

OCCUPATIONAL HEALTH AND SAFETY MANUAL

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1. LEADERSHIP AND ADMINISTRATION

1.1 HEALTH AND SAFETY POLICY STATEMENT

Everyone employed by the department has a personal responsibility to become involved in solving health and safety problems. The department's goal is to have all employees working together to identify and control situations that could cause harm and to integrate health and safety practices into their daily activities. Worker participation is crucial to effective health and safety.

The department:

- recognizes that each employee has a right to a work environment which will not adversely affect his or her health and safety;
- is committed to providing safe workplaces for all its employees;
- is committed to protecting the health and safety of its contracting parties and the public;
- will diligently carry out the employer duties contained in the *Occupational Health and Safety Act* and regulations;
- will minimize the risk of occupational injury, illness, and property damage through:
 - implementing a comprehensive health and safety program;
 - ensuring supervisors identify and control workplace hazards and communicate information about those hazards throughout the workplace;
 - training, supporting, and working cooperatively with health and safety committees.

1.2 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 internal 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
- 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.

1.3 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. The greater the authority, the greater the accountability. 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 extends accountability to a new level, that of a crime with a permanent criminal record. This bill establishes criminal liability for a wide range of organizations and individuals when they fail to take reasonable steps to prevent workplace accidents. It extends individual legal liability to all persons directing work in a workplace, including foremen, superintendents, directors, and even co-workers.

In general terms, the Occupational Health and Safety 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.

1.4 PROGRESSIVE DISCIPLINE PROCESS

The Department of Transportation and Works makes all reasonable efforts to conduct its operations in compliance with the standards of occupational health and safety. Willful non-compliance with these 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 in their daily log. If the employee is covered by a collective agreement the provisions of the 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 the collective agreement will apply. A copy of the warning shall be forwarded to the Human Resources Division 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 the collective 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.

1.5 WORKING WITH CONTRACTORS

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 principle contractor, to ensure that the work carried out by each of the contractors 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 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 Health and Safety Program. A breach of this condition will be a fundamental breach of the contract and subject to termination of the contract or other penalty.

Upon request, the contractor is required to provide a copy of its 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 or site resident will depend on the nature of the work and the safety precautions specified. The department has a duty to reasonably satisfy itself that the safety specifications 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 the work, provide a Letter of Good Standing under the Certificate of Recognition Program from the Newfoundland and Labrador Construction Safety Association to Tendering and Contracts.

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.

2.0 OCCUPATIONAL HEALTH AND SAFETY COMMITTEES AND WORKPLACE HEALTH AND SAFETY REPRESENTATIVES

2.1 POLICY

The Department of Transportation and Works recognizes the valuable contribution made by Occupational Health and Safety 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 procedures, as well as identifying training and education needs and promoting safety awareness programs. As committee and representatives 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 to working with Occupational Health and Safety committees and Workplace Health and Safety representatives toward the common aim of improving workplace health and safety, the department will provide support in the following ways:

- Physical support will include:
 - Clerical support and supplies
 - Meeting room
 - Documentation and information resources
- Provide committee/representative training to meet or exceed the standards prescribed by Workplace Health, Safety and Compensation Commission.
- A copy of the minutes and written recommendations from committee meetings will be reviewed by all relevant senior managers.
- Senior managers will respond in writing to all committee recommendations within 30 days.
- Committees and representatives will have provided by the department, all 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 committee and representative. 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 labour and management will accompany a Department of Government Services inspector during routine inspections.

2.2 LEGAL REQUIREMENTS TO ESTABLISH OCCUPATIONAL HEALTH AND SAFETY COMMITTEES AND WORKPLACE HEALTH AND SAFETY REPRESENTATIVES

The *Occupational Health and Safety Act* and Regulations requires 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 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 labour committee members but the number of management members cannot exceed the number of labour members.

Management members of a committee may be appointed by management of the workplace. Worker members of the committee must 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, however, for most of the department's workplaces, it is recommended committees meet monthly, and one of either July or August. 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 required by legislation. It is recommended, however, that the representative keep records of each meeting.

2.3 TRAINING

Effective committees are those whose members have the knowledge and skills needed to carry out their duties and activities. Similarly, Workplace Health and Safety representatives must receive training in order to be effective. The Workplace Health, Safety and Compensation Commission developed the standards for the core training. The training course content, delivered over three days, is outlined below:

1. Introduction to Occupation Health and Safety definition of key terms
 - building a safety culture safety policies and programs
 - fundamentals and benefits of accident prevention

2. Occupational Health and Safety Legislation
 - the *Occupational Health and Safety Act* and Regulations the concepts of "internal responsibility" and "due diligence" the different legislated duties for different positions early and safe return to work for injured workers

3. Occupational Health and Safety Committees
 - the purpose and duties of committee members
 - procedural rules for effective meetings
 - the process of making, communicating and following up on recommendations
 - records and minute keeping

4. Hazard, Recognition, Evaluation and Control

- types of, and contributing factors to hazards
- methods of recognizing, evaluating and controlling hazards
- accidents/incident investigation outcomes

5. Workplace Inspections

- the need for inspections
- planning, conducting and reporting of inspections
- monitoring corrective actions

2.4 DUTIES OF OCCUPATIONAL HEALTH AND SAFETY COMMITTEES AND WORKPLACE HEALTH AND SAFETY REPRESENTATIVES

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. shall seek to identify aspects of the workplace that may be unhealthy or unsafe;
- b. shall participate in a workplace inspection that an employer is required by the regulations to conduct;
- c. 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;
- d. shall receive complaints from workers as to their concerns about the health and safety of the workplace and their welfare;
- e. shall establish and promote health and safety educational programs for workers;
- f. shall maintain records as to the receipt and disposition of complaints received from workers under paragraph (d);
- g. shall co-operate with the assistant deputy minister or an officer who is exercising his or her duties under the Act; and
- h. shall perform those other duties and follow those procedures that may be prescribed by the regulations.

2.5 TERMS OF REFERENCE

Each Occupational Health and Safety committee must develop its own rules of procedure, called "Terms of Reference". The Terms of Reference provide the framework within which the committee functions and thus, contribute to the committee's efficiency, consistency and effectiveness. 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.

The Reference Guide was the training manual provided to all committee members. The manual 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.

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

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 should 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 recommended where a work refusal process is underway.

It is indicated on the "Hazard Concern/Unsafe Work Refusal Reporting Form", that workers, supervisors, committee members or representatives may consult with the Occupational Health and Safety Services to discuss any matter related to hazard reporting and concern resolution. That service 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.

Where a hazard concern has not been resolved between a worker and a supervisor, the worker should report the matter to the Occupational Health and Safety committee or Workplace Health and Safety representative. The co-chairpersons of the committee must decide if the matter is urgent, and if so, call an emergency meeting of the committee and initiate an investigation to find out what corrective action should be recommended. If the co-chairpersons decide the matter is not urgent, it should be discussed at the next regular meeting with a view to resolving the issue.

All workers, at all times have a right to report unresolved safety hazards to the Department of Government Services. 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 Department of Government Services.

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 "Hazard Concern/Unsafe Work Refusal Reporting Form". The committee or representative should investigate the work refusal as soon as possible. (The committee may designate a sub-committee to undertake the investigation. The recommendation of the sub-committee will be the recommendation of the committee for purposes of the Act.)

The committee and 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 the work refusal.

If the committee or representative decided not to uphold 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 uphold 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 the Department of Government Services for final resolution.

2.8 DEPARTMENTAL NOTIFICATIONS

Pursuant to section 54(2) of the *Occupational Health and Safety Act*, the department must notify the 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 continuous 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, which in the opinion of the division warrant circulation, should be circulated to the employer and the Occupational Health and Safety committee or Worker Health and Safety representative.

2.9 WRITTEN RECOMMENDATION AND DEPARTMENT RESPONSE

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

The following is intended to clarify the requirements of the *Occupational Health and Safety Act* and the proper procedure for making and responding to an Occupational Health and Safety committee's and Workplace Health and Safety representative's recommendation. The procedure below is to be utilized by both committees and management to provide a response in a timely manner.

a. Procedure for Making Occupational Health and Safety Recommendations:

The formal recommendation(s) referred to under section 5(f) of the *Occupational Health and Safety Act* should be reserved for the more serious issues. Routine matters should be dealt with by recording them in the minutes for action by the workplace manager or supervisor.

To use section 5(f) of the *Occupational Health and Safety Act*, the recommendation(s) must be in writing and must ask for a written response. Simply recording in the committee minutes that a matter has been discussed does not meet this requirement. 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) 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 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 will be the Director of the relevant group.

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 Manager, Occupational Health and Safety Services. 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 Manager of Occupational Health and Safety Services.

A response to the recommendation(s) should be made as soon as possible; accepting the recommendation(s) or giving reasons for not accepting them. Note that most Occupational Health and Safety committees meet monthly, and the committee will want to review the response at the 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 Occupational Health and Safety 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) 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.

Appendix 2B outlines the process to follow when making a recommendation. A formal recommendation form can be found in Appendix 2C.

2.10 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 Occupational Health and Safety 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 it sees 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 reasons, management should be informed of training needs before the end of October each year.

2.11 COMMITTEE EFFECTIVENESS

The main task of an Occupational Health and Safety committee is to monitor the internal responsibility system. 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 and coordinating efforts, monitoring progress and evaluating results.

- (c) Agree on ways of handling disagreements.
 - From time to time members may disagree, for example, on how a hazard should be handled. Methods to resolve disagreements include:
 - 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 and help set the tone for the committee.
 - Each member should have a chance to participate and contribute toward goal setting.
 - The goals of the committee 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 should be 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 its 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 members with a chance to contribute to the agenda. Put unresolved concerns from previous meetings on the agenda.
 - Distribute meeting announcement and agenda before the meeting so members can prepare.
 - Arrange for necessary committee members to attend and for a quorum to be present.
- (i) Keep meetings focused on the agenda.
- Allow full, but business like discussion on each agenda item. Discourage any one person from dominating the meeting. Impose reasonable time limits for each agenda item. Follow rules of order.
- Q) Adopt a problem-solving approach.
- Clearly define the problem - the immediate 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. 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 and promotes action.

- Follow-up 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, send copies to Workplace Health, Safety and Compensation Commission, Occupational Health and Safety Services, and the Director of your division or region.

2.12 LIST OF DEPARTMENTAL OCCUPATIONAL HEALTH AND SAFETY COMMITTEES AND WORKPLACE HEALTH AND SAFETY REPRESENTATIVES

The department has established 61 Occupational Health and Safety committees and 64 Workplace Health and Safety representatives have been elected or appointed by the union membership. This indicates the department has at least 125 workplaces with 2 or more workers.

The department has several workplaces in which there is only one departmental employee, for example, a building maintenance worker at a college. Although these workers are the only departmental employee at those workplaces, each one has a supervisor at a nearby workplace which has an established Occupational Health and Safety committee or Workplace Health and Safety representative. They also have access to the department's Health and Safety Services as a further resource for any concerns they may have.

The Tables in Appendix 2A list all of the department's workplaces, the number of departmental employees at that workplace, and the legislative requirements related to an OHS committee or a WHS representative is required. The numbers do not reflect seasonal variations in numbers of employees or numbers of committees or representatives.

APPENDIX 2A

LIST OF OHS COMMITTEES AND WHS REPRESENTATIVES

Department of Transportation and Works OHS Committees and WHS Representatives

The following Tables list the legislative requirements for each of the departments workplaces throughout the province to establish OHS committees or WHS Representatives. The Tables also show the number of employees at each workplace. The Tables have the following titles:

- (a) Avalon Region - Works
- (b) Central Region - Works
- (c) Western Region - Works
- (d) Labrador Region - Combined Services
- (e) Other Departmental Committees - Materials Lab and Confederation Bldg -
Combined Services
- (f) District 1 (Avalon) Transportation
- (g) District 2 (Clareville) Transportation
- (h) District 3 (Grand Falls) Transportation
- (i) District 4 (Deer Lake) Transportation
- (j) Air Services
- (k) Marine Services

AVALON REGION -WORKS

Workplace	Number of Employees	Legislative Requirements
907 Pleasantville	20	OHS Committee
904 Pleasantville	6	WHS Representative
H.M. Penitentiary	2	WHS Representative
Government House	2	WHS Representative
CO NA- Seal Cove	3	WHS Representative
CONA- Placentia	4	WHS Representative
CONA- Carbonear	3	WHS Representative
CONA- Foxtrap	5	WHS Representative
Foxtrap	2	WHS Representative
Agricultural Depot, Holyrood	2	WHS Representative
Youth Services, Whitbourne	2	WHS Representative
Carbonear	6	.WHS Representative
Salmonier Correctional Institute	6	WHS Representative
East/West Block - Confederation Complex; Regional Office; East Block; Annex	61	OHS Committee
Marine Institute	5	WHS Representative
Arts & Culture Centre	5	WHS Representative
School for the Deaf	2	WHS Representative

CENTRAL REGION -WORKS

Workplace	Number of Employees	Legislative Requirements
CONA - Bale Verte	3	WHS Representative
CONA - Bonavista	3	WHS Representative
CONA - Burin	4	WHS Representative
Clarenville Public Building	5	WHS Representative
CONA - Clarenville	2	WHS Representative
CONA -Gander	2	WHS Representative
McCurdy Complex	13	OHS Committee
Forestry Garage	5	WHS Representative
Grand Falls Public Building	11	OHS Committee
Wooddale Tree Nursery	2	WHS Representative

WESTERN REGION -WORKS

Workplace	Number of Employees	Legislative Requirements
Sir Richard Squires Building	30	OHS Committee
Arts & Culture Centre	2	WHS Representative
CONA, Corner Brook	2	WHS Representative
Stephenville Public Building, Stephenville	12	OHS Committee
CONA, Stephenville Crossing	2	WHS Representative
CONA, Port Aux Basques	4	WHS Representative
CONA. St. Anthony	4	WHS Representative

LABRADOR REGION - COMBINED SERVICES

Workplace	Number of Employees	Legislative Requirements
Bldg. 86 - Goose Bay	25	OHS Committee
CONA, Goose Bay	6	WHS Representative
L'Anse Au Loup Depot	11	OHS Committee
Labrador City	3	WHS Representative

OTHER DEPARTMENTAL COMMITTEES

Workplace	Number of Employees	Legislative Requirements
Materials Lab (Seasonal)	25	OHS Committee
Confederation Bldg. (West Block - 5th & 6* floors, Mail Services, Combined Services)	125	OHS Committee
Sign Shop	6	WHS Representative

DISTRICT 1 (AVALON) TRANSPORTATION

Workplace	Number of Employees	Legislative Requirements
White Hills (Adm / Eng / Depot / Garage / Stockroom)	62	OHS Committee
Foxtrap	20	OHS Committee
Avondale (winter)	10	OHS Committee
Renews	19	OHS Committee
St. Joseph's	14	OHS Committee
Placentia (winter)	20	OHS Committee
Whitbourne	12	OHS Committee
Bay Roberts	29	OHS Committee
Hearts Content (winter)	12	OHS Committee
Lower Island Cove	11	OHS Committee
Donovan's (winter)	8	WHS Representative
Bell Island (winter)	4	WHS Representative
Trepassey (winter)	4	WHS Representative
Tors Cove (winter)	7	WHS Representative
St. Brides (winter)	7	WHS Representative

DISTRICT 2 (CLARENVILLE) TRANSPORTATION

Workplace	Number of Employees	Legislative Requirements
Clarenville (adm / eng / garage / yard)	80	OHS Committee
East Port	11	OHS Committee
Clarenville Salt Shed	10	OHS Committee
Port Rexton (winter)	15	OHS Committee
Lethbridge	15	OHS Committee
Bellvue (winter)	10	OHS Committee
Boat Harbour (winter)	12	OHS Committee
Black Brook	13	OHS Committee
Burin Sub-division	4	WHS Representative
Grand Bank	1	OHS Committee
Goobies	14	OHS Committee
Grant's Pit (winter)	3	WHS Representative
Southern Bay (winter)	4	WHS Representative
Amherst Cove (winter)	8	WHS Representative
Grand Le Pierre (winter)	8	WHS Representative

DISTRICT 3 (GRAND FALLS) TRANSPORTATION

Workplace	Number of Employees	Legislative Requirements
Grand Falls-Windsor (Admin / Eng / Stockroom)	66	OHS Committee
Baie Verte	15	OHS Committee
LaScie (winter)	13	OHS Committee
Springdale	22	OHS Committee
Bishops Falls	18	OHS Committee
Pools Cove	24	OHS Committee
Northern Arm (winter)	12	OHS Committee
Lewisporte	13	OHS Committee
Victoria Cove	14	OHS Committee
New World Island (winter)	14	OHS Committee
Fogo	11	OHS Committee
Lumsden	14	OHS Committee
Milltown (winter)	9	WHS Representative
Roberts Arm (winter)	6	WHS Representative

DISTRICT 4 (DEER LAKE) TRANSPORTATION

Workplace	Number of Employees	Legislative Requirements
Deer Lake Admin / Eng / Garage / Depot	50	OHS Committee
Tompkins	26	OHS Committee
Steel Mountain (winter)	24	OHS Committee
Stephenville	17	OHS Committee
Stephenville garage	10	OHS Committee
Wild Cove	23	OHS Committee
Sops Arm	13	OHS Committee
Rocky Harbour (winter)	23	OHS Committee
Robinsons (winter)	6	WHS Representative
Cooks Harbour (winter)	5	WHS Representative
Burgeo Road (winter)	7	WHS Representative
Abraham's Cove (winter)	8	WHS Representative
Glenburnie (winter)	9	WHS Representative
Roddickton (winter)	13	OHS Committee
Port Saunders	15	OHS Committee
Flowers Cove	15	OHS Committee
! St. Anthony	22	OHS Committee
Plum Point Garage	10	OHS Committee
Belburns (winter)	4	WHS Representative

AIR SERVICES

Workplace	Number of Employees	Legislative Requirements
Gander	31	OHS Committee
St. John's	10	OHS Committee
Deer Lake (seasonal)	3	WHS Representative
Goose Bay (seasonal)	3	WHS Representative
Waush (seasonal)	3	WHS Representative

MARINE SERVICES

Workplace	Number of Employees	Legislative Requirements*
Capt. Earl W. Winsor	15	2 OHS Committees
Hull 100	10	2 OHS Committees
Flanders	11	2 OHS Committees
Beaumont Hamel	8	2 WHS Representatives
Gallipoli	7	2 WHS Representatives
Hamilton Sound	6	2 WHS Representatives
Sound of Islay	5	2 WHS Representatives
Inch Arran	5	2 WHS Representatives
Greenbay Transport	5	2 WHS Representatives
Island Joiner	4	2 WHS Representatives

Requirements shown for Marine Services are for both shifts

APPENDIX 2B

GUIDELINES FOR MAKING RECOMMENDATIONS

Making Recommendations

The primary function of OH&S committees/ WH&S 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. labour 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 recommendations are acceptable until longer term solutions are implemented; and
- set target dates for implementation.

4. Present the recommendations

- date the hazard complaint was received by the OH&S committee/WH&S representative;
- identify the process by which the hazard was recognized, for example, workplace 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 recommendations to persons who have the 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.

APPENDIX 2C

FORMAL RECOMMENDATION FORM

Transportation & Works

FORMAL RECOMMENDATION FORM

Date: OHS Committee:

To:

From:

OHS Issue:

Provide Supporting Documentation: (include legislation/standards and possible solutions)

Recommendation:

Signature of Co-Chairs:

Employer response required within 30 days: Date due:

3. EDUCATION AND TRAINING

3.1 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 the 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 TRAINING DIVISION

The department's Training Division has a shared responsibility for provision of safety related and other types of training. Specifically, the Training Division 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 Occupational Health and Safety committees and Workplace Health and Safety 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. tool box meetings and pre-project planning)

Evaluation of training outcomes

- degree to which specific course training objectives were achieved (eg. test scores)
- 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

- all records of training must be reported within one month after training to the Manager of Training in the Human Resources Division

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

3.3 LEGISLATIVE REQUIREMENTS FOR SAFETY RELATED TRAINING

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

3.3.1 General Orientation for all New Employees

- to familiarize with general safe work practices and general safety rules to acquaint with safety legislation and worker duties

3.3.2 Job Specific Orientation

- to familiarize one with job specific hazards and means to control those hazards
- to familiarize with relevant safe work practices and safe work procedures
- to demonstrate 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
- to 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 not 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 issued by the department or outside provider with expiry dates
- training differs depending on mode of transportation; (ie. over 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 First Aid

- to provide emergency first aid services at the workplace
- 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
- "emergency first aid certificate" is issued upon successful completion of an eight hour training program; "standard first aid certificate" is issued upon successful completion of a 16 hour training program
- names of persons holding valid first aid certificates must be posted at the workplace

3.3.6 Power Line Hazards

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

3.3.7 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 must be in compliance with Workplace Health, Safety and Compensation Commission standards; three days of training for committee members and at least 1 1/2 days of training for 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

3.3.8 Traffic Control (Flagperson) Training

- for workers assigned to direct traffic
- training may be provided by the department or other agency
- training certificates are required by the department, but not required by legislation

3.3.9 Respirator Use

- for 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 procedure concerning that type of work, (see Section 5.6 of this manual)
- training may be provided by the department or other qualified agency training certificates are not required

3.3.10 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

3.3.11 Asbestos Abatement

- a worker performing asbestos abatement work must be qualified by successfully completing a course acceptable to the Department of Government Services, which is normally a three day training course
- a worker who has received a one day training course from a qualified person may perform asbestos abatement work where they are supervised by a qualified person

3.3.12 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.

3.3.13 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
- the regular detailed inspections of fall arrest equipment must be performed by a certified "competent person".

3.3.14 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 licence 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 Snowfighter's Winter Guidelines (previously called Salt and Sand Program)

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

3.3.16 Air Services and Marine Services

- regulated by Transport Canada

4. COMMUNICATIONS

4.1 INTRODUCTION

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 job procedure 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 the work.

4.2 COMMUNICATION AND HEALTH AND SAFETY

The occupational health and safety performance of a workplace depends entirely on the quality of communications between its employees. The importance of good communications for the health and welfare of workers can not be overstated. Dupont, a company which has been internationally recognized for its excellence in occupational health and safety, described the essential aspect of its program as "People talking with people about the safety of the job in progress."

The "right to know", along with the "right to participate" and the "right to refuse", are referred to as the three fundamental rights provided for in the *Occupational Health and Safety Act* and regulations. The "right to know" means that everyone in a workplace has a right to receive information needed to identify and control the hazards to which they may be exposed.

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 it 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 which they are not sure of.

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 (such as Friday afternoon), 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. Tool box meetings (Tail gate meetings)

- 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
- informal, single topic, intended to heighten general awareness of safe work practices
- opportunity for workers to ask questions.
- tool box meeting record is found in Appendix A.

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, pre-project meeting record is found in Appendix B.

5. Individual work coaching

- this may be 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 (lunchroom) 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 procedures

- step-by-step procedures developed especially for hazardous or critical 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 detailed information about the hazards of the chemical including precautions to be followed and what, if any, personal protective equipment, 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, meaning having a printing date within the past three years.
11. Tool/equipment manuals
 - contain information about the precautions to be taken when using particular tools and equipment
12. Safety posters
 - posted at workplaces to increase general safety awareness
13. Newsletters
 - provide discussion of particular safety issues; the Workplace Health, Safety and Compensation Commission's *Workplace News* is an example.

4.3 COMMUNICATIONS REQUIRED BY LEGISLATION

The *Occupational Health and Safety Act* and regulations place duties on all workplace parties to communicate with one another about health and safety with a view to controlling hazards and preventing injuries and illnesses. Some of the formal requirements are listed below.

4.3.1 Management Duties

- provide information, instruction, training, and supervision to ensure the health, safety, and welfare of workers
- consult with the Occupational Health and Safety committee or Workplace Health and Safety representative on all matters pertaining to occupational health and safety at the workplace
- respond in writing within 30 days to formal recommendations made by the Occupational Health and Safety committee or Workplace Health and Safety representative
- consult with the Occupational Health and Safety committee or Workplace Health and Safety representative about scheduling workplace inspections
- ensure that workers, and particularly supervisors, are made familiar with health and safety hazards that may be met by them in the workplace
- establish and maintain an occupational health and safety program
- post the names of Occupational Health and Safety committee members or Workplace Health and Safety representatives in the workplace as well as the names of persons holding valid first aid certificates
- investigate work refusals and reassign workers who have invoked their right to refuse unsafe work until the matter is resolved
- immediately report to the Department of Government Services and the Occupational Health and Safety committee or Workplace Health and Safety representative all accidents which resulted in serious

- injuries or death or had the potential to result in serious injuries or death
- notify the Department of Government Services in writing of new construction projects which will continue for 30 days or more
- maintain records and statistics on significant matters pertaining to health and safety including safety inspections and accident investigations

4.3.2 Worker Duties

- immediately report a hazardous condition to one's supervisor
- ask one's supervisor questions whenever one is unsure of the safe procedure to follow
- bring outstanding safety concerns to the attention of the Occupational Health and Safety committee or Workplace Health and Safety representative.

4.3.3 Occupational Health and Safety Committee and Workplace Health and Safety Representative Duties

- receive complaints from workers as to their concerns about the health and safety of the workplace and keep records of the complaints and how they were dealt with
- establish and promote health and safety educational programs for workers
- make recommendations to the workplace management and workers as well as contractors and the Department of Government Services, regarding standards to protect the health, safety, and welfare of workers
- make formal (written) recommendations to the workplace management regarding necessary improvements for the benefit of workplace health and safety

- hold regular committee meetings at least quarterly and record and post minutes of the meetings. Workplace Health and Safety representatives must meet with workplace management only as often as they believe necessary
- investigate refusals of unsafe work which are referred to them and keep records of proceedings
- keep records of workplace inspections and communicate findings to workplace management.

APPENDIX 4 A

Tool Box Meeting Record

Transportation & Works

Tool Box Meeting

Presenter's Name:

Date:

Safety Topic:

Employees Attending:

Employee Concerns:

Action Recommended:

(Check when complete)

	D
	D
	D
	D
	a

Supervisor's Signature:

Date:

APPENDIX 4 B

Pre-project Meeting Record

Transportation & Works

Pre-Project Meeting

(To be held at the beginning of each new project or task to identify and review the hazards that may be present at a particular work site and how to control them.)

Supervisor's Name:

Date:

Project or Task:

Employees Attending:

Hazards Identified:

Corrective Action Recommended:

(Check when complete)

D

a

Supervisor's Signature:

Date:

5. SAFE WORK PRACTICES AND PROCEDURES

5.1 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 safe work procedures will be developed for particularly hazardous and critical tasks.

Safe work practices and procedures 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 step-by-step 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 a workplace shall wear the personal protective equipment required for the workplace when present at that 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 GENERAL 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 personal protective equipment which is issued to them.
6. Tools are to be used only for the purpose for which they were intended.
7. Only tools which are in good repair shall be used.
8. 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 tampered with.
9. All tools or equipment which have been damaged or become worn are to be promptly tagged and taken out of service for repair or replacement.
10. Good housekeeping practices must be maintained daily in all work areas. This includes personal work areas/offices.
11. Employees are prohibited from arriving at work or remaining at work when their ability to perform the job safely is impaired for any reason.
12. Employees shall actively participate in the department's safety program, including attendance at training sessions.
13. Horseplay, fighting, harassment of any kind, and otherwise interfering with another worker is strictly prohibited.

14. 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.

The above list is illustrative and not intended to be exhaustive. Individual workplaces or work groups may develop additional rules appropriate to their operations.

5.3 GENERAL SAFETY RULES FOR VISITORS

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

The purpose of these rules is to prevent or minimize personal injury or illness through adherence to the department's Occupational Health and Safety Program and safe work practices. Where necessary, the use of Personal Protective Equipment (PPE) will be required.

Adherence to the following general rules by all visitors, including business associates and guests, will help to ensure a safe work environment for visitors and our employees.

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

1. Workplace supervisors 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 practice 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 department employee, the visitor shall follow specified safe work practices related to the work being undertaken and the hazards present

4. A NO SMOKING POLICY is in effect and compliance is mandatory in all government buildings except in dedicated areas where logos 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 department premises.
6. Horseplay, fighting, harassment of any kind, and otherwise interfering with another person is strictly prohibited.

5.4 HOUSEKEEPING

The importance of good housekeeping at a workplace in the prevention of accidents and injuries is indicated by the large number of times it is referred to, both expressly and implicitly, in the Occupational Health and Safety regulations. Although it is often taken for granted, good housekeeping 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
- handling and disposing waste.

The benefits that flow from these activities are great. Slips and trip 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. This requires management planning - planning of the movement of materials from the point of entry to the point of exit, and planning of the workplace environment to ensure the safe movement of people and materials on a daily basis.

The checklist in Appendix 5A may serve as a guide and reminder of some of the key aspects of a good housekeeping program.

5.5 PERSONAL PROTECTIVE EQUIPMENT

5.5.1 Introduction

In terms of hazard control, personal protective equipment (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;
4. and is regarded by the person using it as normal attire for working in that environment or with the particular hazard.

The department holds each individual to whom personal protective equipment has been issued fully accountable for maintaining it in good operating condition.

5.5.2 Skin, Hands and Body Protection

Clothes are a major line of defense against hazards on the job. Employees must always dress suitably for work. Items such as denim coveralls and 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. Cotton or wool are more flame retardant and therefore recommended.

Special body apparels may be required to prevent contact with:

1. noxious gas, liquid, fume or dust;
2. an object that may puncture, cut or abrade the skin,

3. a hot object, liquid, or molten metal; or
4. radiant heat.

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 come 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, or like articles 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 must wear distinguishing apparel or devices of highly visible material.

5.5.3 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; metal mesh face shields for hot, humid conditions and chainsaw use; 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.

5.5.4 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. All parts of the headgear must be compatible and maintained in accordance with the manufacturer's instructions. 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 indicates 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 be routinely 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.

5.5.5 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 1. This footwear bears a green triangle patch stamped with the CSA registered trademark on the outside and a rectangular green label on the inside.

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

1. 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.
2. 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.

3. 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

5.5.6 Hearing Protection

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.

The 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.

Where practical, it is preferable to reduce the level of noise at, or close to its source through the application of engineering controls. Administrative controls, such as limiting the amount of time an individual worker is exposed excessive noise through job rotation, should also be considered. The use of hearing protection is the method of last resort, but must be used where engineering and administrative controls are not feasible.

Hearing protection is available in three general types:

1. Disposable ear plugs (made of pliable material, one size fits all but can only be used once);
2. Permanent plugs (must be fitted to provide a good seal but can be washed and reused); and
3. Ear muffs (when properly fitted and worn, generally provide more protection than plugs).

5.5.7 Respiratory Protection

Personnel are sometimes exposed to respiratory hazards generated by equipment, materials, or procedures such as spray-painting and welding. 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 in construction 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:** Welding fume is the most common type of fume in construction. Other examples include pitch fume from coal tar in built-up roofing and from diesel engines.
- **Mists:** The spraying of paints, form oils and other materials generates mists of varying composition.

- **Dust:** Dust is generated by crushing, grinding, sanding or cutting. Two common dusts in construction are fibrous dust from insulation materials and non-fibrous silica dust from sandblasting.

5.5.7.1 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.

5.5.7.2 Respiratory protection falls into two major categories:

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.

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.

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.

5.5.7.3 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 exists.

5.5.7.4 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

5.5.7.5 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 requires another fit test.

5.5.7.6 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.

5.5.7.7 Negative pressure test:

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

5.5.7.8 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 can not 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. Workers who must use respiratory protection should be dean shaven,

An APR is only as good as its seal and its ability to filter out the contaminants it was designed to filter.

5.5.7.9 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.

5.5.7.10 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.

5.5.8 Fall Arrest/Restraint Systems

Body belts and harnesses are used to provide workers working at heights above ground a level of freedom to move and protection from falls. The Fall Protection legislation 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,
- above a surface or thing that could cause injury to the person on contact; and
- above an open tank, pit or vat containing hazardous materials,
- the person shall wear a fall arrest system. A guardrail, personnel safety net or temporary flooring may be used instead of a fall arrest system.

A fall-arrest system consists of:

- full body harness;
- lanyard;
- ropegrab;

- lifeline; and
- lifeline anchor
- connectors

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.

5.5.8.1 Maintenance

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 sun light;
- 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.

5.5.8.2 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. This latter, detailed inspection will be coordinated by the Occupational Health and Safety Services. 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:	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.

5.6 SAFE WORK PRACTICES AND PROCEDURES

Safe work practices and procedures are ways of controlling hazards and doing jobs with a minimum of risk to people and property. Safe work practices are general in nature and can be applied to many different situations (i.e. use of ladders, hand power tools, etc.). Safe work procedures are designed to create a standard method of dealing with the specific situation when ever it comes up. They facilitate training, supervision and ensure employee protection from hazards. Safe work procedures are a general requirement at all the department's workplaces. They are written guidelines and methods for approaching and conducting work to prevent accidents and incidents. They also ensure the department meets the relevant regulatory and industry standards. Safe work practices may be combined with safe work procedures.

The department recognizes that certain jobs or tasks may be particularly hazardous or critical and therefore require more specific, step-by-step procedures to ensure work is carried out safely. Each Safe Work Procedure must be developed to fit the particular workplace, equipment and process. The Safe work procedure should identify the hazards associated with the situation and describe the relevant regulations, standards to be met, and practices to be followed. All safe work procedures will use the format found in Appendix B. Each safe work procedure will be numbered consecutively.

Safe work procedures provide standards for how work is carried out. Worker's who actually do the job must be involved in the development of safe work procedures. They are the ones who know the tasks and can provide the best information. If those who carry out the work are not involved, there is a chance the safe work procedure will not reflect real life in the workplace. If this is the case, workers will be reluctant to follow the written procedure.

A number of safe work practices and procedures are included in the following Appendices. Additional safe work procedures will be developed in accordance with recommendations from Occupational Health and Safety committees and Workplace Health and Safety representatives as well as indications from job hazard analysis which may be conducted by supervisors.

The following safe work practices and procedures are included in this section:

- | | |
|-------------|---|
| Appendix 5C | Safe Work Procedure - Working in the Sun |
| Appendix 5D | Safe Work Procedure - Working with Chainsaws |
| Appendix 5E | Safe Work Procedure - Supplied Breathing Air for Abrasive
Blasting |
| Appendix 5F | Safe Work Procedure - Snow Removal at Ferry Terminals |
| Appendix 5G | Safe Work Procedure - Lock Out / Tagout Procedure |
| Appendix 5H | Safe Work Procedure - Powered Aerial Work Platforms |

APPENDIX 5A
HOUSEKEEPING

ROUTINE BUSINESS

Are your housekeeping habits up to par?

Floors and other surfaces

- n Are floors kept clean and clear of waste?
- o Are signs posted to alert workers when floors are being washed? D Are floors in good condition, ie. there are no holes, worn planks or loose boards? o Is anti-slip flooring used where floors cannot be kept clean because of the nature of the work, eg. where floors are awash with liquid, grease or oil for extended periods?

Aisles and stairways

- D Is there a well-defined system of traffic in the workplace?
- n Are aisles unobstructed and clearly marked? D Are convex mirrors installed at those corners where there is a chance of collision? D Are aisles wide enough to accommodate people and vehicles comfortably? o Are safe loading practices enforced when hand and power trucks, skids, or pallets are used? n Is the workplace lighting adequate? Are stairs well-lit? D Are stairs covered with an anti-slip tread? Are faulty stair treads repaired or replaced as soon as possible?

Spill Control

- D Are all spills wiped up quickly? n Are spill absorbents used for greasy or oily material? D Are used absorbents disposed of promptly and safely?

Equipment maintenance

- D Are tools and machinery inspected regularly for sources of leaks? o When equipment problems are found, are they fixed as soon as possible? n If leaks can't be stopped at the source right away, are drip pans or absorbent materials used? o Are machines that splash oil outfitted with a screen or splash guard? D Are machines and tools cleaned regularly?

Storage

- n Are there places to store all materials and supplies that are safe and accessible? o Is material stacked securely, blocked or interlocked, if possible? o Are materials stored in areas where stairs, fire escapes, exits or firefighting equipment will not be obstructed? o Are materials stored in areas that do not interfere with the flow of people or material? n Are bins or racks provided where material cannot be piled?
- D Are all storage areas clearly marked? D Do employees understand the storage and handling procedures for all materials used in the workplace, eg. are flammables kept in clearly marked and approved containers in designated storage areas?

Waste removal

- D Are waste containers placed in convenient locations, ie. where the waste is produced? D Are waste containers emptied regularly?

Fire prevention

- D Are combustible materials present only in the quantities needed for the job at hand and kept in safety cans during use? D Are combustible materials otherwise stored in safe containers in storage rooms that are away from ignition sources? a Are sprinkler heads unobstructed by stored material? D Is there at least 90 cm of clear space under sprinkler heads? D If there are no sprinklers, is there at least a metre of clear space between stored material and the ceiling? a Are fire extinguishers located along commonly traveled routes and close to possible ignition sources? D Are oily or greasy rags placed in metal containers before being regularly disposed of?

APPENDIX 5 B

Standard Safe Work Practice and Procedure Form

Transportation & Works

Safe Work Procedure # XXX

Topic	
Hazards Identified	
Personal Protective Equipment	
Training	
Regulations / References	

Safe Work Procedure / Practice

APPENDIX 5C

SAFE WORK PROCEDURE

WORKING IN THE SUN

Transportation & Works

Safe Work Procedure # 001
July, 2004

Working in the Sun

Hazards Identified	Sunburn, keratosis, skin cancer, and eye damage
Personal Protective Equipment	Skin, head and eye protection
Training	No
Regulations / References	Section 5 & 6 of the OH&S regulations

Safe Work Procedure

Wear a hat, long sleeved shirt and long pants. A hard hat is acceptable.

Wear tightly woven clothing covering as much of the body as is practical.

Where there is no danger of entanglement, clothing should be loose fitting, allowing sweat to evaporate.

Sunscreen will be provided for employees who work outdoors between the hours of 11:00 am and 4:00 pm.

Apply sunscreen with a sun protection factor (SPF) of 15 or higher on all exposed skin. The sunscreen should be effective in filtering both UV-A and UV-B rays.

Sunscreen should be applied to dry clean skin 15 minutes before going out into the sun. It should be re-applied every 2 hours, if employee is perspiring heavily.

Sunscreen should be worn between 11:00 am and 4:00 pm.

APPENDIX 5D

SAFE WORK PROCEDURE WORKING WITH CHAIN SAWS

Transportation & Works

Safe Work Procedure # 002 July,
2004

Working with Chain Saws

Hazards Identified	Severe cuts, noise, vibration, falling objects, uneven terrain, dust and flying debris, motor exhaust, electric shock
Personal Protective Equipment	Safety boots, chain saw cut-resistant leg protection, hard hat, face shield, safety glasses, gloves, hearing protection
Training	training in chain saw use
Regulations / References	Manufacturers instruction manual, CSA Standard 262.1-95, OHS Regulations section 185

Safe Work Procedure

Working alone with a chain saw is not permitted.

Only a competent person or a person who is directly supervised by a competent person is permitted to operate a chain saw.

The chain saw must comply with CSA standard CSA Z62.1-95 "Chain Saws".

Inspect the chain saw before starting work to ensure that it is functioning properly. Refer to attached check list.

The motor must be shut off and a bar-tip guard when supplied must be in place when transporting the chain saw.

Always be aware of the locations of other persons in the area. Do not use

the chain saw to cut above shoulder height

Do not cut any tree that is within 3 meters of a power transmission line unless specifically trained for this kind of work and the power company has been notified.

Before refueling, turn the chain saw off and allow it to cool. Refuel outdoors or in a well ventilated area. The chain saw must not be started within 3 meters of the fuelling location.

Store and transport fuel in a proper container

Complete a hazard assessment of the work site. All identified deficiencies and safety concerns must be corrected before work proceeds.

CHECKLIST FOR CUTTERS AND CHAIN SAWS

Employee
Supervisor

Location
Date

Personal Protective Equipment (Cutters)	OK	NOT OK
1. Hard hat		
2. Hearing protection		
3. Eye protection		
4. Safety pants		
5. Chain saw boots		
Chain Saws	OK	NOT OK
1. Chain brake		
2. Chain (tension, wear, filing)		
3. Throttle interlock		
4. Chain catcher		
5. Muffler and fire screen		
6. Chain idle (not moving)		
7. C.S.A. approved fuel container		
8. Fire bag		
Work Practices	OK	NOT OK
1. Chain saw safety training		
2. Kick back awareness		
3. Minimum distance from power lines		
4. Notching on larger trees		
5. Felling chicots safely		
6. Felling lodged trees safely		
7. Safe dealing with spring poles		
8. Safe working distances		
9. Starting saw safely		
10. Carrying saw safely		
11. Clearing area, escape route		
12. Cutting above shoulders avoided		

Remarks

CHECKLIST FOR WORK SITES USING CHAIN SAWS

No. of Employees	Location	Date
Basic Provisions	OK	NOT OK
1. Drinking water on site		
2. Toilet, where necessary, if requested		
3. Road signs, where necessary		
Personal Protective Equipment	OK	NOT OK
1. Hard Hat		
2. Eye Protection		
3. Safety Boots		
4. Gloves		
Emergency Response Preparedness	OK	NOT OK
1. First Aid Training		
2. First Aid Supplies		
3. Communications (cell phone, etc.)		
4. Emergency phone numbers listed, on site		
5. Safety Vehicle		
6. Fire Extinguishers		

Additional Comments:

APPENDIX 5E

SAFE WORK PROCEDURE SUPPLIED BREATHING AIR FOR ABRASIVE BLASTING

Transportation & Works

Supplied Breathing Air for Abrasive Blasting

Hazards Identified	injury, silica exposure, health
Personal Protective Equipment	Appropriate Suit for sandblasting, boots and gloves
Training	Respiratory protection
Regulations / References	OHS Regulations section 29, 57

Safe Work Procedure

A. Compliance with C.S.A. Standard Z180.1-00

All abrasive blasting operations shall be in full compliance with the C.S.A. Standard Z180.1-00 regarding supplied breathing air for the blaster.

Ambient air systems shall be installed, maintained and operated with accepted supplied air respirators in accordance with the respective manufacturers' instructions.

Supplied breathing air systems shall have a valid air purity certificate from an accredited laboratory.

The ambient air system air intake assembly shall be located in an area that is contaminant-free. The air intake shall be:

1. located in an area free from potential sources of contaminants. Care shall be taken in selecting a location, especially in the proximity of local exhaust ventilation outlets, equipment/automobile/truck exhausts, adjacent industrial activity, etc.;
2. located outside with the inlet 1-3 meters above grade; and
3. equipped with a wind direction indicator.

Users and those required to maintain ambient air systems shall be knowledgeable about:

1. where to locate air inlets;
2. replacement schedule for filters;
3. method for determining air flow to the respirator user;
4. method for adjusting the flow rate on pressure output; and
5. method, frequency and location for the collection of compressed breathing air for analysis.

B. The Ambient Air Pump (Model 8050501)

The user shall read, understand and be knowledgeable about instruction manual and shall operate the air pump in accordance with the instructions.

The user shall inspect the inlet muffler and hose assembly and the air line before each shift and report any defects found to the supervisor.

The user shall keep a log of the number of hours the air pump operates. The inlet muffler shall be changed every 500 hours and the outlet filter every 200 hours or more frequently if odors or defects are observed.

The ambient air pump will supply a maximum of 10 CFM of breathing air to one user or a maximum of 15 psi. The pressure relief valve shall not be adjusted to exceed these maximums.

Before starting work, the user shall allow the air to purge through the respirator and hose assembly for a few minutes to eliminate any odors or tastes in the respirator assembly. The respirator shall be donned and the outlet pressure gauge re-checked prior to entering the blasting work area.

When finished working, the user shall exit work area wearing the respirator with the air still flowing. Once outside the work area, the respirator shall be removed, the pump turned off and the air supply hose disconnected, using the quick disconnect couplers.

The air pump and related accessories shall be stored in a clean, dry area.

In the event of discovering any problems while using the air pump, the user shall refer to the instruction manual regarding "*Trouble Shooting Information*" and consult with the supervisor.

C. The Airline Respirator, (Bullard Model 88VX)

The user shall read, understand and be knowledgeable about the instruction manual and shall use the respirator in accordance with the instructions.

The blaster shall use abrasive blasting material which does not contain silica.

A carbon monoxide warning indicator shall be affixed to the inside of the helmet. Any indications of carbon monoxide on the indicator will be reported to the supervisor and the matter will be further investigated and corrected.

The blaster shall use hearing protection and eye protection inside the helmet.

The user shall inspect all components of the respirator system daily for signs of wear, tear or damage that might reduce the degree of protection originally provided. All damaged or excessively worn components will be immediately replaced. The respirator shall be cleaned and stored in accordance with the instructions in the user manual.

D. Personal Protective Equipment (Wearing Apparel)

The blaster shall wear an appropriate suit approved for blasting, as well as substantial gloves.

The blaster shall wear substantial safety footwear.

APPENDIX 5F

SAFE WORK PROCEDURE

SNOW CLEARING AT FERRY TERMINALS

Transportation & Works

Safe Work Procedure # 004
March 24, 2003

Snow Clearing at Ferry Terminals

Hazards Identified	drowning, injury, slips, trips, extreme temperatures
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Personal Protective Equipment	personal flotation, safety boots and hats, gloves
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Training	first aid
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Safe Work Procedure

LOADING RAMPS

1.1 Access to ramp.

The gate at the top of the loading ramp shall be kept closed at all times except during vehicle loading/unloading and snow clearing.

Signage shall be installed on the gate to indicate "authorized personnel only"

1.2 Lower limit of clearing snow.

Snow shall not be cleared further down the shore ramp than necessary to accommodate the ferry ramp.

Snow shall not be cleared off the end of the ramp into the water.

This restriction applies to all methods of snow clearing, including shoveling, snow blowing and use of vehicle equipment.

Workers who are uncertain about exactly how far down the ramp to clear snow shall in the interim contact their supervisor to find out where the lower limit of clearing is until permanent markings can be installed to indicate the lower limit of clearing.

1.3 Traction.

Workers shall find out how slippery the surface of the ramp is before proceeding with clearing snow.

Equipment operators snow clearing the ramp must be aware of any metal supports that may pose a slipping hazard. Equipment operators shall avoid wheel tracking on said supports.

Where slippery sections are found, salt and/or sand shall be applied to ensure good traction.

Wheel chains shall be available on all mobile snow clearing equipment. The use of wheel chains will be at the discretion of the equipment operator.

1.4 Direction of snow clearing.

Wherever possible, snow being cleared manually shall be pushed across the ramp, as opposed to down the ramp.

2.0 WHARVES

2.1 Bullrails.

Mobile equipment shall not be used to clear snow from wharves which are not equipped with bullrails.

There shall be no dumping of snow beyond the bullrails by dump trucks.

2.2 Direction of snow clearing.

Generally, where mobile equipment is used, the direction of snow clearing will be parallel to the length of the wharf.

2.3 Passageways for line handling.

Passageways shall be cleared for handling lines.
Where necessary, manual clearing of snow shall be done to provide access to bollards.

3.0 PERSONAL PROTECTIVE EQUIPMENT

All personnel walking on wharves and ramps, including wharfingers, shall wear personal floatation devices as per OHS legislation.

All workers walking on wharves and ramps shall wear CSA approved safety hats.

All workers walking around wharves and ramps, including wharfingers, shall wear appropriate safety footwear

All workers working on wharves and ramps shall wear appropriate hand protection.

4.0 MOBILE EQUIPMENT

- 4.1 Safe Condition: All mobile equipment used to clear snow from wharves and ramps must be maintained in safe operating condition.

5.0 WORKING ALONE (Wharfingers)

- 5.1 Communication Plan: circumstances where workers are working atone on wharves, they shall contact their ship (or the appropriate office) prior to clearing snow. They will estimate how much time the activity is expected to take and the time at which they will place a second call to indicate they have safely completed the task. Records of such contact will be maintained. For example, a wharfinger may radio his ship to say he plans to start clearing snow at 9:00 a.m. will call back at 10:00 a.m. to give the "all clear". If the ship does not receive the second call at or before 10:00 a.m. it will initiate a search and rescue alert
- 5.2 List of Emergency Contacts: Workers working alone shall post a list of emergency contact numbers at their workplace.
- 5.3 Manual Snow Clearing Approach Limit:

Workers working alone, including wharfingers, who may be required to manually clear snow shall not step closer than six feet from the edge of the wharf.

Where it may be necessary to clear snow from within the six foot approach limit, workers working alone shall restrict their snow clearing activities to that which can be easily reached with a long handled shovel from the six foot mark.

APPENDIX 5G

SAFE WORK PROCEDURE

LOCKOUT - TAGOUT PROCEDURE

This procedure does not apply to mobile equipment

Transportation & Works

Safe Work Procedure # 005

June 2, 2003

Lockout -Tagout	
Hazards Identified	electrocution , injury, death
Personal Protective Equipment	dependent on work location
Training	lock out procedures
Regulations / References	OHS Regulations, section 73
Safe Work Procedure	
* This procedure does not apply to mobile equipment Turn off the equipment and disconnect the energy source. Inform all affected co-workers that a lockout procedure is beginning and why.	

Locate and identify all switches, valves and other devices that will have to be locked out. More than one energy source may be involved. Lockout all the energy sources by locking a lock on the appropriate control devices. If necessary, obtain locks from a supervisor. Each worker who could be injured if the equipment were to unexpectedly start, must place a lock on the control device. If more than one worker is to lock the equipment out, a multiple lock out device, (scissors) must be used.

Release residual energy if the equipment is not at a "zero energy state". This is especially relevant for hydraulic and pneumatic equipment. It may also be necessary to discharge capacitors, ground circuits, release built-up pressure or secure loose and moveable parts.

Test equipment after it is locked out by pushing the start button to ensure it will not start.

Restore energy to the equipment safely. Before removing locks and starting the equipment, ensure all guards are replaced, lines reconnected and co-workers are informed and standing clear.

Each person must remove their own lock. One must never give one's key to anyone else. Only a supervisor, in special circumstances, would be permitted to remove someone else's lock after ensuring it was safe to do so.

Locks must be removed at the end of each shift unless the supervisor gives instructions to leave a lock on.

Everyone at a workplace must follow the lockout procedures, including visitors and contractors. If someone is found not following the procedures, the supervisor must be informed immediately.

APPENDIX 5H

SAFE WORK PROCEDURE

POWERED AERIAL PLATFORM

Powered Aerial Work Platform

Hazards Identified	falls from heights
Personal Protective Equipment	See PPE section in this procedure
Training	fall protection, operating procedures
Regulations / References	OHS Regulations, section 101

Safe Work Procedure

This safe work procedure applies to aerial platforms which are not licensed to travel on public highways. It applies to boom lifts as well as scissor and vertical lifts. Aerial platforms mounted on forklifts or vehicles licensed to travel on public highways require additional safety precautions.

Before Operating an Aerial Platform

Only those individuals who have been authorized by their supervisor and properly instructed in operation procedures are permitted to operate an aerial platform.

The operator must be familiar with the operating procedures and safety precautions as outlined in the manufacturer's operating manual. This includes, but is not limited to the following:

the manufacturer's warning and caution signs on the machine locations of
all emergency controls and emergency operations daily maintenance
checks to perform load limits and stability requirements

The operator must do a careful pre-use inspection of the machine and any problems identified must be reported to the supervisor immediately and corrected before operations begin. This includes, but is not limited to the following:

- a walk around visual inspection to ensure tires are properly inflated,
- there are no teaks in hydraulic or fuel lines, and no damage to body, frame and platform
- check fuel supply and oil levels
- check to ensure both upper and lower controls are functioning properly

The operator must do a careful pre-use inspection of the work area to identify any possible operating hazards. Any hazards identified must be reported immediately to the supervisor if they cannot be adequately controlled by the operator. These may include but are not limited to the following:

- Powerlines: If the platform must be operated within 5.5 meters (18 feet) of an overhead powerline, a written clearance must be obtained in advance from the power utility and the operator must have a valid powerline hazards certificate.
- Ground Conditions: including uneven ground, slopes, obstructions, drop offs and debris.
- Visibility: including overhead obstructions.
- Traffic: other equipment, vehicles, and/or personnel may require roping-off or barricading the work area and using signage.
- Weather and Wind Conditions: severe conditions may limit or prohibit use of the aerial platform

Personal Protective Equipment

Each worker using an aerial platform shall wear appropriate fall arrest equipment including a full body harness and a lanyard. The lanyard shall be tied off to the anchor designated by the manufacturer.

Each worker using an aerial platform shall wear appropriate safety footwear. Each worker using an aerial platform shall wear appropriate head protection.

Each worker using an aerial platform shall wear eye protection appropriate to the exposure wherever he or she is exposed to the threat of eye injury.

Each worker using an aerial platform shall wear suitable devices to protect their hearing wherever he or she is exposed to excessive noise.

Each worker using an aerial platform shall wear protective clothing, including gloves, appropriate to the conditions.

Operating an Aerial Platform

The operator shall exercise due care and attention at all times while operating the aerial platform as well as observe all of the manufacturer's precautions. Where applicable, the operator shall ensure the stabilizers provided by the manufacturer are used.

The operator will immediately stop operation of the aerial platform in the event of any mechanical malfunction or potentially hazardous condition. The problem must be reported to the supervisor and corrected before operations are resumed.

Workers shall not use any devices such as ladders on aerial platforms to achieve additional height or reach. They shall not modify or add attachments to the platform.

The operator shall avoid contacting any structure with the aerial platform. However, in the event that the platform becomes caught against a structure and force is exerted against the platform, the operator shall stop operations from the platform. A sudden release of force against the platform could result in the workers being ejected from the platform. Therefore, the workers must be removed from the platform with the assistance of a second aerial platform or the emergency high angle rescue personnel (ie. fire department). After the workers have been returned to the ground, the platform must be dislodged from obstruction using the ground controls.

Worker(s) on the platform must have a "buddy" on the ground to assist in the event of an emergency or some means of communication (eg. cell phone or radio) with someone near by.

Operation of the controls shall be done smoothly and sudden stops avoided. When traveling on a slope, the operator shall travel in line with the slope as much as possible, as opposed to traversing it. When working on a slope, face uphill and use wheel chocks as appropriate.

6.0 HAZARD RECOGNITION, EVALUATION, AND CONTROL

6.1 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 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 HAZARD IDENTIFICATION

A hazard may be defined as a condition, practice, or behavior that has the potential to cause injury, illness, or property damage. Occupational hazards are divided into two broad categories: (1) safety hazards, and (2) health hazards. Generally, health hazards cause occupational illnesses, such as noise induced hearing loss. Safety hazards cause physical harm, such as cuts or broken bones. Hazards exist in all workplaces. It is the duty of employees at the workplace to identify them and control or eliminate them once identified.

6.2.1 Safety Hazards

Generally, safety hazards are anything in the workplace that could cause an injury. The injury resulting from a safety hazard is usually immediate following contact with the hazard, unlike an occupational illness, where the effect of contacting the hazard may not be evident for an extended period of time after the contact. Injuries caused by safety hazards usually result in trauma to the body and may be explained as the hazard having a greater level of energy or force than the body is able to withstand during contact.

Safety hazards are often, though not always, quite obvious in the work environment. 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 the workplace.

1. Machine Hazards

moving parts, hot parts, absence of guards, poor maintenance.

2. Energy Hazards

Electricity - overloaded circuits;
Steam - boiling kettle;
Heat - hot parts of equipment or tools;
Pressure - pressure cooker, valves, boilers;
Gravity - falling objects;
Mechanical - machines with moving parts;
Chemical - mixing solvents;
Kinetic - slip and fall; and
Potential - hydraulic lift.

3. Confined Space Hazards

Not intended for human occupancy;
With restricted entry or exit; and
Where hazardous atmospheres exist (e.g. methane, hydrogen sulfide, oxygen deficient or oxygen enriched).

4. 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.

5. Work Practice Hazards

Failure to develop or follow safe work practices/procedures (e.g. working from heights without "fall arrest" equipment); and Poor housekeeping (e.g. improper storage area, high stacking, grease on the floor).

6.2.2 Health Hazards

A health hazard may produce serious and immediate (acute) effects or it may cause long term (chronic) problems. All or part of the body may be affected. Someone with an occupational illness may not recognize the symptoms immediately. For example, lung cancer resulting from exposure to asbestos may not be detected until twenty years after the exposure. The period of time between exposure to the hazard and development of the illness is referred to as the "latency period".

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

1. biological hazards;
2. physical health hazards;
3. physical demands (ergonomic) and stress; and
4. 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 moulds
- 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 contract 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.

It is not difficult to get a general sense of whether most physical health hazards exceed the safe limits of exposure. The body's senses will indicate if the intensity levels of the energy source are uncomfortable. For example, it may feel too hot or cold or background noise may make ordinary conversation difficult to hear. If workplace inspections identify such problems, they should be further investigated by taking actual measurements and referring to the appropriate standards to determine if the energy source does, in fact, exceed safe limits. An obvious exception to this means of hazard identification is radiation, which cannot be easily detected by the body's senses. If there is a source of radiation at a workplace, it must be carefully monitored by the appropriate instruments.

3. Physical demands (ergonomic hazards) and stress

Often the terms "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. It does this by trying to balance the capabilities of the worker with the demands of the job. 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 loss 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, bending, and crouching 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 strains, and sprains
- 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 stress, reduce the work efficiency, and increase the risk of accidents and injuries.

When considering the above factors, it is important to remember they can interact worsening the situation. A good rule of thumb is: the more awkward or static the posture required by a job; the more excessive force needed to do the work; and the more repetitive the tasks, then the greater will be the risk of injury. Supervisors should encourage their workers to report the early signs and symptoms of soft tissue injuries.

Workplace harassment may seriously harm the health and well being of victims. It can also interfere with efficiency and productivity. Occupational Health and Safety committees and Workplace Health and Safety representatives must remain alert to this type of problem and be open to receiving complaints or concerns from workers.

Shift workers have irregular patterns of eating, sleeping, working, and socializing that may lead to health and social problems. Where a worker experiences health problems related to shift work, he or she should be instructed on the best ways to minimize the impact of the stressor. 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. Where there may be any question about the effectiveness of the existing controls for these chemicals, it becomes necessary to measure or monitor their concentration in order to determine the actual degree of risk.

Controlled products are hazardous chemicals which are subject to the Workplace Hazardous Material Information System (WHMIS) regulations. Workplace inspections of possible chemical hazards associated with Workplace Hazardous Materials Information System 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:

1. Have workers been adequately trained in how to safely use, handle, store, and dispose of all the *specific* chemicals they are required to work with?
2. Have workers who may have to work in areas adjacent to hazardous chemicals been informed about the hazards they may be exposed to?
3. 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?

4. Do workers know the requirements for container labeling and are they able to access a current Material Safety Data Sheet for each controlled product in the workplace?

Wherever hazardous chemicals are transported between the department's workplace, the "Transportation of Dangerous Goods" (TDG) regulations apply. All workers involved in transporting dangerous goods must have valid Transportation of Dangerous Goods training certification.

6.2.3 Contributing Factors

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

1. people
2. equipment
3. materials; and
4. environment

- 1 People include:

- contractors, visitors, suppliers, and the general public
- management, who establish departmental policies, practices, and standards
- engineers and designers who create the workplace environment
- preventive maintenance workers
- recruitment and selection procedures
- supervisors and workers

2. Equipment, such as tools, machines, vehicles, and personal protective equipment are often a significant contributing factor to creating hazards.
3. Materials, such as chemicals, used in the workplace can also contribute to the formation of hazards.
4. Environment may be the physical environment, such as the facility and indoor air quality, or the non-physical environment such as leadership style, workplace culture, and labour relations tensions.

6.3 HAZARD REPORTING AND UNSAFE WORK REFUSALS

6.3.1 Hazard or Concern Reporting

The department has adopted a formal hazard reporting system to ensure that all hazards identified are duly reported and receive appropriate corrective action. To facilitate the reporting procedure, the form shown at the end of this section, in Appendix 6A, is available for workers and supervisors to use when they believe it would be advantageous to do so.

It may not be always necessary to complete the form. It is entirely possible and acceptable for a worker who identifies a hazard to report it to their supervisor verbally and the supervisor, in turn, ensures the appropriate corrective action is taken. In that case, the matter has been adequately dealt with. However, where the worker or supervisor, for any reason, believes it would be advantageous to document the hazard concern, they should complete the form, keeping a copy for themselves, and send copies to the supervisor and Occupational Health and Safety committee or Workplace Health and Safety representative.

6.3.2 Unsafe Work Refusals

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, 46, and 47 of the *Occupational Health and Safety Act*. The same form used for reporting employee health and safety concerns will be used, except that 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.

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.

6.3.2.1 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.

If either the worker or the supervisor wishes to document the situation, Page 1 of the "Hazard Concern / Unsafe Work Refusal Reporting Form" may be completed. A copy of this form may be found in Appendix 6A at the end of this section.

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: Consultation with the Occupational Health and Safety Services

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 staff of the Occupational Health and Safety Services. The Health and Safety Services 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.

6.3.2.2 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 process. The issue is to be documented using Page 1 of the "Hazard Concern / Unsafe Work Refusal Reporting Form", which the worker must forward immediately to the Occupational Health and Safety committee. The Occupational Health and Safety committee co-chairpersons must initiate an immediate investigation or where applicable, the Workplace Health and Safety representative shall undertake an immediate investigation.

The worker who has exercised the Right to Refuse 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 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.

6.3.2.3 Level III: Formal Referral to Workplace Health and Safety Division. Department of Government Services.

If the Occupational Health and Safety committee or sub-committee 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 will continue.

The Occupational Health and Safety committee or sub-committee should contact the Workplace Health and Safety Division of the Department of Government Services (1-800-563-5471 or 1-709-72&-4444 after hours and on weekends). An Occupational Health and Safety Officer will take the case 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.

6.4 HAZARD ASSESSMENT

After one or more hazards have been identified, it may or may not be useful to estimate the level of risk associated with the hazard. 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 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 evaluation, or risk analysis, involves a careful prediction of the consequences of an accident caused by the hazard. The level of risk associated with a hazard is estimated by considering a combination of two factors: (1) the likelihood or probability of the hazard causing an accident and, (2) the severity of the consequences if it did happen, in terms of harm to people and/or damage to property. This may be expressed in the following formula:

$$\text{Risk} = \text{Probability} \times \text{Severity}$$

6.4.1 Hazard Probability Category

Probability estimates based on frequencies or actual occurrences shown in past experience are desirable. If that data is not available, the following definitions may be used:

- a. Probable: likely to occur immediately or within a short period of time when exposed to the hazard
- b. Reasonably probable: will occur in time, eventually

- c. Remote: possible to occur in time; could occur at some point
- d. Extremely remote: unlikely to occur

6.4.2 Hazard Severity Category

A severity estimate is based on the potential destructive consequences; the following definitions may be used.

- 1. Catastrophic may cause death or loss of a facility
- 2. Critical may cause serious injury, severe occupational illness or major property damage
- 3. Marginal may cause minor injury, or illness resulting in lost work days, or minor property damage
- 4. Negligible probably would not affect personal safety or health and thus, less than a lost work day, but nevertheless is in violation of specific criteria

6.4.3 Ranking Hazards

Once all the hazards have been identified or anticipated, they must be ranked to identify which are the most in need of effort at developing controls, safe work practices, or formalized task procedures. The priority will be to work on the worst first. Hazard ranking is done by the severity of the incident which could arise from the hazard and the probability that an accident could occur, based on the degree of exposure to the hazard condition. In ranking the hazards, attention must be given to control methods which are already in place to eliminate or mitigate the hazard.

The purpose of hazard assessment is to assist management in making decisions about how to address and control the hazard. Full and accurate information, including all possible alternatives, should be provided to managers so they can make intelligent, informed decisions concerning hazard control. Alternatives may include recommendations for training and education, better methods and procedures, equipment repair or replacement, environmental controls, and - in rare cases where modification is not enough

recommendation for redesign. Information should be presented to management in a way that clearly states the actions required to improve conditions. The person who reports hazard information must do so in a manner that promotes, rather than hinders, action.

Appendix 6B contains a "Hazard Assessment Form" which may be used when doing a risk evaluation.

6.5 HAZARD CONTROL

The first consideration in hazard control is to determine if the hazards can be controlled at their source (where the problem is created) 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 of the hazard, the better. If this is not possible, hazards must be controlled at the level of the worker. For example, workers can 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, the Occupational Health and Safety committee or Workplace Health and Safety representative should try to find the root cause of the each hazard and not simply control the symptoms. It may be helpful to review the four types of contributing factors discussed above. 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 issue nearby workers with hearing protectors.

6.5.1 Control at the Source

<i>Elimination</i>	The very best method of controlling a hazard is to eliminate it completely, if possible. This is the best a way to protect workers.
<i>Substitution</i>	Where elimination of a hazard is not practical, 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 do a hazard assessment of the new condition.
<i>Redesign</i>	Sometimes engineering can be used to redesign the layout of a workplace, workstation, work processes and jobs to prevent ergonomic 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.

6.5.2 Control Along the Path From the Hazard 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 concentration. It may also spread dusts through the workplace rather than completely removing them.

6.5.3 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 an injury. Therefore, most safety experts consider control at the level of the worker to be the least effective means of protecting workers.

Administrative Controls

These include introducing new policies, improving working procedures and requiring workers to use specific personal protective equipment and hygiene practices. For example, job rotations and scheduling can reduce the time that workers are exposed to a hazard. Workers can be rotated through jobs requiring repetitive tendon and muscle movements to prevent cumulative trauma injuries. Noisy processes can be scheduled when few workers are in the workplace. Standardized written work procedures can ensure that work is done safely. Workers can be required to use shower and change facilities to prevent absorption of chemical contaminants. The department is responsible for enforcing administrative controls.

Work Procedures, Training, and Supervision

Supervisors can be trained to apply modern safety management and supervisory practices. The Occupational Health and Safety committee or Workplace Health and Safety representative should help the management periodically review and update operating procedures and worker training. Refresher training should be offered periodically.

Emergency Planning

Written plans should be in place to handle fires, chemical spills, and other emergencies. Workers should be trained to follow these procedures and use appropriate equipment. Refresher training should be provided regularly.

Housekeeping, Repair, and Maintenance Programs

Housekeeping includes cleaning, waste disposal, and spill clean up. Tools, equipment, and machinery are less likely to cause injury if they are kept clean and well maintained.

Hygiene Practices and Facilities

Hygiene practices can reduce the risk of toxic materials being absorbed by workers or carried home to their families. Street clothing should be kept in separate lockers to avoid contamination from work clothing. Eating areas can be segregated from work areas. Eating, drinking, and smoking should be forbidden in toxic work areas. Where applicable, workers may be required to shower and change clothes at the end of the shift.

Personal Protective Equipment (PPE) and Clothing

Personal protective equipment and clothing are used when:

- other controls are not feasible (for example, to protect workers from noise exposure when using chainsaws)
- additional protection is needed
 - the task or process is temporary (such as periodic maintenance work).

Personal protective equipment is much less effective than engineering controls since it does not eliminate the hazard. It must be used properly and consistently to be effective. Awkward or bulky personal protective equipment may prevent a worker from working safely. In some cases, personal protective equipment can even create hazards, such as heat stress.

The department requires workers to use personal protective equipment wherever its use is prescribed by regulations or internal work procedures. Workers must be trained to use, store, and maintain their equipment properly. Management, supervisor, and workers must understand the limitations of their personal protective equipment.

6.6 SELECTING AND MONITORING CONTROLS

6.6.1 Selecting Controls

Selecting controls often involves:

- evaluating and selecting temporary and permanent controls
- implementing temporary measures until permanent (engineering) controls can be put in place
- implementing permanent controls when reasonably practical

For example, where a noise hazard is identified, temporary measures might require workers to wear hearing protection. Long term, permanent controls might use engineering to remove or isolate the noise source.

6.6.2 Monitoring the effectiveness of controls

Sometimes hazard controls do not work as well as expected. Therefore, the Occupational Health and Safety committee or Workplace Health and Safety 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?

The effectiveness of hazard controls should be documented in the inspection report, and if appropriate, in the Occupational Health and Safety committee minutes.

APPENDIX 6A

HAZARD CONCERN / UNSAFE WORK REFUSAL FORM

**HAZARD CONCERN / UNSAFE WORK REFUSAL
REPORTING FORM (PAGE 1)**

Employee Making the Report:

Date:

Location:

Time:

Nature of Report (circle one)

HAZARD CONCERN

UNSAFE WORK REFUSAL

Describe the situation:

Employee's Signature

Were there any injuries?

(circle one)

No

Yes (describe)

Was there any damages?

(circle one)

No

Yes (describe)

LEVEL I: Reported to Supervisor?

(circle one)

No

Yes (describe)

Supervisor's Response

Supervisor's Signature

Feedback to Employee?

(circle one)

No

Yes (When)

Employee Satisfied?

(circle one)

No

Yes (Employee Initials)

If the employee is satisfied, the investigation may be closed. The original of this report should be placed on file with the Occupational Health and Safety Services, Human Resources, TW, and a copy given to the employee and supervisor. A third copy should be given the Occupational Health and Safety committee to review at their next meeting. If the employee is not satisfied, the matter must be referred to the Occupational Health and Safety Committee (see page 2 of this form).

Note: Use additional pages as required.

**HAZARD CONCERN / UNSAFE WORK REFUSAL
REPORTING FORM (PAGE 2)**

LEVEL II: Referral to Occupational Health and Safety committee (or Workplace Health and Safety representative) to Investigate

Describe the reason for the referral (why the employee is not satisfied):

Employee's Signature

Occupational Health and Safety Committee's (or Workplace Health and Safety Representative's) Response

Co-chair's Signature

Feedback to Employee? (circle one) No Yes (When)

Employee Satisfied? (circle one) No Yes (Employee Initials)

If the employee is satisfied, the investigation may be **closed**. The original of this report should be placed on file with the Occupational Health and Safety Service, Human Resources, TW and a copy given to the employee and supervisor. If the employee is not satisfied, the matter must be referred to the Occupational Health and Safety Division of the Department of Government Services.

LEVEL III: Referral to Workplace Health and Safety Inspections Division, Department of Government Services to Investigate

Describe the reason for the referral (why the employee is not satisfied):

Employee's Signature

Note: Use additional pages as required.

APPENDIX 6B

HAZARD ASSESSMENT FORM

7.0 INSPECTION PROGRAM

7.1 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 Occupational Health and Safety committees or Worker Health and Safety representative is involved in formal inspections.

Occupational Health and Safety committees and Workers Health and Safety 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, fleet and buildings to ensure safe operating conditions are maintained.

The Occupational Health and Safety Services will administer an annual audit of the overall Occupational Health and Safety Program to ensure it is successfully implemented and kept current with changing conditions.

7.2 LEGISLATIVE REQUIREMENTS TO DO INSPECTIONS

The *Occupational Health and Safety Act* and regulations require workplace inspections be conducted as often as necessary to ensure safe workplaces. According to the Act, the department's management at each workplace have a duty to consult with the Occupational Health and Safety committee or Workplace Health and Safety representatives regarding the scheduling of inspections and must ensure Occupational Health and Safety committee members or Workplace Health and Safety representatives participate in the inspections.

The purpose of workplace inspections is to identify existing and potential hazards with people, equipment, materials and environment so that the hazards will be controlled or eliminated. It is expected that the inspection team will make recommendations to the workplace management for appropriate corrective actions. The recommendations may 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 the management. Management, in turn, are required to respond to the formal recommendation 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.

Occupational Health and Safety committees and Workplace Health and Safety representatives should keep records of their inspection activities. They may utilize a checklist developed specifically for their workplace and their inspections should generate a report of their findings. Sample forms are found at the end of the section in Appendices 7A, 7B, 7C, 7D, 7E, and 7F.

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, safe work practices and 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-operation

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 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 units, 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, monthly basis. 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 (construction and maintenance sites) are particularly important, as these workplaces may not ever get a formal inspection.

7.3.3. Pre-operation Inspections

Pre-operation inspections refer to inspections of equipment before it is put in operation. These inspections may be routine, such as the "pre-trip" inspections of snow plows or other mobile equipment conducted by the equipment operators. Or, they may be the occasional inspections performed on new or modified machinery, as would be typically done after a "shutdown" at a plant.

Pre-operational 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 the items on the post-trip list. Both the pre-trip and post-trip lists are shown in Appendix 7D. Any deficiencies identified must be reported immediately to the supervisor. While there are no reports associated with these inspections if no defects were 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 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-operational 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. The checklist may be found in Appendix 7E and is available from supervisors. After it is completed, it must be given to the supervisor who will retain a copy on file.

7.4 MAINTENANCE

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 breakdown 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 or replaced 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 view point. 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. A sample form which may be used or adopted to help keep maintenance records is included in Appendix 7F, entitled "Maintenance Checklist".

7.5 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, equipment, etc. The Occupational Health and Safety 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 Occupational Health and Safety Services. Different elements and sub-elements of the Program will be audited on different time tables, but the whole Program should be audited at least once a year. Each component of the Program will be evaluated against a checklist of standards for that component.

7.6 INSPECTION RELATED FORMS

A number of forms are available to assist Occupational Health and Safety committees and Workplace Health and Safety representatives in doing inspections. Use of these forms is optional; a committee or representative may develop their own forms or checklists, or modify the existing forms to better suit their purpose. The available forms shown in the list below may be found in Appendices as follows:

- Appendix 7A Workplace Inspection Report
- Appendix 7B Workplace Inspection Checklist
- Appendix 7C Route Assessment Form

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-operation inspections, inspectors should always beware they may not be complete. Inspections should not avoid inspecting any aspect of the workplace because it does not appear on the checklist.

Pre-operational inspections of heavy equipment by operators are not optional; they are mandatory. The "Pre-trip Inspection" list indicates the minimum number of items which must be inspected prior to beginning work with the equipment. The "Post Trip Inspection" list indicates the minimum number of items to be checked during the engine cool down period. Operators must indicate they completed the "pre-trip" and post-trip" inspections in their log books.

The "Bi-weekly Vehicle Inspection" checklist must be completed by operators every two weeks and the checklist must be signed and given to the supervisor. Both the "Pre-trip Inspection" form and the "Bi-weekly Vehicle Inspection" checklist forms are shown in the following pages, (see Appendix D and E), and are available from supervisors.

A "Maintenance Checklist" which may be used or adapted to assist with preventive maintenance recording keeping, is contained in Appendix 7F.

APPENDIX 7A

WORKPLACE INSPECTION REPORT

WORKPLACE INSPECTION REPORT

DATE			INSPECTOR(S)		
AREALOCATION			TYPE OF REPORT		
DEPARTMENT			INITIAL	FOLLOW-UP	FINAL
ITEM NUMBER	ISSUE/SPECIFIC LOCATION	RECOMMENDATION PRIORITY (temporary/permanent)	FOLLOW-UP DATE YY MM DO	PERSON RESPON9 BLE	CORRECTED
1					YES D NO D
2					YES D NO D
3					YES D NO D
4					YES D NO D
5					YES D NO D
6					YES D NO D
7					YES D NO D
8					YES D NO n
9					YES Q NO D
10					YES D NO D
11					YES D NO D
12					YES D NO D
13					YES D NO D
14					YES a NO D
15					YES o NO D
16					YES D NO D
17					YES D NO D
18					YES O NO D
19					YES n NO n
20					YES n NO a
21					YES D NO a
22					YES D NO D
23					YES n NO n
24					YES D NO D
25					YES D NO n

SIGNATURE

DATE SENT TO EMPLOYER

DD

APPENDIX 7B

SAMPLE WORKPLACE INSPECTION CHECKLIST

SAMPLE WORKPLACE INSPECTION CHECKLIST

The following includes some of the items which may be found on workplace inspection checklists. **It is** in no way a complete list. The best checklist for an individual workplace is one that is developed keeping in mind the specific needs of the workplace.

Checklist Items	Location	Conditions/Notes
Ventilation System		
System meets standards		
System free from dust, fumes, etc.		
System controls smoke, dust and fumes		
Complaints of headaches, skin or eye irritation		
Exhaust systems are prevented from returning to the workplace		
Lighting		
Adequate illumination during the day		
Adequate illumination during the night		
Glare from light source		
Effect from moving equipment (eg. fans) or trees		
Stains		
Free from objects		
Safe angle		
Free from clutter		
Adequate lighting		
Safe riser height and width		
Railing available		
Exits		
Signage present		
Width/wheelchair accessibility		
Ice controls		
Direction of openings		
Mechanical hardware		
Doors kept closed		
Ergonomics		
Excessive force when lifting, pushing, or pulling heavy loads		
Repetitive movements required		
High paced production		
Awkward postures used		
Workers using proper lifting techniques		
Stacking/Storage		
Safe storage areas and containers		
Exposure to heat, moisture, vibration, flame		
Safe arrangement of equipment or materials		
Storage of disposal waste		
Materials Handling Equipment		
Safe clearance of equipment		
Free from tipping hazards		
Operators trained		
Proper placement of mirrors		
Posted information regarding maximum loads		
Correct size of pallets and skids		
Regular checking and maintenance		
Regular inspections of equipment		

Aisles/Passageways		
Adequate width		
Clear of clutter		
Adequate lighting		
Free of protruding objects		
Clear signage		
Doors have windows		
Is there equipment "right of way"		
Ladders/Scaffolds		
In good condition		
Correct type for job being done		
Spacing of rungs		
Anchored properly		
Overhead hazards checked		
Dangerous Substances		
Have been identified		
Workers are familiar with harmful effects		
Exposure levels		
Emergency plans in place		
Plans for response to spills		
Sanitation		
Washrooms meet standards		
Kitchens or food preparation areas meet standards		
Personal Protective Equipment		
Provided		
Maintained		
Meets the standard		
Workers trained in the proper use		
Workers use personal protective equipment		
Electrical		
Switches and outlets have plate covers		
All breakers identified		
Access to electrical panels unobstructed		
Electrical cords in good condition		
Emergency Preparedness		
Emergency plan in place		
Stocked first aid kits available		
Regularly inspected fire extinguishers		
Emergency lighting		

Additional information

Inspected by:

Date:

APPENDIX 7C

ROUTE ASSESSMENT FORM

ROUTE ASSESSMENT FORM

Page _____ of _____
Route/Unit*:

Operations can present a variety of hazards. Some of the common hazards might include:

Mailboxes, both private and group
Fire hydrants
R.R. crossings
Bridge rails, superstructure
Overpass columns
Rock out crops

Curb
Tree limbs
Guard rail
Narrow bridge
Expansion joints
Raised culverts

Traffic signs Raised
manhole covers
Power/telephone poles
Cross cuts in road
Driveways/Intersections
Washouts

At the start of an operation, operators) must go over the route, in the same way the operation would be performed, and note any and all hazards which are on the route. Keep a current copy of this assessment in the vehicle to refer to.

No.	Hazard	Location / Civic #	Road
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			

Prepared By: _____ Date: _____

_____ Date: _____

Supervisor _____

Revised: _____ Date: _____

Date: _____

Date: _____

APPENDIX 7D

DAILY INSPECTION - FOR EQUIPMENT

DAILY INSPECTION - FOR EQUIPMENT

8 Before-8 After

Pre-Trip	Post-Trip (to be done during five minute engine idling cool down)
1. Check coolant level and fan belt	1. Check fuel (if required)
2. Check oil level and condition, also hydraulic oil level	2. Inspect cutting edges/shoes
3. Check for fluid teaks	3. Inspect tires, wheels, and hubs
4. Inspect cutting edges and shoes, wing arm, and safety chains	4. Check windshield wipers, lights, horns, and mirrors
5. Inspect tires and wheel nuts	5. Inspect for visible fluid leaks
6. Check lights, horn, mirrors, and wipers	6. Clean cab of garbage
7. Defects on body, ie. dents, scratches, breaks, etc., and general cleanliness of unit	7. Shut down and Plug In
8. Inventory - fire extinguishers, flares, first aid kit	8. Weekly check tire pressure, and grease

NOTE: The operator is responsible for the greasing of the truck. This must be done as often as required to property maintain the unit

APPENDIX 7E

HEAVY EQUIPMENT SERVICING CHECKLIST

DEPARTMENT OF TRANSPORTATION AND WORKS

ALL REGIONS

Operator / Supervisor Heavy Equipment Servicing Checklist / Bi-Weekly

Date of Inspection:

Operator's Name:

Equip #:

Kms / Hours:

P.M. Due at:

Type:

Annual Inspection Date Completed:

Please place a check mark in the appropriate box next to the item in the checklist ONLY if you checked the item. Any defects should be noted in the comments section below. A Request for Service form should be completed and forwarded to the Supervisor.

	Good	Defect	Repair Date	SERVICING	Good	Defect	Repair Date
Engine Oil Level				Wheel Seal Leaks			
Steering Fluid Level				Dump/Tail Gate/Mud Flaps			
Coolant Level				Springs & Hangers			
Belts & Hoses				U-Bolts			
Transmission Oil Level				Pins & Bushings			
Differential Oil Level				Fire Extinguisher			
Rear End Vent				Flare / Flags			
Fuel System				First Aid Kit			
Starting System				Windshield Wipers			
Exhaust System				Back-Up Alarm			
Hydraulic Oil Level				Seat Belt Operation			
Oil Fluid Leak				All Lights / Horns			
Clutch Brake				Gages / Warning Deuces			
Clutch Brake				Heater			
Power Take-Off				2-Way Radio			
Battery				Parking Brake			
Steering System				Documentation			
Clean Outside				Log Book			
Greasing				Clean Inside			
Universal Joints				Safety Vest			
Brake System - Air				TIRES			
Brake System - Hyd				Tire Chains / Cable			
Brake Adjustment				Tire, Lugs, Nuts, Clamps			
COMMENTS:				Tread Depth 5/32 min			
				TIRE PRESSURE			
Front: Size / Pressure				/			
Rear: Size / Pressure				/			
ATTACHMENTS							
Spreading Equipment							
				One Way Plow			
				Wing / Cable			
Operator's Signature:				Mould Board			
Supervisor's Signature:							
				Bucket and Teeth			

Preferred to be completed on Monday or Tuesday

APPENDIX 7F

MAINTENANCE CHECKLIST

8.0 ACCIDENT/INCIDENT INVESTIGATION PROGRAM

8.1 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 accidents.

The department recognizes the value of investigating incidents (near misses) 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 incidents is regarded as an important means to reduce the risk of workplace accidents.

All employees have a duty to report accidents and incidents to their supervisors. Supervisors have a responsibility to investigate all serious accidents and incidents. The investigation of minor accidents and incidents would be at the discretion of the supervisor. The key factor in deciding whether a minor accident or incident will be investigated should be the consideration of the potential for serious consequences. Where a minor accident or incident had a reasonable potential for serious harm, it should be investigated. Minor accidents or incident which do not have potential for serious consequences should be recorded but not fully investigated.

8.2 LEGAL REQUIREMENTS TO REPORT SERIOUS ACCIDENTS

The *Occupational Health and Safety Act* and regulations require all accidents which resulted in serious injury or death be reported immediately to the Department of Government Services. The Accident Reporting Line telephone number is (709) 729-4444 or 1-800-563-5471. Similarly, all accidents which had reasonable potential for serious injury must be reported to the Department of Government Services. It is management's responsibility to ensure these reports are made. If there is doubt as to whether an accident should be reported to the Department of Government Services, the Manager should consult with Occupational Health and Safety Services.

The legislation defines a "serious injury" as follows:

- a fracture of the skull, 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,
- but does not include injuries to a worker of a nature that may be treated through first aid or medical treatment and the worker is able to return to his or her work either immediately after the treatment or at his or her next scheduled shift.

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 Department of Government Services may choose to investigate a serious accident. For this reason, 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.

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. The Department of Government Services officials consider Form 7 to be an acceptable report of the accident. Occasionally the Department of Government Services may request a copy of the department's Accident/Incident Investigation Report.

8.3 GUIDELINES FOR INVESTIGATING ACCIDENTS/INCIDENTS

8.3.1 Investigation Team

The workplace supervisor is responsible for investigating accidents and incidents which are recognized as sufficiently serious. 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 conducting the investigation as well as completing the report.

8.3.2 First Response to an Accident

The first responder to the scene of an accident must assess the situation, perhaps from a distance, to see if it is safe to enter. If the situation appears unsafe, the individual should call 9-1-1 and continue to monitor from a distance.

If it appears safe to enter the accident scene, the first responder should do what is necessary to make the area safe to work in (eg. shut off power or close valves). The next step is to attend to injured workers, getting medical help if necessary.

Finally, the first responder will protect evidence for the following investigation, gather names of witnesses and report the accident to the Department of Government Services (telephone number. (709) 729-4444 or 1-800-563-5471).

8.3.3 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.

Often the immediate causes of the accident will be readily apparent. The task of the investigators is to determine the root causes as well. 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.

8.3.4 Reporting the Findings of the Investigation

The findings of the investigation must be reported by the supervisor who is responsible for the investigation. The department has adopted an Accident/Incident Investigation Report form which is shown in Appendix 8A. 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 causes of the accident, and make recommendations for hazard controls so that similar accidents will not recur.

The Accident/Incident Investigation Report form does not displace any of the existing forms such as the "Vehicle/Equipment Accident Report". Copies of other forms containing relevant information about the accident/incident may be attached to the Accident/Incident Investigation Report.

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 or manager of the workplace
2. The Occupational Health and Safety committee or Workplace Health and Safety representative at the workplace; and
3. The Occupational Health and Safety Services in St. John's.

8.4 FOLLOWING 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 management 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, also should do follow up inspections of the corrective measures and provide information on their findings to the supervisor.

APPENDIX 8A

ACCIDENT/INCIDENT INVESTIGATION REPORT

This section to be completed by the employee for any lost time or health care claims.

Nature/Cause of Injury (please / appropriate box(es))

- Dislocation Burn (Heat) Repetitive Motion Poisoning
- Abrasion Dislocation Burn (Heat) Repetitive Motion
- Sprains/Strains Bruise Bum (Chemical) Multiple Injury Dust Diseases
- Cut Asphyxiation
- Concussion Cold Stress Heat Crush Injury Hearing Loss Other Dermatitis
- Swelling Stress Amputation
- Electric Shock
- Puncture
- Fracture

Part of Body Injured (please appropriate box(es) Identify Left or Right)

- Abdomen Back Elbow Finger Head Leg Shoulder
- Ankle Chest Eye Foot Hips Multiple Parts Toe
- Arm Ear Face Hand Knee Neck wrist

Incident Type (please/ appropriate box(es))

- Friction struck By Fall on Same Level Overexertion Chemical Contact
- Body Reaction struck Against Fall From Elevation Repetitive Strain Electrical Contact
- Lifting Slips / Trips Caught In/Under/Between Vehicle Accident other

INVESTIGATION SECTION (to be completed by both the supervisor and the employee for all reports) Additional information:

Indirect Causes (Check/ all that apply to this accident/incident Underline what you consider to be the most significant cause)

- Unsafe Acts**
- Poor/wrong work technique
 - Safety Rule(s) not followed
 - Using unsafe equipment
 - Operating without authority
 - Failure to warn or secure
 - Operating at high speeds
 - By-passing / removing safety devices

 - Protective equipment not used
 - Incorrect loading or placement
 - Improper lifting
 - Servicing machinery in motion

 - Horseplay
 - Using equipment in an unsafe manner
 - Alcohol or drug use
- Other _____

Unsafe Conditions

- Poor workstation design
- Unsafe operation method
- inadequate maintenance
- Lack of supervision
- Limited training / Lack of experience
- Defective tools, equipment, or materials
- Hazardous environmental conditions (gases, dust, fumes etc.)
- Slippery conditions /weather
- Excessive noise
- Lack of guards or barriers
- inadequate or no personal protective equipment
- poor housekeeping practices
- Extreme temperature exposures
- Poor lighting
- other _____

Basic Causes of Loss

Personal Factors (please / all that apply)

- Not physically suited to the task
- Physical stress
- Lack of knowledge
- Improper motivation / attitude
- Mental Stress
- Lack of Skill / practice

Job Factors (please *Check* all that apply)

Leadership /Supervision

- Unclear assignment of responsibility
- Lack of policies and procedures
- insufficient instruction
- Lack of supervision / coaching

Purchasing

- Poor research on materials /equipment
- Insufficient specifications to vendors
- Lack of receiving inspection and acceptance
- Inadequate handling of materials
- improper storage of materials
- Poor identification of hazardous materials

Too/5 and Equipment

- Poor assessment of needs and risks
- Unavailability / Substitution
- Improper adjustment / repair / maintenance
- Removal and replacement of unsuitable parts

Wear and Tear

- Extension of service life
- Inadequate inspection and /or monitoring
- Improper ruse or loading
- Poor maintenance

Engineering

- Lack of consideration of human factors or ergonomics
- Inadequate standards, specifications and/or design
- Poor assessment of operational readiness
- insufficient monitoring of initial operation

Maintenance

- Poor preventative maintenance
- Lubrication and servicing
- Adjustment /inspection
- Inadequate maintenance (servicing)
- Communication of needs
- Part substitution

Work Standards

- Lack of development of standards / policies
 - Poor communication of standards
 - Inadequate maintenance of standards / policies L!
- Standards / procedures / rules not followed **Abuse and Misuse**

- Condoned by management
- Not condoned by management
- Intentional / deliberate
- Unintentional

Please identify what preventive action you have taken to prevent a reoccurrence of this accident/incident.

Supervisor **Signature:**

Date:

For use by Occupational Health and Safety Service

Accident / Incident Type

CH Report Only

- | | |
|--------------------------------------|--|
| <input type="checkbox"/> Health Care | <input type="checkbox"/> Property Damage |
| <input type="checkbox"/> Near Miss | <input type="checkbox"/> Benefits |
| <input type="checkbox"/> Lost Time | <input type="checkbox"/> Personal Loss Claim |

Severity of Loss Potential

- | | | | |
|---------------------------------------|-----------------------------------|-----------------------------------|-------------------------------------|
| <input type="checkbox"/> Catastrophic | <input type="checkbox"/> Critical | <input type="checkbox"/> Marginal | <input type="checkbox"/> Negligible |
|---------------------------------------|-----------------------------------|-----------------------------------|-------------------------------------|

Probability of Loss Potential

- | | |
|---|---|
| <input type="checkbox"/> Probable... likely to occur soon | <input type="checkbox"/> Reasonably probable ... occur eventually |
| <input type="checkbox"/> Remote ... could occur at some point | <input type="checkbox"/> Extremely remote ... unlikely to occur |

Follow-Up:

Comments:

Expected Completion Date:

Direct / Indirect Costs

Temporary Earnings Loss

Medical Aid

Overtime

Lost Productivity

Clerical Time

Tool and Equipment Damage

Product and Material Damage

Extra Supervisory Time

Accident Investigation Time

Building Damage

Wages Paid for Time Loss

Decreased Output of Injured Worker Upon Return

Expenditure of Emergency Supplies/Equip.

Repair and Replacement Costs

Costs of Hiring and/or Training Replacements

Cost Of Personal Loss

OH&SS Signature:

Date:

9.0 EMERGENCY PREPAREDNESS

9.1 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; and

ensuring the plan is reviewed and updated on an annual basis to accommodate new processes, systems, equipment or facility modifications.

9.2 EMERGENCY RESPONSE PLANS

Emergency response 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 has provided all provincial government buildings with an *Emergency Evacuation Procedure Manual* which is a guide for developing an evacuation procedure. (Workplaces which require an additional copy of the Manual can obtain one by contacting the Chief of Security and Life Safety in St. John's). Occupational Health and Safety committees and Workplace Health and Safety 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.

9.3 EMERGENCY PREPAREDNESS PLANS 9.3.1

Who Develops the Plan

Occupational Health and Safety committees and Workplace Health and Safety 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. The templates found in Appendix C will assist in developing plans for the specific workplace.

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.

9.3.2. 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.

Emergency Response Committee (Occupational Health and Safety Committee)

- Oversee development of Emergency Response Plan.
- Review the Emergency Response Plan to ensure it is current and up to date.
- Ensure all necessary Emergency Response Team positions are filled with competent people.
- Maintain a list of emergency phone numbers.
- Maintain a list of locations of emergency equipment and devices.
- Maintain a list of locations of first aid kits and its inventories.

Emergency Planning Coordinator

Write Emergency Response Plan to satisfaction of Emergency Response Committee

Chair meetings of Emergency Response Team and ensures that they occur on a regular basis and that proper meeting minutes are taken and are readily available for reference.

Responsible for the overall organization and facilitation of Emergency Response Team.

Ensures the facilitation of at least two fire drills per year.

Ensures that a mock incident is set up at least once every five (5) years in an effort to give the Emergency Response Team practical training.

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 designated gathering area to another area.

Determines the requirement for the establishment of an Emergency Operations Center.

In the event that an Emergency Operations Center (EOC) is established, assumes the role of Emergency Operations Center Manager.

Assistant Chief Emergency Response Officer

Fills in as Chief Emergency Response Officer when the Chief is absent

Liaison between Chief Emergency Response Officer or other Emergency Response professionals and the Deputy Warden(s) during an emergency.

In the event that an Emergency Operations Center (EOC) is established, assists the Chief Emergency Response Officer.

Emergency Response Officer (Floor Warden)

Responsible for their work area or department. Ensures all persons are out, everything is put away, locked, turned off, anything suspicious or any

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.

Liaison between the Chief Emergency Response Officer and the Deputy Floor Warden.

Emergency Response Officer (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 (fire) 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.

Emergency Response Officers - Floor Wardens and Deputy Floor Wardens -Combined Responsibilities

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.

Immediately report to the Chief Emergency Response Officer, any changes in your area as a Floor Warden or Deputy Floor Warden transferring to another department.

Know your Primary and Secondary exits and the complete role of your assembly area.

Know the boundaries of your assembly area. Report to the Chief Emergency Response Officer 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 two (2) or three (3) people in your area the role of being a Monitor and what may be expected of them if you may have to call upon them to assist in an emergency. Monitors should be made familiar with exit routes and assembly areas, and would be available to provide assistance if required.

Keep these phone numbers by your desk:

Fire:
Police:
Ambulance:
Poison Center
Environmental Emergency:

9.3.3 How to Develop a Plan

9.3.3.1 Identify Possible Emergencies

The planning committee must meet to prepare a list of emergencies which could occur at their workplace. (Appendix 9A)

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.

The accuracy and completeness of the list of emergencies should be confirmed by someone from the committee briefly surveying the workplace to ensure there were no oversights.

9.3.3.2 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, neighbouring industry).

The "Emergency Preparedness Checklist" in Appendix 9B should be used as a guide in assessing the current level of preparedness for several types of emergencies. (Note: Many of the questions on this checklist are not applicable for all workplaces.)

9.3.3.3 Prepare a List of 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). Again, the "Emergency Preparedness Checklist" in Appendix 9B is a useful guide in considering what resources should be available for several types of emergencies. (Note: Not all the questions on this checklist are applicable for all workplaces.)

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, and
- maintain records of the tests.

The plan should be written by the Emergency Planning Coordinator. The sample plan in Appendix 9C may be adapted and modified as necessary.

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 Workplace 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. Workplace 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.

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. Haz-Mat 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; T.D.G.)**
- 13. Multiple Vehicle Accident (Fire/Explosion)**
- 14. Civil Action**
- 15. Hostage/Barricade**
- 16. Explosion**
- 17. Terrorism**
- 18. Pandemic**
- 19. Avalanche/Landslide**
- 20. Earthquake**
- 21. Structural Collapse (Bridge/Building)**
- 22. Tsunami (Tidal Wave)**
- 23. Aircraft Crash**
- 24. Port (Shipping)**
- 25. Road/Rail Transport**

APPENDIX 9B

EMERGENCY PREPAREDNESS CHECKLIST

EMERGENCY PREPAREDNESS CHECKLIST

Date(s)

Address

Department/Area

Inspected by

STANDARD	YES	N/A	REQUIRES ACTION
<p>Emergency Preparedness Plan</p> <p>D Has a Chief Emergency Response Officer (Building Fire Marshall) been appointed?</p> <p>D Has an Assistant Emergency Response Officer (Deputy Fire Marshall) been appointed?</p> <p>d Have a sufficient number of Emergency Response Officers (Floor Wardens, Monitors) been appointed?</p> <p>n Has a written Emergency Preparedness Plan been prominently posted in the workplace?</p> <p>d Has an Emergency Planning Coordinator been assigned to review and update the plan annually?</p> <p>Emergency Telephone Numbers</p> <p>m 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?</p> <p>Fire Department Ambulance Police Hospital(s) Hydro Neighbouring Industries Municipal Authorities Dept. of Labour - Accident Report Line Dept. of Labour- Regional Office Govt. Service Centre - Regional Office Coast Guard - Emergency Spill Operations Chemical Spills Contractor Chemical Suppliers Electricians, Plumbers, Carpenters</p> <p>Q Does the list contain after hours numbers where necessary?</p>			

STANDARD	YES	N/A	REQUIRES ACTION
<p>D Has the responsibility centre in like manner, provided phone numbers for the following internal resources?</p> <p>All Regional Managers, including the Director All Supervisors Trained Response Teams Maintenance Engineering First Aiders Occupational Health and Safety Committee -Co-chairs</p> <p>D Are the after hours phone numbers listed?</p> <p>O Are the lists conveniently and readily available?</p> <p>Evacuation Plan</p> <p>O Are evacuation routes clearly shown on floor plans and posted on each floor?</p> <p>Q Have Floor Wardens been appointed to verify ail workers have been evacuated?</p> <p>D Have disabled workers been assigned Monitors?</p> <p>n Has a well know site(s) been designated as a control point for employees to gather after the evacuation?</p> <p>O Has provision been included to account for all employees at the control point, after the evacuation?</p> <p>d Are evacuation drills conducted at least twice annually?</p> <p>n Are the results of each evacuation drill evaluated and recorded?</p> <p>d Are the "lessons" from evacuation drills applied for improved future performance?</p> <p>Emergency Lighting</p> <p>n Are there a sufficient number of units in all areas?</p> <p>O Has sufficiency been tested in total darkness?</p> <p>n Are units installed over critical panels and valves?</p> <p>d Are units tested monthly to ensure illumination for rated-time?</p> <p>G Are batteries that will not accept a full charge replaced?</p>			

STANDARD	YES	N/A	REQUIRES ACTION
<p>Exits</p> <p>O Are exits signs over all exits?</p> <p>n Are all exit signs illuminated?</p> <p>O Have hazardous exits been adequately barricaded and exit signs removed or covered over? (eg. during construction)</p> <p>EH Have employees been designated to check exterior perimeter to ensure all exits are free of hazards? (eg. snow)</p> <p>Alarm(s)</p> <p>O Does the alarm have a distinctive sound, different from anything else in the workplace?</p> <p>D Is it loud enough to be heard over production noises?</p> <p>O Are alarms tested at least bi-annually, and are records of the testing kept?</p> <p>n Are employees instructed that they will always be advised of when the alarm is to be tested?</p> <p>D Are employees instructed that if they hear the alarm when they have not been advised, it means there is an emergency or practice?</p> <p>Fire Extinguishers</p> <p>n Sufficient number, as per code?</p> <p>D Located, as per code?</p> <p>D Suitable for hazards in area?</p> <p>D Numbered for control and servicing?</p> <p>n Check monthly, internally?</p> <p>D Checked yearly by authorized service?</p> <p>O Are hands on practices conducted?</p> <p>n Are records of practices kept?</p> <p>First Aid</p> <p>D Do the first aid facilities comply with the regulations, based on the number of employees at the workplace?</p> <p>d Do at least the minimum number of employees have valid first aid certificates, as required by regulations?</p>			

STANDARD	YES	N/A	REQUIRES ACTION
Chemical Spills			
D Is there a current inventory of all hazardous chemicals?			
Q is there a current material safety data sheet readily accessible for each hazardous chemicals?			
n Are all hazardous chemicals properly labeled, handled, and stored?			
d is there a designated spill response team who has been trained in how to contain and clean up a potential spill?			
D Does the spill response team have all the appropriate personal protective equipment?			
d Does the spill response team have an appropriate spill response kit?			
D Does the workplace require only proper means of disposal of hazardous chemicals?			
Site Security			
n Are there plans to secure the property in the event of an emergency?			
FJ Are there plans to control traffic in the event of an emergency?			
D Have employees been instructed to refer media questions to the Director of Public Relations?			
D Is anything in place to prevent vandalism to vehicles or facilities?			
D Are gases or chemicals stored in the yard in locked enclosures?			
n Are bulk storage of gases or chemicals adequately protected to prevent damage from nearby traffic?			
O Are any materials stockpiled in a manner that might tempt children to climb and play, and if so, is there anything to prevent them from doing it?			
□ Are grounds and yards sufficiently illuminated?			
D Are electrical transformers or similar equipment on the property locked in an adequate enclosure and protected from damage by traffic?			
Stress Management			
n 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

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:

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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 9.3.2 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 had proper training or if 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 dispatcher if necessary. The Emergency team should be informed as to the location and the nature of the emergency.

Some Floor Wardens shall be assigned to move to 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:

1. Stay calm. Don't panic.
2. Pick up the receiver on the emergency phone, located inside the elevator.
3. Advise the operator of the situation.
4. The operator will send a technician from the elevator company to the scene to free you.
5. Remain calm and wait for help to arrive. Be patient, as it may take a while.

10.0 OTHER RELATED SERVICES

10.1 DISABILITY MANAGEMENT

The Department of Transportation and Works 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 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.

There are basically five different options for return-to-work.

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 an injured worker to continue working while undergoing medical treatment. It is often combined with a reduction in hours of work.

Easeback to Work

Easeback is a temporary program in which fewer hours of work per shift are arranged so that a worker can gradually regain sufficient tolerance and strength to perform the original job duties for the full shift. For example, a worker recovering from an injury may be able to work initially four hours per shift, and after a few weeks, manage six hours per shift, and eventually the full shift.

Trial Work

A trial work period is an opportunity for the worker, the department, and the health care provider to see if an injured worker can safely perform all the duties of his/her job or some other job.

Accommodating the Workplace

The department may be able to make accommodations at some of its workplaces in order to assist a worker returning to work. These accommodations may be assistive devices, such as aids and attachments or appliances specifically designed for the worker. Workplace accommodations may also include restructuring a job; acquiring or modifying equipment or devices; creating modified work schedules; and making facilities readily accessible to, and usable by, workers.

Training on the Job

If an injured worker is unable to return to his or her original job duties, in some cases, the department will consider re-training the worker at the workplace for a different job. The re-training would be done under the supervision of a qualified worker and this program is intended as preparation for a specific job. Generally, a job would be available at the end of the training.

This service can be accessed by calling the Case Manager, who works with the Department Of Transportation & Works at 729-2245. This number is private and direct to the office of the case manager.

10.2 EMPLOYEE ASSISTANCE PROGRAM

The Employee Assistance Program 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 the Program is to provide any employees in the Newfoundland and Labrador Public Service 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.

Recognizing that a problem exists, an employee may seek assistance on their own initiative by contacting one of the Co-ordinators of the Employee Assistance Program. If work performance has deteriorated, the supervisor may make the referral on behalf of the employee, if the employee agrees to participate. The Coordinator will discuss with the employee, the nature of the problem, and provide immediate counseling if necessary, and/or refer the person to an outside helping agency. Confidentiality is protected. This program provides the following services:

- Confidential assistance for personal difficulties
- Crisis debriefing & grief counseling for individuals & groups
- Help with workplace interpersonal conflicts
- Workshops on the EAP process, stress management & managing change
- Wellness promotion seminars

This service can be accessed by calling the Employee Assistance Program Coordinators at 729-5831 or 729-4240. Each of these numbers is private and direct to the office of the Employee Assistance Program Co-ordinators.

10.3 RESPECTFUL WORKPLACE PROGRAM

This program provides an effective way to resolve conflicts without resorting to formal measures. Responsibility for resolving the conflict is placed primarily with the individuals involved. Without a Respectful Workplace process, conflicts too often escalate over time and become more difficult to resolve. 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 Work Program include:

- **Coaching & 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 Respectful Workplace Co-ordinator at 729-5891 or 1-800-729-5891. These numbers are private and direct to the Coordinator's office.