ventilation checklist		Hazardous Work checklist		Expected Hazards Checklist
	Blanking/blinding lines		Hot work (permit required)		Flammable materials
	Disconnecting lines		Open flame/spark/ignition source		Hazardous atmosphere
	Shut-off flow to lines		Chemical/Steam Cleaning		Corrosive/toxic materials
	Lockout/tag out of electrical		Electrical work		Electrical hazards
	Lockout/tag out of mechanical		Abatement (mold/asbestos)		Slip/trip/fall hazards
	Mechanical ventilation in space		Use of compressed gasses		Working at height/rescue at height
	No/limited ventilation in space		Production of contaminants		Engulfment/drowning hazards
					Noise/vibration
					Obstacles/location of work/space
					Dust in atmosphere

Identify isolations/lockouts required (details, lock number and location)			
			Extreme temperatures
			Excess rust in space
			Visibility/poor lighting
			Biological hazards (i.e. rodents)

IDENTIFY ANY MATERIALS, CHEMICAL OR AIR BORNE CONTAMINATES THAT MAY BE IN THE SPACE AND ANY MATERIALS, CHEMICALS AND CONTAMINANTS THAT MAY BE INTRODUCED TO THE SPACE IN THE PROCESS OF WORK. INTRODUCED MATERIALS SHOULD BE ACCOMPANIED BY CURRENT MSDS.

HAZARDOUS MATERIALS IDENTIFICATION	
Materials/chemicals/contaminants potentially present	**Materials/chemicals/contaminants introduced**

A FULL HAZARD ASSESSMENT MUST BE COMPLETED HIGHLIGHTING AND PROVIDING CONTROLS TO CONCERNS IDENTIFIED IN THE INITIAL ASSESSMENT AND HAZARDOUS MATERIALS IDENTIFICATION ABOVE. ENSURE THAT A COMPLETED HAZARD ASSESSMENT AND APPROPRIATE WORK PERMITS ARE FINALIZED AND ATTACHED TO THIS CONFINED SPACE ENTRY PERMIT.

ATMOSPHERIC TESTING IS REQUIRED AT VARYING INTERVALS DEPENDING ON THE WORK, ATMOSPHERE AND RISK. TESTING SHALL BE CONDUCTED PRIOR TO WORK, AFTER ANY PERIOD OF INACTIVITY (I.E. LUNCH TIME). WHERE RISK IS INCREASED DUE TO CONTINUOUS PRESENCE OF AIRBORNE CONTAMINANTS CONTINUOUS MONITORING MAY BE REQUIRED.

ATMOSPHERIC TESTING (CONTINUOUS TESTING OR GENERAL MONITORING MAY BE REQUIRED)						
Hazard	***Date/Time/ location of test***	***Continuous monitoring required***	***Hazard is present in the space or is due to the work being performed?***	***Level measured***	***Testing instrument used (model number)***	***Calibration (date/ time)***
Oxygen Deficiency (<20%)		☐*Yes* ☐*No*				
Oxygen Enrichment (>22%)		☐*Yes* ☐*No*				
Fire/Explosion (>10% LEL) (>5% LEL hot work)		☐*Yes* ☐*No*				
Carbon Monoxide (>35 ppm)		☐*Yes* ☐*No*				
Hydrogen Sulfide (>5 ppm)		☐*Yes* ☐*No*				
Other_____		☐*Yes* ☐*No*				

DOCUMENTATION OF INTERVAL ATMOSPHERIC TESTING				
Date/Time	Hazard/substances tested	Level measured	Location of test	Acceptable
				❑Yes ❑ No
				❑Yes ❑ No
				❑Yes ❑ No
				❑Yes ❑ No

HAZARD CONTROLS					

PERSONAL PROTECTIVE EQUIPMENT			RESCUE EQUIPMENT		
List required equipment		Inspected	List required equipment		Inspected

RESCUE PLAN					

DOCUMENTATION ATTACHED			
	Initial Hazard assessment		Safe Work Practices
	Date of entry hazard assessment		
	Training records		
	Hot work/cold work permits		

TIME IN AND OUT					

REQUIREMENTS COMPLETED PRIOR TO ENTRY (CHECK ALL THAT APPLY)			
Isolation(s) complete		Rescue Team/Procedure/Plan reviewed	
Fall Protection methods identified, in place		Tool Box meeting held, minutes recorded	

Atmospheric Testing completed		PPE in place, appropriate to hazards	
Fire Extinguisher on hand, checked		Inspection of rescue equipment (where required)	
Respiratory Protection appropriate to hazards		Safe Work Practices reviewed and understood	
Ventilation provided		Communications Equipment	
Standby CPR Trained			
Area Secured (signs/barriers)			