



Greater Napanee

GREATER FOR MANY REASONS

Health & Safety Program/Policies Manual

1/16/2017

Town of Greater Napanee

This document is available in an alternate format upon request

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Health and Safety Policy Statement

The Corporation of the Town of Greater Napanee is committed to ensuring the safety and protecting the health of its employees, and will take every reasonable precaution to protect its employees from work related injury and illness.

As the governing body of the Town of Greater Napanee, the Mayor and Members of Town Council, will factor safety in policy and decisions. It is therefore the policy of the Town to provide and maintain a safe and healthy work environment in compliance with the Occupational Health and Safety Act and all pertinent regulations.

Accidental loss and injuries can be controlled through good management in combination with active employee involvement. The prevention of accidents is an objective of all levels of the organizations, employees and contractors.

Management is accountable for the health & safety of the employees under their supervision. They are responsible to ensure safe equipment, appropriate clothing, safe work practices, and promote a safe work environment. At all workplaces it is the responsibility of management to fulfill the commitments set forth in this policy ensuring employees are given the necessary instruction, information, and supervision to enable them to perform their work safely.

The Town of Greater Napanee will make reasonable efforts to provide suitable return to work opportunities for every employee who is unable to perform their regular duties following a work-related injury or illness.

All workers, contractors, must protect their own safety and must conduct themselves in a manner, which will promote safe work practices and procedures, by ensuring the use of proper safety equipment when required, reporting of hazards and participation and supporting the Health and Safety Program.

Every employee, sub-contractor and employee of a sub-contractor must comply with the Health and Safety Act and the Town's Health and Safety Program.

We believe that regardless of the type of job or service being performed, the health and safety of the employee must always be the primary consideration.

Date

Mayor, Town of Greater Napanee

C.A.O., Town of Greater Napanee

Health & Safety Program/Policy Manual

Purpose

The purpose is to reinforce The Town's commitment to providing a safe and healthy workplace, prevention of injuries, and continuous improvement in occupational health and safety management.

The Town of Greater Napanee through its various Departments will demonstrate the development, implementation and maintenance of a comprehensive health and safety program.

The Manager of Safety Compliance & Accessibility will provide leadership and support in health and safety programs, service plans, and reports to the Corporation.

Responsibility

Reinforce the Town's commitment to the Health and Safety Program and to establish ongoing training programs to educate employees and promote awareness, public safety and to meet regularly with workers.

The Manager of Safety Compliance & Accessibility shall submit an annual report to Council at the end of each year summarizing the activities, including formal complaints investigated, education and training conducted.

Every employee will review the Health and Safety Policy and Program and confirm that he/she has read and understands the policies and the requirements thereof. Copies of the Policy will be placed in each workplace, beside the health and safety boards for easy reference, as well as the Town's intra- website.

Manual

Provide a user friendly manual for all municipal equipment, tools and processes and identify equipment and procedures, which require instruction, training or certification.

Compliance

Promote awareness and compliance of all workers in accordance with legislation including the Occupational Health and Safety Act.

Enforcement

Enforcement of this Health & Safety Policy and Program is the responsibility of everyone. A breach of any provision will be documented by the Supervisor and conveyed to the Joint Health and Safety Committee. The Committee will evaluate the issue and submit a report and recommendations for further action or discipline.

Confidentiality

All employee information received is under confidential communication. Access to this information is limited to those who have a legitimate need to know in compliance with relevant laws and management policies.

Education and Training

The Town of Greater Napanee has a duty to provide information and instruction that is appropriate for the worker.

The Manager of Safety Compliance & Accessibility and the Manager Chair of the Joint Health and Safety Committee will develop, implement and evaluate worker training programs.

Representatives from each department on the Joint Health and Safety Committee will assist management in the implementation and maintenance of a safe work environment and review of procedures annually.

Employee Assistance Program

The Town of Greater Napanee is committed to the continual improvement of employee's health and well-being. For confidential and voluntary support, your EAP program is available at www.workhealthlife.com.

There are solutions for a wide range of life's challenges including but not limited to;

- Achieve well-being, Stress, Depression, Anxiety, Anger
- Dealing with workplace challenges, Work-life balance, Conflict, Change
- Bullying & Harassment
- Addictions, Smoking, Alcohol, Drugs
- Diseases & Conditions
- Grief, Loneliness, Self-esteem, Trauma

Accessibility

The Town of Greater Napanee is committed and guided by the four core principles of Dignity, Independence, Integration and Equal Opportunity and supports the full inclusion of persons as set out in the Canadian Charter of Rights and Freedoms, and the Accessibility for Ontarians with Disabilities Act, 2005.

The Town of Greater Napanee will take into account accessibility needs of employees with disabilities and ensure all of its policies, procedures and practices comply with the Accessibility for Ontarians with Disabilities Act and related Standards, guidelines, directives and/or legislation.

Municipal Health & Safety Responsibilities

1.0 Purpose

The purpose of this document is to provide a framework to help reduce injuries and occupational disease.

2.0 General Responsibilities

The Town of Greater Napanee general rules are designed to protect the health, safety and security of all workers, contractors, volunteers and members of the general public while on Town of Greater Napanee premises. Managers and supervisors are responsible for ensuring all rules, policies and procedures are followed by workers and for taking corrective action whenever there is a breach of the rules.

1. All staff will follow all policies, procedures and rules as set out in this manual.
2. All staff will be courteous and respectful to members of the public, visitors and business partners at all times.
3. All staff will refrain from rough-housing, practical jokes, running, skipping, jumping and any other activities that may pose a hazard to themselves and others.
4. All staff will operate vehicles and mobile equipment in a safe and conscientious manner at all times.
5. All safety guards on devices and machinery are to remain in place except for maintenance, cleaning or repair. All guards will be replaced immediately after maintenance, cleaning and repair.
6. All staff will practice good housekeeping at all times.
7. Personal protective equipment must be worn at all times when required by the Occupational Health & Safety regulation.
8. No unnecessary risks are to be taken when performing a task.
9. All incidents, accidents, injuries, illnesses, hazards and unsafe working conditions are to be reported immediately to a supervisor or manager.

3.0 Staff Safety Roles & Responsibilities

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| Level 1: | Council, CAO and General Managers |
| Level 2: | Manager of Safety Compliance & Accessibility |
| Level 3: | Directors/Managers |
| Level 4: | Lead hands/Supervisors/Coordinators |
| Level 5: | Employees/Contractors/Volunteers |

3.1 LEVEL 1 – Council, CAO, and General Managers

Responsibilities

Take reasonable care to ensure that the Town complies with the Occupational Health and Safety Act and Regulations, and with all orders given by Ministry of Labour inspectors under the Act.

Duties

1. Ensure that adequate staff and funding are provided to develop and maintain an effective Health and Safety Program.
2. Designate members of management to be an active and participating member on the Joint Health and Safety Committee.
3. Review and approve the Health and Safety Policy on an annual basis.

3.2 LEVEL 2 – Manager of Safety Compliance & Accessibility

Responsibilities

To ensure the continual improvement of the Town's Health and Safety Program and provide leadership in all safety activities within the Corporation.

Duties

1. Ensure that standards, policies and procedures are developed and implemented to ensure compliance with the Occupational Health & Safety Act and Regulations to the Corporation.
2. Develop and implement Health and Safety programs for the Town of Greater Napanee.
3. Co-ordinate and assist in the delivery of safety training and education for workers
4. Act as a resource person on the Joint Health & Safety Committee, and to all workers
5. Represent the Municipality when meeting with MOL, and Health and Safety Associations.

3.3 LEVEL 3 – Directors/Managers

Responsibilities

To ensure that the Town's Health and Safety Policy is communicated to and understood by all levels of staff. To provide leadership in all safety activities, including the development of safe working attitudes.

Duties

1. Ensure that standards and procedures are maintained to administer the Town's Health and Safety Policy and the Occupational Health & Safety Act and Regulations.
2. Ensure that all supervisors are competent as defined by the Occupational Health and Safety Act.
3. Provide information, instructions and assistance to all Supervisory staff.
4. Understand and enforce the Town's Health and Safety Policies and Procedures as well as the Occupational Health and Safety Act and applicable Regulations.
5. Review accident reports, accident statistics and other related material to evaluate the effectiveness of the Health and Safety Program.
6. Provide on-going safety training programs and approved First Aid Training courses as required.

3.4 LEVEL 4 – Lead Hands/Supervisors/Coordinators

Responsibilities

Responsible for the occupational health and safety of employees assigned to them and ensuring compliance with safe work practices.

Duties

1. Be familiar with the Occupational Health and Safety Act and Regulations and ensure that the requirements are followed.
2. Ensure that all workers have received and understand instructions when working with equipment or in conditions which may be hazardous.
3. Ensure that all workers, including contract workers, work in accordance with applicable Health & Safety rules and regulations.

4. Ensure all accidents are investigated promptly, that reports are completed to the Manager of Safety Compliance & Accessibility, and corrective action is taken.
5. Make periodic inspections of the work place and report deficiencies to the Joint Health and Safety Committee.
6. Ensure that all visitors who enter the workplace are instructed not to enter restricted areas, are provided with proper protective equipment where appropriate, and are accompanied by a Town employee for the duration of their visit.
7. Ensure that all equipment used for Health & Safety purposes as per manufacturers specs.

3.5 LEVEL 5 – EMPLOYEES/CONTRACTORS/VOLUNTEERS

Responsibilities

Responsible for understanding and adhering to the Town's Health and Safety Policy and Program, and follow the Occupational Health and Safety procedures. Take reasonable precaution to protect themselves and fellow workers from health hazards and unsafe situations.

Duties

1. Comply with procedures and requirements of the Occupational Health and Safety Act.
2. Properly use and care for protective clothing and safety equipment.
3. Promptly report any health and safety hazards to the immediate lead hand or supervisor.
4. Report all accidents and injuries to the lead hand or supervisor immediately.
5. Maintain respect and awareness of the Town's concern for Health and Safety.
6. Ensure that in areas where members of the General Public have access, appropriate warnings are posted advising of safety hazards that may be present.

Joint Health & Safety Committee

The Joint Health and Safety committee (JHSC) acts to promote the health and safety of the Town of Greater Napanee through the review of incidents and accidents, participation in site safety inspections, identification of a hazardous conditions, development of recommendations for mitigation of hazards and improvement of the program.

JHSC acts in the best interests of the workers by providing advice and guidance to management on the requirement for equipment and tools, personal protective equipment, program changes, and educational requirements.

1.0 Obligations of the Town of Greater Napanee

1. Ensure a JHSC is formed and maintained within the organization.
2. Ensure a separate JHSC is formed and maintained for the Town of Greater Napanee Fire Services.
3. Ensure all recommendations made by the JHSC that require adoption by Council are presented to the Council for consideration within a reasonable period of time. (eg. revisions to the Health and Safety Policy, adoption of new safety policies, etc.)
4. Respond to the recommendations of the committee in writing within 21 days of receipt of the recommendations.
5. Provide the JHSC with the equipment, tools, time, meeting space, and cooperation necessary to carry out its duties.
6. Ensure members of the JHSC are provided with training
7. Follow the Terms of Reference for the Joint Health & Safety Committee
8. Report any changes or amendments of the Terms of Reference, to the Ministry of Labour, Council, Management and Staff.

2.0 General Duties of the Committee

1. Follow the guidelines outlined in the Occupational Health and Safety Act.
2. Develop, publish and post, at the beginning of each calendar year, a schedule for the monthly health and safety workplace inspections for the year.
3. Workplace inspections will be conducted monthly, by trained, appointed members, and all substandard acts and working conditions will be documented.
4. Review all completed Employee Injury/Incident/Property Damage Reports, analyze information and make recommendations to management to reduce recurrences.
5. Designate a committee member to investigate when a person is critically injured.
6. Provide advice and recommendations to management on health and safety programs
7. Report hazardous or unsafe conditions immediately to their supervisors.

8. Identify areas of health and safety training for all employees.
9. Be present for, or assist in work refusal investigations.
10. Be available to accompany a Ministry of Labour officer on his/her inspection tour of the workplace.

3.0 Structure and Membership

1. The Town of Greater Napanee has two active committees; one representing the Fire Services and one representing all other workers of the Corporation, consisting of members from each department.
2. The committee must have at least 8 members and at least half of the members must be worker representatives.
3. The committee has 2 co-chairs, one selected by the worker representatives and the other selected by the employer representatives.
4. Worker representatives are selected from workers who do not exercise managerial functions at the workplace, according to procedures established by the Terms of Reference.
5. Employer representatives must be selected by the employer from those who exercise managerial functions.
6. The health and safety representative shall receive training in order to carry out his/her required duties
7. Each JHSC has established its own terms of reference as required.

4.0 JHSC Meeting

The JHSC will meet four times per year unless otherwise agreed to by the Co-Chairs, provided that the period of time between JHSC meetings does not exceed three months.

Meetings will take place the first Tuesday in March, June, September and December at 9:00 am at the Emergency Services Building, 66 Advance Avenue, Napanee.

A yearly schedule is posted on all Joint Health & Safety Boards for the quarterly meetings.

The purpose of the meeting is to provide positive participation and cooperation by employer and worker representatives in managing health and safety in the workplace. Activities that generate items for consideration include:

- Workplace inspections
- Investigations of incident, accidents and occupational disease
- Workplace hazards
- Investigation of worker complaints or work refusals
- Review of safe work procedures
- Material for H&S bulletin board
- MSDS books updates
- Training opportunities

Agenda items are solicited from employer and worker representatives for the agenda. Agendas will be prepared for the meetings by one or both of the co-chairs and distributed to the committee members prior to the meeting.

5.0 JHSC Minutes

Minutes will include a list of members in attendance, and absent, specifying their affiliation and work location. Minutes will refer to all issues discussed, their resolution and/or recommended actions.

Minutes of the meetings will be completed within a week of the meeting, circulated to JHSC members to post on all Health & Safety Bulletin Boards, and circulated to CAO and General Managers. Minutes will remain posted for a minimum of three months.

Recommendations for corrective action will be made to the CAO and General Manager of a specific work area by the Manager of Safety Compliance.

Recommendations must be responded to in writing within 21 days advising:

- That the recommendations have been or will be implemented, or
- The reasons for not implementing the recommendations.

Violence and Harassment Policy

1.0 Purpose

The Town of Greater Napanee has zero tolerance for workplace violence or harassment of any kind, and will be proactive in the prevention of workplace violence and harassment.

The Town of Greater Napanee is committed to creating, fostering and maintain a work environment free from attempted or threatened violence, harassment and discrimination, complying with the Human Rights Act, the Occupational Health & Safety Act and the amendments of Bill 168 and Bill 132.

To ensure that incidents of workplace violence and harassment are reported to management and/or law enforcement as appropriate and investigated in a timely and equitable manner, taking necessary action and providing appropriate support for victims.

2.0 Scope

To apply to all Municipal employees and elected officials of the Town of Greater Napanee.

To apply to all persons who attend a Municipal workplace including, but not limited to, all visitors, contractors, vendors and delivery persons.

The Workplace includes all places where the Municipality does business, including;

- All Municipal facilities, owned or leased, and surrounding perimeters including parking lots, sidewalks and driveways
- Company vehicles
- Off-site locations where Municipal business occurs
- Municipal functions and recreational/social events
- Travel for Municipal business

3.0 Definitions

3.1 Assault

An intentional application of force to another person, or an attempt to treat to apply physical force to another person, without that person's consent.

3.2 Bullying

Interpersonal hostility that is deliberate, repeated and sufficiently severe as to harm the targeted person's health or economic well-being.

3.3 Discrimination

Workplace discrimination includes any comments or conduct based on the protected grounds in the Ontario Human Rights Code.

The protected grounds of discrimination are; race, colour, ancestry, citizenship, ethnic origin or place of origin, creed, religion, age, sex (including pregnancy and gender identify), sexual orientation, family, marital (including same-sex partnership) status, disability or perceived disability.

3.4 Poisoned Work Environment

A Poisoned Work Environment is a hostile, intimidating work environment created because of conduct and or comments that are based on one or more of the prohibited grounds.

- Displaying offensive, discriminatory materials, such as posters, pictures, calendars, websites, or screensavers
- Distributing offensive or discriminatory email messages or attachments such as pictures or video files on a prohibited ground
- Jokes or insults that are racist or sexual in nature.

3.5 Risk Assessment

Risk assessment includes evaluation of all equipment, machinery, work areas and processes to identify potential hazards that workers may be exposed to and assessment of the impact of the identified hazards on those that work in the area.

3.6 Threat

A demonstrated intention to cause harm or injury

3.7 Workplace Harassment

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

This includes unwelcome words or actions that are known or should be known to be offensive, embarrassing, humiliating or demeaning to a worker or group of workers. It includes behaviour that intimidates, isolates or discriminates against the targeted individual.

3.8 Workplace Sexual Harassment

Engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome.

This includes making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome;

3.9 Workplace Violence

The exercise or attempt of physical force against a worker in a workplace, that causes or could cause physical injury to the worker.

A statement or behaviour that a worker could reasonably interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

4.0 Responsibilities

4.1 Town of Greater Napanee

1. All reasonable preventative measures to protect employees and others from workplace violence and harassment.
2. Ensure workplace violence risk assessments are conducted as required.

4.2 Council, CAO, and General Managers

1. Establishing policies, procedures and work environment arrangements to eliminate the risk to employees from violence and harassment.
2. Ensure that the process for reporting and responding to incidents of workplace violence and harassment is communicated, maintained and followed.
3. Providing awareness and education to all employees on preventing and dealing with potential and real violent threats and encounters.

4.3 Directors/Managers /Supervisors

1. Ensure that this policy is enforced and communicated to all employees, contractors and other persons as needed.
2. Encourage employees to report complaints or incidents of workplace violence and harassment. Support and assist any employee through the process.

3. Become involved if you suspect inappropriate behaviour has or is occurring.
4. To respond to all complaints or incidents of workplace violence in an appropriate, professional and timely manner.
5. All complaints or incidents of workplace violence and harassment will be reported promptly to senior management.

4.4 Manager of Safety Compliance & Accessibility

1. To ensure that a workplace violence risk assessment is conducted on an annual basis.
2. To recommend procedures to address the workplace violence risks identified in the violence risk assessment.
3. To ensure that all employees are trained in this policy.
4. Strengthen the awareness and promotion of Workplace Violence & Harassment.
5. Be a resource/liaison and offer assistance, guidelines and education.

4.5 Joint Health and Safety Committee

1. Review and make recommendations on the development and improvement of this policy on an annual basis.
2. Perform regular inspections of workplaces, identifying any new violence hazards/concerns are identified.
3. Ensure this policy is posted.

4.6 All Employees

1. Comply with this policy and all related procedures at all times for their own protection and the protection of others within the workplace.
2. To make others aware of uncomfortable or threatening actions and ask them to stop and to notify someone of authority in the organization if the situation is beyond their ability to deal with appropriately.
3. To participate in training regarding this policy.
4. To fully cooperate in any investigation of complaints or incidents of workplace violence or harassment.
5. Any employee experiencing domestic violence outside of the workplace that may create a risk of danger to themselves or others in the workplace. You are obligated to notify the Municipality so reasonable preventive steps can be made and awareness to co-workers as necessary.

5.0 Signs and Control Methods

5.1 Identifying a Potentially Violent Person

Signs that a person is potentially violent may include, but are not limited to;

- Their face is turning red or white.
- Their expression is angry, sneering, or glaring.
- They are pacing, making nervous, repetitive, or violent movements, shaking, clenching jaw or fists, approaching too near, or perspiring heavily.
- They are using a loud voice and/or abusive language.
- Their breathing is shallow or rapid.

5.2 Communicating with a Potentially Violent Person

1. DO NOT confront the person by glaring or staring.
2. Remain calm and use a calm manner.
3. Speak slowly and clearly in a sure tone.
4. DO NOT attempt complicated explanations during a tense situation.
5. Ask the person to talk and pay close attention.
6. Use silence to placate the person.
7. DO NOT defy, criticize, insult, interrupt or patronize.
8. DO NOT crowd the person. DO NOT fight with the person.

5.3 Problem Solving with a Potentially Violent Person

1. Try to see the situation from the person's point of view in order to figure out how to fix the problem.
2. DO NOT take the situation lightly.
3. Direct the person's attention to the issue.
4. Ask the person how to fix the problem.
5. Be positive about criticism. If you agree with it, admit this. If you disagree, try to discuss the situation.
6. DO NOT lie or make unreasonable commitments.
7. DO NOT immediately turn down the person's request.
8. DO NOT try to negotiate with someone who is making threats. End the conversation calmly
9. Seek assistance if necessary
10. Report to your supervisor/manager

5.4 Ending an Abusive Telephone Call

- 1) Interrupt in a courteous but firm tone.
- 2) Make it clear that abusive behaviour is not acceptable, and that you will end the conversation if they don't stop. Report the abusive call to your Manager
- 3) Put the caller on hold and forward the caller to your Manager.
- 4) Terminate the call if a Manager is not readily available

5.5 In The Event of a Robbery

- 1) Stay calm;
- 2) Do not argue;
- 3) Listen;
- 4) Do not follow or attempt to capture the thief
- 5) Do not surprise the thief or move unexpectedly
- 6) Try to be observant and remember details;

5.6 After a Robbery

- 1) NEVER try to chase the thief;
- 2) Notify police immediately by calling 911 and provide them with as much information as possible
- 3) Record all information observed about the thief, including vehicle
- 4) Lock all doors and do not let anyone enter;
- 5) Ask all witnesses to remain until police arrive;
- 6) Contact your Supervisor/Manager
- 7) Do not discuss the robbery with media or bystanders;
- 8) Cooperate fully with the police investigation;
- 9) Report the incident following proper Incident Reporting Procedures immediately.

5.7 Road Rage Situations

Employees are reminded to avoid potential road rage situations. The following are some best practices;

1. Plan your route in advance
2. If you feel yourself getting upset, open the window, breathe deeply and listen to relaxing music;
3. Consciously decide not to let traffic delays or other peoples' driving habits affect your driving;
4. Acknowledge your mistakes which can reduce conflict;
5. Be courteous and considerate;
6. Do not compete or retaliate;
7. Leave traffic enforcement to the police;
8. Avoid honking your horn unless necessary,
9. Stay in your vehicle, lock the doors and call the police if you are being physically threatened
10. If you are being followed, do not drive to your home. Drive to the nearest service or police station, remain in your vehicle and honk your horn repeatedly until someone assists you.

6.0 Controls

6.1 Zero Tolerance

The Town of Greater Napanee will not tolerate any incident of workplace violence or harassment perpetrated against or by any employee, customer, vendor, contractor, or visitor.

All physical assaults involving an employee or occurring at the Town of Greater Napanee will be reported to the police. Threats of physical violence will be reported to the authorities, as appropriate.

6.2 Sharing Information

Where the Town of Greater Napanee acknowledges that a person employed has a history of violent behaviour, the Town of Greater Napanee will provide the necessary minimum information to any worker who is at risk if they may encounter this person and is at risk of likely physical injury. The Town of Greater Napanee will make every effort to respect the privacy of the potentially violent person as much as possible.

7.0 Response to a Violent or Harassment Event or Complaint

7.1 Informal Complaint Procedure

If you feel you are being harassed,

1. Tell the person to stop, as soon as you receive unwelcome comments or conduct.
2. If you believe that someone who is not an employee, ie: general public, ratepayer, supplier, etc, has harassed you, report the harassment to your supervisor.

7.2 Formal Complaint Procedure

1. Any employee who observes workplace violence or harassment, or is a victim thereof, shall immediately go to a safe location at the workplace and report the incident immediately to your Manager. If you are not comfortable approaching your Manager about your concerns, you may speak directly to the Manager of Safety Compliance & Accessibility or Human Resources.

Any allegations of workplace violence or harassment made by or against a manager or member of municipal council shall be referred to the General Manager/CAO. If the complaint is against the CAO, the matter should be referred to the Mayor or Deputy Mayor.

2. All complaints and incidents are to be recorded in writing by the supervisor, or manager receiving the complaint and a copy to the Human Resources Department. The date, time, location, potential witnesses and nature of the incident should be documented. It is important that we receive your complaint as soon as possible so that the problem doesn't escalate or happen again.
3. Where a formal complaint is received in writing, it shall be documented and a file opened by Human Resources.
4. Human Resources will ensure that complaints are investigated and handled as confidentially as possible, while ensuring that proper process is maintained. It must be recognized that information obtained about an incident or complaint of workplace harassment will not be disclosed unless it is necessary for the purposes of investigating the complaint, taking corrective action or is otherwise required by law.

8.0 Investigation

All complaints or incidents of workplace violence or reprisal will be promptly investigated by management.

The investigation will be conducted as confidential as possible in the circumstances.

If the Town becomes aware of an issue, an investigation may be required even if the complainant does not wish a complaint to be filed.

1. The CAO or alternate as required will form a Committee, if deemed appropriate and conduct the investigation using either internal management and/or external investigator, depending on the nature of the complaint.
2. Investigation may require notification to the Ministry of Labour.
3. The investigation will include interviews, giving both parties opportunity to respond. It will also include speaking to witnesses and reviewing any related documentation.
4. A complete investigation and prepared report will be communicated with the results to the complainant and the accused harasser as soon as possible after the investigation is completed.
5. At the conclusion of the investigation, the Investigator or Committee will prepare a written report of the findings and provide any recommendations to prevent a recurrence to Management. The appropriate corrective action will be implemented by the Manager of the employee involved.

8.1 Preliminary findings

The Committee or Investigator when appropriate may convene a meeting with the parties involved to discuss preliminary findings of the investigation and inform participants of the possibility and nature of early settlement and the reasons. This stage allows all parties to become aware of the tentative findings and presents an opportunity, based on the information, to resolve the matter upon agreement of all parties without further investigation.

Where agreement is reached and the matter deemed resolved, the Committee will prepare a summary report for the personnel files and appropriate Manager.

8.2 Further Investigations

Where, preliminary findings, are not deemed appropriate and a resolution cannot be reasonably proposed or achieved, or where the Committee determines that file closure at this point would not be appropriate, further investigations will be conducted.

8.3 Complaint Supported

Where the results of the investigation support a specific complaint of violation, or where the results suggest the existence of systemic problem(s) in the work environment which caused or contributed to the incident, the following, without limitation, may be recommended forms of remedial action:

- Education and Training
- Review and modification of policies, procedures and practices
- Disciplinary action up to and including dismissal
- Continuous monitoring

HR will track the file a reasonable period of time to allow for the monitoring of actions to be taken and subsequent reports to be placed in file.

8.4 Complaint Unsupported

Where the results of the investigation do not support the allegations of violence or harassment made by the complainant, the complaint shall not be proceeded further. Human Resources & the Manager of Safety Compliance will then review the file for further action or policy recommendations.

9.0 Employee Rights

All parties involved in a complaint have a right to be represented by their union or other individual/group to the extent that the representation does not create a conflict. All parties have a right to legal representation at their own expense.

All employees who are subject to workplace violence or harassment also have the option of pursuing recourse through the Ontario Human Rights Tribunal, the Criminal Code and/or the Ontario Criminal Injuries Compensation Board.

9.1 No Reprisal

There will be no reprisal for any making a genuine complaint. However, if it is determined that a false accusation has been made in bad faith, the Town reserves the right to take additional measures.

9.2 Support

The Town of Greater Napanee will provide support to victims of violence or harassment through an employee assistance program (EAP). Employees who are victims of violence or harassment are encouraged to seek assistance through this program and can be assured that any counseling and/or treatment administered are completely confidential.

10.0 Post-Investigation

Employees have the right to pursue other remedies provided in law including instituting a grievance under a collective agreement following, or any time during, the investigation. Where an alternate means is chosen during the course of an internal investigation, the internal investigation may be postponed or terminated and the file closed and the approval of the CAO.

10.1 Monitoring

Unless the complaint has been dismissed, once a resolution of the complaint has occurred, Human Resources will monitor the situation. Follow-up is a critical component of effective complaint resolution. In most cases, follow-up should occur periodically over a minimum six (6) month period from the date of resolution.

To ensure that monitoring is effective, it is advisable to develop a monitoring plan which sets out the steps or activities to be taken to ensure the implementation has been successful, how it will be done and progress measured, when and who is responsible for the actual monitoring.

10.2 Implementation and Execution of Resolutions

Where, as a result of the monitoring process, or through other means, it is determined that there are difficulties in implementing or executing the solutions recommended from the investigation, or, where actions have been taken but are deemed ineffective, inappropriate or untimely, Human Resources will make recommendations of what further actions and/or support can be provided to ensure that the policy objectives and terms of resolution can be met more effectively and efficiently.

10.3 Independent/Systemic Investigations

To ensure that the environment is free from harassment, the CAO may bring together a Committee to conduct an investigation in the absence of a specific complaint from an employee, in order to address, resolve or prevent harassment in the workplace.

The CAO may recommend an investigation at any time but generally for one of the following reasons:

1. Where there is a focused pattern of inquiries and/or complaints over time which suggests the existence of a specific problem which has been identified but not corrected, or;
2. Where there is reason to believe that a broader systemic problem exists in the work environment which causes, contributes to, or encourages harassment, or;
3. Where, as the result of an investigation, a complaint is not supported but there is reasonable evidence that a broader systemic problem exists.

Prior to proceeding with an independent investigation, the CAO will draft a summary of the situation providing reasonable grounds for recommending investigation in the absence of a specific complaint.

The appropriate parties will be advised of the intent to conduct a systemic investigation, the reasons for initiating the investigation and the process/procedures which will be implemented.

11.0 Disciplinary

If you have engaged in workplace violence you will be subject to disciplinary action, up to and including dismissal for cause.

If you taunt, retaliate against or threaten anyone for exercising his or her rights under this policy, you may be subject to disciplinary action, up to and including dismissal for cause.

If you make a complaint in good faith and without malice, you will not be subject to any form of discipline regardless of the outcome of the investigation.

If you have engaged in sexual or personal harassment, you will be subject to disciplinary action, up to and including dismissal for cause.

If you are not satisfied with the investigation process of a harassment complaint based on the grounds prohibited under the Human Rights Code or its outcome you may retain the right to exercise any other legal avenues that may be available.

Complaints may result in investigation if required, by the Police.

12.0 Administration

Upon determination and notification of a support or non-support decision the file will be closed and retained in Human Resource. All closed files will be retained in Human Resource for a period not less than 5 years from the date of closing.

Closed investigative files will be disposed of in an appropriate manner after the 5 year period. Notations in personnel files will be removed.

Request for reopening of a closed file may be made upon written request to Human Resource under the following circumstances;

- New and relevant information regarding a closed case
- New incident of harassment post-closure by same respondent
- Reprisal is alleged to have occurred

13.0 Communication and Training

The Violence and Harassment Policy will be posted in the workplace on the Health and Safety Bulletin Board. In addition, all employees will be trained on the contents of this policy program and reviewed on an annual basis through performance evaluations.

14.0 Monitoring of the Program

The Workplace Violence and Harassment Policy and program will be reviewed annually or as needed with the Joint Health & Safety Committee to ensure any new violence or harassment hazards are identified and employees are properly protected from these hazards. This policy should be reviewed after any violent events take place to determine if changes need to be made.

Refusal to Work Policy

1.0 Purpose

1. To inform workers about their right to refuse work that they believe to be unsafe, to themselves and or co-workers.
2. The Occupational Health and Safety Act (OHSA) states that a worker may refuse to work or do particular work where he or she has reason to believe that:
 - any equipment, machine, device or thing the worker is to use or operate is likely to endanger himself, herself or another worker
 - the physical condition of the workplace or part thereof in which he or she works or is to work is likely to endanger himself or herself
 - workplace violence is likely to endanger himself or herself, or
 - any equipment, machine, device or thing he or she is to use or operate or the physical condition of the workplace or the part thereof in which he or she works or is to work is in contravention of this Act or the regulations, and such contravention is likely to endanger himself, herself or another worker.

2.0 Scope

To apply to all Municipal employees and elected officials of the Town of Greater Napanee.

To apply to all persons who attend a Municipal workplace including, but not limited to, all visitors, volunteers, contractors, vendors and delivery persons.

The Workplace includes all places where the Municipality does business, including;

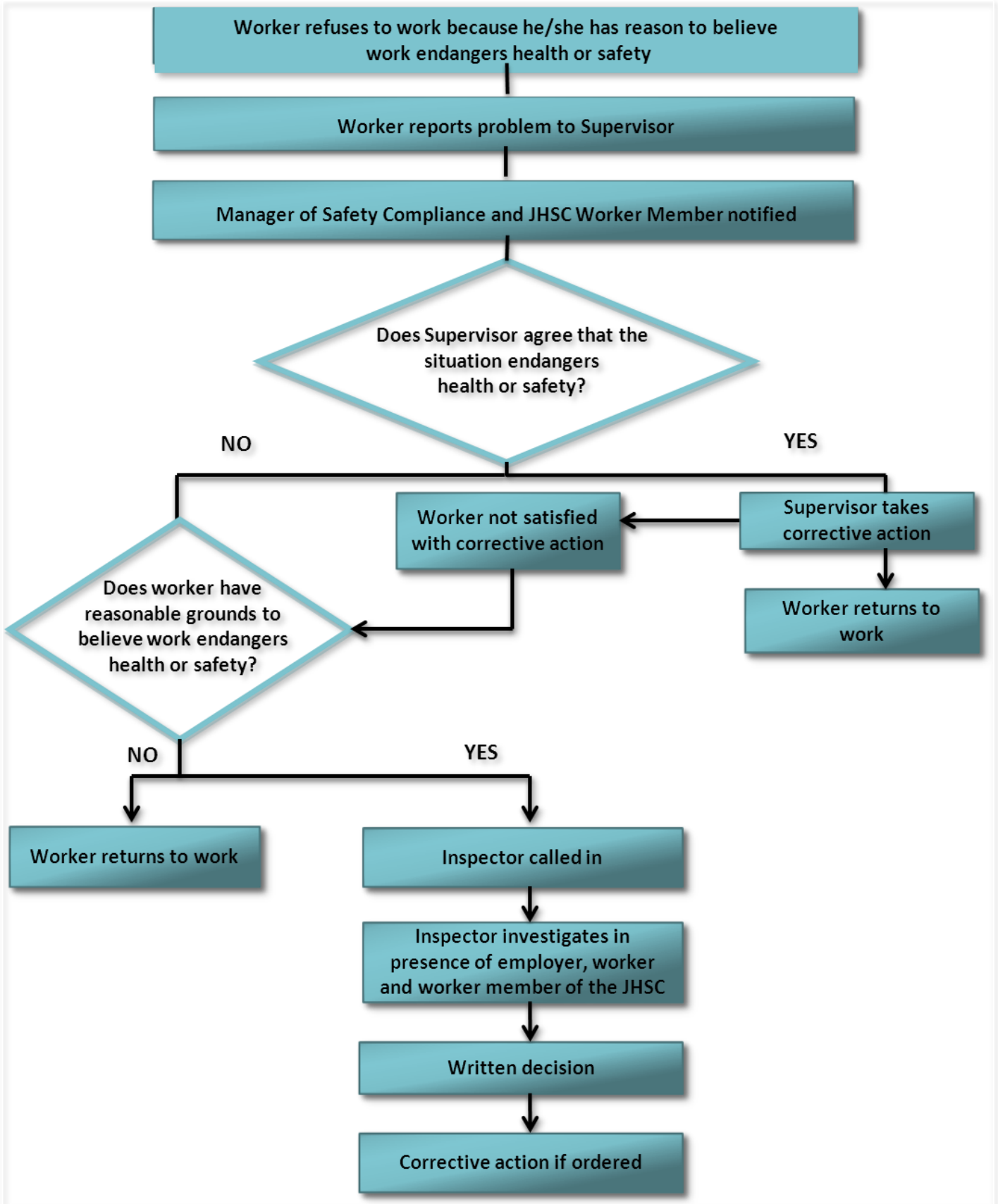
- All Municipal facilities, owned or leased, and surrounding perimeters including parking lots, sidewalks and driveways
- Company vehicles
- Off-site locations where Municipal business occurs
- Municipal functions and recreational/social events
- Travel for Municipal business to apply

3.0 Policy

Supervisors and managers cannot discriminate against any worker who exercises his or her right to refuse dangerous work. Actions that may be deemed discrimination could include but are not limited to dismissal of the employee, reassignment to another work area, change or reduction in work scheduling or refusal for promotion.

Where a worker is concerned that a task or job may constitute a hazard, the following steps must be taken:

1. The worker will immediately report the concern to his or her immediate manager or supervisor.
2. The manager or supervisor will immediately notify the Manager of Safety Compliance that an employee has invoked the right to refuse unsafe work.
3. The manager or supervisor, general manager and consultation with a member of the health and safety committee or representative, will immediately investigate the concern in the presence of the employee.
4. Depending on the results of the investigation, the manager or supervisor must correct the hazard without delay. If the investigation determines that the concern is invalid, provide the reasons to the worker who made the report.
5. If the investigation does not resolve the matter and the refusal continues, the manager or supervisor and the worker must request an opinion from the Ministry of Labour.
6. The refusal of unsafe work must be documented on the Refusal of Unsafe Work form and provided to the JHSC for review.
 - The documentation for a work refusal will include the following;
 - Name of the worker refusing the work
 - Date and time of work refusal notification
 - Supervisor's name
 - Name of JHSC member
 - Worker's reason for work refusal
 - Investigation notes from supervisor/and result
 - Time MOL investigator was contacted and time arrived/departed
 - Results of any decisions made by a MOL inspector
 - Signatures
7. Workers who refuse unsafe work must be assigned another task until a determination has been made regarding the refusal.



Drug and Alcohol Policy

1.0 Purpose

To support our responsibility for and commitment to ensure a safe and healthy workplace
To ensure that the Town of Greater Napanee has a work environment that is free of alcohol and drug use/abuse.

To outline the municipalities expectations and requirements for creating and maintaining an alcohol and drug free work environment, and for dealing with substance abuse in the workplace.

2.0 Scope

To apply to all Municipal employees and elected officials of the Town of Greater Napanee.

To apply to all persons who attend a Municipal workplace including, but not limited to, all visitors, volunteers, contractors, vendors and delivery persons.

The Workplace includes all places where the Municipality does business, including;

- All Municipal facilities, owned or leased, and surrounding perimeters including parking lots, sidewalks and driveways
- Company vehicles
- Off-site locations where Municipal business occurs
- Municipal functions and recreational/social events
- Travel for Municipal business to apply

3.0 Policy

1. The Town recognizes that the use and abuse of legal and illegal drugs and alcohol may impair an employee's ability to safely perform his or her work.
2. Workers must not enter or remain at the workplace if their ability to perform work is affected by alcohol or drugs so that it may constitute a hazard to themselves or to others. Workers must not work with a person they know or deem to be impaired by alcohol or drugs.
3. Managers and supervisors must not allow a person they know or deem to be impaired by alcohol or drugs to remain at the workplace if their ability to perform work constitutes a hazard to themselves or to others.
4. Employees shall not drive or operate any equipment when their ability to do so is impaired or influenced by: alcohol, illegal drugs or other illegal substances, prescribed or over the counter medication, or illness, fatigue or injury.

5. Workers must inform their manager or supervisor if they are taking prescription or non-prescription medication that may impair their ability to operate machinery, cause dizziness or sleepiness or otherwise affect their cognitive or motor skills.
6. Violations of this policy by employees, contractors and volunteers should be reported to their Supervisor/Manager. Those employees who violate this policy are subject to discipline under the Disciplinary Policy.
7. An employee required to enter rehabilitation who fails to successfully complete it and/or repeatedly violates the policy will be subject to discipline under the Disciplinary Policy.

4.0 Assistance

To support our employees, our drug/alcohol-free workplace policy:

- Encourages employees to seek help if they are concerned that they or their family members may have a drug and/or alcohol problem.
- Encourages employees to utilize the services of qualified professionals in the community to assess the seriousness of suspected drug or alcohol problems and identify appropriate sources of help.
- Offers all employees and their family members assistance with alcohol and drug problems through the Employee Assistance Program (EAP)
- Upon satisfaction from additional assistance/program, the employee may return to a safe working environment.

5.0 Confidentiality

All employee information received is under confidential communication. Access to this information is limited to those who have a legitimate need to know in compliance with relevant laws and management policies.

Smoking Policy

1.0 Purpose

The Town of Greater Napanee's obligation to prevent injury or occupational illness includes the health of every employee and volunteer, smokers and non-smokers alike, and is therefore committed to maintain a Smoking Policy.

2.0 Scope

To apply to all Municipal employees and elected officials of the Town of Greater Napanee.

To apply to all persons who attend a Municipal workplace including, but not limited to, all visitors, volunteers, contractors, vendors and delivery persons.

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- Travel for Municipal business to apply

3.0 Policy

1. Smoking is prohibited in all Town owned buildings owned or operated, leased or rented as well as the operations of Town equipment and vehicles.
2. It is also prohibited within six meters (6m) of any of the entrance, exits or boundary of any Municipal Building. as per By-law No. 201 1 – 47, Regulating Smoking in Public Places and Workplaces in the Town of Greater Napanee.
3. Smoking is prohibited under the Equipment Use Policy.
4. Appropriate signage will be placed at all entrances to buildings and at other locations as may be necessary.
5. The Town of Greater Napanee is committed to providing resources for staff to support their efforts in smoking cessation through the Employee Assistance Program.
6. Violations of this policy by employees, contractors and volunteers should be reported to their Supervisor/Manager. Those employees who violate this policy are subject to discipline under the Disciplinary Policy.

Cellular Telephone Policy

1.0 Purpose

To eliminate the risk of a motor vehicle incident that may result in injury to employees and the general public, or the loss or damage to equipment or assets as a result of driver inattention or distraction from the use of cell phones while operating a motor vehicle.

This policy applies to all employees using cell phones in Town owned or leased vehicles, and employees using private vehicles on Town business.

To support our responsibility for and commitment under the Highway Traffic Act, Ontario Regulation 366/09, Hand-held Devices.

2.0 Scope

To apply to all Municipal employees and elected officials of the Town of Greater Napanee.

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- Travel for Municipal business to apply

3.0 Policy

1. Employees shall not use a mobile communication device while in control of municipal equipment in motion. Operators may use a hands-free mobile communication device or hands-free cell phone for voice communication when provided.
2. If a “HandsFree” option has not been provided to the employee, the employee shall stop the vehicle in a safe location prior to receiving or placing a phone call.

3. Where Voice Mail or Caller ID messaging is available to the employee, they should allow calls to go to Voice Mail or Caller ID messaging. Calls should then be checked/returned when the vehicle is stopped in a safe location or they have reached their destination.
4. Cellular telephones shall be turned off in locations where it is posted that they may cause interference with other electronic equipment or when in areas posted. Cellular equipment may be used in emergency situations by employees in these areas once it has been determined that it is safe to do so.
5. Cellular telephones shall be turned off when refuelling vehicles, during inspections of propane or gasoline dispensing facilities, or other locations where an explosive/flammable atmosphere may be present.

Disciplinary Policy

1.0 Purpose

1. To ensure the safety of the staff in the workplace.
2. To ensure that the Corporation meets its obligation of due diligence under the Ontario Health & Safety Act (OHSA).
3. To have a consistent system to discipline employees who violate the safety rules and procedures as per the Town of Greater Napanee's Corporate Policies and the Ontario Health & Safety Act Regulations.

2.0 Scope

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3.0 Policy

The Town of Greater Napanee Health & Safety Discipline Policy establishes procedures for all staff within the organization.

Staff has an obligation to report any infractions witnessed by anyone in the Corporation to the employee's immediate supervisor for further investigation.

There are normally 4 steps in the progressive disciplinary process; they are Verbal Warning, Written Warning, Suspension and Dismissal. However, in the event an employee engages in a severe offense of a dangerous nature, the Corporation may impose a more serious penalty up to and including immediate termination.

For disciplinary steps 2 – 4, during the discipline meeting, staff may have an advocate attend of their choice.

When an employee fails to comply with the Corporation's Health and Safety Policies or the OHSA, the following disciplinary steps will be taken:

4.0 Progressive Disciplinary Steps

Step 1: Verbal Warning

Employees who commit a first offence of infractions deemed minor in nature will receive a verbal warning by their Supervisor. Upon receiving a verbal warning, the employee will be given an explanation of the infraction, the corrective action required, and that further offences will result in more serious penalties. A record of the verbal warning shall be placed in the employee's file for a period of 24 months.

Step 2: Written Warning

Employees who commit a second offence within 24 months of infractions deemed minor in nature will receive a written warning from their Supervisor. Upon receiving a written warning, the employee will be given an explanation of the infraction, the corrective action required, and that further offences will result in more serious penalties. A letter of the written warning shall be placed in the employee's file for a period of 24 months. The employee will be required to sign a copy of this written warning.

Step 3: Suspension

Employees, who commit an offence, while a written warning letter is in the employee's file, will receive a suspension from their General Manager. The employee will receive a letter of suspension that includes explanation of the infraction, the corrective action required, and that further offences will result in more serious penalties. It will also include the length of period that the employee will be suspended without pay. A copy of the suspension letter will be provided to the employee at a meeting with the General Manager. A letter of the suspension shall be placed in the employee's file for a period of 24 months. The employee will be required to sign a copy of the suspension letter.

Step 4: Dismissal/Termination

Employees, who commit an offense, while a previous Health & Safety Suspension is recorded in their employee file, will result in dismissal/termination from the CAO. The CAO will be authorized to suspend the employee with pay until Council can be consulted on immediate dismissal with cause.

Employee Safety Orientation Policy

1.0 Purpose

1. To ensure that new, returning, contract, young or transferred employees are provided with an occupational health and safety orientation specific to their jobs.
2. Orientation ensures that individuals are familiar with the Town's expectations for Health & Safety, the Role that employees have in the Health and Safety program, and Hazards of their particular worksite.

2.0 Scope

To apply to all Municipal employees and elected officials of the Town of Greater Napanee.

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3.0 Policy

1. Upon being hired, the following topics shall be covered in the General Safety orientation as soon as possible of commencing work.
 - Entire Health and Safety Policy Manual
 - Roles and Responsibilities
 - Joint Health and Safety Committee
 - Workers Rights
 - Accident/ incident/near miss/hazard reporting
 - Early and Safe Return to Work Procedures
 - Workplace Violence & Harassment Policy
 - General Emergency Procedures
 - WHMIS
 - Fire extinguishers

- Personal Protective Equipment
 - Ergonomics and MSD prevention
 - Driving Safety
2. When workers report to their supervisor they shall be given site-specific orientation prior to conducting the specific task. This shall include:
- WHMIS chemical specific information
 - Personal Protective Equipment requirements and training
 - Job specific hazards
 - Standard operating procedures
 - Location of first-aid facilities
 - Specific emergency procedures
3. New employees must complete a checklist with their supervisor, verifying their training/knowledge received. Both parties must sign off and return to Human Resources to be placed in the employee's personnel file.

Personal Protective Equipment (PPE) Policy

1.0 Purpose

To provide a guideline for all workers, including part-time and contractors, detailing the requirements for the safe and proper protection of work related hazards.

Workers are required to wear personal protective clothing, equipment devices as a means of protection against exposure to specific hazards.

Both the employer and the worker have specific responsibilities with respect to personal protective equipment that must be met in order to ensure the highest level of protection available.

2.0 Scope

To apply to all Municipal employees and elected officials of the Town of Greater Napanee.

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3.0 Responsibilities

Employers, supervisors and workers have duties and responsibilities under the Occupational Health and Safety Act (OHSA) and its regulations. Workplace obligations include, but are not limited, to the following:

Employer must:

Ensure the PPE provided is used by the worker [OHSA clause 25(1)(d)]

Provide and maintain in good condition all prescribed PPE [clauses 25(1)(a) & (b)]

Supervisor must:

Ensure a worker wears the PPE required by the OHSA and its regulations [clause 27(1)(a)]
Ensure the worker uses the PPE required by the employer [clause 27(1)(b)]

Worker must:

Wear any PPE required by the employer [clause 28(1)(b)]
Report to the employer or supervisor any known missing or defective PPE [clause 28(1)(c)]
Not remove or disable any PPE required by the employer or by the supervisor [clause 28(1)(d)]

4.0 Policy

Only personal protective equipment approved by recognized standard will be permitted for use.

1. The specific personal protective equipment needs of each task performed will be identified in accordance with recognized practices and standards, and will be documented in the standard operating procedures for that task or equipment.
2. Identify the care, storage and maintenance requirements for the PPE.
3. Identify the areas or pieces of equipment where personal protective equipment is required using signage.
4. Supervise and monitor workers to ensure the PPE is being used, stored and maintained according to standards and procedures.

General Personal Protective Equipment

Personal Protective Equipment (PPE) reduces or prevents a worker's exposure to occupational health and safety hazards. The equipment acts as a barrier to protect workers from blows to the body, loud noises, heat, chemicals, infections, and electrical and other hazards. PPE can refer to protective clothing, helmets, shoes, goggles, respirators and other safety gear worn or used by workers.

The Town of Greater Napanee provides PPE, as required.

Protective Footwear

The choice of safety footwear must be determined by the nature of the work and follow CSA Standard and have the supporting tags. Safety footwear shall be appropriate to the job and in good repair. Soles shall be in good condition with limited tread wear.

Eye and Face Protection

A worker shall wear appropriate eye protection when there is any risk of injury to the eye of the worker. Safety glasses are to be CSA approved.

Gloves

A worker shall wear gloves appropriate to the task when exposed to the hazard of injury from contact with the worker's skin by a noxious gas, liquid, fume or dust, sharp or jagged object, hot objects, hot liquids, radiant heat and body fluids etc.

Hearing Protection

A worker exposed to loud sounds shall wear appropriate protection. Workers exposed to noise level of 85 decibels or more must always wear hearing protection.

Head Protection

A worker exposed to the hazard of head injury shall wear appropriate safety head protection. Hard hats are to be CSA approved.

Fall Arrest System

Where a worker is exposed to the hazard of falling and the surface to which one might fall is more than 3 metres below the position where he or she is situated, the worker shall wear an approved serviceable safety belt or harness and lifeline adequately secured to a fixed support. Fall arrest equipment must be CSA approved. A worker who uses a Fall Protection System must be certified.

5.0 Evaluation

Records will be kept on PPE training. Only those employees properly trained will be permitted to perform any task which requires the use of PPE.

The Manager of Safety Compliance & Accessibility and the Joint Health and Safety Committee Reps will periodically audit compliance to this policy during their monthly inspection.

The PPE Program will be reviewed annually by the Manager of Safety Compliance and the Joint Health and Safety Committee to assess the effectiveness of the PPE and ensure education and training.

Any employee who performs work without the required prescribed PPE will be subject to discipline under the Disciplinary Policy.

Equipment Use Policy

1.0 Purpose

To provide guidelines and ensure the safe, efficient and effective operation of equipment.

2.0 Scope

To apply to all Municipal employees and elected officials of the Town of Greater Napanee.

To apply to all persons who attend a Municipal workplace including, but not limited to, all visitors, volunteers, contractors, vendors and delivery persons.

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3.0 Policy

The Town of Greater Napanee operates a range of equipment in order to assist in the effective provision of a range of municipal services to the ratepayers. It is vital that equipment be properly maintained and operated in a safe and courteous manner.

1. Municipal equipment is valuable items that are entrusted to the care of employees. It is the responsibility of employees authorized to operate equipment to ensure that standards are upheld and deficiencies reported. Attention, in detail, must be paid to the operation and maintenance of equipment.
2. Employees using municipal equipment are expected to keep both the interior and exterior of said equipment clean, and to report any malfunction or damage to their supervisor immediately.
3. Employees operating municipal equipment shall lock all equipment when unattended.

4. Employees operating municipal equipment shall preform a daily circle check as appropriate and fill out the required documentation.
5. Employees operating municipal equipment shall report preventive maintenance requirements to their supervisor.
6. Employees riding in municipal equipment shall use all safety equipment provided including seatbelts.
7. Employees shall not smoke in municipal equipment.
8. Employees shall not use a mobile communication device, cell phone or computer of any type while in control of municipal equipment in motion. Operators may use a hands-free mobile communication device or hands-free cell phone for voice communication when provided.
9. Employees shall not drive or operate any equipment when their ability to do so is impaired or influenced by: alcohol, illegal drugs or other illegal substances, prescribed or over the counter medication, or illness, fatigue or injury. Employees when working or requested to report for work are obligated to report to their Department Manager any reason that may affect their ability to operate equipment safely.
10. Employees shall process and carry with them a valid license to operate Town equipment that requires a license to operate. Should an employee's license expire, be revoked or suspended, the employee shall immediately notify their Department Manager. At the time of the employee's loss of license certain operational privileges will be suspended until the employee's license has been fully restored and validated.
11. Employees operating municipal equipment shall obey all applicable traffic and parking regulations and laws.
12. Employees who incur parking and or other fines in municipal equipment shall be personally responsible for payment of such fines unless the payment of such fines by the Town be approved by the Town CAO.
13. Employees who are issued citations for any offense while using municipal equipment must notify their Department Manager immediately when practicable.
14. Employees operating municipal equipment that are involved in an accident where Town property has been damaged or damage has been done to personal property shall follow the Equipment Post Accident Procedures and fill out the required documentation.

15. Employees shall familiarize themselves with the Engine Idling Policy.
16. Failure to comply with any and all provisions of this policy may result in discipline action under the Disciplinary Policy.

4.0 Definitions

Employee

Any person paid by the Town of Greater Napanee for the purpose of completing a task or duty on behalf of the corporation where the relationship requires a T-4 to be issued or any volunteer acting on behalf of the corporation where the corporate insurance policy or WSIB would provide coverage.

Equipment

Any machine that has an engine, 1 or more wheels and an employee controls its movement and is in use for corporate purposes. This includes vehicles.

5.0 Equipment Use

1. Equipment owned or leased by the Town are to be used for functions of the Town. Any personal use of equipment must be authorized by the appropriate official; CAO or General Manager.
2. Employees may be assigned equipment to commute to and from home, the assignment of this equipment must be approved by the appropriate official; CAO or General Manager, it is understood that the payment of any taxes on this taxable benefit reported on the T4 is the responsibility of the employee.
3. Employees due to their on call rotation and call back may take home assigned equipment to assist in their call back, this use must be approved by the appropriate official; General Manager or Department Manager, it is understood that the payment of any taxes on this taxable benefit reported on the T4 is the responsibility of the employee.

Engine Idling Policy

1.0 Purpose

The Town of Greater Napanee is committed to reduce unnecessary vehicle/equipment idling as a means of reducing air pollution and fuel expense.

The purpose of this policy is to establish guidelines for unnecessary idling of municipal equipment. Limiting idling times reduces air pollution and greenhouse gas emissions, and contributes to healthier work environments and the efficient use of Town resources.

2.0 Scope

To apply to all Municipal employees and elected officials of the Town of Greater Napanee.

To apply to all persons who attend a Municipal workplace including, but not limited to, all visitors, volunteers, contractors, vendors and delivery persons.

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3.0 Policy

The Town of Greater Napanee has established an Engine Idling Policy which places limitation on engine idling. The policy applies to the entire fleet of equipment in use by The Town of Greater Napanee. For this reason the policy applies to all town owned or leased equipment.

4.0 Definition

Equipment

Any machine that has an engine, 1 or more wheels and an employee controls its movement and is in use for corporate purposes. This includes vehicles.

Idling

Idling means the operation of equipment while that equipment is not in motion, and is not being used to operate auxiliary equipment.

Fuels

For the purpose of this policy this includes all equipment that runs on fossil fuels which include gasoline, diesel, propane or natural gas.

5.0 Idling Limitation

To ensure we approach vehicle idling in a consistent manner, all town staff operating town vehicles or equipment shall adhere to the following idling limitations:

1. Equipment shall never be left idling when unattended.
2. Engine warm-up periods will not exceed two minutes (provided required airbrake pressure and or other critical settings have been reached)
3. Equipment shall be shut off whenever idling time is expected to exceed two minutes.

6.0 Exceptions

This policy does not apply to the following equipment or situations. Operators must use their own discretion in certain situations.

1. When following the manufacturer's guidelines and recommendations for equipment idling.
2. For equipment maintenance and diagnostic purposes
3. Under extreme weather conditions or any other time when the health and safety of employees or others may be at jeopardized.
4. If the unit is not expected to be able to restart due to mechanical problem.
5. Engine is immediately required to power auxiliary equipment

Contractor Health & Safety Policy

1.0 Purpose

To establish minimum guidelines for Contractors in order to help provide and maintain a safe work environment for all employees.

To establish that Contractors take all reasonable precautions for the protection of their workers during the project.

To ensure that Contractors comply fully with all Health and Safety requirements in Legislation and Regulations and the Town of Greater Napanee Policies and Procedures.

2.0 Scope

To apply to all those involved in contracting services for the Town of Greater Napanee.

3.0 Definitions

Contractor

Any individual or firm engaged by the Municipality to do work on behalf of the Municipality.

Project

Means a construction project, whether public or private, including:

- the construction of a building, bridge, structure, industrial establishment, mining plant, shaft tunnel, caisson, trench, excavation, highway, railway, street, runway, parking lot, cofferdam, conduit, sewer, water main, service connection, telegraph, telephone or electrical cable, pipe line, duct or well, or any combination thereof;
- the moving of a building or structure; and
- any work or any service provided to, alter, repair, dismantle, demolition, painting, land clearing, drill blasting, or concreting, the installation of any machinery .

Constructor

Means a person who undertakes a construction project for an owner and includes an owner who undertakes all or part of a project by himself or by more than one employer. They have the responsibility for regulatory compliance and safe work procedures on the job site.

4.0 Roles and Responsibilities

Town of Greater Napanee

1. Ensure the contractor and its workers are familiarized with the specific work site and all foreseeable hazards as in any potential health and safety hazards associated with the location where the work is to be carried out
2. Prior to work commencing, ensure the Contractor has been provided the Town of Greater Napanee Health and Safety Program, and the Contractor has provide the Town with their Health and Safety Program Manual
3. The Contractor Health and Safety Agreement Package which includes a signed agreement, WSIB Clearance Certificate, Accident history, liability insurance, licensees and certificates as required, MSDS for any WHMIS controlled products, and PPE commitment.
4. The Municipality will retain the right to document contractors for all health and safety warnings and/or to stop any contractors' work if any of the previously mentioned items are not in compliance. Similarly, the Municipality will have the right to issue warnings and/or to stop work if there are any violations by the contractor of the Occupational Health and Safety Act, Town's Health and Safety programs, policies, rules, and/or if the contractor creates an unacceptable health and safety hazard. Written warnings and/or stop work orders can be given to contractors.

Contractor

1. All Contractors accept the responsibility and liability for ensuring that every reasonable measure and precaution is taken in the circumstance for the protection of all workers, staff, and public under the circumstances.
2. All Contractors, Sub-Contractors and their employees and agents adhere to all relevant legislation, the establishment and maintenance of a health and safety program, in addition to the Town of Greater Napanee's Health & Safety policies and procedures. The Contractor will be responsible for, and assumes all responsibility and liability for the safety of his/her workers and agents, including Sub-Contractors.
3. The request for tender/quotations will require prospective contractors to include a list of the designated substances/hazardous materials that will be brought onto the work site and material safety data sheets.
4. As part of the tender/quotation conditions, before award of a contract, the contractor must provide details of their Health and Safety program.
5. Before commencing, the contractor(s) will be required to complete and sign the Health and Safety Agreement Checklist

6. The contractor has the responsibility to provide any and all prescribed personal protective equipment for their own workers. If a worker(s) fails to comply with any program, policy, rule or request regarding health and safety, that person(s) is not allowed on the site until the person(s) complies.
7. The Contractor shall ensure that first aid stations are in place in accordance with the Occupational Health and Safety Act and First Aid Regulation in the event of illness or injury.
8. In the event a Contractor's employee sustains any injury, the injury shall be reported. In addition, the incident shall be reported to the Manager of Safety Compliance using the Town of Greater Napanee's Accident Report
9. In the event of a critical injury, as defined by the Occupational Health and Safety Act, the Contractor shall follow all procedures in accordance with the Act. The Contractor shall immediately contact the Emergency Services for the Critical Contact list to be activated. Under no circumstances shall the scene of a critical injury be altered, except to:
 - Save life or relieve human suffering
 - Maintain an essential public utility service
 - Prevent unnecessary damage to equipment or other property.
10. The Contractor shall ensure that his/her employees adhere to good fire safety procedures by following the requirements of the Ontario Fire Code and complying with the Town's policies and procedures. This includes evacuation during any fire alarm.
11. Responsibility for ensuring contractor compliance to this policy falls upon the manager or supervisor. This will include identification, evaluation and control practices and procedures for hazards and follow-up.
12. The safety of the site will be maintained and controlled through the Contractor's control of workers, methods, techniques, in addition to the sequence and schedule of work.
13. Work areas are to be maintained in a reasonably clean and tidy condition and in accordance with the Occupational Health and Safety Act and regulations

5.0 Hazardous Materials

Workplace Hazardous Materials Information System

The Contractor shall ensure that all his/her employees comply with all aspects of the Workplace Hazardous Materials Information System (WHMIS). This includes, but is not limited to the following:

Labelling

All WHMIS controlled products shall have the appropriate label (supplier or workplace) affixed at all times, as per the regulation. The Contractor shall ensure labels remain legible.

Materials Safety Data Sheets (MSDS)

The Contractor shall ensure an unexpired copy of an MSDS for each controlled product is available to his/her workers.

Worker Training

The Contractor shall ensure his/her employees have received the required worker training as per the requirements of the regulation.

Chemical Storage

All hazardous materials will be stored and dispensed in an area suitable for that purpose, in compliance with regulations. This includes, but is not limited to a well-ventilated area, away from possible sources of ignition.

Safety Containers

Approved safety containers will be used for the storage and transportation of flammable materials in accordance with regulations.

Hazardous Waste

The Contractor shall ensure all waste is disposed of, in accordance with all municipal, provincial or federal regulations. Under no circumstances are Contractors to allow any contaminant to be added, emitted or discharged into the natural environment.

6.0 Personal Protective Equipment

Contractors will ensure his/her employees are equipped with, trained in the use of, and shall wear the required safety equipment necessary to complete the work in a safe manner. This shall include, but is not limited to, safety goggles, gloves, hearing protection, respirators with appropriate filters, safety harnesses and fall restraint devices, safety boots and hard hats.

7.0 Tools and Equipment

Contractors will ensure that tools are maintained in safe working order and are provided and maintained with working guards and safety devices as required by regulation. All electrical equipment will be properly grounded or double insulated.

8.0 Incident/Accidents

The Contractor shall ensure that first aid stations are in place in accordance with the Occupational Health and Safety Act and First Aid Regulation in the event of illness or injury.

In the event a Contractor's employee sustains any injury, the injury shall be reported to the Supervisor, and Manager of Safety Compliance, using the Town of Greater Napanee's Injury/Accident Form.

In the event of a critical injury, as defined by the Occupational Health and Safety Act, the Contractor shall follow all procedures in accordance with the Act. The Contractor shall immediately contact the Town of Greater Napanee, Under no circumstances shall the scene of a critical injury be altered, except to:

- Save life or relieve human suffering
- Maintain an essential public utility service
- Prevent unnecessary damage to equipment or other property.

9.0 Policy

1. Before the start of the assignment the following documentation will be provided to the successful contractor, by the Manager/Supervisor.
 - Copies of the Municipal Corporate Health & Safety Program
 - Departmental Health and Safety policies/procedures
 - Workplace hazards and risk assessments.
2. Clearly communicate the expectation to the contractor to have a competent supervisor on site at all times when work is in progress, and that this supervisor enforces safe work practices.
3. The Manager/Supervisor, if necessary, will provide the successful contractor with a workplace orientation which will include, but not be limited to identifying known potential hazards, hazardous material inventory and material safety data sheets for the sites.
4. Notify the Manager of Safety Compliance when a contract is awarded advising of the Consultant/Contractor's project with the Town. Provide a description of the contract and include the contractor/consultant name and contact numbers and the anticipated start date and project duration.
5. The Manager of Safety Compliance shall periodically monitor these contracts for compliance with the OHS Act and Regulations and the Town's Health and Safety Program. They have the authority to issue OHS directives and Stop Work Orders.

6. Managers/Supervisors will regularly inspect the work site to determine health and safety meets compliance.
7. Managers/Supervisors will document inspections and initiate follow-up action immediately to rectify any problems.
8. Advise the Manager of Safety Compliance and the Co-chairs of the Joint Health and Safety Committee, of any anticipated impacts.
9. Failure to enforce the Contractor Health and Safety Policy during Procurement could result in discipline under the Disciplinary Policy.

Confine Space Policy

1.0 Purpose

The purpose of this procedure is to ensure compliance with the Regulatory Requirements, as defined in the Confined Space Regulation (O.Reg. 632/05), Section 5.

The Policy defines a methodology for recognizing and classifying Confined Spaces. It outlines confined space entry risk to prevent injury, general training, hazard assessments for hazard control and rescue plans.

2.0 Scope

To apply to all Municipal employees and elected officials of the Town of Greater Napanee.

To apply to all persons who attend a Municipal workplace including, but not limited to, all visitors, volunteers, contractors, vendors and delivery persons.

The Workplace includes all places where the Municipality does business, including;

- All Municipal facilities, owned or leased, and surrounding perimeters including parking lots, sidewalks and driveways
- Company vehicles
- Off-site locations where Municipal business occurs
- Municipal functions and recreational/social events
- Travel for Municipal business to apply

3.0 Definitions

Atmospheric Hazard

(a) accumulation of flammable, combustible or explosive agents which exceed LEL or LFL, or

(b) an oxygen content in the atmosphere that is deficient (less than 19.5%) or enriched (more than 23% by volume), or

(c) the accumulation of atmosphere contaminates, including gasses, vapours, fumes dusts or mists that could result in acute health effects that pose an immediate threat to life or interfere with a persons ability to escape unaided from a confined space

Confined Space

Per the Industrial Establishments Regulation – made under the Occupational Health and Safety Act, a “Confined Space” means a fully or partially enclosed space

4.0 RESPONSIBILITIES

Utilities Manager

1. The content and update of this procedure.
2. The training of personnel in this Confined Space Entry Permit Procedure.
3. Compiling and maintaining an inventory of all actual and potential confined spaces at the facility
4. Ensuring application of signage, labeling or other markers on or near the entry points to confined spaces, to identify such spaces as “confined spaces”.
5. Ensuring that a hazard assessment is performed or has been done for a confined space by a person with adequate knowledge, training and experience, and documented prior to any personnel entering the confined space.
6. Ensuring that Confined Space Hazard Control and Entry Permits, and Rescue Plans are prepared prior to confined space entry, and that such plans reflect the findings of the hazard assessment, are suitable for the confined space and the work.
7. Reviewing planned confined space entries and work therein for potential impacts on plant operations and equipment.
8. Reviewing completed Confined Space Entry Permits to verify that all necessary content has been recorded.
9. Ensuring that completed Confined Space Entry Permits, hazard assessments, and plans are placed on file and retained for the time periods specified in Section herein.

The Job Supervisor

1. Ensuring that a hazard assessment is performed for a confined space by a person with adequate knowledge, training and experience, and documented prior to any personnel entering the confined space.

2. Ensuring that Confined Space Hazard Control and Entry Permits, and Rescue Plans are prepared prior to confined space entry, and that such plans reflect the findings of the hazard assessment, are suitable for the confined space and the work.
3. Ensuring that a Confined Space Work Permit has been issued prior to commencing any confined space entry.
4. Ensuring that all personnel performing work in, or in connection with, the confined space entry, review the hazard assessment and work in compliance with the Confined Space Entry Plan and Rescue Plan.
5. Knowing the hazards that may be encountered during entry, including information on the routes of exposure to atmospheric hazards and the signs and symptoms of overexposure
6. Verifying that all atmosphere tests specified by the Confined Space Entry Permit are conducted using properly calibrated equipment, and that all procedures and equipment specified by the permit are in place before allowing entry.
7. Verifying that sufficient rescue services are available and the means of communicating with them are operable.
8. Monitoring confined space work activities to ensure compliance with the Confined Space Hazard Control and Entry Plan, Rescue Plan, and Coordination Document (where applicable).
9. Terminating entry if a condition that is not allowed under the Confined Space.
10. Entry Permit arises, or if any confined space plan or procedure is deemed insufficiently protective.
11. Ensuring unauthorized individuals do not enter the confined space.
12. Ensuring Confined Space Entry logs are maintained.

A Confined Space Safety Watch Attendant

1. Remain outside and near the entrance to the confined space at all times while personnel are inside the confined space, and not leave this post until relieved by another attendant.
2. Know the hazards that may be encountered during entry, including information on the routes of exposure to atmospheric hazards and the signs and symptoms of overexposure.

3. Continuously maintain an accurate count of authorized personnel inside the confined space, and record such information on the Confined Space Entry Permit.
4. Be in constant communication with all workers inside the confined space, using the means of communication described in the relevant plan.
5. Conduct atmospheric monitoring from outside the confined space, if designated to do so by the Confined Space Entry Plan, and record air test results on the Confined Space Entry Permit.
6. Summon rescue and other emergency services if an emergency situation arises during the course of work inside the confined space.
7. Have a means of communication (e.g. cellphone, radio) to contact the rescue team and emergency services.
8. Prevent unauthorized personnel from entering the confined space.
9. Perform no duties that might interfere with the attendant's primary duty to monitor personnel working inside the confined space.
10. Order personnel inside the confined space to exit as quickly as possible whenever:
 - (i) the attendant detects a prohibited condition;
 - (ii) the attendant recognizes any symptom of overexposure; or
 - (iii) the attendant detects a situation outside the space that could endanger the entrants.
11. Perform rescue in situations where this:
 - (i) can be done by rope extraction without entry into the confined space; or
 - (ii) is specified in the Rescue Plan.
12. Return completed Confined Space Entry Permit documents to the Job Supervisor.

Confined Space Entrant

1. Know the hazards that may be encountered during entry, including information on the routes of exposure to atmospheric hazards and the signs and symptoms of overexposure.
2. Properly utilize assigned safety equipment.
3. Comply with all requirements of the Confined Space Entry Plan.

4. Maintain communication with the Confined Space Safety Watch/Attendant to enable the attendant to monitor entrant status.
5. Alert other entrants to exit the confined space as quickly as possible whenever:
 - (i) The entrant detects a prohibited condition or detects a situation which is different than the conditions assumed or existing when the Confined
6. Space Entry was authorized and now could result in a hazardous condition.
 - (ii) The entrant recognizes any symptom of exposure.
 - (iii) An order to evacuate is given by the Confined Space Safety Watch Attendant or the Job Supervisor.
 - (iv) An evacuation alarm (if it exists) is activated.

Rescue Team Members

1. Trained and qualified in first aid and cardio-pulmonary resuscitation.
2. Trained in the on-site rescue procedure.
3. Trained in the use of the rescue equipment specified in the rescue procedure.
4. Available for immediate implementation of on-site rescue procedures

5.0 Policy

Confined Space Classification Methodolgy & Hazard Assessment

1. Use the Confined Space Classification Decision Diagram to determine whether a space should be classified as a Confined Space.
2. Upon completing the decision process, use Confined Space Classification Survey Form” to collect and organize information concerning the space in question.
3. Then use the Confined Space Hazard Assessment Form to systematically review the potential hazards.

Control and Rescue Plan Development

1. Upon completing the hazard assessment and identifying what hazards are applicable for the space in question and for the specific work being done
2. “Confined Space Hazard Control Plan Development Worksheet” shall be completed. Generate and complete a Confined Space Hazard Control Plan, Entry Permit Form and a Rescue Plan Form.

3. All Entry and Rescue Plans shall specify:
 - (i) Isolation of liquids, gases, etc. by installing “blanks” in the lines or physical disconnection of piping to prevent any accidental influx of liquid, gas or solid.
 - (ii) Use of only G.F.C.I. protected circuits for any electrical device in a confined space.
 - (iii) Use of an operable two-way radio with the Job Supervisor by the assigned Confined Space Safety Watch / Attendant.
 - (iv) Pre-entry atmospheric testing, re-entry testing, periodic and continuous atmospheric testing while work is being performed inside the confined space. Determination of how often periodic testing should be performed is dependent on the job, space, etc. As a minimum, it shall be at least once per shift; however, continuous monitoring should be considered.

Confine Space Entry

1. The Job Supervisor will request permission from the Utilities Manager to oversee a confined space entry.
2. The Utilities Manager will start the Confined Space entry process by reviewing the “Confined Space Hazard Control Procedure and Entry Permit” for the space, and completing details in the “Document Control Information” and “Site Record and Entry Permit” sections of the permit. This includes obtaining the next sequential confined space entry permit number from the Confined Space Entry Log Binder. This number is documented in the log and is not to be reused.
3. Depending upon the nature of work to be performed in the confined space, additional permits may be required (e.g. Hot Work Permit), and must be obtained prior to entry into the space.
4. A final review shall be made to ensure that all hazards are addressed and that the plans are adequate.
5. The Job Supervisor shall, before signing the “Site Record and Entry Permit” section of the “Confined Space Hazard Control Procedure and Entry Permit” verify that all workers:
 - (i) Have been through the plant safety orientation,
 - (ii) Understand the PPE required (harness, gloves, etc.),
 - (iii) Understand their responsibilities as workers under the “Act” Section 28 and agree with the requirements / precautions for the confined space entry,
 - (iv) Know the procedure for rescue
 - (v) Understand crew accountability,
 - (vi) Understand the conditions for work stoppage,
 - (vii) Understand the Confined Space Hazard Control Procedure and Rescue Plan

- (viii) Have received confined space training,
 - (ix) Know the location of the nearest phone
 - (x) Agree to report changes of scope or changes that affect job safety, and,
 - (xi) Know GFCI's must be used with all electric tools, lighting and fans.
6. Once verified the Job Supervisor shall sign the "Confined Space Hazard Control Procedure and Entry Permit". By signing the supervisor signifies that the defined actions have been accomplished.
 7. The Utilities Manager shall authorize the Confined Space Entry by signing the "Management Approval" section of the Confined Space Hazard Control and Entry Permit after verifying that the following have all been completed: the hazard assessment, the entry and rescue plan, the staging of required entry/rescue plan equipment, and the implementation of all entry plan hazard controls.
 8. The original and copies of the Confined Space Hazard Control and Entry Permit and the Confined Space Hazard Assessment and the Rescue Plan shall be distributed as follows:
 - (i) The original shall be kept in the Confined Space Entry Log Binder located at 45 Commercial Court, Napanee, Ontario.
 - (ii) One copy of all sections shall be given to the Job Supervisor who will post at the entrance to the Confined Space, and / or provide to the Confined Space Safety Watch / Attendant, depending upon which option is most practical for the work and job site.
 9. The Confined Space Safety Watch / Attendant shall be stationed outside of the space and as close to the entry point as practicable.
 10. A copy of the Confined Space Hazard Control and Entry Permit, Rescue Plan, Coordination Document (if there is a coordination document), and Hazard Assessment shall be present at the job site, and posted if practical.
 11. Every worker who enters / exits the confined space shall be recorded by the Job Supervisor or Safety Watch / Attendant on the Confined Space Hazard Control and Entry Permit in the "Worker Entry and Exit Record".
 12. Prior to entry into the confined space, atmospheric testing shall be performed very that conditions are safe for entry. Results of pre-entry testing shall be recorded in the "Atmospheric Testing Log" section of the "Confined Space Hazard Control and Entry Permit" located at the job site.

13. A gas detection device(s) shall be taken into the space by Confined Space Entrant(s), and shall be operated to continuously monitor atmospheric conditions inside the confined space while personnel are inside the space.
14. Continuous forced air ventilation may be used to allow and maintain a safe entry provided:
 - (i) An individual may not enter the space until the forced air ventilation has eliminated any hazardous atmosphere.
 - (ii) The forced air ventilation shall be so directed as to ventilate the immediate areas where an individual is or will be present within the space and shall continue until everyone has left the space.
 - (iii) The air supply for the forced air ventilation shall be from a clean source and may not increase the hazards in the space.
 - (iv) The Job Supervisor shall direct atmosphere testing at time intervals appropriate to the level of risk to ensure that the forced ventilation is preventing the accumulation of a hazardous atmosphere.
15. Confined Space Entrants may enter and leave as required for performance of work activities. Entry and exit must be logged on the “Worker Entry and Exit Record” section of the Permit. If entries and exits of personnel result in all gas detection devices being removed from the space during a time period when no persons are inside the confined space, then pre-entry atmospheric testing shall be performed prior to re-entry by personnel.
16. If a hazardous atmosphere is detected by anyone during entry or work inside the confined space:
 - (i) Everyone shall leave the Confined Space immediately.
 - (ii) The Confined Space shall be evaluated to determine how the hazardous atmosphere developed.
 - (iii) Measures shall be implemented and documented to protect individuals from the hazardous atmosphere before any subsequent entry takes place.
17. Should it be necessary to extract any person from inside a confined space in an emergency situation (e.g. injury, loss of consciousness, fire inside the space, etc.), the Confined Space Safety Watch / Attendant shall execute the Rescue Plan.

Entry Completion

Once the work is completed, the Job Supervisor shall collect the Confined Space Hazard Control and Entry Permit and Rescue Plan and deliver it to the Utilities Manager at 45 Commercial Court, Napanee, Ontario.

The Utilities Manager shall review the permit with the Job Supervisor and file in the closed section of the Confined Entrance Entry Log Binder.

6.0 Rescue and Emergency Services

1. Personnel who perform rescue shall be:

- (i) informed of the hazards they may encounter.
- (ii) trained on the applicable Rescue Plan ahead of time
- (iii) provided with advance access to the appropriate confined space to allow formulation of appropriate rescue plans.
- (iv) trained in first aid and cardio-pulmonary resuscitation.

2. The rescue equipment defined in the Equipment Checklist shall:

- (i) be readily available to effect a rescue in the confined space
- (ii) be appropriate for entry into the confined space; and
- (iii) be inspected as often as is necessary to ensure it is in good working order, by a person with adequate knowledge, training and experience who is appointed by the employer.

7.0 Training and Qualifications

All contractors performing Confined Space Entry for the Town of Greater Napanee shall be trained and use the requirements of this policy.

8.0 Signage

Warning signs which state, "Confined Space, Do Not Enter - Permit-Required" or equivalent, shall be posted at the entry points of all Confined Spaces.

Emergency Evacuation Policy

1.0 Purpose

Prompt and organized action in the event of an emergency is necessary to develop an action plan in preparation of an emergency.

2.0 Scope

To apply to all Municipal Staff within all Town of Greater Napanee Municipal buildings and property.

3.0 Responsibility

The municipality takes measures to reduce risks and take precautions to protect staff and public from harm and any hazard likely to cause death or injury.

The Town Staff will train and practice to be able to effectively manage incidents and emergencies.

The Town of Greater Napanee maintains a Fire Safety Plan for each facility. Staff should know the location of the fire exits, fire extinguishers, and the evacuation meeting location for each municipal building. All staff should understand the Emergency Evacuation Policy Procedures.

Senior Management

- Ensure hazard and risk assessments have been completed for all potential emergencies at the work sites they are responsible for.
- Ensure an emergency response plan or evacuation plan is in place for all potential hazards. Ensure the plan is reviewed and updated on an annual basis or when circumstances change.
- Ensure that emergency evacuation procedures are posted in locations where they will be accessible to workers, contractors and members of the public.
- Ensure that all facilities have accessible exit routes, that they are appropriately labelled and that they have emergency lighting where required.
- Ensure that a building plan indicating the location of fire alarm devices, fire extinguishers and emergency exits, is posted in a location accessible to staff, workers, contractors and members of the public.
- Ensure that all emergency equipment is accessible and in good working order.
- Ensure that staff receives the necessary training and education.
- Ensure an evacuation drill is practiced at least once a year.

Managers and Supervisors

- Develop and/or assist in the development of site specific emergency procedures.
- Ensure workers under their immediate supervision are trained in and familiar with the emergency procedures, including the fire alarm system.
- Ensure workers under their immediate supervision follow the written emergency procedures.
- Ensure that all workers under their immediate supervision are accounted for in the event of an emergency.
- Ensure staff has ready access to communication and contact lists are kept up to date

Joint Health and Safety Committee

- Ensure staff has ready access to communication and emergency contact lists are kept up to date
- Ensure the emergency evacuation procedures of floor plan are displayed in a prominent position and all staff is educated and trained
- Ensure that rehearsals of evacuation procedures take place annually
- Provide employees with evaluation/feedback forms after drills or occurring incidents to assist in refining the plan and procedures as necessary.

Evacuation Warden

- Serve as a leader for staff on site during an emergency evacuation.
- Ensure appropriate emergency service(s) have been notified
- Ensure responders are briefed of the situation upon their arrival.
- Inform Emergency Services of any individuals requiring additional assistance in evacuation of building
- Provide keys, fire safety plan, and other vital information as needed to responders

All Staff

- Work together to manage all risks associated with evacuation situations
- Know your area, the people in it and at least two safe exits
- During an evacuation, direct all people to the nearest safe exit- DO NOT USE ELEVATORS
- Close all doors as you leave
- Check washrooms and rest areas and advise occupants of the emergency situation
- Assist in the evacuation of persons with disabilities
- Maintain orderly and controlled evacuation
- Evacuate to the designated “safe” area and remain there until it is deemed safe to return

4.0 Risk Assessment

The Town of Greater Napanee will complete a risk assessment of each work site to determine the potential for natural and man-made emergencies, as well those incidents where evacuation or rescue may be required.

5.0 Types of Evacuation

Immediate Evacuation

An evacuation resulting from a hazard that forces immediate action, and allows little or no warning and preparation time.

- Hazardous materials
- Accidents/Incidents
- Weather Related Instances
- Fires
- Acts of Terrorism

Pre-warned Evacuation

A evacuation resulting from an event that provides adequate warning and does not limit preparation time.

- Floods
- Weather Related Instances
- Acts of Terrorism

6.0 Evacuation Routes

Designated evacuation routes and exits are clearly marked and unobstructed at all times. Diagrams of floor plans will be posted prominently throughout the building.

7.0 Evacuation Procedures

Emergency evacuation procedures and the facilities floor plan must be posted in a location accessible to all workers and members of the public. The Fire Safety Plan shall be kept at the facility in a location available for Emergency Services. A copy of the Fire Safety Plan will be kept by Emergency Services.

Decision to Evacuate

The nature of the hazard impacts the consideration of activating the evacuation plan. Assess the situation to determine whether an emergency exists that requires activation of your emergency procedures.

Internal Emergency Communications

If possible, use the intercom on your phone to notify staff or the public in the building of the emergency. Contact management in the event of an emergency during off-duty hours.

Evacuation Warden

1. Serve as a leader for staff on site during an emergency evacuation.
2. Ensure appropriate emergency service(s) have been notified
3. Ensure responders are briefed of the situation upon their arrival.
4. Inform Emergency Services of any individuals requiring additional assistance in evacuation of building
5. Provide keys, fire safety plan, and other vital information as needed.

Floor Monitor(s)

Should your building have multiple floors, the Evacuation Warden will assign a person to assist evacuation in that area.

1. Go door-to-door and inform everyone to leave the building and assemble at the “evacuation area”
2. Start at the furthest point from the exit and evacuate back to the exit.
3. Identify persons with disabilities and direct/assist them in evacuation if possible.
4. Report pertinent information to Evacuation Warden
5. Do not allow personnel to re-enter the floor/building

Evacuation Area

After exiting the building, all occupants will assemble in the pre-arranged area, indicated on the Fire Safety Plan. The Evacuation Warden is responsible for taking a head count and reporting to Emergency Services of status of situation.

8.0 Evacuation Procedures for Individuals with a Disability

Emergency response planning must consider the needs of all employees. In emergency situations, employees with disabilities may require individual accommodations to take into account the nature of their disability. Individual Emergency Response Plans address circumstances, measures and support from Co-workers.

An employee with a disability may need additional time or assistance to respond to an order to evacuate as a result of their disability and the specific characteristics of the emergency.

Employees with temporary disabilities such as broken bones, illness, trauma or recent surgery may experience difficulty in complying with an order to evacuate.

Employees with chronic conditions, such as arthritis, rheumatism, diseases of the heart or lungs, seizure disorders, or neurological diseases with a resulting lack of coordination, have the right to, if they self-identify, have an individual emergency response plan developed.

Buddy System

Individuals with a disability are encouraged to disclose to colleagues of any special assistance that may be required in the event of an emergency evacuation (i.e., hearing the alarm, guidance during the alarm, etc.).

Visually Impaired Persons

Most visually impaired persons will be familiar with their immediate surroundings. In an emergency situation

- Describe the nature of the emergency and offer to act as a “sighted guide” – offer your elbow and escort him/her to a safe place.
- As you walk, describe where you are and advise of any obstacles.
- When you have reached safety, orient the person as to where you are and ask if further assistance is needed.

Hearing Impaired Persons

Persons with impaired hearing may not hear emergency alarms or procedures, an alternative warning technique is required. Two methods of warning:

- Write a note describing the emergency and the nearest evacuation route (“Fire. Go out rear door to the right and down, NOW!”).
- Turn the light switch off and on to gain attention, and then indicate through gestures what is happening and what to do.

9.0 Security

Security arrangements may need to be considered for property being vacated and possessions left behind. Calling the Police to assist in this may be necessary.

10.0 Media

Staff is advised to not communicate with media, and allow the Emergency Information Officer (EIO) for the Town to convey formulated, factual information. This will include press releases, and social media notices, as necessary.

11.0 Evacuees Return

Once the hazard, which necessitated the evacuation no longer exists, staff and the public return to the area can be considered. The Evacuation Warden will receive the assessment from Emergency Response Personnel and confirm the decision to return evacuees to facility or not.

12.0 Training

All workers will receive an orientation to the Emergency Evacuation Policy and Procedures. Any revisions to the procedures will be communicated to all workers through newsletters and staff meetings. Emergency evacuation procedures will be posted in a location accessible to workers, contractors and members of the public.

After an emergency situation and/or drill, staff will evaluate the effectiveness of the plan. Emergency Evacuation Plans will be reviewed in consultation with the JHSC on an annual basis or when circumstances change that would require a revision of the plan.

Security & Risk Management

1.0 Purpose

The Town of Greater Napanee is committed to managing risks, at all levels in the organization including safety and security in the workplace.

To create a process for managing an emergency or threat of violence.

A request for summoning assistance, directly or indirectly, for the purpose of criminal activity or threat to personal safety.

2.0 Scope

To apply to all Municipal employees and elected officials of the Town of Greater Napanee.

3.0 Policy

The Town of Greater Napanee values the safety and security of its employees.

Facilities are all secured with a building alarm. The first arrival of entry into the building must deactivate the facility

Desktop phones have an “Emergency” button to sound attention to all staff within the building.

The receptionists have the wireless alarms at their desk to summon assistance in an emergency.

Each office has access to this portable alarm for direct link to outside assistance in an emergency.

Panic Alarms enable employees to call for help without being obvious to the person causing the problem. There may be some delay in using the alarms for outside assistance. Dialing 911 from an office phone may result in a faster emergency response.

4.0 Staff Responsibilities

A panic alarm may be used in emergency situations or in a situation where a person’s safety may be compromised.

Employees are encouraged to wear alarms when working outside normal business hours, working late in offices, working alone or when in an area by themselves. These alarms are summoned through the wireless receiver within that building range, to the Security Company.

If any individual wishes to have additional panic alarms (necklace/watch) on hand, submit a request to your Department Manager. The panic alarms remain the property of Town of Greater Napanee.

Employees who work away from their building, collect or transport money are expected to have phones on them to summon assistance if needed.

If the Town vehicle you are using is not equipped with a communication radio, ensure you have a cell phone with you.

5.0 Procedures

The alarms should be used whenever there is an Emergency or an individual feels unable to handle a threatening situation in the workplace. If you are feeling harassed, threatened, uncomfortable in a confrontational situation or in danger, you should activate the alarm security options. This is at the individual's discrepancy.

Internal Phone

The "Emergency" button on your desktop phones will activate a ring internally on all phones within the facility(s). This will be a long ring tone for 2.5-3 sec and the screen will indicate the person's name who pressed the key. Following the ring tone, broadcasting of the person's area will sound and you will be able to witness the commotion through the speaker on all phones. This is not interruptible on the phones. You will not be able to pick up and call. All staff should ensure that response occurs, and assist to help the staff member(s) in need, or summon additional emergency assistance. Within the Town Hall and Market Square offices, one designate must ensure assistance in the neighbouring building.

Panic Button

The "Panic Button" is activated by simply pressing the button and releasing. The signal is silent and goes straight to the Alarm Company monitoring your building within seconds. The Alarm Company will summon the Police to your facility and the area shown alerted by the wireless receiver.

If you have pressed the Panic Button accidentally, call 613-546-6314 immediately, give the pass word "Town of Greater Napanee", and indicate that it is a false alarm, and the police don't need to be sent.

Cell Phone

The use of cellular telephones is not a work requirement for all employees, however department phones are available for use for security purposes, when needed.

In the event of an emergency, call directly to 911 for assistance.

Incident/Accident Investigation Policy

1.0 Purpose

1. To ensure the safety of the staff in the workplace.
2. To ensure that the Corporation meets its obligation of due diligence under the Ontario Health & Safety Act (OHSA).
3. To implement and maintain a reporting and investigation procedure. All critical injuries and fatalities must be handled as per the Town of Greater Napanee's corporate Policies and the Ontario Health & Safety Act Regulations.

2.0 Scope

To apply to all Municipal employees and elected officials of the Town of Greater Napanee.

To apply to all persons who attend a Municipal workplace including, but not limited to, all visitors, volunteers, contractors, vendors and delivery persons.

The Workplace includes all places where the Municipality does business, including;

- All Municipal facilities, owned or leased, and surrounding perimeters including parking lots, sidewalks and driveways
- Company vehicles
- Off-site locations where Municipal business occurs
- Municipal functions and recreational/social events
- Travel for Municipal business to apply

3.0 Responsibility

Employees are required to report all accidents/incidents to their immediate supervisor. The Supervisor and Health & Safety Rep is responsible for investigating, reporting and corrective action follow-up of all accidents/incidents.

Notification of all injury/incidents must be reported internally and externally to all applicable agencies. (i.e. JHSC, Management, MOL, WSIB)

Health & Safety Representatives and applicable supervisors must be trained in injury and incident investigation.

Any incident with an actual or potential for significant loss should be investigated by the Health and Safety Committee members. These include near miss, unsafe conditions or practice, property damage, first aid, medical aid and lost time.

Violence, harassment, critical injury, fatality, and other legislated incidences must be investigated by the Co-Chairs of the JHSC, Manager of Safety Compliance, and Senior Management.

4.0 Policy

General

1. All injuries, occupational illnesses, property damage and incidents must be reported to the supervisor.
2. Immediately after an accident/incident, the supervisor shall ensure the safety of employees, public, equipment and facilities from further injury or damage and follow the steps laid out in this procedure.
3. There are four categories of injuries:
 - i. No Treatment
 - ii. First Aid
 - iii. Medical Aid
 - iv. Critical

No Treatment Injury

1. A 'No Treatment Injury' occurs when there is an injury that does not require any treatment (ie: bruised finger)
2. The employee will report the injury to the supervisor
3. The supervisor will record the injury in the "First Aid Log Book"

First Aid Injury

1. A 'First Aid Injury' is an injury that can be treated at the work site and does not require treatment from a health care professional (ie: cut finger that requires a bandaid only)
2. The employee is to report the injury to the supervisor
3. First aid treatment will be provided and recorded in the First Aid Log Book

Medical Aid Injury

1. A 'Medical Aid Injury' is an injury that requires treatment (ie: a cut finger that requires stitches) from a health care professional but not critical.
2. A supervisor is to arrange for:
 - i. First aid treatment for the injured employee and record the treatment in the First Aid Log Book
 - ii. Ensure the completion of the Employees Accident Report and the Witness statement form.
 - iii. Transportation (ie: private vehicle, taxi, ambulance, etc) of the location where professional health care can be delivered (ie: doctor's office, hospital) or fill in the Transportation Refusal Report.
3. A "Functional Abilities Form" is to be taken to the attending physician.
4. Using the "Investigation Report", the supervisor is to conduct an investigation, immediately, or as soon as possible, following the notification of the accident/incident.
5. The supervisor will notify the Town that a Medical Aid injury has taken place and that a WSIB Form 7 must be submitted to WSIB within 3 days of the injury.
6. Advise the Employee that all forms must be returned to you after they seek medical attention or the next working day.
7. Advise the Employee that the Town has a Return to Work Program and can accommodate them immediately.
8. Forward or fax all completed forms immediately to Manager of Safety Compliance & Accessibility.

Critical Injury

1. For the purposes of the Act and the Regulations "critically injured" means an injury of a serious nature that;
 - i. Places life in jeopardy;
 - ii. Produces unconsciousness;
 - iii. Results in substantial loss of blood;
 - iv. Involves the fracture of a leg or arm but not a finger or toe;

- v. Involves the amputation of a leg, arm, hand or foot but not finger or toe;
 - vi. Consists of burns to a major portion of the body;
 - vii. Causes the loss of sight in an eye.
2. When an injury occurs to an employee, one must seek immediate assistance by calling 911 and notify their Supervisor/Manager.
3. Once it has been determined if the injury is a critical injury, notify Fire Dispatch at 613-354-3415. Dispatch will proceed with contacting the Response Team;
4. General Manager, Manager of Safety Compliance & Accessibility, Joint Health & Safety Co-Chairs, Local Union Representation if applicable.
5. First member of the Response Team should ensure that the injured person is receiving medical attention.
6. Preserve all relevant evidence by keeping the integrity of the scene and not allowing anyone to:
 - i. Alter or remove evidence, except for the purpose of saving life or relieving human suffering, maintaining an essential public utility service, or preventing unnecessary damage to equipment or other property;
 - ii. Interfere with, disturb, destroy, alter or carry away any wreckage, article or thing at the scene of or connected with the occurrence until permission to do so has been given by the Ministry of Labour inspector.
7. Note: A Ministry of Labour inspector has the authority to release the scene of a critical injury/fatality over the phone. The request should be made prior to the disturbance of any critical injury/fatality scene.
8. The Manager of Safety Compliance & Accessibility must notify the Ministry of Labour. During business hours (08 30 to 16 30) call 1-877-202-0008. After business hours (16 30 to 08 30) call 416-325-3000.
9. *Note: The person reporting the critical injury/fatality to the Ministry of Labour must remain available for the Ministry representative to contact them or otherwise provide an alternate contact.*
10. The Manager of Safety Compliance & Accessibility will submit a written report to the Ministry of Labour within 48 hours after gathering the following information from the investigation.

- i. The name and address of the employer
- ii. The nature and the circumstances of the occurrence and the bodily injury sustained
- iii. A description of the machinery or equipment involved
- iv. The time and place of the occurrence
- v. The name and address of the person critically injured
- vi. The names and addresses of all witnesses
- vii. The name and address of the physician or surgeon, if any, by whom the person was or is being attended for the injury
- viii. Steps taken to prevent a recurrence and recommendations for remedial action or alternative work procedures.

11. The Supervisor, the Worker Co-Chair of the JHSC and the Manager of Safety Compliance & Accessibility should conduct the investigation and complete a Accident Investigation Report.

12. Ensure the following parties, in addition to the Ministry of Labour, the following should receive a copy of the critical injury/fatality investigation report; the Manager of Safety & Compliance, JHSC, Human Resources, CAO and General Managers and the Union Representative(s) if applicable.

5.0 Reporting of Incidents/Near Misses

For any Incident or Near Miss that has the potential to cause personal injury or property damage, a 'Note of Concern' Report form must be completed.

6.0 Reporting of Accident/Incidents involving Visitors

Visitors include all non-employees present or working in the Town of Greater workplaces. These include both visitors and members of the general public.

Accidents are to be reported on an Accident Report form and handled in the same way as employee reporting.

7.0 Communication

The results of injury/incident reporting will be communicated to the employees in a number of ways:

- Minutes of the JHSC meetings
- Safety talks at Departmental meetings
- Postings on Health & Safety bulletin boards
- Staff newsletters

8.0 Employee's Responsibility

In Case of an Injury

Due to the fact you have suffered an injury or illness that you believe to be work related, you have been provided with this package of forms. When an injury occurs your employer has first aid available, however in some cases you may need medical attention.

If medical attention is required the following forms must be completed immediately:

- Employee's Accident Report
- Functional Abilities Form (WSIB Form)

When attending your first medical appointment, you must supply the physician with a **Functional Abilities Form (FAF)** with sections A and B completed, which allows him to release information concerning your abilities to your employer and the WSIB.

You are required to have your physician complete the FAF while you wait. You must then return to the worksite with the completed FAF and provide this to your Supervisor no later than the day after seeing the physician.

The purpose of having these forms completed is so your employer can bring you back to the job as quickly as needed. As required by the Workplace Safety and Insurance Act all employers and workers must co-operate in identifying tasks to establish an Return to Work (RTW) program. The return to work program is **temporary** in nature and **is used as a transition to your pre-disability employment** and can include any or all of the following:

- Changed or reduced work hours
- Modifications to regular duties including type and/or volume of work
- Periodic rests or exercise/stretch breaks
- Temporary assignment to a different job that matches your functional abilities
- Ergonomic alterations to your workstation and/or work components

As well as having an obligation to co-operate in this process, you are also obligated by the Workplace Safety & Insurance Board (WSIB) to maintain contact with your employer or designate throughout your recovery (normally on a bi-weekly basis).

All recommended treatment (such as physiotherapy) must have approval from WSIB.

If you have any questions or need help completing these forms, please contact your Supervisor

Equipment Post Accident Policy

1.0 Purpose

To provide procedures to ensure that all employees know their role and responsibilities in the advent of an accident involving Town owned or leased equipment.

2.0 Scope

To apply to all Municipal employees and elected officials of the Town of Greater Napanee.

To apply to all persons who attend a Municipal workplace including, but not limited to, all visitors, volunteers, contractors, vendors and delivery persons.

The Workplace includes all places where the Municipality does business, including;

- All Municipal facilities, owned or leased, and surrounding perimeters including parking lots, sidewalks and driveways
- Company vehicles
- Off-site locations where Municipal business occurs
- Municipal functions and recreational/social events
- Travel for Municipal business to apply

3.0 Definitions

Equipment – Any machine that has an engine, 1 or more wheels and an employee controls its movement and is in use for corporate purposes. This includes vehicles.

4.0 Policy

Driver/Operator

1. Stop immediately and assess the situation. This also applies to Emergency Services vehicles responding to an incident. If this should happened the officer of the responding unit will notify dispatch that they are out of service and advise them to dispatch another unit.
2. Call 911 if required. Police are required to be notified if damage is in excess of one thousand dollars.

3. If injured obtain First Aid, if not injured assist others injured, within your capability, until medical help arrives.
4. Call your supervisor and notify them of the accident. If you cannot contact your supervisor, contact Napanee Emergency Services by phone, (613-354-3415) or by the vehicles two-way radio. They will contact the appropriate person and get back to you.
5. Complete the Vehicle and Equipment Collision Report form located in the vehicles vehicle packet.
6. DO NOT make any statements for who is at Fault for the accident.

Supervisor

1. Upon notification, respond to the accident scene immediately and assess the situation.
2. Call 911 if required.
3. Ensure first aid is provided to employees and the public if required.
4. Activate the Towns Health and Safety Policy, if an employee has been injured in the accident and their injuries meets the Definition of “critically injured”. The supervisor will notify Napanee Emergency Services at 613-354-3415 and have dispatch contact the Response Team members and have them attend the scene.
5. Assist the driver/operator in filling out the Equipment Collision report, or if the driver/operator is not available, fill out as much of the report as possible.
6. Take pictures to document the accident scene and damage.
7. Notify the Fleet Manager of the incident, (613-536-8406).
8. Arrange to have the Town’s equipment taken to Infrastructures, Kingston Road Yard for assessment by the Town Mechanic and/or Town Insurance Adjuster.
9. Forward the Equipment Collision report and photos taken, to the Fleet Manager within 24 hours.

Fleet Manager

1. Upon notification, if supervisor cannot be contacted respond to the accident scene to fulfill the responsibilities of the supervisor.
2. Inform and supply both the General Manager and the Joint Health and Safety committee of the incident and a copy of the equipment collision report.
3. Report to the insurer any accident that may be insured and coordinate the claims settlement process.
4. Review the equipment collision report and make recommendations to the General Managers on additional training or other positive actions to deal with the incident.
5. Maintain complete records on municipal equipment accidents/incidents.

Joint Health & Safety Committee

1. Upon notification of a critical Injury the response team members will respond to the accident location and fulfill their responsibilities under the town's health and safety critical injuries policy.
2. Review the equipment collision report and make recommendations to the General Managers on additional training or other positive actions to prevent a reoccurrence of this type of incident.
3. Maintain records on incidents to assist with yearly hazard assessments.

Seasonal Flu Virus Policy

1.0 Purpose

To take every reasonable precaution to ensure the health of the employees in the workplace and to minimize transmission of the influenza virus to both the staff and members of the community, which we serve.

2.0 Scope

To apply to all Municipal employees, elected officials, and volunteers of the Town of Greater Napanee.

3.0 Policy

Pandemic flu remains a concern for all employers. A pandemic can occur at any time and can be mild, moderate, or severe.

4.0 Employee Rights and Responsibilities

Workers have the right to work in a safe and healthy environment. Workers have the right to know how to protect themselves from potential hazards, including the exposure risk to influenza.

If you believe your workplace is unsafe because of a communicable disease, explain your concerns to your supervisor, joint health & safety representative.

Employees have rights under the Employment Standards Act in relation to unpaid leave or sick leave. Under the Act, employees have the right to take up to 10 days of (paid or unpaid, depending on your contract) job-protected leave each calendar year with respect to illness, injury, emergencies and urgent matters. If you take a personal emergency leave, you must advise the Town as soon as possible. Your supervisor may require you to provide reasonable evidence that you are eligible for the leave.

4.0 Symptoms

While signs and symptoms of influenza and a cold are similar, the severity may vary.

| Symptom | Influenza | Cold |
|-----------------------------------|---|--|
| Fever | Usual, may be high sudden onset, may last 3 to 4 days | Rare |
| Headache | Usual, can be severe | Rare |
| Chest discomfort, coughing | Usual, can become severe | Sometimes, mild to moderate |
| General aches and pains | Usual, often severe | Sometimes, mild |
| Extreme fatigue | Usual early onset, can be severe | Unusual |
| Weakness | Usual, severe, may last 2 to 3 weeks or more | Sometimes, mild |
| Runny, stuffy nose | Common | Common |
| Sneezing | Sometimes | Common |
| Sore throat | Common | Common |
| Complications | Can lead to pneumonia, can worsen a current chronic condition, can be life-threatening | Can lead to sinus congestion or earache |

5.0 Prevention

A combination of controls can be implemented to protect workers and reduce the transmission of the seasonal flu virus in the workplace. Workplace controls include:

- promoting vaccination;
- encouraging sick workers to stay home;
- promoting hand hygiene and cough etiquette;
- keeping the workplace clean;

Vaccination

Encourage workers to get the seasonal flu vaccine when it is available.

Stay Home

Encourage sick workers to stay home. The Public Health recommends that workers who have a fever and respiratory symptoms stay at home until 24 hours after their fever ends (100 degrees Fahrenheit [37.8 degrees Celsius] or lower), without the use of medication. Not everyone who has the flu will have a fever. Other symptoms could include a runny nose, body aches, headache, tiredness, diarrhea, or vomiting. Managers have the right to send staff home if deemed appropriate.

Hygiene and Etiquette

Post signs that tell workers, visitors, and clients the steps for proper hand hygiene and cough etiquette. This includes anyone handling food or beverages ie: volunteers at social events/barbeques.

Clean Workplace

Workers, visitors, and clients should have easy access to supplies such as:

- "No touch" wastebaskets for used tissues;
- Soap and water;
- Alcohol-based hand rubs;
- Disposable towels;
- Cleaning and sanitation materials.

Hand Hygiene

Wash hands after blowing your nose, coughing, sneezing, or coming into contact with mucus or contaminated objects and surfaces.

Apply soap and water: rub soapy hands together for at least 20 seconds, rinse hands with water, and dry completely.

Alcohol-based hand rubs: If soap and water are not available, use of an alcohol-based hand rub is a helpful interim measure until hand washing is possible. When using an alcohol-based hand rub, apply liquid to palm of hand, cover all surfaces of the hands with the liquid, and rub hands together until dry.

Cough Etiquette

Cover coughs and sneezes with a tissue, or cough and sneeze into your upper sleeve(s).

Heat Stress Prevention

1.0 Purpose

To ensure all employees are informed of information and guidelines on heat stress.

2.0 Scope

This policy requires the full cooperation of all employees of the Town of Greater Napanee. Employers have a duty under Section 25(2)(h) of the Occupational Health and Safety Act to take every precaution reasonable in the circumstances for the protection of the worker. This includes developing policies and procedures to protect workers who have direct physical contact with hot equipment, are exposed to radiant heat sources, or are working in hot weather.

For compliance purposes, the Ministry of Labour recommends the current threshold limit value for heat stress and heat strain. These values are based on preventing acclimatized workers' core temperatures from rising above 38°C.

3.0 Definition

Heat stress is a condition that can take many forms, depending on the severity of external and internal factors and the condition of the individual. It is a combination of how much body heat a person generates while working, what clothing that person is wearing, and other sources of exposure to hot temperatures.

The heating and cooling balance in the body depends on:

- air temperature
- humidity
- radiant heat
- physical activity
- cooling (by the evaporation of sweat)
- body adjustments (acclimatization)

4.0 Heat-Stress-related disorders

Supervisors, first aid providers, and workers should be alert to signs of heat stress disorders.

Sunburn

Sunburn is caused by too much exposure to the sun. Symptoms could include red, painful, blistering and peeling skin.

Heat Rash

It is characterized by a tingling and burning of the skin and a red itchy rash. Most often seen in areas where the skin is moist most of the time. Skin should be kept as dry as possible. Shower often, wear cotton clothing which absorbs perspiration and wicks it away from the skin to encourage drying.

Heat Cramps

Heat cramps are painful spasms of the muscles that do the hardest work. This occurs during or after work hours. Muscles affected can be massaged. One glass of water containing $\frac{1}{2}$ teaspoon of salt may be taken, unless not indicated by medical condition. Muscles should be warmed up prior to doing heavy work. Appropriate rest breaks should be taken. Reduce activity levels or heat exposure. Workers check on each other to help spot symptoms that often precede heat stroke.

Fainting

Fluid loss, inadequate water intake and standing still result in decreased blood flow to brain. Sudden fainting may occur. The person who has fainted should be laid down in a cool place. Get MEDICAL ATTENTION. Assess need for cardiopulmonary resuscitation (CPR). Move to cool area, loosen clothing.

Heat Exhaustion

Characterized by fatigue, weakness, dizziness, clammy skin, and slow weak pulse, pale or flushed complexion. The person affected should lie down with knees raised. Give cool, not cold fluids. Get MEDICAL ATTENTION. This condition can lead to heat stroke. Move to cool area, loosen clothing. Provide cool water to drink, fan and spray. Do not leave affected person alone.

Heat Stroke

Victim may stop perspiring. Temperature will be very high, with hot dry skin. Confusion is common. Person is weak, upset, headache or dizziness. One may lose consciousness or seizure. This condition is an emergency CALL AMBULANCE IMMEDIATELY. Cooling should be commenced by soaking the victim's clothing in cold water, and by fanning the victim. Massage the limbs to encourage the blood flow. Do not leave affected person alone.

5.0 Heat Stress Guide

The following is meant to provide a guideline for determining work environments that could cause heat stress symptoms.

| Humidex Range | Response |
|----------------------|--|
| 25-29 | Supply water to workers on an “ as needed” basis |
| 30-33 | Post heat stress alert notice. Encourage workers to drink extra water Start recording hourly temperature and relative humidity |
| 34-37 | Post heat stress warning notice Notify workers that they need to drink extra water Ensure workers are trained to recognize symptoms |
| 38-39 | Work with 15 minute relief per hour Provide adequate cool water At least 1 cup of water every 20 minutes Worker with symptoms should seek medical attention |
| 40-41 | Work with 30 minutes relief per hour Provide adequate cool water At least 1 cup of water every 20 minutes Worker with symptoms should seek medical attention |
| 42-44 | If feasible, work with 45 minutes relief per hour Provide adequate cool water At least 1 cup of water every 20 minutes Worker with symptoms should seek medical attention |
| 45 or over | Only medically supervised work can continue |

Humidex calculator: <http://www.ohcow.on.ca/uploads/heat-stress-calculator.html>

6.0 Controlling Heat Stress

When there is a potential for exposure to heat stress, control measures must be taken to prevent heat exposure in the workplace. These include engineering controls, administrative controls and protective clothing.

Engineering Controls

- Reduce physical demands of work task through mechanical assistance
- Control the heat at its source through insulating and reflective barriers
- Reduce the temperature and humidity through air cooling
- Frequent rest breaks should be taken in the warmer periods of the day in a shaded or air conditioned area.

Administrative Controls

- Provide cool drinking water
- Ensure everyone is properly acclimatized
- Train workers to recognize the signs and symptoms of heat stress, train first aid
- Investigate any heat-related incidents
- Workers need to be able to alter their work, where possible, and attempt to schedule heavy work to be done during the cooler periods of the day.
- Monitor workplace temperature and humidity and check workers' condition.
- All staff working in a hot environment should drink at least one cup (250ml) of water every 20 minutes on hot day to keep hydrated.
- Encourage workers to use the buddy system to recognize signs and symptoms of their co-workers.

Protective clothing

- Wear light-coloured clothing, preferable long sleeve shirt and pants and cover the head to prevent exposure to direct sunlight.
- Workers are encouraged to wear UVR blocking sunglasses or safety eyewear when outdoors.
- Workers should use a broad spectrum sunscreen with a sun protection factor of 30 or more for minimal protection, including an SPF 30 sunscreen lip balm for lips

6.0 Managing Heat Stress

Supervisor Responsibilities

- Assess the work environment and working conditions throughout the day and be proactive to prevention.
- Remain aware and monitor temperatures throughout the workday
- Schedule heavy work, when possible, during the coolest part of the day.
- Ensure appropriate clothing is worn
- Ensure drinking water is provided for all work crews on all work sites, and encourage workers to drink water.
- Ensure sunscreen is available for all work crews on all work sites, and encourage workers to use it
- Schedule rest periods in shaded areas
- Never ignore worker symptoms
- Give workers the knowledge and authority to exercise what they can do to prevent heat stress illness

- Organize work to reduce the work pace.
- Re-assign duties during high humidex conditions as needed.
- Report to JHSC any Heat Stress related concerns or changes in program and procedures.
- Identify any related accident/incident/ or absentees related to Heat Stress
- Keep track of worker complaints of discomfort after prolonged work, and purchases of equipment due to hot conditions.

JHSC Responsibilities

- To prepare information and contribute to policy review related to heat stress
- To assist in the development of safe work procedures
- To address heat stress concerns of employees
- To promote safety awareness and post information on safety boards

Worker Responsibilities

- Be familiar with heat stress hazards and preventative measures
- Follow safe work procedures established to prevent heat-induced illness
- Drink enough fluids to replace those lost through sweating and breathing
- Report to their supervisor heat stress-related symptoms in themselves or their co-workers

Workplace Inspections and Observations Program

1.0 Purpose

1. To ensure the safety of the staff in the workplace.
2. To ensure that the Corporation meets its obligation of due diligence under the Ontario Health & Safety Act (OHSA).
3. To provide a consistent format for ensuring that workplace inspections are conducted by all levels of employees of the Corporation.
4. To identify health & safety hazards in the workplace.
5. To evaluate and establish preventive controls and monitor the effectiveness.

2.0 Inspection Program

1. Create the Plan

The annual workplace schedule indicates the work places requiring inspections and the frequency of these inspections. Individuals carrying out inspections will have training and knowledge.

2. Physical Inspections of Premises

A joint inspection, consisting of both management and worker representatives, is keeping with the participative approach of the Act.

The worker health and safety representative must inspect the workplace at least once a month. If this is not practical, he/she shall inspect the workplace at least once a year, inspecting at least a part of it every month.

3. Write reports

A record of observations as a result of inspections allow for us to take steps to eliminate a risk. Inspections will only be effective if findings and corrective action is immediately implemented.

4. Following up on recommendations

Analyzing the situation and determine what action is required, in a timely manner. Identifying trends as part of the effectiveness, and the need for training.

3.0 Roles and Responsibilities

CAO and GMs

Is responsible for overall organizational enforcement of this policy. Conduct and record workplace inspections annually. Review all workplace inspections and take appropriate action to correct any deficiencies.

Managers

Conduct and record annual workplace inspections and observations of their associated work area with area JHSC Rep worker.

Supervisors

Conduct and record spot workplace inspections and observations on a regular basis.

JHSC

Monthly inspections of workplace sites, in accordance with the annual workplace schedule. JHSC will conduct Cross inspections of other departmental workplaces.

4.0 Guidelines

- All members conducting inspections are required to wear the appropriate personal protective equipment in that area.
- Ask questions and obtain information from workers. One should be aware of any hazardous or unsafe situations prior to inspecting.
- Physically observe all areas, open all doors.
- During Workplace inspections, safety hazards are generally easier to detect than health hazards because they are usually more visible. Health hazards posed by inadequate ergonomic design, inadequate work practices, airborne dust, fumes or mists may be more difficult to recognize as they are not as readily observable. Potentially hazardous substances may be colourless, odourless, and tasteless and those who work every day in that area.
- Observe the entire work environment to identify process and employee hazards. Missing personal protective equipment, horseplay, rushing, reaching, repetitive movement and improper lifting can also be hazards.

5.0 Procedures

1. Determine the appropriate workplace inspection checklist forms, specific to your facility/property.

| | |
|---------------------|-----------------|
| Building/Hall | Garages |
| Plants | Arena |
| Lease Spaces | General offices |
| Parks & Open Spaces | |

2. Review items from the general categories on checklist for potential hazards.

| | |
|------------------------|-------------------------------|
| Health & Safety Boards | Storage |
| Fire Safety/Emergency | Hallways/Walkways |
| Custodial/Sanitation | Pathways |
| Furniture/Equipment | Personal Protective Equipment |
| Electrical Safety | Grounds/Parking Lot |
| Ergonomics | Equipment/Machinery |

3. Acknowledge and Identify on the inspection sheet;

Any Slips & Fall Hazards
Any Accessibility considerations.

4. Record observations and rank each issue on the inspection sheet as follows;

A – High Risk for injury/structural/equipment damage

Urgent, immediate action is required

B – Medium Risk to injury/property damage

Serious, attention within one week

C – Low risk to injury/property damage

5. Needs immediate attention within two weeks, and/or corrective action developed including timeframes.
6. Upon completion of the form, notify the responsible party of the corrective actions required.
7. Conduct a follow up inspection to verify the item has been corrected.
8. Report the status to the JHSC and document for record keeping
9. Send a copy of the form to the Manager of Safety Compliance & Accessibility

Workplace Safety Hazards Assessment Program

The Town of Greater Napanee is committed to the prompt investigation and correction of all known and foreseeable hazards in order to prevent the development of hazardous conditions that could lead to incident and accidents in the workplace.

1.0 Risk Assessment

- Identifies hazards
- Evaluates the risk of harm from those hazards
- Implements measures to eliminate or control those hazards
- Prioritizes occupations that require Job Hazard Analysis

2.0 Job Hazard Analysis

- Recognize, assess and control hazards and monitor the ongoing effectiveness of controls
- Systematically evaluates jobs, tasks or processes
- Helps to eliminate or reduce risks or hazards in order to protect workers from injury or illness.

Types of Hazards

A Hazard is any thing or condition that may expose a person to a risk of injury, illness, occupational disease, or property or environmental damage.

Safety Hazards

Unguarded machines, housekeeping, slippery floors, trenching, falling objects, electrical cables, confined space

Chemical Hazards

Corrosives, asphyxiates, irritants, toxic materials, oxidizers.

Biological Hazards

Molds, fungus, infectious diseases, insects, animals, waste, contact with body fluids.

Physical Hazards

Noise, heat and cold, vibration, all forms of radiation including ultraviolet radiation (sunlight)

Ergonomic/Musculoskeletal Hazards

Repetitive motion, lifting, bending, pulling, pushing, carrying, poor workstation set-up.

Stress Hazards

Stress, bullying, violence, work pace, working alone, shift work, conflict

3.0 Hazard Sources

- People – training, coaching, communication, education, hygiene practices
- Equipment – protective equipment, repair and maintenance
- Materials – correct use, adequate supply, repair and maintenance, storage
- Environment – noise, air quality, lighting, physical layout, housekeeping.
- Process – work design, flow, reporting, policies and procedures.

4.0 Risk Assessment

Once the hazards have been identified the risks must be rated according to the following process.

Risk assessments evaluate the Probability of the hazard leading to an incident or loss, the Severity of that incident or loss, and the Frequency of the incident or loss occurring.

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

| Rating | Probability | Severity | Frequency |
|--------|---------------------|---|---|
| 0 | Not likely to occur | Negligible – no injury or property damage | Never/rarely |
| 1 | Likely to occur | Low – minor injury or damage | Low – has happened in past |
| 2 | Very likely | Medium – serious, time loss injuries, high damage costs | Medium – has occurred on a semi-regular basis |
| 3 | Definite | High – critical, ability to conduct business affected | High – is an ongoing concern |

The calculation identifies how the hazard will be classified - the higher the number, the greater the risk, the more urgent the need for controlling that risk

Use the Risk total to determine the class of risk and put that number into the Job Hazard table.

Hazards are classified as follows:

| | | |
|----------------------------------|---|---|
| Class A Hazard (Critical) | A condition or practice likely to cause permanent disability, loss of life or body part and/or extensive loss of structure, equipment or material | Imminent hazard requiring immediate corrective action. |
| Class B Hazard (Serious) | A condition or practice likely to cause serious injury or illness, resulting in temporary disability or damage that is disruptive but not extensive | Not imminently dangerous but should be attended as soon as possible (ie. Less than two weeks) |
| Class C Hazard (Minor) | A condition or practice likely to cause minor, non-disabling injury or illness or non-disruptive damage. | Low hazard. Time frame for correction within 4 weeks. |

5.0 Hazard Control

Once a hazard has been assessed, controls must be developed to eliminate or mitigate the effects of the hazard. When developing controls, you should consider the source-path-person using controls in the following order;

Eliminate the hazard at the source

- Modify or provide alternate process
- Substitution
- Improve environment
- Modify equipment or tools

Contain the hazard along the path

- Enclosures, barriers
- Guard

Control at the worker

- Administrative controls, orientation
- Training and supervision
- Work procedures
- Housekeeping, hygiene practices
- Personal protective equipment
- Emergency planning

6.0 Hazard Reporting

All workers have a responsibility to report all hazards, unsafe conditions or unsafe practices that exist or develop during their work to their immediate supervisor. Where the supervisor is not available, the matter should be referred to the Manager of Safety Compliance & Accessibility, and the Manager Chair of the Joint Health Safety Committee.

A Job Hazard and Risk Assessment will be completed to resolve the concern as soon as possible. Where a hazard cannot be immediately controlled, pylons, security tape, signage or other means will be used to identify and secure the hazard and to protect others from exposure to the hazard. A copy of the report will be posted in an area accessible to all workers for as long as the hazard remains uncontrolled

7.0 Risk Assessment Procedures

1. Create an Inventory of Occupations_for every department and/or position
2. Identify Job Tasks, focusing on hands-on work.
3. Evaluate Risks, using Frequency, Probability and Consequences as guide
4. Take all the Job Tasks inventoried and prioritize them by risk.
5. Conduct a Job Hazard Analysis (JHA)
6. Re-evaluate

Job Hazard Analysis Procedures

1. Select a job task from the inventory (highest priority first)
2. Break the job down into its basic steps or tasks
3. Identify ALL hazards present with each of the identified steps
4. Assess Risk
5. Determine control measures
6. Assess the risk on a regular basis.
7. Develop job procedures from the control measures
8. Communicate the job procedures and monitor for continued effectiveness.

Workplace Hazardous Materials Information System Program

1.0 Purpose

This program element applies to all Workplace Hazardous Materials Information System (WHMIS) classes, divisions and subdivisions. WHMIS 2015 is an update of the previous chemical hazard system, WHMIS 1988, and incorporates element of the Globally Harmonized System (GHS) of classification and labelling of chemicals.

Everyone in the workplace has the right to know about the hazards of materials used in the workplace and access to the necessary product information that contains detailed information about the hazardous material's properties and the precautions.

2.0 Definition

"WHMIS" – the workplace hazardous materials information system is a legislated method of communicating hazard information to persons working with and around hazardous products. It is made up of four parts:

1. Identification and Classification
2. Labelling of controlled products and hazardous materials containers
3. Providing hazard and safe procedures information through Safety Data Sheets (SDS)
4. Educating workers on how to access and interpret hazard information and training workers in safe handling procedures to prevent adverse health effects.

3.0 Responsibilities

Ensure that all hazardous materials present in the workplace are identified in the prescribed manner.

Ensure Safety Data Sheets (SDS) are available and up to date for each hazardous material and controlled product.

Ensure that a hazardous material is not used, handled or stored at a workplace unless the prescribed requirements concerning identification, material safety data sheets and worker and manager instruction and training are met.

Ensure that appropriate emergency equipment for fires and spills is available and accessible.

Ensure that all necessary personal protective equipment is available for use.

Ensure that all hazardous and controlled products are disposed of according to acceptable standards.

4.0 Labelling

Supplier Labels

All products received from the supplier must have a supplier label affixed to the product. If the product is received without the supplier label, the purchaser must contact the supplier and request the label. No product received without the supplier label will be used until the label has been received and affixed to the product.

A supplier label must contain the following information;

| | |
|----------------------------------|--|
| Product name (English/French) | The product name is exactly as it appears on the container and on the SDS |
| Hazard Pictogram | It indicates whether the product is dangerous to breathe, is easily combustible, unstable or reacts negatively with other materials. |
| Signal Word | Danger or Warning are used to emphasize hazards and indicate the severity of the hazard |
| Hazard Statements | Brief standardized statements of all hazards based on the hazard classification of the product. |
| Precautionary Statements | Brief descriptions of essential precautions, specific protective equipment and emergency measures, including first aid |
| Supplier Identifier | The company of the product is responsible for the label and SDS information |

Workplace Labels

Workplace labels are a simplified version of a supplier label and may be used when products are transferred from bulk containers to a smaller container. The employer is responsible for affixing workplace label to these containers that includes;

1. Product identifier
2. Information for the safe handling of the product
3. Statement that the SDS is available

5.0 Safety Data Sheet (SDS)

Safety Data Sheets provides more detailed information about a specific chemical or hazardous product. SDS sheets will be maintained in a location accessible to all workers and available for view at all times, all shifts. Safety Data Sheets are required to be updated within 90 days when the supplier becomes aware of any “significante new data.”

If a SDS has not been provided on delivery of a particular product, the purchaser will contact the supplier and request that a current SDS be provided. No product will be used until the SDS has been received for the product and reviewed with those workers who will be working with and around the product.

**Current Material Safety Data Sheets (MSDS) will gradually be replaced as suppliers and manufacturers update to SDS. During the transition, you may have both in your workspaces.*

The original 9-section MSDS is replaced by the 16-section SDS. The following are the sections;

- | | |
|--|-------------------------------------|
| 1. Identification | 9. Physical and Chemical Properties |
| 2. Hazard Identification | 10. Stability and Reactivity |
| 3. Composition/Information on Ingredients | 11. Toxicological Information |
| 4. First-aid Measures | 12. Ecological Information |
| 5. Fire-fighting Measures | 13. Disposal Considerations |
| 6. Accidental Release Measures | 14. Transport Information |
| 7. Handling and Storage | 15. Regulatory Information |
| 8. Exposure Controls/Personal Protection | 16. Other Information |

6.0 Hazards

Hazard Groups

Hazardous products can be harmful to your health, if you don't limit your exposure to them.

- **A Health Hazard** is the ability of a chemical to affect your health quickly or over a long period of time.

Short-term effects; some chemical products can cause immediate harm, called acute effects.

Long-term effects; if the chemicals take longer to do their damage, the effects are chronic.

- **A Physical hazard** is a sudden reaction such as a fire, explosion or corrosion. Physical hazards are controlled by handling chemicals properly.

Hazard Control

The most effective way to control exposures to hazardous materials is at the source by eliminating, substituting or isolating the hazard. The second best control is along the path, such as ventilation, barriers or shields. The last choice of controlling a hazard is at the worker. This includes personal protective equipment, job rotation and good personal hygiene.

Hazard Classifications

The hazard class and category are a guide to the;

1. Type of hazard
2. Degree of hazard (Category 1 is more hazardous than Category 2 or 3)
3. Precautions to follow

Physical Hazards

FLAMMABLE



ie: gasoline, propane, butane, and paint thinner.

Precautions:

- Keep away from heat, hot surfaces, sparks, open flames, and other ignition sources
- Wear protective gloves, protective clothing, eye protection, and face protection
- Work in well-ventilated areas
- Store in properly designated areas

OXIDIZER



ie: hydrogen peroxide, chlorine, and sodium chlorate

Precautions:

- Keep away from heat, hot surfaces, sparks, open flames, and other ignition sources
- Keep away from clothing and other combustible material
- Wear protective gloves, eye protection, and face protection
- Wear fire resistant or flame retardant clothing.
- Store in proper containers in which will not rust or oxidize

COMPRESSED GAS



ie: oxygen, propane, acetylene and compressed air

Precautions:

- Handle cylinders with care, do not drop them
- Keep cylinders away from direct heat like furnaces or open flames
- Store cylinders in areas that are well ventilated and dry
- Inspect storage areas regularly for any deficiencies such as damaged or leaking cylinders and poor housekeeping.

CORROSIVE



ie: battery acid, nitric acid, hydrochloric acid, and hydroxide solutions

Precautions:

- Keep containers tightly closed
- Handle the material only when using appropriate protective clothing
- Handle the material in well-ventilated areas and wear proper respiratory equipment

EXPLOSIVE



ie: a wide variety of chemicals can explode under certain conditions, shock, pressure or high temperature

Precautions:

- Keep the material away from incompatible materials
- Keep the material away from sources of ignition
- Wear the proper protective equipment and clothing, including eye, face and hand protection

Health Hazards

HEALTH HAZARD



ie: respiratory or skin sensitization

Precautions:

- Avoid breathing dust or vapours
- Avoid contact with skin or eyes
- Work in well-ventilated areas
- Wear appropriate personal protection
- Store products in designated areas

TOXIC



These poisonous products are fatal, toxic or harmful if inhaled, following skin contact, or if swallowed.

Precautions:

- Avoid breathing dust or vapours
- Avoid contact with skin or eyes
- Work in well-ventilated areas
- Wear appropriate personal protection
- Store products in designated areas

IRRITANT



This class covers products that cause severe skin burns and products that cause skin irritation.

Precautions:

- Avoid contact with skin or eyes
- Work in well-ventilated areas
- Wear appropriate personal protection
- Store products in designated are

BIOHAZARDOUS INFECTIOUS MATERIALS



These materials are microorganisms or proteins that cause or is a probable cause of infection.

Precautions:

- Avoid contamination by wearing protective equipment
- Handle the material only when fully protected by the proper designated equipment
- Handle the material in designated areas that are approved by your supervisor

Environmental Hazards

ENVIRONMENT



Hazardous to the aquatic environment and hazardous to the ozone layer

6.0 Procedures

The following procedures shall be followed regarding hazardous materials:

1. If a controlled product is currently on site, ensure there is an up-to-date SDS
2. available, if not, one shall be requested.
3. If the product is not currently on site, determine whether it is a controlled product. If it is, ensure the supplier provides a copy of the SDS prior to purchasing.
4. If the product has a high hazard rating, determine whether a less hazardous material can be used.
5. If no alternative is available, review the SDS to determine the risks, protective equipment needed, special storage requirements, etc.
6. When controlled products are delivered, ensure that it is properly labeled and have the appropriate SDS. If the product is not properly labeled, either apply a workplace label, or send the product back to the supplier.
7. The supervisor shall inform workers working with the product of the hazards and what precautions are to be taken for safe handling of this product.
8. The SDS shall be placed in a location where all workers have easy access to it.
9. The supervisor and, if possible, the Joint Health and Safety Committee and/or Health and Safety representative, should be consulted prior to purchasing any hazardous product.

7.0 Training

Workers will receive both general and site specific annual training that incorporates the following information:

1. The fundamentals of the WHMIS 2015 program: Classification, Labelling, SDS
2. Worker rights and responsibilities
3. The specific hazardous materials used in the workplace
4. The health effects of exposure to those hazardous material
5. Safe handling and storage of those hazardous materials
6. Personal protective equipment
7. First aid requirements, and
8. Emergency response procedures.

On an annual basis, the WHMIS Training Program shall be reviewed by the Manager of Safety Compliance in consultation with the JHSC. This review will be more frequent if there is a change at the workplace that may affect the health and safety of the employees (e.g. new products or new procedures or equipment).

Hazardous Plants Prevention

1.0 Purpose

To ensure employees are informed of the health hazards to a variety of plants they might encounter on the worksite.

2.0 Scope

This policy and prevention program applies to all outdoor workers of the Town of Greater Napanee. It is the employers duty to take every precaution reasonable to protect their workers.

3.0 Health Hazards

Hazardous plants can cause painful skin reactions from inadvertent exposure by skin contact. Workers who work in outdoor areas are at a risk of exposure to giant hogweed, wild parsnip, poison ivy, poison sumac and stinging nettle.

Giant Hogweed



Giant hogweed is a large plant that grows up to five metres tall. Young plants form large rosettes up to two metres high with no flowers. Mature plants produce large, white umbrella-shaped flower clusters. The stalk of the plant has reddish purple blotches, speckles and coarse hair. The leaves are like a jagged-looking maple leaf.

The plant contains a clear, watery sap that is a photosensitizer. Skin contact with the sap in combination with exposure to sunlight can cause swelling, severe burns and painful blisters, usually within 48 hours. The severity of skin reaction depends on individual sensitivity. Effects can last for months and skin can remain sensitive to sunlight for years. Eye contact with the sap has been reported to cause temporary or permanent blindness.

Wild Parsnip



Wild parsnip grows close to the ground in the form of rosettes with leaves averaging six inches long. Mature wild parsnip have flower stalks and umbrella-like clusters of yellow flowers that form large flat seeds. It grows in abandoned yards, fields, waste places, roadsides and railway embankments.

Skin contact with the sap, handling the fruit, flowers or leaves of wild parsnip followed by exposure to sunlight can cause inflammation of the skin. Skin reactions include burning sensations, reddening of the skin, blisters and burns.

Poison Ivy



Poison ivy is a wild plant that has three leaflets. The stalk of the middle leaflet is longer than the stalks of the two side leaflets. It grows low carpeting the ground, and high or vine-like around trees, shrubs and posts.

Poison ivy has oil throughout the plant that may sensitize a person's immune system and cause an allergic skin reaction. The reaction may range from mild to severe itchy skin rashes. The oil can stick to clothing, boots and tools and transfer to other people by touching or rubbing. The oil can be carried by smoke from a fire and if a susceptible person is exposed to smoke or inhales it, serious allergic respiratory or skin reactions can happen. The oil can also spray from plants when they are cut.

Poison Sumac



Poison sumac is a wild plant with compound leaves with three to six pairs of leaflets opposite each other, and one terminal leaflet at the tip. Leaflets are pointed at the tip with smooth edges and turn red in the fall.



Flowers are dull white, produced in hanging clusters. Berries are a whitish or drab colour. They are found in wet woods and edges of swamps and lakes.

The sap contains sensitizing oil. Both the foliage in summer and the bare branches in winter can cause a severe rash.

Stinging Nettle



Stinging nettle is a flowering plant with hollow hairs on the leaves and stems, containing acid and other chemicals. It grows up to one metre tall and its leaves are dark green, egg-shaped, toothed and tapered. Nettles flower from June to September and produce small hanging clusters of greenish-white flowers that are found above where the leaves are attached to the stem. It can be found in large masses in old pastures, flood plains, woodland areas and along streams.

Stinging nettle can cause a chemical dermatitis or skin inflammation from the acid. When touched the hairs penetrate the skin, breaking off, allowing the acid to enter the skin.

4.0 Prevention

- Become familiar with the above hazardous plants in order to identify them.
- Never touch or brush up against any of these plants with bare skin
- Cover your body, coveralls, boots, rubber gloves and face shield to protect self
- Thoroughly wash your boots and rubber gloves with soap before taking off your clothing
- Lastly remove protective eyewear
- Wash all equipment that has touched the plant, sap or oil.
- The only person that should cut or attempt to control hazardous plants is someone who knows the hazards, the controls, and how to prevent from further spread of the plant.

5.0 Procedure

5.1 Identify the Hazardous Plant

When identifying the hazard, you should think about all the potential people that may be affected at your workplace.

5.2 Report to Supervisor

Take photos if possible and note the location of sighting.
DO NOT touch, cut or collect parts of the plant for identification purposes.

5.3 Assess the Risks

Consider what could happen if someone is exposed to it and the likelihood of that happening. Determine how severe it is, what action you should take to control it, and how urgently the action needs to be taken.

5.4 Affected by Hazardous Plant

Wash the affected area immediately with soap and cold water
Cold water should be used because hot water opens the pores of your skin and increases the chances of the oil / sap being deeply absorbed.
Stay out of sunlight and cover up exposed areas
Get medical attention immediately.

If you are affected by a hazardous plant in the work environment, complete an incident/accident form indicating affected areas on skin.

6.0 Control the Risks

Elimination

The most effective control measure is to remove the hazard or hazardous work practice associated with the plant.

Engineering controls

Modify tools or equipment, for example installing guards to prevent contact.

Administrative controls

Controls that alter the way the work is done, including timing of work, and work practices such as standards and operating procedures.

Provide training and supervision, using warning signs or arranging work to minimize exposure if possible

Improve equipment maintenance and personal hygiene practices for potential exposure to hazardous plants.

Personal Protective Equipment

Provide suitable personal protective equipment, such as gloves and protective eyewear.

Slip, Trip and Fall Prevention Policy

1.0 Purpose

To ensure all employees are informed of information, policy and procedures, and safety and prevention of slips, trips and falls (STF).

Goals

- Increase STF awareness
- Decrease the risk of workplace STF
- Promote and support the health and safety of all employees, clients and others visiting, working and volunteers in the organization
- Provide equipment, resources, effective training and maintain records
- Recognize STF prevention as a corporate priority strategy in reducing STF injuries and associated injury costs; and improving productivity, quality of work-life, and quality of care and services

Objectives

- Educate all management and employees regarding STF hazards and prevention
- Promote and facilitate employee and management participation in STF prevention
- Recognize STF hazards both proactively and reactively
- Assess and prioritize STF hazards
- Control STF risks through application of engineering and administrative controls
- Evaluate the effectiveness of applied STF controls
- Implement a continuous quality improvement process that includes employee and management participation

2.0 Scope

This policy and STF prevention program applies to all management, employees and contractors of the Town of Greater Napanee. Employers have a duty under Section 25(2)(h) of the Occupational Health and Safety Act to take every precaution reasonable in the circumstances for the protection of the worker. This includes developing policies and procedures to protect workers.

3.0 Definitions

Slip

A loss of balance caused by too little friction or traction between the footwear and the walking surface.

Trip

A loss of balance caused by a collision of the foot/leg with an object.

Fall

To descend freely due to the force of gravity. It can occur at ground level or from a height (e.g. on a ladder or step-stool).

Hazard

A source of potential damage, harm or adverse health effects on something or someone under certain conditions at work.

Risk

The chance or probability that a person will be harmed or experience an adverse health effect if exposed to a hazard. It may also apply to a situation with property and equipment loss.

4.0 Roles and Responsibilities of Workplace Parties

Employer

- Provide resources to develop, implement, maintain and continually improve the STF prevention program
- Approve the policy and procedures, and annually review the program in consultation with the JHSC
- Provide employee related health and safety reports to JHSC
- Enforce the policy, procedures, and program
- Provide resources for training, necessary equipment and other workplace interventions
- Ensure employees and management receive training and maintain records
- Take every reasonable precaution under the circumstances for the protection of employees

Supervisors

- Participate in STF hazard recognition, assessment, control including implementation of corrective actions, and control evaluation processes in the areas under their authority
- Enforce STF prevention policies and procedures including those related to safe footwear through regular monitoring strategies such as management workplace inspections, auditing of employee safe practices, performance management etc.
- Encourage employees to report hazards and STF symptoms proactively and to report accidents and incidents to the supervisor immediately
- Respond promptly to employee reports
- Conduct STF hazards, accident and incident investigations, and implement corrective actions
- Seek assistance and/or internal/external consultation when solutions and controls are not promptly identified
- Coordinate ergonomic STF-related referrals
- Communicate solutions and controls to employees in a timely manner to workplace parties
- Provide employee related health and safety reports to JHSC
- Ensure all new and existing staff receive STF prevention training
- Maintain training records with employee signatures, scope and length of training and instructor name
- Encourage employee participation in hazard identification, equipment trials and brainstorming control solution
- Purchase appropriate and adequate amount of equipment considering safety and reduction of STF risk factors
- Maintain equipment purchased
- Ensure contractors and other persons working or volunteering for them are aware and are compliant with the policy and procedures
- Take every reasonable precaution for the protection of the employee and client

Employees

- Participate in STF hazard recognition, selection and evaluation of effective controls as required
- Comply with Occupational Health and Safety Act and Regulations pertaining to slips, trips and falls, and the organization's STF and footwear policy and procedures at all times
- Attend regular STF prevention training as established by the organization
- Use and care for equipment provided by the employer correctly
- Report any STF concerns, hazards, incidents or accidents to the supervisor immediately
- Cooperate with STF hazards, accident and incident investigations as required

Joint Health and Safety Committee

- Review incident/accident data related to STF
- Inspect the workplace for STF hazard as part of the monthly workplace inspection process
- Review participatory ergonomic program including STF prevention program and training needs annually
- Make recommendations in writing to management

5.0 Procedures

Workplace Inspections

- JHSC shall conduct their own proactive workplace inspections and incorporate the recognition of STF hazards in the workplace inspection process and checklists
- JHSC shall make recommendation to management as required
- Management will ensure corrective actions to eliminate or control identified hazards are implemented

Footwear

- The employer and/or supervisors/managers will conduct a STF risk assessment of workplace activities and workplace conditions, (**Footwear Assessment Checklist**) in the areas under their authority to determine the appropriate footwear that will protect employees from injury e.g. slip resistant footwear for wet, icy/or slippery areas, foot protection (such as covered heel and toe, steel toes), well-fitting footwear that provide support and reduce the risk of STF etc.

Training

- Mandatory orientation training will be provided to all new employees
- Ongoing training for existing employees will be provided with periodic refresher training

6.0 Reporting and Investigation of Hazards, Accident and Incidents

- All employees are required to report STF hazards, accidents and incidents promptly to their supervisors for follow up, investigation to determine root cause of the event, and for implementation of appropriate corrective actions.
- The hazard, accident or incident will be reported on the appropriate reporting and investigation forms and given to the JHSC for discussion and investigation.

7.0 STF Assessment

Simple STF Risk Assessment

- Workplace parties that identify STF hazards can conduct a simple risk assessment if it is clear as to the root cause of the hazard and the workplace parties agree on the identified controls to be implemented
- A participatory team approach is encouraged which includes front line employees, supervisor, JHSC and others as appropriate.
- Where appropriate employees are empowered to assess and implement obvious corrective actions to prevent STF e.g. safety clean up simple spills of non-hazardous materials such as water or drinks immediately, erect slip hazard signage if appropriate etc.
- Requesting assistance from occupational health and safety or other internal experts with knowledge of the hazard is encouraged to assist in brainstorming control solutions.
- The supervisor will ensure the controls are evaluated for effectiveness and this will include feedback from employees.

In-depth STF Risk Assessment

- If identified STF hazards are more complex, more in-depth risk assessment may be required and this should be conducted by a trained internal or external individual with expertise.
- Supervisors and managers may send a request in writing for an STF-Ergonomic assessment
- The supervisor will notify the JHSC work member of the assessment and communicate any action plans to employees.
- Copies of the report will be shared with the workplace parties e.g. supervisor, affected employees and JHSC.
- The supervisor will determine the feasibility of the controls and corrective actions in consultation with the workplace parties and JHSC
- Controls will be implemented by the supervisor considering employee input.
- The supervisor will ensure the controls are evaluated for effectiveness and this will include feedback from employees.

8.0 Safe Job Task Design

- The prevention of STF shall be considered in the design or re-design of job tasks.
- The supervisor will ensure that the job tasks have been evaluated for STF risk factors and general safety and appropriate controls are in place to protect employees, clients and others performing activities for the organization.
- A job task analysis and/or physical demand analysis is recommended to assist the manager in developing a safe job design.
- Managers coordinating renovations or re-designing of the workplace will ensure STF prevention considerations are proactively integrated into the design, and ensure legislation; codes and standards are met, so as to prevent STF injuries e.g. slip resistant flooring, ramps, railings, steps etc.
- STF prevention considerations are to be integrated into the modification, re-design or installation equipment and machines.

9.0 Purchasing of Work Surfaces, Equipment and Products

- Departments will consider STF hazards and other safety features when purchasing cleaning products; cleaning equipment including dispensing systems; STF prevention products such as signage, mats, and drains; as well as in the selection of work surfaces and flooring.
- Where appropriate, when purchasing consult with vendors and suppliers, and arrange unit-specific trials with supervisors and employee end-users.
- Equipment will be evaluated based on pre-established criteria (meets required standards, maintenance requirements, ease of use, storage requirements, cost, vendor training, safety features, supervisor and employee feedback, etc.)
- See corporate policy and procedures regarding the processes for approval to purchase minor equipment and capital budget requests

10.0 Preventive Maintenance

- Each department will oversee the equipment and facility preventive maintenance program e.g. general cleaning and maintenance of floors, lighting, parking lot and exterior premises.
- Work surfaces shall be kept free of defects and be kept clear of refuse, snow or ice that may endanger employees, clients or others on the premises
- Supervisors/managers may also implement additional department specific preventive cleaning and maintenance.
- All equipment will be maintained in safe operating condition.

- Orders for completion of preventive maintenance programs will be carried out as recommended by the manufactures.
- Complete and accurate documentation of preventive maintenance will be maintained as per preventive maintenance policy and procedure.

Spills Clean-up

- Spills or wet floor surfaces must be cleaned up immediately.
- Employees are empowered to immediately clean up small non-hazardous spills such as water, coffee, food etc. or report the hazard for cleanup.
- Where there is a delay in cleaning up spills or wet floor surfaces, a conspicuous hazard warning sign must be erected.
- Where spills are very large, and/or they are of a hazardous nature, the spill must be reported promptly to the appropriate authority for cleanup e.g. supervisor, housekeeping, environmental services etc. and the appropriate safety measures shall be taken in accordance to spill cleanup policies and procedures and WHMIS etc.
- Emergency spill procedures shall be followed for emergency spills.

General Measures

- Keep obstructions and trip hazards clear of work areas, hallways and walkways and store materials in appropriate areas.
- Step stools and/or ladders are to be used as needed and employees are not permitted to stand on chairs or boxes.
- Ladders shall be used as per manufacture guidelines and inspected before use.
- Maintain a clear view of your path when walking or pushing wheeled equipment.
- Lighting shall meet building minimal light requirements as set out in the Ontario Building Code with brightness levels and glare being minimized or eliminated.
- Wet areas are to be assessed by supervisors to determine the appropriateness of implementing absorbent mats or drainage mats, slip resistant surfaces, a cleaning schedule, spill guards, railings, dyke systems etc.
- Fall arrest system policies and procedures shall be followed for work that is more than three metres below the position of a employee (except where work is performed safely on a ladder)

11.0 Program Evaluation and Quality Improvement

- The ergonomic program including the STF policies and procedures will be evaluated annually in consultation with the JHSC

- Qualitative and quantitative program indicators will be identified and evaluated e.g. hazard/incident/accident data, STF hazard inspections, STF assessments, STF training compliance and evaluations, employee survey etc.
- Recommendations for program enhancements if identified will be provided to senior management for consideration.
- Senior Management will ensure implementation and approved program revisions.
- Any changes to the program will be documented and communicated to workplace parties in a timely manner.

Ergonomics Program

1.0 Purpose

The Town of Greater Napanee recognizes that worker interaction with the work environment may expose worker to risks of musculoskeletal injuries (MSI) or repetitive strain injuries (RSI). The design of a workstation, the manual handling of materials, and the use of tools can all lead to injuries due to strain, overexertion, awkward postures or repetitive motion if prevention and early intervention procedures are not in place.

2.0 Ergonomics Program

Triggers for a worksite evaluation include the following:

- When a worker reports an MSI sign or symptom
- The identification of jobs, processes, or work activities where work-related ergonomics risk factors may cause or aggravate MS
- Any change of jobs, tasks, equipment, tools, processes, scheduling, or work-shift hours
- When a safety walk-through or scheduled inspection or survey has uncovered potential MSI risks

3.0 Worksite Assessments

Worksite evaluations will be scheduled in the following order:

1. Any job, process, operation, or workstation that has contributed to a worker's current MSI
2. Jobs, processes, operations, or workstations that have historically contributed MSI
3. Specific jobs, processes, operations, or workstations that have the potential to cause MSI

4.0 Evaluation Methods

Methods used to evaluate problem jobs and processes will include the following:

1. Walk-throughs and observations, which may include photos and videos
2. Worker interviews
3. Surveys and questionnaires
4. Checklists
5. Detailed worksite evaluations and assessments

5.0 Work-Related Risk Factors

Physical risk factors

Including force, awkward and static postures, static loading and sustained exertion, fatigue, repetition, contact stress, extreme temperatures, and vibration

Administrative issues

Including job rotation or enlargement, staffing levels, excessive overtime, numbers of rest breaks, stress from deadlines, amount of training, work pace, and work methods

Environmental risk factors

Including noise, lighting, glare, air quality, temperature, humidity, and personal protective equipment (PPE) and clothing

A combination of risk factors

Highly repetitive, forceful work with no job rotation; or precision work in a dimly lit room

6.0 Controls of Risk Factors

The Town of Greater Napanee will take steps to identify and assess ergonomics risk factors, and reduce these risk factors using the following risk control methods:

Engineering controls

These are the most preferable and reliable means of reducing workplace exposure to risk factors. Engineering controls focus on the physical modification of jobs, workstations, tools, equipment, or work processes.

Administrative controls

This means controlling or preventing workplace exposure to risk factors by implementing administrative changes such as job rotation, job enlargement, rest breaks, adjustment of pace, redesign of methods, or worker education and training.

Personal protective equipment

PPE is considered a last resort, and will only be used when engineering or administrative controls are not practicable or do not adequately control the risks.

7.0 Education and Training

Education and training are meant to help managers, supervisors, and workers recognize work-related ergonomics risk factors, and to understand and apply appropriate control strategies. Training in the early recognition of MSI signs and symptoms as well as control of ergonomics risk factors will be given as follows:

- To all new workers during orientation
- To all workers assuming a new job assignment
- When new jobs, tasks, tools, equipment, machinery, workstations, or processes are introduced
- When high exposure levels to ergonomics risk factors have been identified

An understanding of ergonomics in your workplace can improve your daily work routine. It is possible to eliminate aches, pains, and stresses at work and improve job satisfaction. Ergonomic solutions can be simple and straightforward to make, even small changes such as altering the height of a chair can make a considerable difference.

8.0 Identifying an Ergonomic Issue

1. Look for likely causes and consider possible solutions. A minor alteration may be all that is necessary to make a task easier and safer to perform.
2. Consult with the Manager of Safety Compliance & Accessibility for practical evaluation checklists, work station assessments, advice, and discuss possible solutions.

9.0 Policy

1. Using the Ergonomic Risk ID and Assessment document, the Manager of Safety Compliance & Accessibility will conduct a survey of each work area, task or workstation to identify the potential for MSI risk factors.
2. Complete, in consultation with the JHSC, a Hazard and Risk Assessment for all identified MSI and RSI risk factors.
3. The Manager of Safety Compliance & Accessibility will develop ergonomic recommendations and provide to supervisor and employee.
4. Assign responsibility for the implementation of recommendations for control, including a time line for completion.
5. Record the recommendations
6. Monitor implementation.
7. Evaluate the effectiveness of the control and revise as necessary.
8. The Manager of Safety Compliance & Accessibility will review workstations periodically, and not less than annually, or when a change in location or upon request of employee/management.

9. Educate workers in the recognition of MSI and RSI risk factors, signs and symptoms of over exposure, and measures to control MSI and RSI risk.
10. The Manager of Safety Compliance will investigate, in consultation with the JHSC, all reports of signs and symptoms of MSI or RSI.
11. Management will attempt to reassign workers who have been afflicted with a MSI or RSI to alternate duties that will not aggravate the condition, where possible.

